

## May 2024 Product SEN

Sample Investment client letter

{DateOfLetter}

### #Service Centre#

**E** #Email Details#

**W** #Web Site Details#

**T** #Telephone#

#POBox#

### Client Number

#Client Number#

Account Number

#Account Number#

#Addressee#

#Address Line 1#

#Address Line 2#

#Suburb-PostCode-State #

#Address Country#

#Cover Letter Salute#

## We're updating our terms and conditions

Thank you for your continued support of North products. We're notifying you that we're making some changes to our product terms and conditions.

**We ask that you carefully review the information about the changes to our terms and conditions.  
We'll automatically apply any applicable changes to your account(s).**

### What's changing?

#### ATO changes to GST for client advice fees

The Australian Taxation Office (ATO) has recently issued guidance which means North will no longer be able to claim a reduced input tax credit on behalf of clients for client advice fees.

The reduced input tax credit is generally a 75% discount on the GST charged on client advice fees. From 1 July 2024, the discount will be removed and you'll be charged the full GST amount. You can view any client advice fees charged to your account in the North mobile app by selecting 'Transactions' and searching for

'advice fees'. Alternatively, login to [northonline.com.au](https://northonline.com.au), select 'Transaction history' and select 'Fee' in the 'Transaction type' filter.

For further information please read the ATO notice, along with FAQs about this change on [northonline.com.au/clientupdates](https://northonline.com.au/clientupdates) or contact your Financial Adviser.

### Changed features if you no longer have an adviser

Financial advisers can access and recommend additional investment options that may otherwise not be available to you. If you find yourself without a financial adviser in the future, your account's features and functionality will be limited. From 25 March 2024, this includes limits to the range of investment options available.

You have no action to take other than being aware of this change. Always consider your personal circumstances and retirement goals when making decisions about financial advice, and please speak to your financial adviser if you'd like more information.

### What happens next?



1. Please read this notice carefully to understand what's changing.



2. Visit [northonline.com.au/clientupdates](https://northonline.com.au/clientupdates) to see the frequently asked questions and access more information.



3. From **1 July 2024**, the changes will apply to your account, and you can view the updated product disclosure statement by logging into your [northonline.com.au](https://northonline.com.au) account; select **Products > product disclosure documents**.

### We're here to help

To help you understand the changes and what they mean for you, visit [northonline.com.au/clientupdates](https://northonline.com.au/clientupdates)

### Download the North mobile app

Did you know you can manage and track your accounts via the North mobile app? With the app you can:

- Monitor your accounts and investments to track how they're performing;
- See regular transactions such as upcoming contributions and pension payments;
- Read your latest statements and correspondence to keep up to date; and
- View and update your contact and bank account details.

You can find the app by searching for 'North' in your relevant app store.

If you have any further questions, please speak to your financial adviser, email [north@amp.com.au](mailto:north@amp.com.au) and/or call our North Service Centre on 1800 667 841 between 8.30am to 7.00pm, Monday to Friday (AEST).

Yours sincerely

*Edwina Maloney*

Edwina Maloney  
Group Executive, Platforms

**What you need to know**

This letter has been provided by NMMT Limited ABN 42 058 835 573, AFSL 234653 (NMMT). It is the operator of North Investment and MyNorth Investment. This letter contains general advice only and hasn't taken any person's specific situation into account. You should consider whether the changes are appropriate for you and visit [northonline.com.au/client](http://northonline.com.au/client) to obtain the disclosure documents for North Investment and MyNorth Investment before deciding whether to acquire or vary these products for any person. Refer to the NMMT Financial Services Guide for more information, including the fees and benefits that AMP companies and their representatives may receive in relation to products and services provided. Contact us on 1800 667 841 for a copy. North and MyNorth are registered trademarks of NMMT.



Track your investments on the go  
with the North App



SAMPLE