

North Service Centre

North's dedicated service centre is ready to help you with any questions and queries

call **1800 North 1** (1800 667 841)

email **north@axa.com.au** or

visit **north.axa.com.au** and click **Contact us**

north.axa.com.au
1800 667 841

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How to start taking your retirement savings North

Speak with your financial adviser about the benefits a North plan can have for you.

North Online

A guide to getting started



THE AXA / Now I can see the direction
my investments are heading / **PLAN.**

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A guide to getting started

Welcome to North Online

North Online is your central resource for all things North.

This guide is designed to get you started on your North Online investment journey and help point your retirement savings in the right direction.

Three steps to go North

To access North Online you will need internet access and both your User ID (Client reference number) and your temporary Password. These will be provided to you in separate communications either in hard copy or via email.

If you have any problems logging onto North Online, please call the North Service Centre on 1800 667 841.

To log on, follow three simple steps.

- 1 Visit www.north.axa.com.au
Here you can view some general information about North and any benefits it may deliver.
- 2 Locate the **Log in** section of the site in the top left-hand corner of the page.
- 3 Enter your **User ID** (which is your client reference number) and temporary **Password** and click '**Log in**'. You'll then need to change your password.

Your North Online homepage

North can help provide the direction your retirement savings have been looking for

No more filing copious amounts of correspondence. No more chasing up pieces of paper when it comes to visiting your adviser or accountant. North Online's service makes it easy for you to view correspondence, change your personal details, contribute and track your investment progress.

Experience the North Online service difference today

- Access product information
- View all instructions that are in progress or have been processed
- Update contact details online
- Make contributions to your North account
- View reports, download statements and map your North investment success
- View your North communications
- Contact the North service centre at any time

The screenshot shows the North Online homepage for a user named Sam Sample. The page includes a navigation menu with 'HOME', 'PRODUCT INFORMATION', and 'ACCESS MANAGEMENT'. A 'Portfolio summary' table is visible, showing account details and a value of \$0.00. Callout boxes provide detailed information about various features:

- Client details:** View and change your current contact details, including your address, contact numbers and email.
- Product information:** Get more information on North, including investment options, insurance and access to Product Disclosure Statements. This is where you can also access North's News and Announcements.
- Access management:** You can change your North Online password at any time by using your User ID and current password.
- Contact us:** Contact the North Service Centre via email for more information.
- Search:** Search the North Online site.
- Filing cabinet:** In your filing cabinet you will find important North communications such as your North welcome letter and confirmation of transactions. You will be notified by email when a new communication has been added to your cabinet.
- Client report:** You can create a 'snapshot report' at an account or portfolio level and save it to your filing cabinet for future reference.
- Get up close with North:** By clicking on your account number you can access summary details of your account, including the Account Value, information regarding the Protected Growth or Protected Investment guarantee (if selected), investment details and details regarding your financial adviser.

Account Type	Account	Account No.	Account Value
North - Personal Superannuation	Sam Sample	Y00047761	\$0.00
Portfolio Value			\$0.00