PortfolioCare

15 August 2025

MR PETER CLIENT
15 CLIENT ST
CLIENTVILLE VIC 3000

Account Number: XXX9999
Account Name: Client, Peter

Dear Mr Client

We're moving your account to MyNorth® Investment

In April 2025, we informed you that we'll be moving your *Portfolio*Care eWRAP Investment account to MyNorth Investment account. We're pleased to provide you with more information about the changes ahead.

Moving to MyNorth

The move to MyNorth is scheduled for 18 October 2025. To help you prepare, please be aware of the following transaction cut-off dates and the transaction processing freeze dates, which may affect any planned changes on your account.

Transaction type	Cut-off date
In specie requests.	5 September 2025
Account closure requests.	26 September 2025
Invest your eCASH/CASH Connect cash into investment options, to move to MyNorth.	8 October 2025*

**Requests are to be received by 4pm (AEST) on Tuesday, 7 October 2025 for processing before the cut-off date. Please note, this date is earlier than the previous cut-off date referenced in the 10 June 2025 letter sent to you.*

During the transaction processing freeze we'll transfer your account and your investments to MyNorth. This period will commence from **8 October 2025** to **24 October 2025**. Prior to this we ask you to complete these actions if required:

- Withdrawals
- Account amendments (ie change of contact details, investment option changes etc.)

Information Guide enclosed

To explain the diffeprences between your *Portfolio*Care eWRAP Investment account and your new MyNorth Investment account we've enclosed a comprehensive information guide (Guide) which includes:

- Key dates
- Key product comparisons
- Fees and other costs
- Impacts of the move.

You can also visit **northonline.com.au/mynorth** for more information on MyNorth and to view a copy of the MyNorth Investment Investor Directed Portfolio Service (IDPS) Guide.

eCASH and CASH Connect account closure

In June 2025, we wrote to you confirming your eCASH or CASH Connect account (which forms part of your *Portfolio*Care eWRAP Investment account) will not be included in the move to MyNorth Investment and will be closed after 10 October 2025.

To prepare for this closure and understand your options and the impacts, review the **Closure of eCASH and CASH Connect** section of the enclosed Guide for the most up to date information.

Action checklist

We encourage you to read the enclosed **Key actions checklist.** This details the action you'll need to take before **8 October 2025**. We also encourage you to speak to your financial adviser about these actions and how these affect your circumstances.

We're here to help

If you have further questions, please talk to your financial adviser (if you have one), or contact the Customer Relations team on 1800 646 234 from Monday to Friday, 8:30am to 7pm AEST (or 8pm AEDT). We'd be happy to help.

You can also download copies of this letter, checklist, Guide and other relevant documents at www.northonline.com.au/movetomynorth

Yours sincerely,

Gai Ferrington
General Manager, Product and Pricing

What you need to know

This information is general in nature and has been provided by NMMT Limited ABN 42 058 835 573, AFSL 234653 (NMMT). It does not take into account any person's individual objectives, financial situation and needs. NMMT is the operator of MyNorth Investment, *Portfolio*Care eWRAP Investment and WealthView eWRAP Investment. You should consider the relevant *Portfolio*Care, WealthView and MyNorth product disclosure statements and target market determinations, before deciding what's right for you. For *Portfolio*Care and WealthView you can obtain copies of these documents by contacting the Customer Relations team for *Portfolio*Care on 1800 646 234 or WealthView on 1800 006 230. For MyNorth, these documents are available at northonline.com.au/mynorth, or by contacting the North Service Centre on 1800 667 841. NMMT is part of the AMP Group.

Asgard Capital Management Limited ABN 92 009 279 592, AFSL 240695 (Asgard) is the administrator and custodian of the *Portfolio*Care eWRAP Investment and WealthView eWRAP Investment. NMMT is the administrator and custodian of MyNorth.

We're moving your account to MyNorth Investment

Key actions checklist

Prepare for the move to MyNorth by completing the following actions relevant to you:

Actions due before **5 September 2025**

- ☐ **Close your *Portfolio*Care eWRAP Investment account and in-specie transfer assets**
  If you'd like to close your *Portfolio*Care eWRAP Investment account before the move to MyNorth, and in-specie transfer your investments to another provider, please submit withdrawal forms and in-specie forms.

Actions due before **26 September 2025**

- ☐ **Close your *Portfolio*Care eWRAP Investment account**
  If you'd like to close your *Portfolio*Care eWRAP Investment account before the move to MyNorth without in-specie transferring your investments to another provider, please submit your withdrawal forms.

Actions due before **8 October 2025**:**

- ☐ **Submit account changes** and **transaction requests**.
- ☐ **Update your client details** (including a valid email address and mobile phone number).
  In MyNorth, to access your account online, we require your email address and mobile number. For more information see the **Other changes in MyNorth** section of the Guide.
- ☐ **Speak to your financial adviser** (if you have one) about the changes ahead and how they affect you.
- ☐ **Prepare for eCASH or CASH Connect account closure**.
  - Option 1: Invest your cash to move to MyNorth Investment.
  - Option 2: Automatic transfer of cash to your nominated bank account after 10 October 2025, retaining a minimum account balance of $1,000 in your eCASH/CASH Connect account to cover fees incurred before the move. For more information, review the **Closure of eCASH and CASH Connect** section of the enclosed Guide.

**Any transaction/account change requests are to be received by 4pm (AEST) on Tuesday, 7 October 2025 for processing before the transaction processing freeze.

Actions due **after the move to MyNorth:**

- ☐ **Update your direct debit and regular savings plan details** (also known as regular deposit plan)
  Any direct debit agreements and/or regular savings plans in place on your account, will not be moved to MyNorth. To commence a regular savings plan on your MyNorth Investment account, you can update this through your financial adviser or through North Online.
- ☐ **Review your minimum cash balance** and **target cash balance** settings applied to your MyNorth Cash account. If required, update your minimum cash balance and/or target cash balance through North Online. For more information, review the minimum cash balance and target cash balance information in the Your MyNorth Investment cash account section of the Guide.
- ☐ **Update BPAY details**
  For BPAY contributions to continue into your MyNorth Investment account, update your BPAY details to MyNorth. For more information, refer to the MyNorth IDPS Guide at northonline.com.au/mynorth.
- ☐ **Review your investment instructions** on file and if required, update through North Online.
- ☐ **Multiple accounts on MyNorth,** where you have multiple client numbers and account numbers, you may incur more in administration fees. We recommend you speak to your financial adviser to discuss how to structure your account portfolio and/or if account consolidation is an option for you. For more information, refer to the **Impacts of the move** section of the Guide.