

Digital Consent – Advice Fees

Frequently asked questions

November 2022 – Adviser use only

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Introduction

We're making things simple and easy for our customers and advisers by introducing digital consent for advice fees as part of the North Online platform.

Advisers will be able to request digital consent from clients for Advice fees for existing super and pension clients using the Advice fees menu option. This will provide a better experience for both advisers and clients, and improve efficiency for all users of the platform.

Note: Digital consent will not be available for create new client/open new accounts. It is only available for existing super and pension clients using the Advice fees menu option in North Online.

1. Why are we introducing digital consent for advice fees?

Currently, advice fee transactions for super and pension accounts that require client consent are completed by obtaining written client consent, either a:

- wet signature (paper-based); or
- third-party electronic signature (e.g. DocuSign)

The signed form must then be uploaded before the transaction can be submitted. This process is lengthy and does not provide straight through processing, as it involves North Service Centre (NSC) validating the required consent documentation.

2. When will advisers be able to submit digital consent for Advice fees?

From Monday 29 August 2022, advisers will be able to request and obtain digital consent for advice fees via North Online. This is for existing clients only, through the Advice fees menu option.

3. Which clients are eligible to provide digital consent?

Clients who have a valid mobile and email address are eligible to provide digital consent.

4. How can a client update their mobile phone number?

A client can update their mobile phone number via the North mobile app or North Online. They can access their personal details via either of these channels and make an immediate update.

5. If the client's mobile phone number is not valid, will the adviser be able to update the details on behalf of the client?

No, advisers will be unable to update details on behalf of the client.

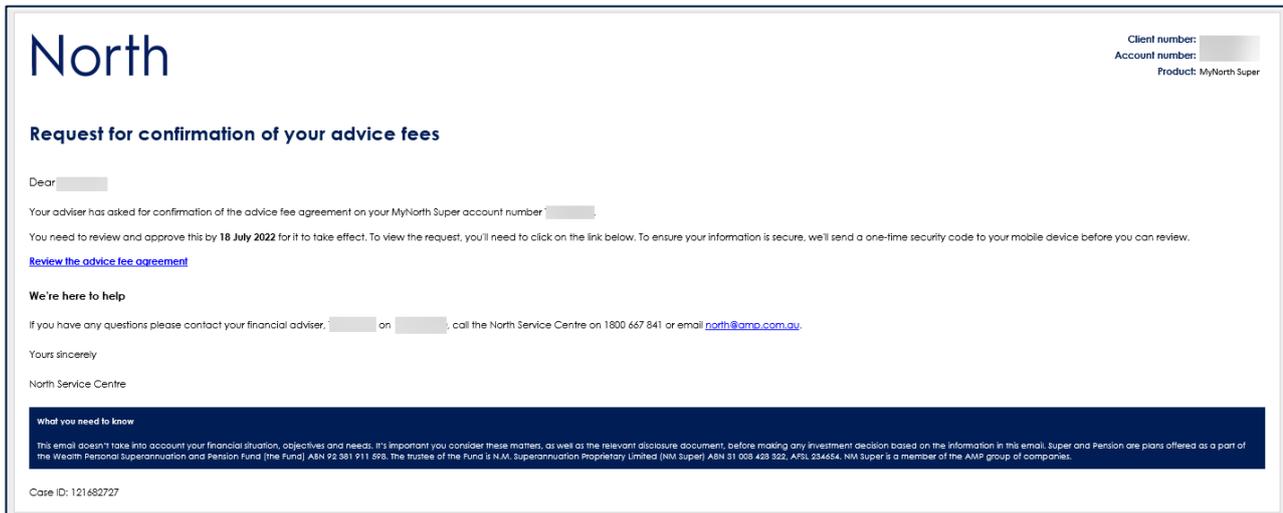
6. The client's mobile number appears correct in North Online, however it is not appearing as a valid mobile number. Why is that?

As part of implementation activities, existing clients will have their mobile number marked as either valid or not valid. There will be instances where the mobile number has been marked as not valid such as when the same mobile number was used across multiple clients.

To rectify this, the client will be required to re-enter their mobile number via North Online or the mobile app and submit this change. The number will switch to valid when it is confirmed to be unique to the client. The NSC can also update client details via Registry.

7. How do clients receive a digital consent request?

Clients will receive an email with a link to view the consent details. Once they click the link to review the advice fee agreement, we'll send a one-time security code to their mobile (this is to ensure their information remains secure). After the client has confirmed their identity, they will be presented with the consent request for approval to complete.



8. Will clients receive another form of notification other than an email when digital consent has been requested?

Yes, when an adviser submits a digital consent request, an SMS notification will be sent to the client informing them to check their email and review/approve the digital consent for advice fees.

9. Will the client and/or adviser receive a reminder notification if the digital consent has not been completed?

Yes, advisers will have an option on the pre-submit screen to opt in or out of reminder notifications, to themselves or their client.

Advice fees

Advice fee details Pre-submit actions

< Back Cancel Edit Save to resume

Pre-submit actions

Client consent

Choose how you will obtain consent from the client for this request.

Paper-based signature Third party electronic signature (e.g. DocuSign) North Online digital consent

Client contact details

North will use the following details to send the digital consent request to the client:

Email address punee_tumar@amp.com.au
Mobile number 0489841162

Download and review documents

Please download the document(s) and check the details are correct before sending the consent request to the client for approval.

Advice fee consent form

Send client reminder? Yes No
Send adviser notifications? Yes No
Send notifications to: Enter an email address

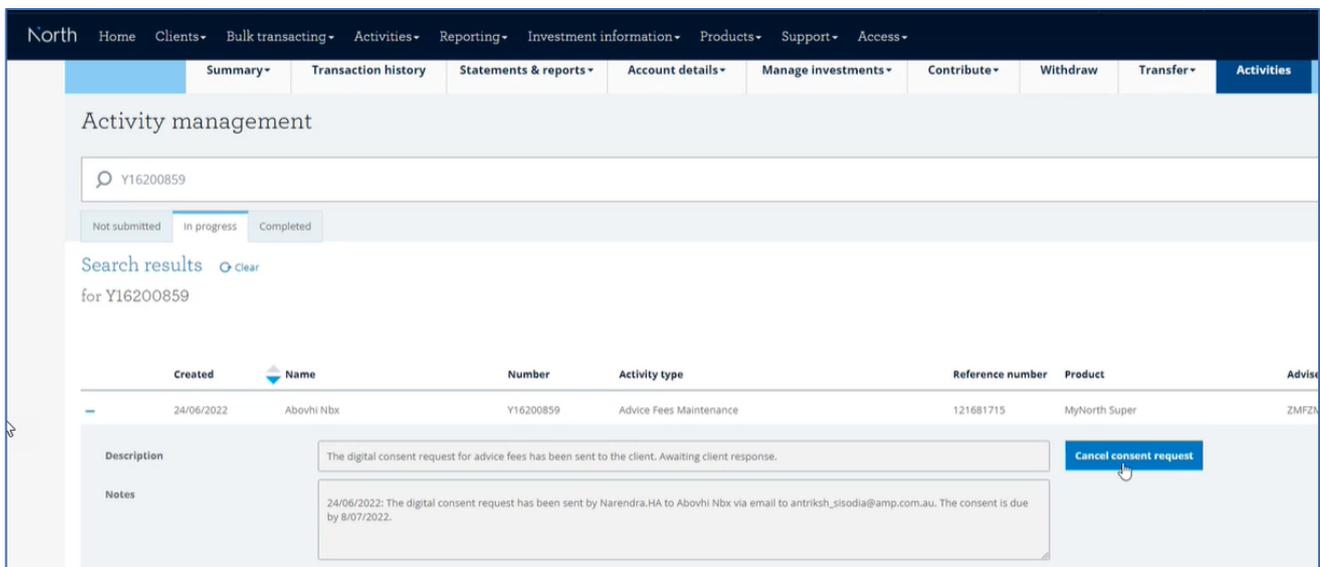
10. How long until the link in the email requesting confirmation of advice fees expires?

Clients will have 14 days until the link in the email requesting confirmation of advice fees expires. Once expired, the adviser will need to submit a new Advice Fees Consent request on North Online following the same process they completed previously.

11. Can an adviser cancel a request for consent once it's been sent to a client?

Yes, advisers can cancel requests for consent via the in progress tab within Activities on North Online. They will only be able to cancel the request for consent if the client has not yet approved or declined the request. Once they select the pending transaction, an option appears to cancel consent request.

The NSC team will also be able to cancel a consent request, if required.



12. Will clients still be able to provide consent via paper-based signature and third-party electronic signature (e.g. DocuSign)?

Yes, adviser can still choose to request consent for advice fees via paper-based signature, or third-party electronic signature, in addition to this new digital method.

13. Will advisers be able to track the status of digital consent for all their clients?

Yes, a new 'Digital consent' adviser report will be available on North Online from 21 November 2022.

14. What support for advisers is available?

- An instructional video on how to use digital consent is available under the training tab on North Online
- A how-to guide for digital consent

If you have any questions, please contact your BDM.