

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.

07664-11085

North Service Centre GPO Box 2915, Melbourne, VIC 3001 Tel: 1800 667 841
Wealth Personal Superannuation and Pension Fund ABN 92 381 911 598
Trustee: N.M.Superannuation Pty Ltd ABN 31 008 428 322 AFS Licence No. 234654
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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

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 Online

A guide to getting started



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

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.

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.

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.

Contact us

Contact the North Service Centre via email for more information.

Search

Search the North Online site.

The screenshot shows the North Online homepage for a user named Sam Sample. The page includes a navigation bar with 'HOME' and 'PRODUCT INFORMATION' tabs. The main content area is divided into several sections: 'Client details' (Mr Sam Sample, Ph. 0404 231 231, DOB 6/03/1978), 'Portfolio summary' (Y00003749 - Sam Sample, Super, Filing cabinet, Change password), and a table of account values. The table shows a Superannuation account with a value of \$220,527.90. The page also features a search bar, a 'Contact us' link, and a 'Logout' button.

Type	Account	Account No.	Account Value	Adviser
Superannuation	Sam Sample - Super	Y00003749	\$220,527.90	.
Portfolio Value			\$220,527.90	

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.

Change password

You can change your North Online password at any time by using your User ID and current password.

