



Discover your new client portal and MAXIS GBN website

Q&A for clients

Introducing OneClient, the new portal for clients

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

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

- access your historical reports, account documentation and additional services 24/7
- get complimentary access to essential compliance and market data on employee benefits markets across the globe
- view key contacts at MAXIS GBN all in one place
- book new training, report walkthroughs, meetings and webinars with the MAXIS GBN team
- request printed copies of literature
- provide direct feedback or request additional client management support.

Q. Anything else?

A. This is just the beginning. We'll be adding more content and functionality to OneClient over the coming months. If you have ideas of materials and information you'd like to see added to OneClient, please don't hesitate to get in touch with the marketing team at marketing@maxis-gbn.com.

Q. How do I register for an account?

A. Simply go to maxis-gbn.com/register and fill in your details. Your username should be your email address. You'll 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'll double-check your details and authorise access. You'll then receive an email asking you to log in.

Q. How do I login?

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

Q. Will your previous client portal still be available?

A. OneClient has now replaced the previous client portal, so the old site is no longer available.



Q. Can I use the same login details I had for the previous client portal?

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

Q. What if I forget my password?

A. There is a password recovery facility, please follow the relevant link in the login area.

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

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 find you still need help.

Introducing the revamped MAXIS GBN website

Q. How has the MAXIS GBN public website changed?

A. Following the creation of the joint venture and launch of our new London headquarters, we've created a new modern look and feel for MAXIS GBN. As part of this process, we've redesigned the website:

- 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
- we've added lots of new content, including innovative thought-leadership with the new monthly Viewpoint and more events and webinars.

Q. What's next?

A. We'll be adding more useful content in the coming weeks. Your feedback will be important in further building OneClient.

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 with any comments you have.

Thank you,

The marketing team at MAXIS GBN