

MyNorth platform update 2019

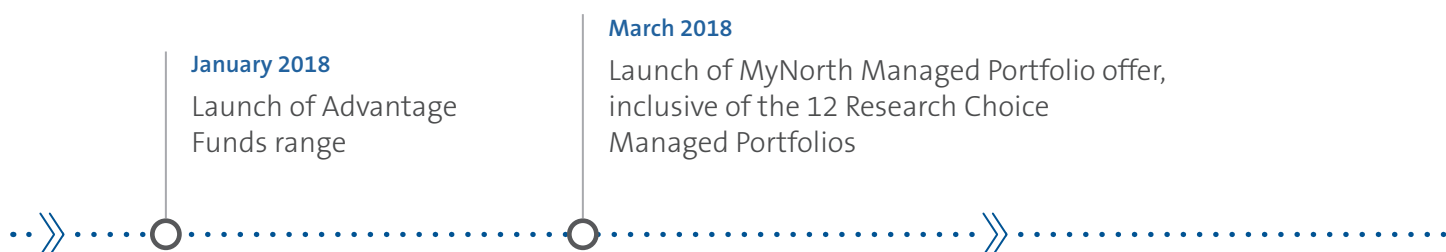
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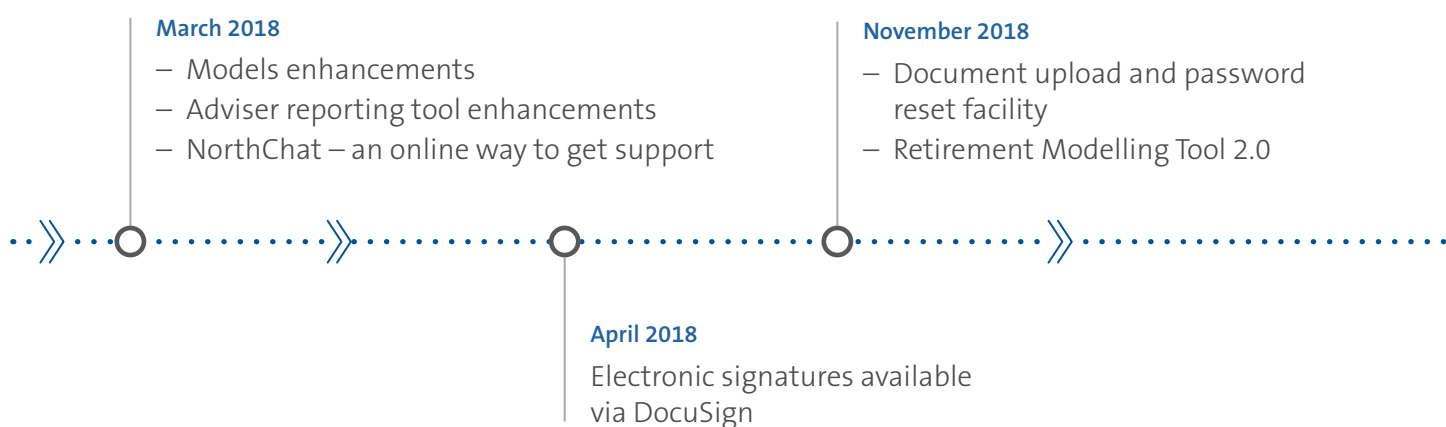
MyNorth – more than a platform

MyNorth's innovative and diverse solutions can help you take control of your client's evolving investment, super and retirement goals. We're committed to continually enhancing our product solutions, digital platform and support tools. All to help you bring your wealth expertise to life.

Key achievements to provide competitive and contemporary product solutions



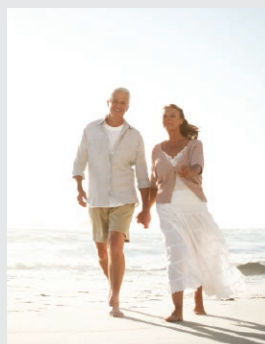
Key achievements to provide a full-service digital platform and innovative support tools



Other key achievements



**MyNorth is one of
Australia's
fastest growing
platforms¹**



**May 2019 fee reductions
benefitted over
87,000
clients and families**

¹ Based on MyNorth Cash Flow and Funds Under Advice data as at March 2019, over a one-year period, provided by Strategic Insight.

May 2019

Comprehensive changes to:

- lower administration fees and fee caps
- lower investment management costs on Core menu
- expand number of family members who can team up together to save on fees.

2019

More investment choice to help enable client strategies with:

- Quilla Consulting Managed Portfolios
- Zenith Essentials Managed Portfolios, and
- more managed funds.

Launch of partnered managed portfolio offering with several independent financial advisers (IFA) and aligned practices.

July 2019

Retirement
Modelling Tool 3.0

November 2019

North Online enhancements to improve navigation, make it easier to find client correspondence and set dollar-based cash account targets

September 2019

MyNorth pricing
calculator

Coming soon

Insurance panel to provide
more choice for clients



North platform has over
\$54.8 billion
in client assets under
management² helping over
304,000 clients
with their goals



MyNorth Managed
Portfolios has over
\$560 million,
and
2,400 clients
invested²

Lower MyNorth fees and costs

On 1 May 2019, we lowered a series of administration fees, fee caps and investment management costs for existing and new MyNorth clients. The change benefitted over 87,000 existing clients and families.

Lower administration fees across the Select and Choice menus

Select menu administration fees

 by as much as **0.10% pa**

It's up to **\$200 (33%) saved per year** in administration fees for clients with \$200,000 in the Select menu.¹

Choice menu administration fees

 by as much as **0.20% pa**

It's up to **\$450 (27%) saved per year** in administration fees for super or pension clients with \$300,000 in the Choice menu.¹


Lower investment management costs across the Core menu²

MyNorth Index management costs

 by **0.10% pa**

It's **\$200 (15%) saved per year** in management costs for clients with \$200,000 in MyNorth Index investment options.

MyNorth Dynamic Balanced Fund and MyNorth Retirement Fund management costs

 by **0.03% and 0.07% pa** respectively

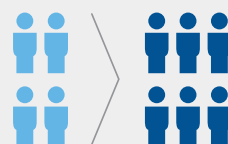
It's **\$60 (4%) and \$140 (8%) saved per year** respectively in management costs for clients with \$200,000 in the MyNorth Dynamic Balanced Fund and \$200,000 in the MyNorth Retirement Fund.

Lower administration fee caps and changes to family fee groups

Administration fee caps for clients and families

 by **\$700 pa**

MyNorth administration fee will be capped per year at \$2,800 for clients and \$3,800 for families.



More families can team up to save on administration fees

Families can team up with six members to save on administration fees and reach the family administration fee cap sooner.

1 A client may already pay less in fees if they benefit from individual and/or family administration fee aggregation or caps.

2 Management costs include the management fees and indirect costs and are exclusive of transactional and operational costs.

MyNorth administration fees from 1 May 2019

Total portfolio value (\$) ⁽ⁱ⁾	Core	Select		Choice (super & pension)		Choice (investment)	
	Administration fee (% pa)	Old fee (% pa)	Fee from 1 May (% pa)	Old fee (% pa)	Fee from 1 May (% pa)	Old fee (% pa)	Fee from 1 May (% pa)
0 – 149,999	0.00	0.30	0.20	0.65	0.62	0.57	0.56
150,000 – 249,999		0.30		0.60	0.40	0.52	0.40
250,000 – 399,999	No change as there is no administration fee for this menu.	0.30		0.55	0.40	0.47	0.32
400,000 – 749,999		0.25		0.45	0.32	0.37	0.27
750,000+		0.20	0.17	0.30	0.27	0.25	0.22

(i) Includes all MyNorth Super, MyNorth Pension, MyNorth Investment, North Personal Super, North Personal Pension, and North Investment accounts.

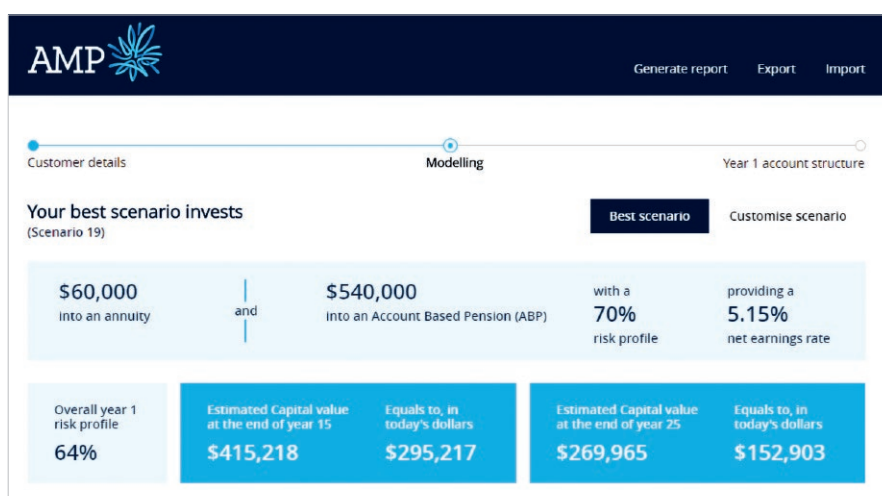
Advice support tools

Retirement Modelling Tool

On 1 July 2019, AMP launched its third iteration of the Retirement Modelling Tool (RMT). The tool can compare 900 retirement strategies in seconds to help you design a strategy to support your clients' retirement income needs.

Available via North Online, it's easy to use the Retirement Modelling Tool. Simply input your client's details and the tool will model a combination of Centrelink (pension) payments, account-based pension (ABP) and annuity structures that'll offer your client consistent income throughout their retirement.

The tool uses simple charts and timelines to provide a clear picture of the strategies and comparative outcomes. You can then use your knowledge of your client to choose the scenario that most suits their needs.



MyNorth fee calculator

Supporting advisers and paraplanners with quick and easy calculations for your client's administration and investment fees. The calculator can also work out what family benefits they may qualify for.

MyNorth fee calculator

Account type: ☒ Super / Pension ☐ Investment

☐ Non commutable allocated pension ☐ Guarantee

Enter investment amount

Cash account: \$ 15,000 Core: \$ 50,000

A flexible cash account to manage cashflow and transactions within the account. The cash account is part of the core investment menu and does not incur any platform administration fees.

Low-cost solutions including the MyNorth Retirement Fund, MyNorth Dynamic Balanced Fund, and the MyNorth Index Investment options.

Select (includes term deposits): \$ Choice (includes direct equities): \$ 150,000

A range of diversified, goals-based and single-sector options to suit most of your clients' needs. This menu also includes cash options like term deposits.

More managed funds (including the Advantage Funds range), managed portfolios and listed equities (super and pension accounts have access to Australia's top 300 listed shares).

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MyNorth fee calculator

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Client name (Optional): John Brann

Account type: Super / Pension

Account value: \$215,000

Account fee (pa): \$91 Administration fee (pa): \$600

Total platform fee (pa): \$691

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In this calculator and report

You can access MyNorth fee calculator at amp.com.au/mynorthfees.

Screens are illustrative only.

More investment choice to help enable quality client portfolios

In 2019, we added more managed portfolios, managed funds and securities to better enable advisers to construct and implement quality client portfolios.

Key achievements in 2019

Diversification of MyNorth Managed Portfolios in the Buy menu

Launch of high quality, in-demand managers to diversify the MyNorth Managed Portfolios offer. The Buy menu now includes:

- 12 Research Choice Managed Portfolios (added in 2018)
- 4 Quilla Consulting Managed Portfolios, and
- 4 Zenith Essentials Managed Portfolios.

Launch of managed portfolio education program

Partnership with the industry body IMAP to deliver an educational white paper and video series.

Launch of partnered managed portfolios

Launch of partnered managed portfolios (powered by leading asset consultants). They:

- enable practices to enhance their value proposition with professional portfolio management and risk mitigation, and
- provide control and diversification.

Added North Index and North Active series to MyNorth investment menu

North Index and North Active were added to MyNorth to help enable client transition to a lower cost offer and avoid buy/sell transaction costs. The transfer is easily facilitated using North's account transfer functionality.

Diversification of managed funds and securities

More managed funds and securities were added in 2019 to enhance the sectors and styles available to enable sound portfolio construction (across pre and post-retirement strategies). The options were added based off industry benchmarks and key demand trends.

We'll continue to expand our investment menu to support advisers in building quality client portfolios.

Key benefits of managed portfolios

Managed portfolios now represent more than \$62 billion in funds under management¹, with growth expected to accelerate over the next three years.² This surging popularity can be put down to the advantages managed portfolios offer both clients and advisers.



Investment management

Experts will construct and manage a diversified portfolio of assets to agreed objectives.



Diversification

MyNorth Managed Portfolios will offer your clients exposure to diversified assets which may include investments in the Advantage Funds range. The Advantage Funds offer access to investment strategies at great value.³



Portable

Available across the platform underlying assets can be transferred or switched in or out of chosen managed portfolios with your client maintaining beneficial ownership.



Reducing operational risk

The Responsible Entity's centralised investment operations team executes trades on behalf of your clients' accounts, thus removing business risk from your advice business.



Efficiency

The time you'll save on investment administration and execution will free you up to help your clients achieve their goals.



Transparency

You and your clients can track the performance of the underlying asset at any time on North Online.



Responsive

Experts can quickly make changes to take advantage of emerging opportunities and manage risks without the delay of engaging clients for consent.

1 AMP and Institute of Managed Account Professionals Ltd, June 2019, A Guide to Managed Portfolios.

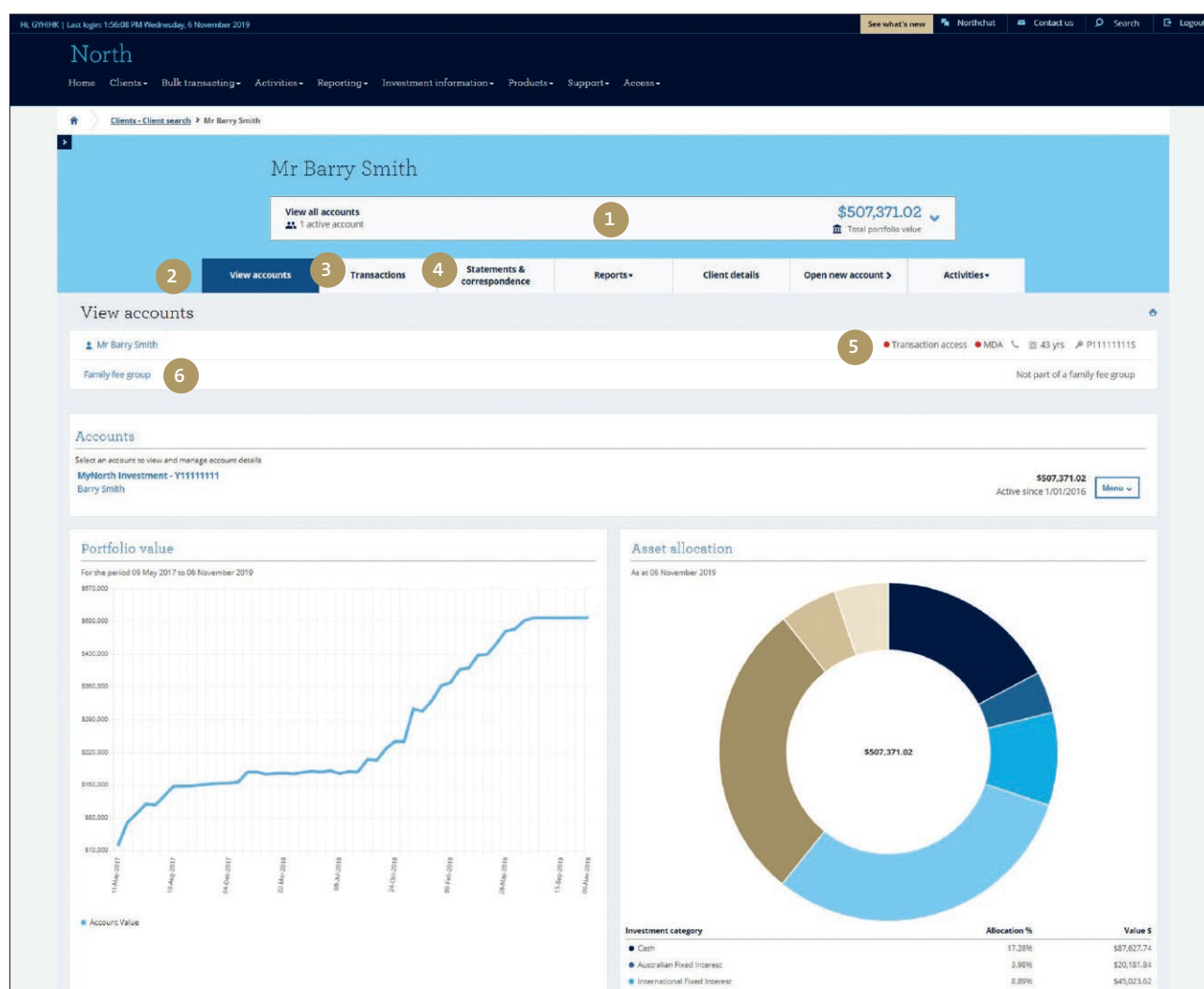
2 Investment Trends, February 2019, Managed Accounts Report.

3 AMP Capital Funds Management Limited (AMP Capital) ABN 15 159 557 721, AFSL 426455, is the responsible entity for the Advantage Funds. AMP Capital is a member of the AMP group and receives fees in relation to acting in capacity of responsible entity. A current PDS for each of Advantage Funds can be obtained free of charge online at amp.com.au/advantagefunds.

North Online usability improvements

In November, we're making it easier to navigate North Online, find client statements and correspondence as well as set dollar-based targets for your client's cash account. The improvements have a strong focus on improving usability and are based on feedback, data, and industry insights.

Portfolio summary (View all accounts) screen



1 New account selector

A new 'Account selector' drop down menu will make it easier to switch between different accounts or the Portfolio summary (View all accounts).

2 New client menu design

An updated menu (always visible) will help you locate key tools and information easily. Based on feedback, key features have been grouped into new sub-menus that better align to common client management tasks and activities.

3 Transactions

We've added the Transactions menu into the Portfolio summary screen to save you going into each account for transactions.

4 Statements & correspondence

The **Filing cabinet** will be renamed to **Statements & correspondence**. It has been redesigned so you can search by document type (eg Annual Statement), date or account.

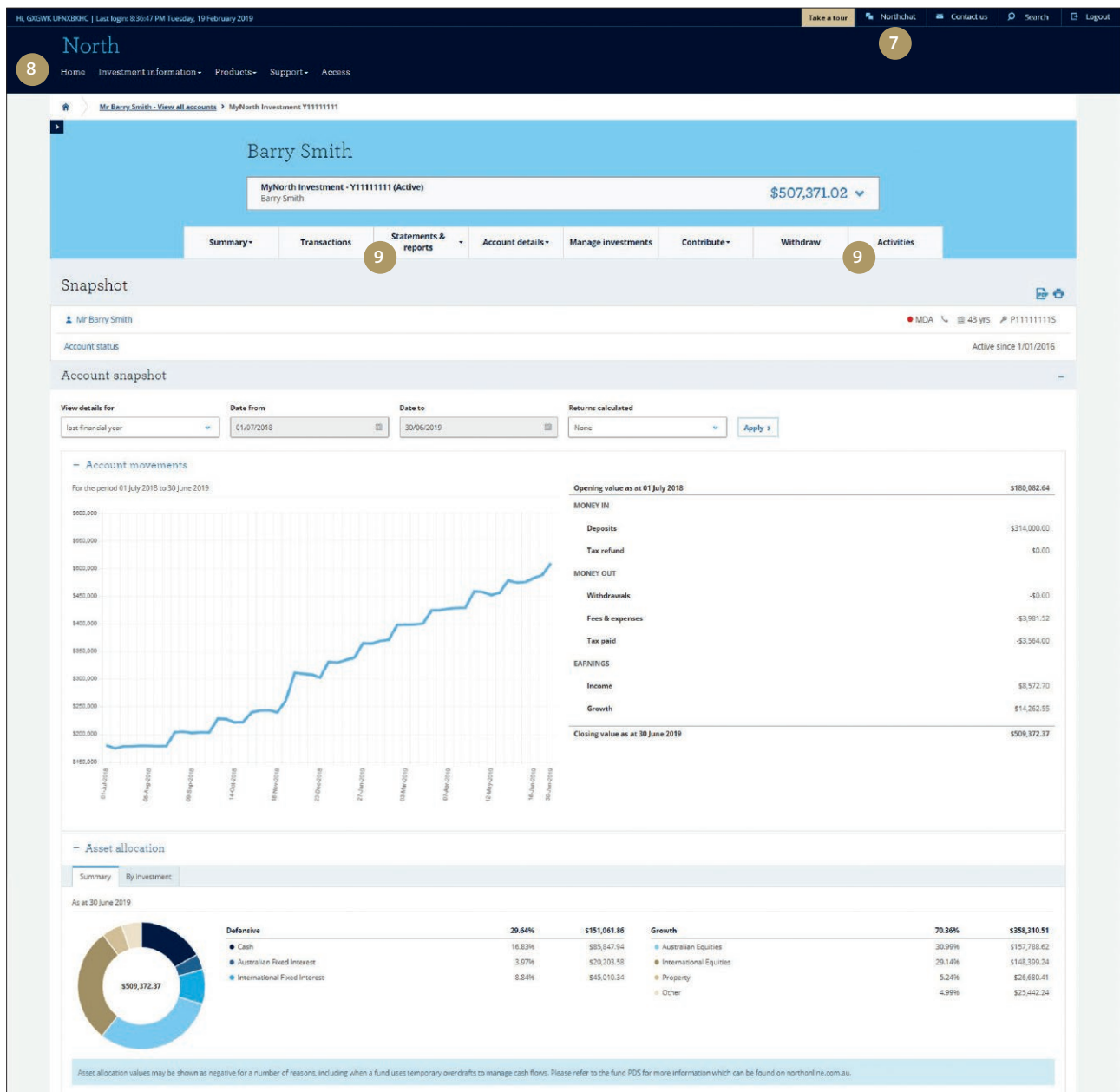
5 Client transaction access

You can view if your client has online transaction access. Clients with transaction access have the ability to switch investments through North Online. This is not visible to your client.

6 Family fee group

You can view if the client is linked to a Family fee group. This is not visible to your client.

Account summary screen



7 NorthChat

NorthChat is now available from anywhere on North Online in its new location.

8 New main menu

The Investment and Products information menus are now visible from the main menu.

9 Access regular tasks easily

When you can select your client's account, you'll have access to all your regular tasks at your fingertips!

Dollar-based targets in cash account settings

You'll have the ability to set a cash account dollar target, providing you with greater flexibility to manage your client's cash strategies. Dollar targets have relevance for:

- **Pension accounts** – you can specify a dollar amount to cover annual pension payments through cash.
- **Super accounts** – enables easier cash management when the account is receiving regular contributions.
- **High net worth accounts** – can provide more control as a small percentage may translate to a high cash balance.

Standing investment instructions

Cash account settings

The cash account settings are used to manage the balance of the cash account. For buy and sell instructions to be triggered, transactions and trade minimums must also be met. Refer to the PDS for more information.
For assistance with the cash settings refer to the help guide.

Minimum cash balance If cash falls below the minimum, investments will be sold in line with the automatic sell instructions to top up cash to target.

Set target cash balance
☐ As a percentage (%) of the account value
☒ As a dollar amount (\$)

Target cash balance If cash exceeds the dollar target, excess cash will be invested in line with the automatic buy instructions.

North Online client statements and correspondence improvements

It'll be easier for you and your clients to find communications and information.

Key changes include:

- Relabelling the filing cabinet to a more intuitive name **Statements and correspondence**.
- Introducing the ability to filter by important documents such as annual statement and tax statement.
- Enhancing the account filter so you and your clients can view communications for all accounts or a specific account.
- Introducing a date filter.

Hi, ZXC | Last login: 1:18:16 PM Thursday, 31 October 2019

Northchat | Contact us | Search | Logout

North

Home Clients Bulk transacting Activities Reporting Investment information Products Support Access

Clients - Client search > Mr Barry Smith

Mr Barry Smith

View all accounts
2 active & 1 reopened accounts

View accounts Transactions

View statements and correspondence

Client/Account: All

Date: Last 12 months

Reset Search

Statements and correspondence

for Client/Account: All, Document type: All, Date: Last 12 months

Displaying 1 to 10 of 10 records

Date	Client/Account	Description	Download
11/07/2019	North Personal Pension - Y111111111	Client Report	34057909 - Client Report

Screens are illustrative only.

Find out more

Get in touch with us today at 1800 655 655 to find out more about how MyNorth can help your expertise come to life.

Getting in touch

phone 1800 655 655
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email north@amp.com.au

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