

FAQ's

Employee FAQ's

How to access your Praxis account:

Use the "Log In" button located on our website

Or press here to access it.

Input your Username and Password

Your username will be provided to you via email once your employer has completed your account set-up requirements. You will be required to set up your password at this stage.

If you forgot your password, press the "Forgot your password" button to re-set this.

PRAXIS

Login

[Forgot your password?](#)

Input your "One Time Password" received via text

This 4-digit code will be sent to the mobile number which your Employer has provided. It may take a minute or two to come through.

4-digit verification

We have sent you a security code. Please enter it to continue.

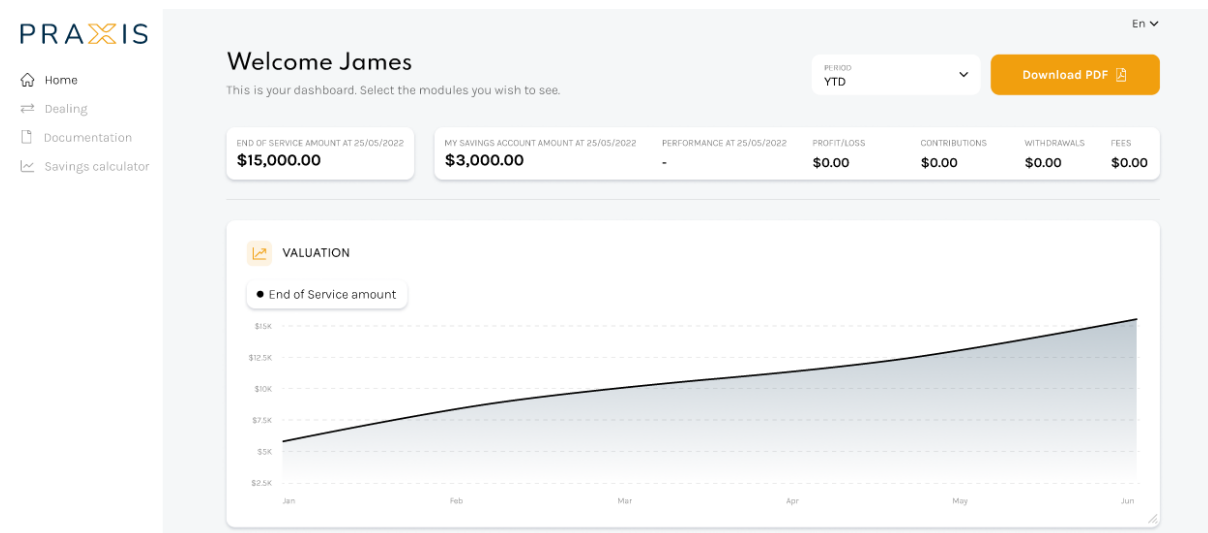


[Send security code again](#)

Continue

Welcome to your Landing Page

You will now be online and have access to your Landing Page. From here, you can view all the information regarding your plan, and make any necessary changes to your investments.



If you do not yet have your Log-In Details

Check your spam and junk mail folders, as your access email may have been marked by your mail provider as such. If this is not showing within there, speak with your Employer - it may be your account has not been finalised at this time.

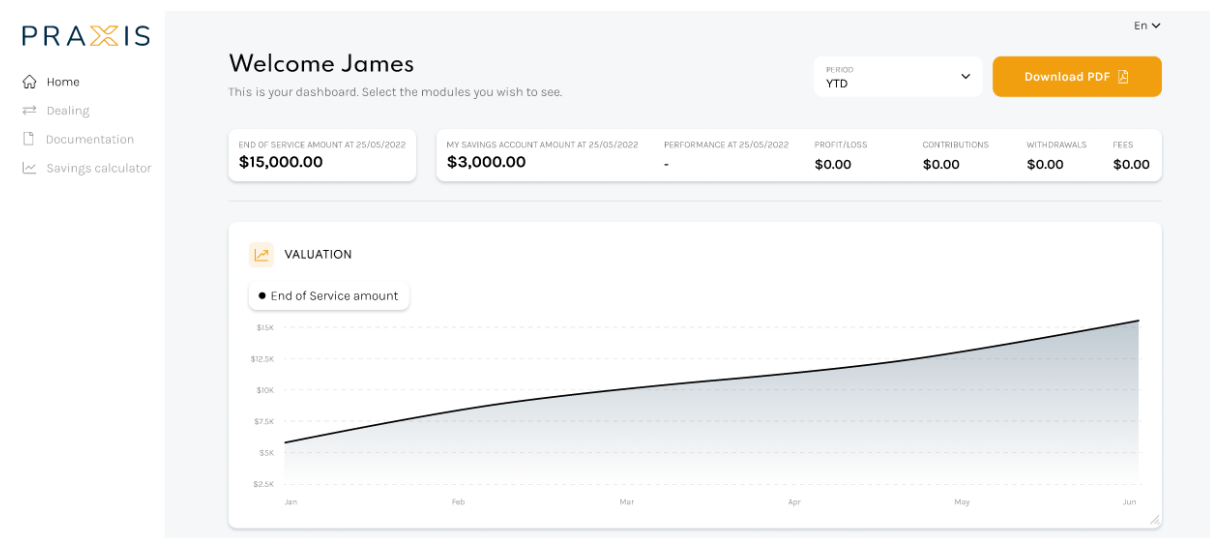
How to issue a valuation from your Praxis account:

Log in to your account

Use the link here. If you need help with this process, please see our FAQ here on how to access your account.

Select the Period

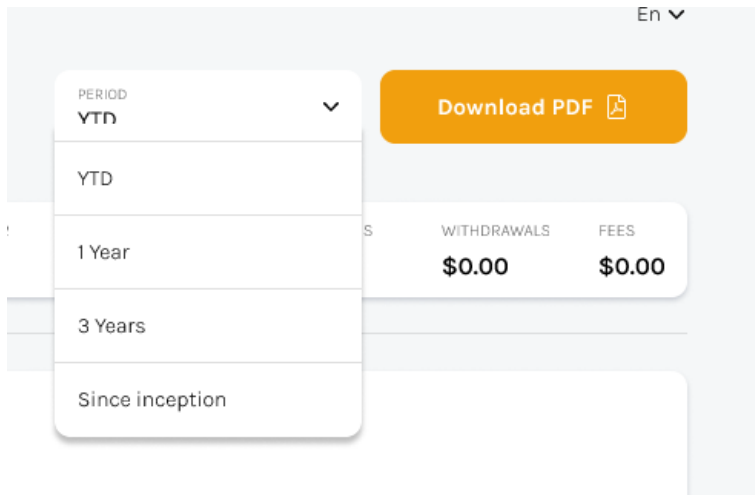
On the dashboard, you will see at the top-right of the page the “Period” dropdown box.



Choose which period you would like the valuation for. The options are:

- Year to Date (YTD)
- 1 Year
- 3 Years
- Since Inception

Once you have selected the timeframe to issue the report, press “Download PDF” to the right.



Check your Downloads folder

The report will be downloaded and stored within your device, generally located within your designated “Downloads” folder. If downloaded via a PC, this will show in your downloads section of your browser.

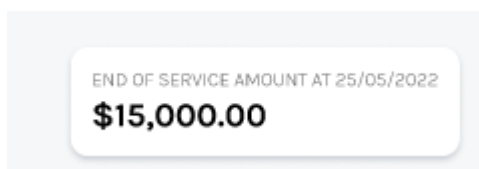
How to check your End of Service Benefit balance:

Log in to your account

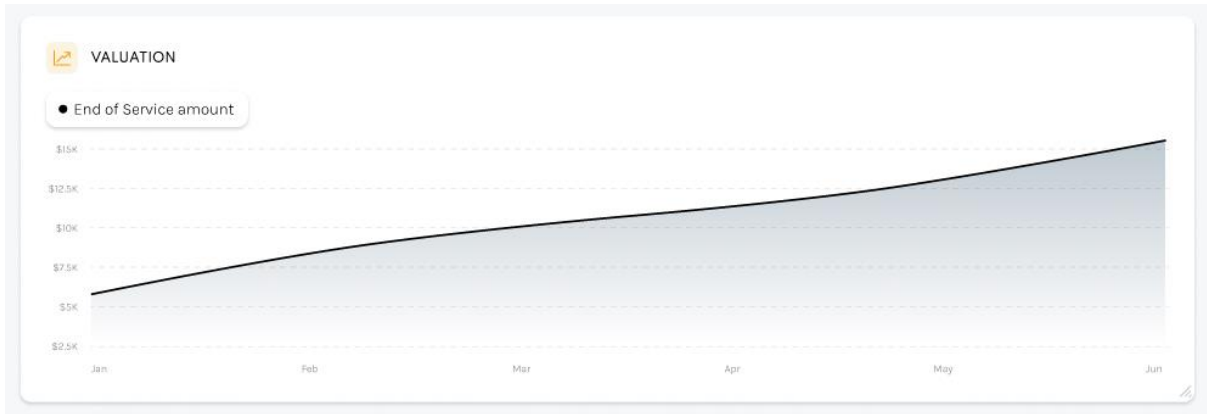
Use the link here. If you need help with this process, please see our FAQ here on how to access your account.

Locate the “End of Service Amount” section within your Dashboard

Within your Dashboard, you will see at the top once accessing this, the balance of your End of Service Benefit, as per the below:



You will also be able to view a chart of the Benefit’s growth over time, visible in the middle of the Dashboard page itself:



How to check your Personal Contribution Amount:

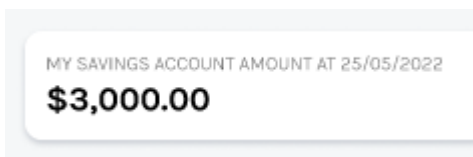
This is only applicable to accounts which have opted to fund their plans with personal contributions from their salary, in the form of a salary sacrifice.

Log in to your account

Use the link here. If you need help with this process, please see our FAQ here on how to access your account.

Locate the “My Savings Account Amount” section within your Dashboard

Within your Dashboard, you will see at the top once accessing this, the balance of your End of Service Benefit, as per the below:



You can also find more information regarding your contributions within the “Transactions” section at the bottom of the Dashboard, and within the valuations (see our FAQ on how to generate a valuation here).

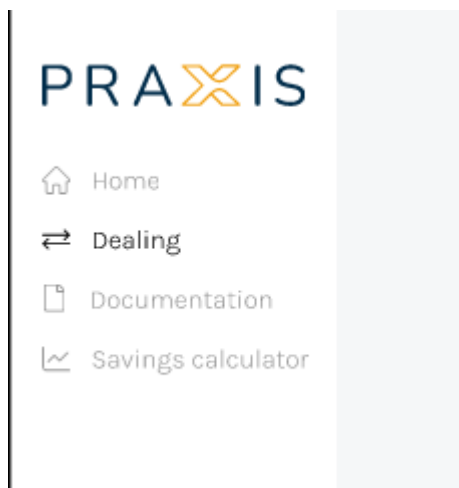
How to change your investments – Self Select Strategy:

Log in to your account

Use the link here. If you need help with this process, please see our FAQ here on how to access your account.

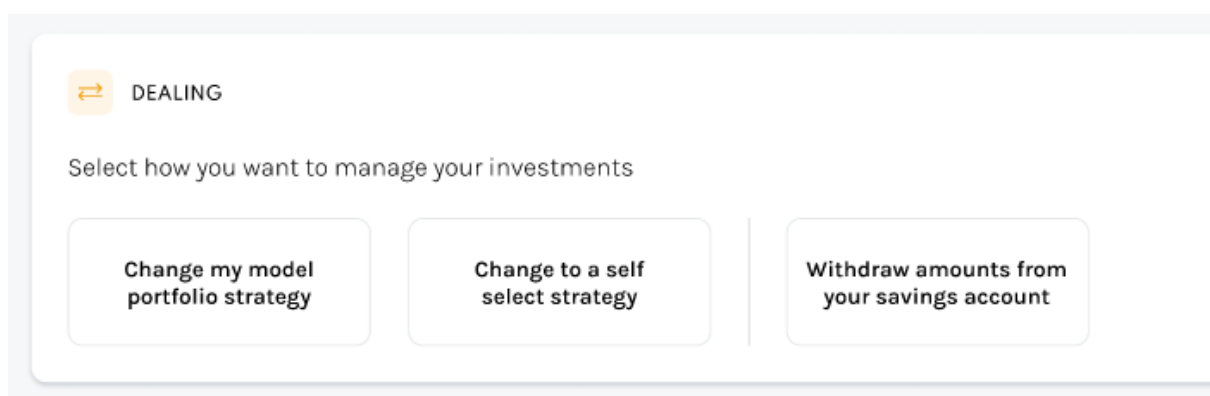
Go to the Dealing Tab

Within your Dashboard, you will see at the left-hand side of your screen the 'Dealing' button.



Select your preferred dealing option

Within your screen you will now see three options, as per the below:



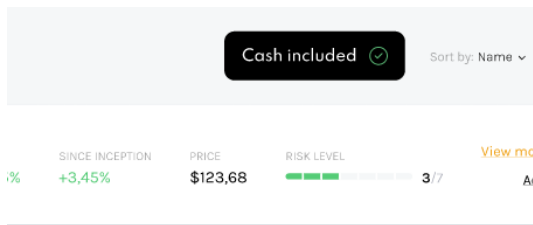
Note that the "Withdraw amounts from your Savings Account" option will only be available if you have funded the plan also via salary sacrifice.

The options available are to change your model portfolio strategy, or to move to a self-select strategy. Here we are discussing how to change your investments under the Self-Select Strategy.

Choose whether to include your Cash Balance

At the top-right of the following page, you will see the “Cash Included” option ticked. This means that your following trades can use your full existing portfolio value, including the balance held in your cash account.

If this is your first trade, and you are not currently invested (the default option being your funds remaining in cash) you will need to ensure “Cash Included” is ticked, as otherwise you will not be able to trade.



Please note that when finalising your investment weighting at the later stage, you have the option to retain a balance in cash.

Select your preferred investments

On the following page, you will then see the full list of available assets within the self-selection option. Praxis has a list of 100 assets available within the Plan, however, Praxis is not licensed to provide any investment advice. Investments you select are at your discretion – if you have any questions as to what investments are suitable for you, we would recommend you speak to a suitable Investment Adviser.

Available funds		Cash included		Sort by: Name	
Allianz Income & Growth "A" (USD) INC ES0123456789	YTD +3,45%	SINCE INCEPTION +3,45%	PRICE \$123,68	RISK LEVEL 	View more Add
Comgest Growth Europe Smaller Companies (EUR) ACC ES0123456789	YTD +3,45%	SINCE INCEPTION -1,45%	PRICE \$123,68	RISK LEVEL 	View more Add
BNY Mellon Global Real Return (EUR) "A" ACC ES0123456789	YTD +3,45%	SINCE INCEPTION +3,45%	PRICE \$123,68	RISK LEVEL 	View more Add
Carmignac Patrimoine "A" ACC ES0123456789	YTD +3,45%	SINCE INCEPTION +3,45%	PRICE \$123,68	RISK LEVEL 	View more Add
MFS Meridian Funds - Global Equity ES0123456789	YTD +3,45%	SINCE INCEPTION +3,45%	PRICE \$123,68	RISK LEVEL 	View more Add
Fundsmith Equity "R" (EUR) ACC ES0123456789	YTD +3,45%	SINCE INCEPTION +3,45%	PRICE \$123,68	RISK LEVEL 	View more Add

Within this section, you can also view more information on the investments by pressing the “View More” button on the right-hand side. This will bring up detailed information on your selected asset such as the investment philosophy, performance charts, and all associated annual fees.

Add the Investments you wish to buy

By pressing the “Add” button on the right-hand side of each asset, you can add these into your basket. Once you’ve selected all those you wish to add into your Plan, press your “Basket” button at the top right of the screen:

Self select strategy basket
 4 products added

You will then be presented with a list of the assets you have added, including key information about these:



Self select strategy basket

Name ▾	YTD ▾	Since inception ▾	Last Price ▾	Risk level ▾
Allianz Income & Growth "A" (USD) INC ES0123456789	+3.45%	+3.45%	\$123.42	3/7
BNY Mellon Global Real Return (EUR) "A" ACC ES0123456789	+3.45%	+3.45%	\$123.42	4/7
Carmignac Patrimoine "A" ACC ES0123456789	+3.45%	+3.45%	\$123.42	6/7

USD

Continue

The next page will then see you deciding the investment ratios within each of these selected funds, as per the below:

 SELF SELECT STRATEGY BASKET Cash included 

← Select the weight of each product

Product ▾	YTD ▾	Weight ▾
Total	+10.75%	0.00% / 100.00%
Allianz Income & Growth "A" (USD) INC ES0123456789	+3.45%	0.00%
Comgest Growth Europe Smaller Companies (EUR) ACC ES0123456789	+3.45%	0.00%
BNY Mellon Global Real Return (EUR) "A" ACC ES0123456789	+3.45%	0.00%
USD		0.00%

Continue

Simply complete the "Weight" section with the desired percentage to be allocated to each asset, such as the below example:

← Select the weight of each product

Product	YTD	Weight
Total	+10.75%	100.00% / 0.00%
Allianz Income & Growth "A" (USD) INC <small>ES0123456789</small>	+3.45%	60.00%
Comgest Growth Europe Smaller Companies (EUR) ACC <small>ES0123456789</small>	+3.45%	20.00%
BNY Mellon Global Real Return (EUR) "A" ACC <small>ES0123456789</small>	+3.45%	10.00%
USD		10.00%


Continue

The system will only let you proceed if the weighting matches 100% in total across all assets. Once ready, press continue.

Finalise your trades

Here you will be presented with the below notification to confirm that your existing portfolio will be changed to match your new desired option. If you are not already invested, you will not receive this notification:

×



**You have selected to change from
Conservative | 100% Bonds to a
Self select strategy**

Please consider that this action, shall rebalance your portfolio holdings according to the new portfolio strategy

Understood

You will now be presented with a final confirmation screen, alongside a One-Time Password being sent to the mobile number you provided when setting up the account.

Security request

Self select strategy	80.00%
USD	20.00%

We have sent a 4-digit code to your mobile. Please introduce the code below to proceed.

[Re-send code](#)

Continue

Cancel

This example above details that you are moving a combined total of 80% of your portfolio into your selected investments, whilst retaining 20% in USD. When you are happy with your selection and weighting, input your One-Time Passcode received via text and press continue.

Congratulations – your trades have been placed

You will now be presented with the below screen confirming your trades will be placed within the market. It can take up to five working days for the trades to be completed and fully reflected on your portal.



Your order has been successfully requested

The trade will be processed overnight but can take some time to invest into the market. This trade should show in your account in no more than XX days

[Return to home page](#)

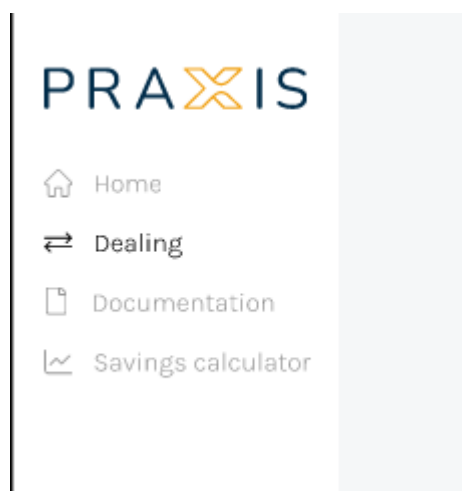
How to change your investments – Model Portfolio Strategy:

Log in to your account

Use the link here. If you need help with this process, please see our FAQ here on how to access your account.

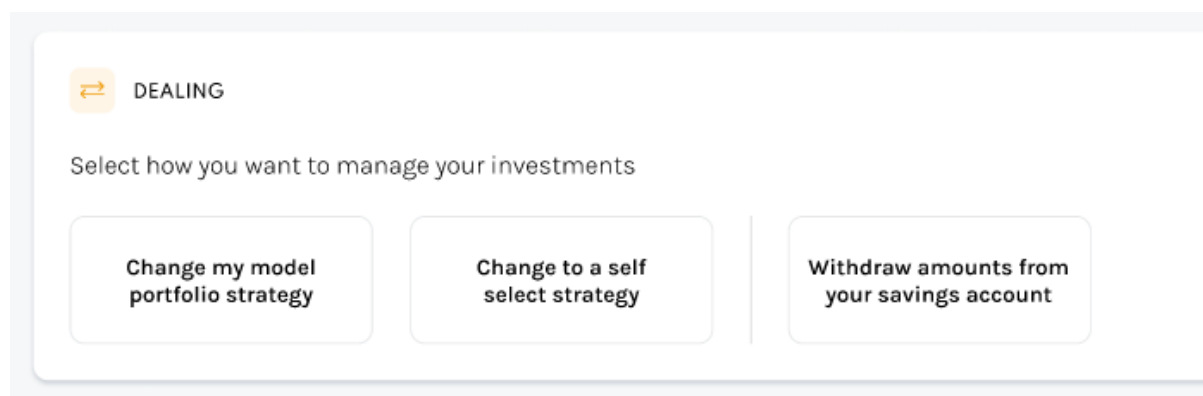
Go to the Dealing Tab

Within your Dashboard, you will see at the left-hand side of your screen the 'Dealing' button.



Select your preferred dealing option

Within your screen you will now see three options, as per the below:



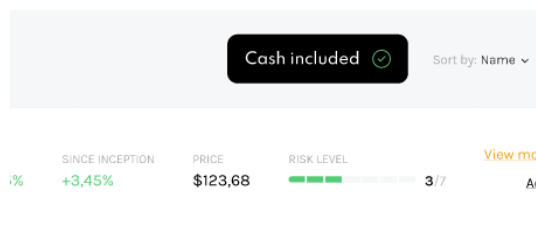
Note that the "Withdraw amounts from your Savings Account" option will only be available if you have funded the plan also via salary sacrifice.

The options available are to change your model portfolio strategy, or to move to a self-select strategy. Here we are discussing how to change your investments under the Model Portfolio Strategy.

Choose whether to include your Cash Balance

At the top-right of the following page, you will see the “Cash Included” option ticked. This means that your following trades can use your full existing portfolio value, including the balance held in your cash account.

If this is your first trade, and you are not currently invested (the default option being your funds remaining in cash) you will need to ensure “Cash Included” is ticked, as otherwise you will not be able to trade.



Please note that when finalising your investment weighting at the later stage, you have the option to retain a balance in cash.

Select your preferred investments

On the following page, you will then see the list of available Model Portfolio's available within the Plan.

You can hold multiple portfolios within your Plan and amend the weighting as you feel necessary to fit your risk profile.

There are 5 diversified, risk-rated portfolio's available, however, neither Praxis nor Praxis are licensed to provide any investment advice. Investments you select are at your discretion – if you have any questions as to what investments are suitable for you, we would recommend you speak to a suitable Investment Adviser.

Available portfolios				Cash included	Sort by: Name
Conservative 100% Bonds	ANNUALIZED PERFORMANCE +3.45%	ANNUALIZED VOLATILITY +3.45%	RISK LEVEL 1/4 Conservative	View more Added	
Balanced 40% Equity	ANNUALIZED PERFORMANCE +3.45%	ANNUALIZED VOLATILITY +3.45%	RISK LEVEL 1/4 Conservative	View more Add	
Balanced Growth 60% Equity	ANNUALIZED PERFORMANCE +3.45%	ANNUALIZED VOLATILITY +3.45%	RISK LEVEL 1/4 Conservative	View more Add	
Growth 80% Equity	ANNUALIZED PERFORMANCE +3.45%	ANNUALIZED VOLATILITY +3.45%	RISK LEVEL 1/4 Conservative	View more Add	
Aggressive 100% Equity	ANNUALIZED PERFORMANCE +3.45%	ANNUALIZED VOLATILITY +3.45%	RISK LEVEL 1/4 Conservative	View more Add	

Within this section, you can also view more information on the investments by pressing the “View More” button on the right-hand side. This will bring up detailed information on your selected asset such as the investment philosophy and performance charts.

Add the Portfolio’s you wish to buy

By pressing the “Add” button on the right-hand side of each Portfolio, you can add these into your basket. Once you’ve selected all those you wish to add into your Plan, press your “Basket” button at the top right of the screen:




Model portfolio strategy basket 2 products added

You will then be presented with a list of the Portfolio’s you have added, including key information about these.

The next page will then see you deciding the investment ratios within each of these selected Portfolios.

Simply complete the “Weight” section with the desired percentage to be allocated to each asset, such as the below example:

← Select the weight of each product


Product 	YTD 	Weight 
Total	+10.75%	100.00% / 0.00%
Conservative 100% Bonds	+3.45%	80.00%
Cash		20.00%


[Continue](#)

The system will only let you proceed if the weighting matches 100% in total across all assets. Once ready, press continue.

Finalise your trades

Here you will be presented with the below notification to confirm that your existing portfolio will be changed to match your new desired option. If you are not already invested, you will not receive this notification:





**You have selected the
Conservative | 100% Bonds and Cash**

Please consider that any subsequent contribution will be associated to this model portfolio strategy

[Understood](#)

You will now be presented with a final confirmation screen, alongside a One-Time Password being sent to the mobile number you provided when setting up the account.

Portfolio selection

Conservative 100% Bonds	80.00%
USD	20.00%

We have sent a 4-digit code to your mobile. Please introduce the code below to proceed.

[Re-send code](#)

By inserting the code and pressing proceed, you are authorising the transaction. You are aware that by investing in the financial markets, you are acknowledging that you understand that investments may go down, as well as up and you risk losing money as a result of the financial markets.

[Cancel](#) [Approve transaction](#)

This example above details that you are moving a combined total of 80% of your portfolio into your selected Portfolio, whilst retaining 20% in USD. When you are happy with your selection and weighting, input your One-Time Passcode received via text and press continue.

Congratulations – your trades have been placed

You will now be presented with the below screen confirming your trades will be placed within the market. It can take up to five working days for the trades to be completed and fully reflected on your portal.



Your order has been successfully requested

The trade will be processed overnight but can take some time to invest into the market. This trade should show in your account in no more than XX days

[Return to home page](#)

Which Investment Should I Choose?

Although the platform offers a wide selection of investments, from over 60 self-select assets to 5 risk-based portfolios, Praxis is not licensed nor regulated to provide any investment advice or recommendations.

As such, if you have any questions on what you should invest in, what your risk appetite is, or any similar investment-related enquiries, we recommend that you discuss this with your personal Financial Adviser.

Why are my trades not showing?

Trades not yet showing on your account?

If you recently changed your underlying investments, and the changes are not yet showing on your account, please allow up to a maximum of 5-working days for these to be reflected.

Although changes to your account will generally be reflected before this 5-day period, some trades may take longer due to public holidays.

Why is my cash not showing?

Cash not yet showing on your account?

Depending on when your account has been opened, and if your Employer has funded it, it can take a few days for these to be reflected. Once your account has been set up and your Employer has transferred the funds, it can take up to (XXXXX) days for these to show.

Your first step should be to confirm with your Employer when your account was open and funded, as it may be they have not yet issued the funds to us at this time.

Can I contribute directly to the Plan?

The plan can only accept contributions in the form of a salary sacrifice from your Employer.

Your Employer will need to be using the Plan, at which point you can discuss with your HR department about contributing to the Plan via Salary Sacrifice. You can select the level of your monthly salary you wish to contribute at this time.

How do I withdraw from the Plan?

Your Plan will be split generally in two sections. Your Employer End of Service Liability (“EoS”) section, and your Salary Sacrifice contribution section, if you have opted for this.

The EoS section can only be paid to you once you have left your employment with your Employer. At this time, you will have some options as to how this will be paid to you, either a cash lump sum, or the funds remaining within your Plan, at which point the Plan will continue and you will then have full control of the total balance.

The Salary Sacrifice section will always remain under your total control. You will have the ability to withdraw this balance at any time you wish, be it a partial or full withdrawal, via selecting the respective option within the portal or application – these can be found within the ‘Dealing’ section.

How do I close the Plan?

You can close the Plan at any time by going into the Dealing section of the app or portal, selecting the ‘Withdraw from your savings account’ option, and then ‘Total withdrawal and closure of account’.

Praxis will then sell all assets within your account, and return the funds to you within 12 working days.

There are no exit charges applicable on total withdrawal, however your account will be marked as closed. If you wish to re-join the Plan in the future, you will need to re-apply via your employer.

Am I entitled to a gratuity from half a years’ service?

This depends on how long in total you have been employed.

If you have been employed for less than one year, you will not be entitled to any Gratuity benefits.

If you have been employed for more than one year, say 2 and a half years in total, you will be entitled to two and a half years of Gratuity pay.

What happens when I die as a Member of the Scheme?

On death, your Employee Savings element will be paid to your beneficiaries which you have noted within the Praxis portal or application.

Your Employer Gratuity balance will be returned to your Employer for distribution to your beneficiaries.

How do I change my beneficiaries?


Whether this is your first time setting up your beneficiaries, or if you want to change these, the process for this is simple and straightforward.

First, log in to your account and access your user profile.

Your user profile is at the bottom-left of your screen once logged in, just above the “Contact Us” and “Log Out” buttons. You will be able to identify your user profile section as it will be your name.

Here you will find all your personal details regarding your account.

At the bottom of this page, you will find the Beneficiaries section, as per the below:

 BENEFICIARIES

Forename	Surname	Date of birth
Percentage of benefit	Relationship to you	

[Add more](#)

Here you can enter the details of your chosen beneficiaries, such as their name, DOB, percentage of benefits to receive, relationship to you, and contact email address. You can add as many beneficiaries as you need, however the percentage of benefits must total 100%.

When you've added your beneficiaries, please then press the "Save Changes" button below to complete this. If you go out of the page without saving the changes, your beneficiaries will not be updated.

How safe is my money?

Praxis created the Plans with safety and protection as a primary principles.

The Plan is established within the UAE, specifically in Abu Dhabi Global Markets ("ADGM"), regulated by the Financial Services Regulatory Authority ("FSRA").

The Plan has been established as a Trust under Common Law, which provides exceptional protection to underlying beneficiaries by applying many different legal safeguards written into the Trust Deed – all for your protection.

For example, all assets within the Trust have full legal segregation from each other – this is called ringfencing. This means your assets cannot be considered assets of any other Member, nor of Praxis or Praxis.

Your assets can also only be used for the purpose of providing your Gratuity Benefits if these apply to your Employers contributed element. Alternatively, if you have contributed via Salary Sacrifice, your assets can only be used by yourself, for your benefit.

For more information and background on who runs the Plan, please see the following section.

About Praxis

Praxis is a multi-national company that has been in operation for over 50 years, with offices in over 15 international jurisdictions, and are experts in Trusts and Pension Schemes.

We have thousands of Members in many existing similar arrangements, in Schemes ranging from Malta to Guernsey.

We pride ourselves on our Trust Management, and the safety of our clients. With many years of experience in jurisdictions such as the UK, EU, and UAE, we are uniquely positioned to provide highly regulated Schemes with expert management in many jurisdictions.