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ASSURANCES-VIE

MEMBER USER GUIDE

easyPENSION PRO

Member user guide

As part of the lalux-Staff Protect supplementary pension scheme (SPS), LALUX has developed easyPENSION PRO, a new digital platform dedicated to group life insurance and destined to become the reference communication channel with employer customers and their members. This secure digital area allows members to view annual certificates, consult their current savings and future projections, as well as a complete view of death and disability coverage.

Your company grants you access to the easyPENSION PRO platform, which gives you the best overview of your plan. Read through this guide to help you use your member area quickly and easily.
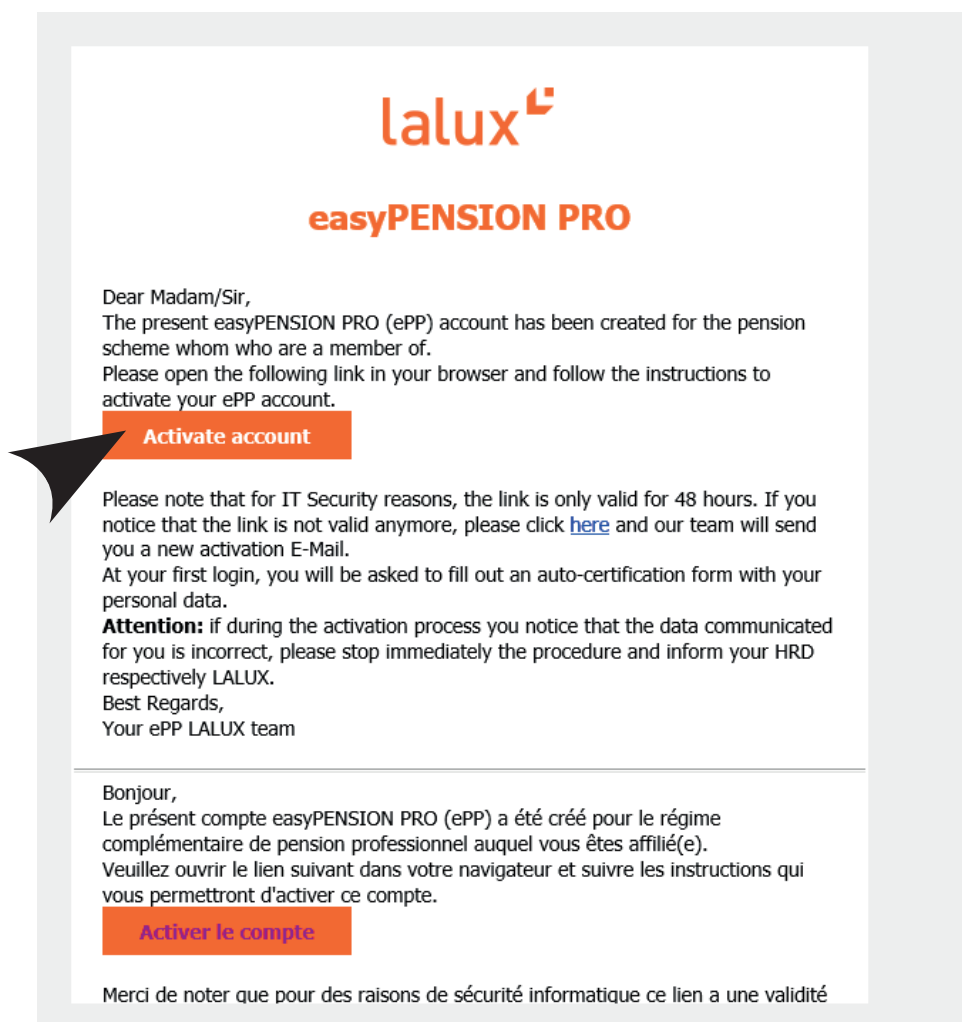
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Connection

Activating the account

1. You have received **an e-mail** with the subject: "Activation of your easyPENSION PRO account". The e-mail is written in three languages. For EN, scroll down. All you have to do is click on the "Activate account" link

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Dear Madam/Sir,
The present easyPENSION PRO (ePP) account has been created for the pension scheme whom who are a member of.
Please open the following link in your browser and follow the instructions to activate your ePP account.

Activate account

Please note that for IT Security reasons, the link is only valid for 48 hours. If you notice that the link is not valid anymore, please click here and our team will send you a new activation E-Mail.
At your first login, you will be asked to fill out an auto-certification form with your personal data.
Attention: if during the activation process you notice that the data communicated for you is incorrect, please stop immediately the procedure and inform your HRD respectively LALUX.
Best Regards,
Your ePP LALUX team

Bonjour,
Le présent compte easyPENSION PRO (ePP) a été créé pour le régime complémentaire de pension professionnel auquel vous êtes affilié(e).
Veuillez ouvrir le lien suivant dans votre navigateur et suivre les instructions qui vous permettront d'activer ce compte.

Activer le compte

Merci de noter que pour des raisons de sécurité informatique ce lien a une validité

2. You will be redirected to the LALUX easyPENSION PRO website.

Activation of your account easyPENSION PRO. Step 1/5

Please enter the code you received by SMS
A code has been sent to your mobile phone.

SMS code

Please enter the code you received by SMS

Validate

If you have not received a code by SMS in a few minutes, please request a new code.

Send the code again by SMS

If the problem persists, please Contact us

I no longer have access to my mobile phone number

3. Enter the code you have received by SMS, and validate.

Activation of your account easyPENSION PRO. Step 1/5

Please enter the code you received by SMS

A code has been sent to your mobile phone.

💬 SMS code

> Please enter the code you received by SMS

[Validate]

If you have not received a code by SMS in a few minutes, please request a new code.

🔄 Send the code again by SMS

If the problem persists, please Contact us

I no longer have access to my mobile phone number

4. Now set your personal password, confirm it and then validate. The password criteria are specified on this page.

Activation of your account easyPENSION PRO. Step 2/5

Please create a password

🔒 Password

> Your password

🔒 Confirm your password

> Your password

[Validate]

Your password should contain:

- at least 8 characters, including
- at least one upper case letter,
- at least on number.
- Special characters are permitted.

5. Your personal data will now appear here. Check it, click on the tick to validate the accuracy of your data, then click on "Next".

Your data is not correct? Please stop the procedure and contact LALUX on the following e-mail address: epp-messages@lalux.lu.

Activation of your account easyPENSION PRO. Step 3/5

My personal data

Last name

First name

Date of birth

Social security number

Mobile phone number

Email address

☐ I confirm that my personal data are accurate and complete.

If this is not possible, please contact the HR department. LALUX

[Cancel]   [Next]

6. Step 4 allows you to authorise LALUX to use your personal data. Click on your choice and then click on "Next".

Activation of your account easyPENSION PRO. Step 4/5

Consent to the use of your personal data

☐ I authorise the processing of my personal data for the purposes of advertising and prospecting for products of the LALUX Group.

At any time I can revoke my authorization by putting "No" in the field "I agree that LALUX will use my data for commercial purposes" in the part "My personal data" of the menu "My account"

☐ I do not authorise the processing of my personal data for the purposes of advertising and prospecting for products of the LALUX Group.

Cancel   Next

7. Finally, read the Terms and Conditions, accept them by ticking and then click on "Activate account".

Activation of your account easyPENSION PRO. Step 5/5

General Terms and Conditions (GTC)

See the GTC

☑ I accept the GTC

Cancel   Activate the account

Your account is now activated. You will receive a confirmation e-mail. You can now log in.

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easyPENSION PRO

Dear customer
Your easyPENSION PRO account has been successfully activated.

Log in

Your ePP LALUX team

La Luxembourgeoise Société Anonyme d'Assurances, 9, rue Jean Fischbach, L-3372 Leudelange
Contactez-nous info@lalux.lu.

Classic easyPENSION PRO connection

All subsequent connections will be as follows. We advise you to keep this page in your favourites.
Go to : https://easypensionpro.lalux.lu

1. Fill in your e-mail and password that you set at the first connection. Click on "Connect".

Welcome to easyPENSION PRO

Please log in to your account to view your products

@ Email

email@domain.tld

🔒 Password

Password

Connect

Forgotten password or username →

2. Enter the code you have received by SMS, and validate.

Welcome to easyPENSION PRO

Please enter the code provided by your Digipass

💬 Digipass code

Code provided by your Digipass

Connection

If the connection does not work, please try again.

↻ Try again
If the problem persists, please Contact us

I no longer have access to my Digipass

You are now in your easyPENSION PRO area as a member of your company's pension plan

Have you forgotten your password ?

1. Click on "Forgotten your password or username".

Welcome to easyPENSION PRO

Please log in to your account to view your products

@ Email

email@domain.tld

🔒 Password

Password

Connect

Forgotten password or username →

2. Enter your e-mail address on the page and validate.

Welcome to easyPENSION PRO

Retrieve my username

If you have forgotten the e-mail associated with this account, please contact us directly.

Contact LALUX

Successful

An e-mail has been sent to the address given, provided it is listed in easyPENSION PRO. It contains a link to create a new password.

← I remember my login and password

3. You will then receive an e-mail to reset your password.

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Dear Madam/Sir,
Following the recovery request of your easyPENSION PRO password, please find the link here, to confirm your new password.
By clicking on the link below, a verification code will be sent to the mobile number stated in your easyPENSION PRO account.

Reset password

Your ePP LALUX team

La Luxembourgeoise Société Anonyme d'Assurances, 9, rue Jean Fischbach, L-3372 Leudelange
Contact us info@lalux.lu.

4. Click on the link. You will then be redirected to the password recovery page. Insert the SMS code you have just received on this page, then validate.

5. Set a new password, confirm it, then validate.

You now have a new password, and can connect to your area again.

easyPENSION PRO platform

Employers and employees with a supplementary pension scheme have expressed the wish to have a more regular follow-up and a way to interact online with their insurer of their pension assets. This is why LALUX has created easyPENSION PRO.

Thanks to easyPENSION PRO, anyone who has assets in a 2nd pillar-type pension product can now group them together on the platform and remain in contact until they retire, even if they change employer. This simplifies the monitoring of your pension plan.

> 💡 NOTE :
> It is therefore important to register using your private e-mail address. In this way, you can keep track of your pension plan if you change companies.

Another important advantage is the accessibility of the platform. It is available from your home or anywhere in the world 24/7. You have full independence in viewing, managing and monitoring your information. You are no longer obliged to go through your HR department.

At the first connection

Even before you see your dashboard, a CRS (Common Reporting Standard) self-certification pop-up appears in order to update your personal information.

Update it without delay.

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Overview : Dashboard

When you access the platform, a complete view of all your plans is visible. You can have one or more plans listed on easyPENSION PRO.

Indeed, some people who have changed companies during their career may have several pension plans at LALUX.

In this overwiew you can :

■ See the overall and detailed overview of your savings. If you have several employer plans, they are all visible here.
  In the ¨General valuation¨ section, you can see your total savings for all plans. By clicking on ¨See more information¨, the details will appear.
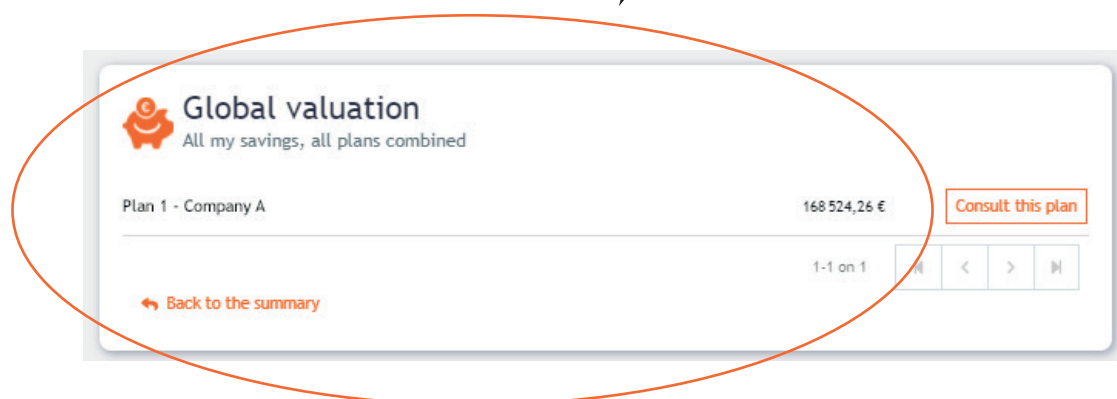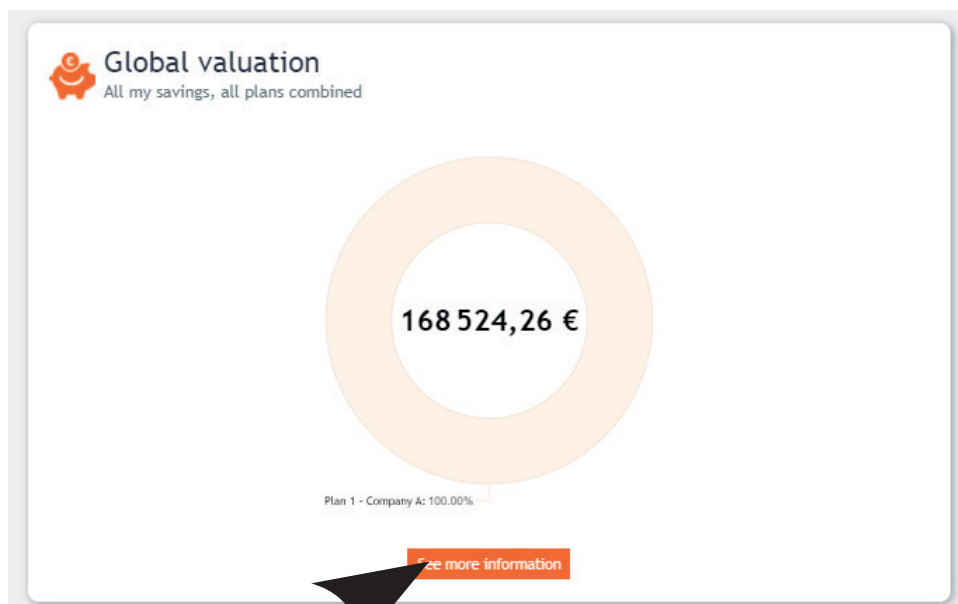
■ Completing your tasks
  The "My tasks" section allows you to complete all your tasks, e.g. transmitting CRS data.

![lalux ASSURANCES-VIE logo]
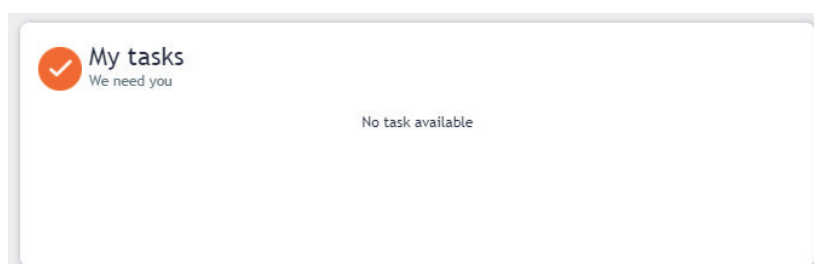
■ Accessing contractual documents, consulting and downloading your certificates.

All useful documents can be found in the "My documents" tab. Individual certificates will also be downloadable from this tab.

■ Consult your risk coverage Death/disability. You can view your risk cover (death, disability) associated with your plan if cover is taken out.

■ Optimise your tax situation and discover all the solutions that LALUX offers.

■ Quickly access your useful forms such as the document to download for the designation of beneficiary(ies) in the event of your death.

Detailed view per plan

You have access to a detailed view of your plans in two parts: "My pension" and the "My risk coverage" section.

My retirement

The "My retirement" tab allows you to see your current situation, the projection of your savings at retirement, as well as details of the funds you have chosen.

Other features will soon be available, allowing you to:

- See the development of your savings
- Choose products and funds over time for your plan
- ...

The easyPENSION PRO platform will be regularly updated to ensure that the service is tailored to the needs of customers.

My risk coverage

The "My risk coverage" tab allows you to access the details of the amounts entered for your death cover and disability cover.

Are you changing company ?

Please make sure that the e-mail address and mobile phone number you enter are your private ones. In this way, you will always have access to your account.

DON'T WORRY
be happy

Tel.: +352 4761-65 60 | epp-contact@lalux.lu

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