



FRANKLIN
TEMPLETON

FRANKLIN TEMPLETON ACADEMY



FREQUENTLY ASKED QUESTIONS (FAQ)

WELCOME TO TRAINING WORTH TAKING

This FAQ document was developed to help address any questions about the Franklin Templeton Academy Online platform.

If your question is not listed below, please email us at ftacademyonline@franklintempleton.com or contact your Franklin Templeton Investments sales representative for assistance.

What is Franklin Templeton Academy Online?

Franklin Templeton Academy Online gives you access to Continuing Professional Development (CPD) Hours. With self-paced modules, you can learn when, where, and how it's most convenient for you. All you have to do is register online.

Who is Franklin Templeton Academy Online for?

The courses on the platform are for financial professionals.

What courses are available?

You can choose from a broad suite of content that ranges from business-building ideas to product insights. To view our current course catalogue, visit www.fti-academy.com/ftacademy-au/.

Can I get Continuing Professional Development (CPD) hours for the courses I take?

Yes, CPD hours accredited by the Financial Planning Association of Australia are earned after course completion. Each course description states how many hours the course is worth.

How do I log in?

To sign in to Franklin Templeton Academy Online, visit www.ftacademyonline.com and input your log-in credentials. If you're a first-time user, follow the Registration Guide located on www.fti-academy.com/ftacademy-au/ for instructions.

How do I recover my username?

If you need to recover your username, email ftacademyonline@franklintempleton.com and ask us to reset your username.

How do I reset my password?

Click [forgot your password?](#) on the sign in page. Input either your email or username and an email will be sent with a password reset link. Follow the link to recover your password.

Is there a fee to use Franklin Templeton Academy Online?

No, there are no fees to use the platform.

Do I need special software to access Franklin Templeton Academy Online?

The platform is accessed by simply visiting www.ftacademyonline.com in your web browser. For an optimal loading experience, we recommend that you use Google Chrome.

How can I find out how many CPD hours a course is worth?

Visit the course catalogue located on www.fti-academy.com/ftacademy-au/ or refer to the course description on the enrolment page.

How do I download my CPD certificate?

Once you've completed a course, you will need to complete a brief assessment. After passing the quiz, you will be able to download the certificate, automatically completed with your name, date, and the course's accreditation record.

Can I still earn CPD hours from in-person seminars and events?

Yes. We want to help advisors earn CPD hours in a way that's most convenient for them, whether in person, online, or both. The purpose of the platform is to provide options to meet needs for advisors, so in-person seminars and conferences are still available.

How do I fix a discrepancy on my CPD certificate?

Typos are likely linked to your account profile. Please contact our administration team at ftacademyonline@franklintempleton.com so we help make the required updates.

When will new courses be added?

New courses will be added all year-round. Look out for email updates sent to all registered Franklin Templeton Academy Online users. Visit www.fti-academy.com/ftacademy-au/ to view our current course catalogue.

Why can't I see any courses in the Academy?

To view the course catalogue, make sure you're registered online. For assistance with registration, please use the Registration Guide located at www.fti-academy.com/ftacademy-au/.

How do I share feedback?

We would love to hear your feedback! Please email ftacademyonline@franklintempleton.com or choose [contact us](#) from the dropdown menu in the top left hand corner.

QUESTIONS OR REQUIRE ASSISTANCE?

Email us at ftacademyonline@franklintempleton.com or contact your Franklin Templeton sales team.

FRANKLIN TEMPLETON INVESTMENTS AUSTRALIA LIMITED

Level 19
101 Collins Street
Melbourne VIC 3000
Australia

Level 30, Aurora Place
88 Phillip Street
Sydney NSW 2000
Australia

Freecall: 1800 673 776
ftclientservices@franklintempleton.com
www.franklintempleton.com.au

Issued by Franklin Templeton Investments Australia Limited (ABN 87 006 972 247) (Australian Financial Services Licence Holder No. 225328), Level 19, 101 Collins Street, Melbourne, Victoria, 3000.

For Sophisticated Investor and Wholesale Client Use Only. Not for Distribution to Retail Clients.

FTAFAQ AUST 04/19