



# AF Online

Alexander Forbes' gateway to secure online values, information and functionality relating to your retirement fund, your investments, medical aid, insurance and related products & services.

Our new-look website offers easy navigation and access to relevant information, education and functionality for registered users.

## Services for Individuals



### Investments

Up to date investment values, newsletters, documentation, switch forms (if applicable) and related information.



### Risk

Information and relevant documentation relating to your death and disability cover.



### Education

Database of Frequently Asked Questions, glossary of terms, and financial and investment educational material.



### Tools & Calculators

Financial planning tools to help you in your financial planning and decision making.



### My Details

Update or change your registration information.



### Other Products

Additional products offered by Alexander Forbes.

## Registration Information

To access the site [www.afonline.co.za](http://www.afonline.co.za), you will need to register. The summary below highlights the steps to complete the registration process.

1

### Membership details

- Ensure you have your Alexander Forbes membership details on hand.
- You can get these from your membership certificate or call the contact centre on 0860 103 871 for assistance.

2

### Register online

- Log onto [www.afonline.co.za](http://www.afonline.co.za) and follow the registration process.
- Complete all the relevant fields, including your preferred method of contact (will be used to issue your password - refer below) and the nine security questions (this information will become relevant should you forget your password and the Alexander Forbes Contact Centre receives a request to reset your password).

3

### Link your profile to the right system

This information is provided on your Certificate of Membership.

4

### Issuing of pin

Once you have completed your registration, your pin will be issued immediately.

5

### Issuing of password

- Your password will be sent within 10 days via your HR department or payroll office (if applicable). Alternatively;
- Print a copy of the page and fax a copy together with a copy of your ID to the Alexander Forbes Contact Centre, 011 263 0101.
- Your password will be sent to your preferred method of contact.

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### Sign in

Once you have received your password, access the site again and log on using your pin and password.

## Contact Details

If you have any questions or experience difficulties registering, please call the AF Online contact centre 0860 103 871, or email [afonlinehelp@aforbes.co.za](mailto:afonlinehelp@aforbes.co.za)

Our contact centre is open Monday to Friday from 8am to 5pm.

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