



## Discover your new member portal and MAXIS GBN website

### Q&A for members

#### Introducing OneMember, the new portal for members

#### Q. What's included in the new member portal and how does it help me?

A. Through OneMember, you'll be able to:

- access our client list and shared prospect pipeline, including our live list of global prospects, to help you focus your business development efforts more effectively
- find information about MAXIS GBN, including organisation charts and contacts in the Technical, Sales and Marketing teams, with all the key contacts in one easy-to-find location
- access the new **BRIDGE** reporting and reinsurance tool
- download all MAXIS GBN marketing collateral from one place, and request printed copies for use with local clients and prospects
- view upcoming events and webinars and a repository of past events including photos and slide decks, enabling them to keep in touch with the rest of the community
- watch training videos and webinars, covering topics from sales to underwriting – plus more will be added in the months ahead
- find other useful information such as news and updates from other members and our network
- submit your own content to share with other members and provide direct feedback and suggestions for further improvement.

#### Q. Anything else?

A. We'll be adding more content and functionality to OneMember over the coming months, following the recent feedback from members. If you have more ideas to improve OneMember, please don't hesitate to get in touch with the marketing team at [marketing@maxis-gbn.com](mailto:marketing@maxis-gbn.com)

#### Q. How do I register for an account?

A. Simply go to [maxis-gbn.com/register](https://maxis-gbn.com/register) and fill in your details. Your username should be your email address. You will need to set-up a new password with at least eight characters, including one capital letter, one number and one special character (such as !\*#). Once we receive your request we will double-check your details and authorise access. You will then receive an email asking you to log in.



**Q. How do I log in?**

A. Go to **maxis-gbn.com** and follow the link to 'login', on the top right of the screen. You'll need to provide the email address and the password you set when you registered. Once you do login, you'll see your *member dashboard*. You can navigate to other sections of the public website at any time, and return to your *member dashboard* via the button at the top right of the screen.

**Q. Will your previous member portal still be available?**

A. OneMember has replaced the previous member portal, so the old site is no longer available.

**Q. Can I use the same login details I had for the old member portal?**

A. For security reasons, you'll need to register for your OneMember account and create a new password. This shouldn't take more than a minute.

**Q. Where can I find more information, or get help with OneMember?**

A. There is help available within the portal itself, which you'll be able to access once you log in. You'll also find contact details for MAXIS GBN should you still be unable to locate what you need.

**Introducing the revamped MAXIS GBN website**

**Q. How has the MAXIS GBN public website changed?**

A. We've created a new brand look and feel for MAXIS GBN, with brighter, more modern imagery and bolder colours. Our new website positions MAXIS GBN as a young, innovative and fast-growing global network:

- a clean, fresh design with fully responsive templates that adapt seamlessly to mobile, tablet, laptop and desktop screens
- much clearer navigation, making it easier and quicker to find information
- an additional internal search bar for even faster specific searches
- revised and up-to-date content about our services and solutions
- a Knowledge Centre filled with thought-leadership on health and wellness and other topics, including our new monthly Viewpoint and on-demand webinars
- a single, clear login area for members and clients, at the top right of the screen
- a new client portal, including access to reports and other services 24/7.



But there's more to **maxis-gbn.com** than modern, accessible design and usability. There's a highly sophisticated tool 'under the bonnet', including a new content management system and online marketing platform. The back-office functionality allows us to track visitors and follow up with leads, ultimately helping you by optimising our marketing and business development efforts.

**Q. What's next?**

A. We'll continue to listen to your feedback and will be adding more useful content in the coming weeks, including an FAQ section, specific member information, and more videos and webinars.

**We'd love to hear your feedback!**

Your feedback, knowledge and insight are valuable and will help us keep developing and improving the website and the portals. Please email [marketing@maxis-gbn.com](mailto:marketing@maxis-gbn.com) with any comments you have.

Thank you,

The marketing team at MAXIS GBN