

# IMPACTFUL SERVICE



**GET INSTANT ACCESS TO YOUR VALUES**

**The new Alexander Forbes app is now available in South African app stores.**



We're committed to providing you with innovative solutions that meet your needs.

- Register for AF Online through the mobile app
- Quick view of all your benefits
- Immediate savings update
- Educational videos to help you secure your financial well-being now and in the future.
- The new Alexander Forbes app is now available in South African app stores.

**Download now**



The Alexander Forbes App is **FREE**, and available for download on the Apple App Store and Google Play Store. Simply search for Alexander Forbes.

# How do I register for AF Online?

Follow these easy steps and start using AF Online



- 1 Click [here](#) to register on AF Online.
- 2 Select "Register" to create your profile.
- 3 Fill in the required details:
  - Personal details
  - Identification details
  - Registration details
  - Communication channel verification
- 4 Click on Register to complete the process. Product linking may take up to 3 working days.
- 5 You'll be sent a confirmation email or SMS based on the registration contact channel selected.
- 6 Use your new Username and Password to log on to the website or mobile app.



## Help for existing customers.

Forgot or need to change your Password?

- 1 Click [here](#) to visit AF Online.
- 2 Select Online Services > **Change password**
- 3 Select Password from the drop-down menu.
- 4 Enter your details, including the verification code, which will be sent to you by email or SMS.

Forgot your Username (PIN)?

- 1 Click [here](#) to visit AF Online.
- 2 Select Online Services > **Retrieve username**
- 3 Select Username (PIN) from the drop-down menu.
- 4 Enter your details, and your Username (PIN) will be sent to you by email or SMS.



You can use the same Username and Password to log on to the mobile app.



Getting stuck? Please contact us on:

**0860 100 333**

[afonlinehelp@aforbes.co.za](mailto:afonlinehelp@aforbes.co.za)



We are always finding innovative ways to improve the AF Online website and mobile app. Look out for new developments coming soon!