

Digital consent on North

The easy way to approve requests

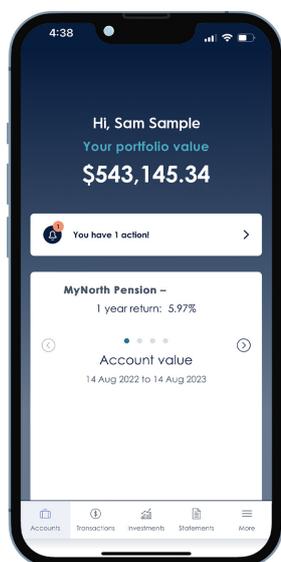
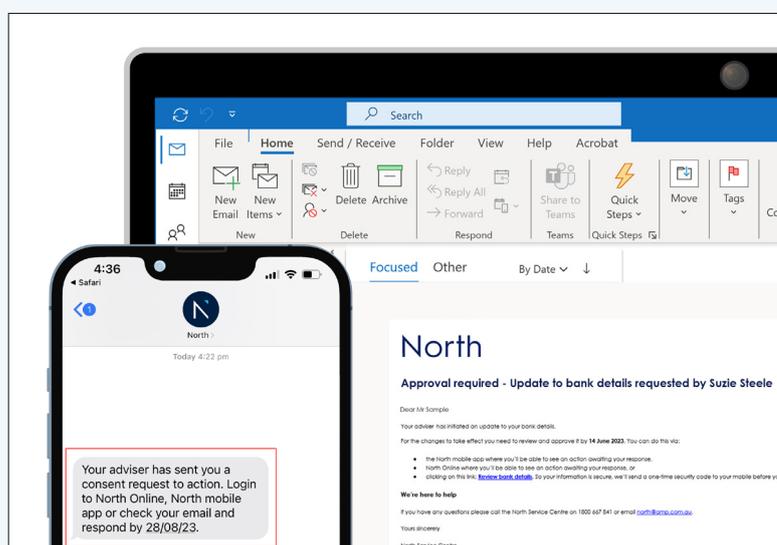
Client resource

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.

How does digital consent work?

It's super simple. First, you'll receive an email and/or SMS from North, letting you know there's something you need to do.



Step 1 - View

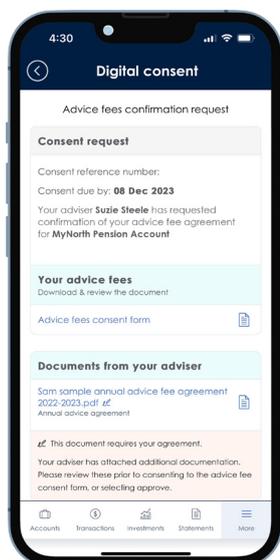
You can view the request however suits you best.

- 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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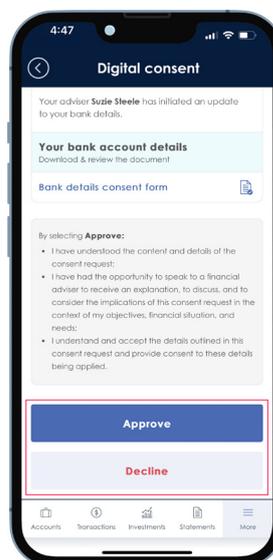
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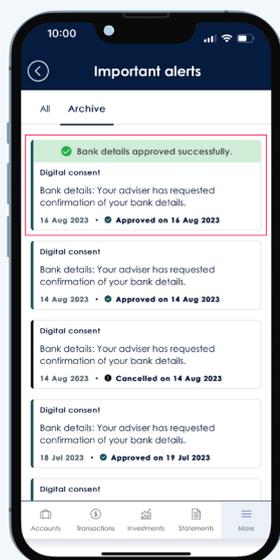
Step 2 - Review

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



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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