

# Member search

AF Online: Digital employer solutions



Sometimes, when we buy a gadget, we only take time to work out how to use the features we need most. As time goes by we often hear about other handy features and once we are using them, we can't imagine how we coped without them. The same can be said for AF Online and the Member Search feature. Once you understand how to use it, this feature will help you free up your time for other, more pressing responsibilities.



## Introducing 'Member Search'

Member search gives you online access to your employees' retirement fund records through AF Online. Listed below is some of the information you have access to when using Member Search:



**Static information** such as name, surname, date of birth, ID number



**Fund credit** (accumulated savings), including an option to download or email the value in PDF format



The **history of transactions** on the employee's account such as monthly contributions, investment fees and expenses



The **investment portfolios** that the employee is invested in



The **fund fact sheets** relating to each of the investment portfolios



**Claim information** such as type, date received, tax amount and benefit amount



**Statements** issued to the employee such as benefit statements and investment statements



The **nomination of beneficiary form details** - if the employee completed the form on AF Online



## Why is Member Search so useful?

This self-service capability gives you independence. You no longer need the Alexforbes administration team to get hold of retirement fund information for your employees. You get answers faster, improving your service levels and efficiency.



## Available 24/7

You can get information any time you need it. This means any information relating to the retirement fund records of any of your employees. It is really handy if an employee asks you for a quote of their fund credit or a copy of a statement.

**Important note:**  
with all this information at the touch of a button, you can streamline your processes, freeing up valuable time for your other roles and responsibilities.

If you would like access to the Member Search solution, please complete [this form](#).



## Let's connect

If you need help, or have any questions you can contact  
Email: [afonlineemployer@alexforbes.com](mailto:afonlineemployer@alexforbes.com)



[alexforbes.com](https://alexforbes.com)

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