North
Lifetime

Creating a Lifetime of possibilities

Managing a client's retirement isn't set and forget. It's a process of constant evaluation, adaptation and optimisation.

We believe the same is true for our retirement solutions.

As the platform Where Growth Happens we constantly evaluate and evolve our offerings to you.

Which is why we are excited to announce that, from November 2026, Lifetime Boost will come as standard for all eligible MyNorth Super clients.

What is Lifetime Boost?

Currently known as MyNorth Lifetime Super - a standalone account type that you can offer your clients alongside MyNorth Super. From November, all the potential future benefits of Lifetime Super will be offered as part of MyNorth Super accounts under the "Lifetime Boost" feature.

As you help your clients build their super balance, Lifetime Boost is also building an Age Pension concession quietly in the background. If your clients later choose to move some of their super into a MyNorth Lifetime Income or MyNorth Deferred Lifetime Income account, this concession may help them receive some or more Age Pension.

How does it work?

When Lifetime Boost is activated, North calculates a separate 'purchase amount' based on the starting account balance, plus subsequent contributions accrued at the Government upper deeming rate (rather than actual investment returns), less any commutations. As the deeming rate is generally expected to be lower than long term returns, the purchase amount may be lower than the account balance, potentially creating an Age Pension assets test concession.

One small action today, can help better prepare your clients for the possibilities of retirement.

How do I find out more information?

Register for one of our webinars to find out more about the changes and what they mean for you and your clients.

Lifetime Boost Creating a Lifetime of possibilities

Thursday 1 October 2026
2.00pm – 3.00pm AEST

Register today

Tuesday 13 October 2026
11.00am – 12.00pm AEST

Register today

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Who's affected at a glance

Client group	What changes	What they need to do now
Eligible MyNorth Super clients Under age 59, has not met a nil cashing condition of release.	Lifetime Boost switched on automatically on 23 Nov 2026.	No immediate action is required. They will be notified about the activation of Lifetime Boost feature in their next annual statement.
Ineligible MyNorth Super clients Between age 59 and age 64 and 10 months, has not met a nil cashing condition of release.	Lifetime Boost is not automatically switched on. You can help them activate where appropriate.	No immediate action is required. They will be notified about the Lifetime Boost feature in their next annual statement and can contact you if they would like help understanding their options.
Existing MyNorth Lifetime Super clients	Account renamed to MyNorth Super with Lifetime Boost feature activated. Same benefits.	No immediate action is required. They will receive a letter from 23 Oct 2026.

What's not changing?

No change to account numbers, balances, investments, insurance, or fees. There's no immediate action required unless you want to use this as an opportunity to engage clients proactively. Lifetime Boost is an added feature, not a change to how the account works.

See the FAQs below for more detailed information.

Don't predict the future. Prepare for it.

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FAQs

Eligibility & who’s affected

Who is an eligible client for the automatic switch on of Lifetime Boost?

Eligible clients are MyNorth Super members who are under age 59 and have not yet met a nil cashing condition of release. From 23 November 2026, Lifetime Boost switches on automatically for these clients – around 68,000 accounts.

Clients aged between 59 and 64 + 10 months aren’t included in the automatic switch-on, because they’re closer to retirement and the timing of activation matters more for them. You can still advise to activate Lifetime Boost for these clients where it’s appropriate.

What’s happening to my clients already in MyNorth Super who are eligible?

On 23 November 2026, Lifetime Boost is simply switched on in the background of their existing account. Same account number, balance, investments, history and employer arrangements, with a potentially valuable feature now working for their future. They’ll be notified in their next annual statement.

How to explain it:
“Your super account is exactly as it was. We’ve just added a feature that starts quietly building potential future retirement benefits for you, at no additional cost.”

What’s happening to my clients already in MyNorth Super who are ineligible (aged 59+)?

Their account is unaffected and continues exactly as it does today. Lifetime Boost isn’t switched on automatically for clients aged between 59 and 64 + 10 months, instead, activation stays in your hands. That makes it a natural prompt for an early retirement conversation: if Lifetime Boost is right for the client, you can activate it. They’ll also be notified in their next annual statement, explaining the options available to them.

What’s happening to my clients already in MyNorth Lifetime Super?

Their account will be renamed to MyNorth Super, and the Lifetime functionality they already have will be retained under the “Lifetime Boost” feature. The account number, balance, investments, transaction history, fees and employer arrangements all stay the same. Lifetime Boost is treated as active from the date their original Lifetime Super account was opened, so no value is lost.

A key improvement:
Clients will have greater flexibility at retirement. When they meet a nil cashing condition of release, they will no longer be required to transfer out of their MyNorth Super account. Instead, they can remain in MyNorth Super and either choose to use part of their super to open a MyNorth Lifetime Income or MyNorth Deferred Lifetime Income account and access the Age Pension concession built up through Lifetime Boost, (which may enhance their Age Pension eligibility) or their account reverts back to a standard super account. This choice needs to be made within 14 days of meeting a nil cashing condition of release. Existing Lifetime Super clients will receive a letter with FAQs from 23 October 2026 confirming the change, and that no immediate action is required.

What about clients who’ve already met a nil cashing condition of release, or are in legacy North?

Clients who have already met a nil cashing condition of release cannot access Lifetime Boost, as the feature is designed for the accumulation phase. Instead, you may want to discuss whether the retirement phase lifetime accounts including the MyNorth Lifetime Income or MyNorth Deferred Lifetime Income accounts may be appropriate for your clients.

Closed products are out of scope for the changes coming into effect 23 November 2026. If you have North clients, review time is a good opportunity to discuss transitioning them to MyNorth, if right for them, so they can potentially benefit from Lifetime Boost when they retire.

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Cost, account & how it works

Is there an additional cost?

No. There are no additional fees and costs to have Lifetime Boost activated in MyNorth Super. Your clients gain access to the feature at no extra cost, that's a core part of the good-news story. However, fees will apply to each retirement phase lifetime account, should the client wish to open these in future.

Does it change fees, investments, insurance or the account number?

No. Nothing about how the account operates changes. The account number, balance, investment selections, any insurance, fees and costs, and employer contribution arrangements all stay exactly the same. Lifetime Boost sits alongside all of that as an added feature.

How does Lifetime Boost actually work?

(the simple version)

When Lifetime Boost is activated, North calculates a separate 'purchase amount' based on the starting account balance, plus subsequent contributions accrued at the Government upper deeming rate (rather than actual investment returns), less any commutations.

As the deeming rate is generally expected to be lower than long term returns, the purchase amount may be lower than the account balance, potentially creating an Age Pension assets test concession for future use.

Think of it as building up a potential future benefit in retirement while the client keeps growing their super as normal.

The value of that comes later: If your clients later choose to move some of their super into a MyNorth Lifetime Income or MyNorth Deferred Lifetime Income account, this concession may help them receive some or more Age Pension. This is because the lower purchase amount, rather than their full balance, is what Centrelink uses when assessing their Age Pension eligibility.

Keep it simple in conversation with your clients

You don't need to walk clients through deeming rates or purchase-amount maths, right now. The message is: "This feature works in the background now, so more choices and potentially more Age Pension could be available to you later, with no downside today."

What are the Lifetime Income and Deferred Lifetime Income accounts?

These are the retirement-phase lifetime accounts where any Age Pension asset test concessions built by Lifetime Boost can be used to potentially improve Age Pension eligibility in the future.

A MyNorth Lifetime Income account provides a market-linked income stream for life. In return for an income that never runs out, account holders will leave some of their balance for when they die or exit. A MyNorth Deferred Lifetime Income account does the same but defers the income to when you need it, and can accept contributions. Both can offer a discount on the assets test used for Age Pension assessment. Clients might not need to think about these now, Lifetime Boost simply keeps the door open to them for the future. Refer to the MyNorth Super and Pension PDS for more information.

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Positioning for advisers new to Lifetime

How do I explain this to clients when I'm not confident in knowing everything about Lifetime myself?

You don't need to be a Lifetime expert to have this conversation. The whole point of the change is that Lifetime Boost is on by default for eligible clients in MyNorth Super and works in the background, there's no immediate action for the client and no downside.

Clients may not understand every mechanic, but they can absolutely relate to the value of being prepared with more options for an uncertain retirement.

A confident, simple framing:
- "Your account hasn't changed, just a feature added that may quietly prepare you for more options in retirement."
- "There's no additional cost for the feature and nothing you need to do today."
- "When you're closer to retirement, we'll look at how to make the most of it together."

We're also backing you with adviser education, webinars and a client-friendly flyer you can hand over, all available closer to November.

How do I position Lifetime Boost to new clients?

For new eligible clients, Lifetime Boost is simply part of what MyNorth Super is - a standard feature, on by default. You can position it as a reason MyNorth Super is a genuinely future-ready choice: "Your super comes with a built-in feature that helps prepare you for the possibilities of retirement, at no extra cost." It's preparation over prediction, you don't need to know today exactly how a client's retirement will unfold to give them more options later.

Can I turn Lifetime Boost off? How and when?

Yes. From 23 November 2026 you'll be able to manage Lifetime Boost status for your clients, through North Online. This gives you flexibility to discuss the feature with your clients and determine whether it is appropriate for their individual circumstances.

As Lifetime Boost is available at no additional cost and does not lock clients into any future decisions, many clients may benefit from keeping the feature active, but you can advise them to decide what is most appropriate for their needs.

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Timing & action required

When does this happen, and when can I start talking to clients about it?

The change takes effect on 23 November 2026. You can start talking to clients now if you prefer, this early announcement is designed to give you a head start.

A staged set of communications is rolling out: this initial adviser announcement in September 2026, a webinar on 13 October to provide more detail, a reminder in November, and letters to your existing Lifetime Super clients from 23 October. MyNorth Super clients whether eligible or not for the automatic switch-on of Lifetime Boost will be notified over the 12 months period from launch, through their next annual statement.

What do I, and my clients, actually need to do?

For the change itself, nothing. The change is applied automatically on 23 November 2026.

The most valuable thing you can do is use it as an opportunity to reconnect: let those eligible MyNorth Super clients know their super now includes a feature that helps prepare them for more options in retirement, and flag that you'll explore these options together as they get closer to retirement.

For clients aged between 59 and 64 + 10 months and who haven't met a nil cashing condition of release, you could consider whether activating Lifetime Boost is right for them.

What happens when my client reaches retirement or age 65?

When a client who has had Lifetime Boost switched on, meets a nil cashing condition of release, for example, turning 65, they have a 14-day window to decide either to move some of their MyNorth Super balance into a MyNorth Lifetime Income or Deferred Lifetime Income account or revert back to a standard super account. It is through the MyNorth Lifetime accounts, that they can access the Age Pension concession built up through Lifetime Boost, which may enhance their Age Pension eligibility.

Importantly, this is now much simpler than before: if they have any remaining balance in their MyNorth Super account post the 14-day window, their account simply continues as normal and Lifetime Boost just switches off. They're no longer required to transfer out of their account as with MyNorth Lifetime Super. To help you plan ahead, you'll receive reminders at 120, 90 and 14 days before a client turns 65. Please refer to the MyNorth Super and Pension PDS for more information about the Lifetime accounts.

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Information is correct as of 3 September 2026. All information on this document is subject to change without notice.