Digital consent on North

The easy way to approve requests

We believe it should be easy to say yes.

That's why we offer digital consent on your North investment platform to make your experience even smoother. So when your adviser needs you to approve advice fees or a change of bank details, you won't need to print or sign any documents. Easy.

Client resource





Step 1 - View

You can view the request however suits you best.

- Log into North Online or Open the North app and see the Home page banner or Important alerts or Activity Management (NOL only) – we use Two Factor Authentication (2FA) as an extra layer of security to make sure you're the only person who can access your account.
- Click on the email link we'll send an SMS security code to your mobile that you'll need to enter before you can view the request. Note: this option is only available if we have your validated mobile number and email address.

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Step 2 - Review

Now you can review the information, download any forms and read any attached documents. Speak to your adviser if you have any questions.

4:47 🔹 🖬 😪 🖬
C Digital consent
Your adviser Suzie Steele has initiated an update to your bank details.
Your bank account details Download & review the document
Bank details consent form
By selecting Approve: • There understood the content and details of the consent request; • There had the opportunity to seek to a financial oddets the inequination, to discus, and to consider the implications of the content request in the content of my depleties, financial during and • Understanding and accept the details cultimed in the consent request and provide consent to these details being applied.
Арргоче
Decline
CD € ≦≦ E Accounts Transactions Investments Statements More

Step 3 - Respond

Once you're up to speed, you can Approve or Decline the request. If you don't respond by the date given, the request will expire.



Step 4 - Track

We'll let you know straightaway that we've received your response. And then you can easily go back and view details of any requests:

- North Online go to Activity Management and Statements & Correspondence
- North app go to Statements.
- Important alerts go to Archive.

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