



FAQ's

What ILIM Assist?

It is an easy, convenient and secure way to access your pension information. This secure environment allows you to view the following:

- Valuations, split per fund
- Transaction statements
- Fund Performance
- Price History
- Fund Factsheets
- View Investment Reprints

What is your password?

Your password is a 12 digit word made up of both letters and numbers. You will receive this in your first e-mail from ILIM. Please keep this safe, as you will need it in order to gain access to ILIM Assist.

To gain access to ILIM Assist, you are asked for random digits of your Password, as well as your User ID and some personal information.

Valid characters which you can use in your password are the upper and lowercase letters A – Z, a – z, the numbers 0 – 9 and the following special characters ! " \$ % ^ & * () - = _ + , . / ? { } [] ' ~ \ @ : ; < > |

I have logged in, but there are no schemes there to view?

You have been set – up as a user on ILIM Assist, however no schemes have been assigned to you. There can be a few reasons for this. ILIM may not have been informed as to what schemes you require access too. If this is the case, please contact our client services team at clientservices@ilim.com

Another possibility is that ILIM have been informed of the schemes, but have not yet assigned them to you as a new user. This will be done shortly, however if you have any queries you can contact clientservices@ilim.com



I have logged on and have selected a scheme, but there is no current value?

There could be two reasons for this. It could be that this is a new scheme and there is currently no investments, hence no value. Another possibility is that the scheme has sold its assets, as perhaps it is winding up. To check this you could go into the statement screen and run a statement for the previous few months to see has there been a recent sale of units.

Alternatively you can contact clientservices@ilim.com who will be happy to help with any queries.

How do I print the information on the screen?

In order to print from ILIM Assist, export the required grid to Excel or convert to a PDF document. This is done using the Export to Excel/PDF button.

Once you have done this you can print in the normal way from these applications.

You cannot print directly from the screen; you will need to print via Excel or the PDF document.

I'm having difficulty printing a screen to PDF.

If you cannot PDF a document, you may need to ensure you have the correct version of ADOBE installed. If you do not please click the link below and follow the directions.

<http://get.adobe.com/reader/>

My session has timed out, what do I do now?

If your session has timed out you will be provided with a link to re-enter the ILIM Assist system. You will be required to log on again, using your User ID and password as normal.

Your session will time out after 30 minutes of inactivity.

Contact Us

If you have any queries regarding accessing ILIM Assist system, please contact us on:

accessquery@ilim.com

If you have any queries regarding scheme specific information, e.g. valuations/transactions/fund options, please contact us on:

clientservices@ilim.com

Alternatively click the **Contact Us** link at the top of the page.