

EN

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ASSURANCES-VIE



HR USER GUIDE

easyPENSION PRO

HR 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 provides the HR department, and in particular the person(s) managing the company pension plan, the possibility to transmit the members' data to LALUX, to view all insured benefits and to have access to the easyPENSION PRO contract details. This will help you keep track of the company pension plan, and will facilitate the tasks associated with it.

You will therefore have two accounts :

- An account as HR to manage the company pension plan with the members using your professional e-mail address.
- An account as a member of your company pension plan with your private e-mail address if you are also a member.

From now on, you can consult this guide to discover and use your HR area easily and quickly.

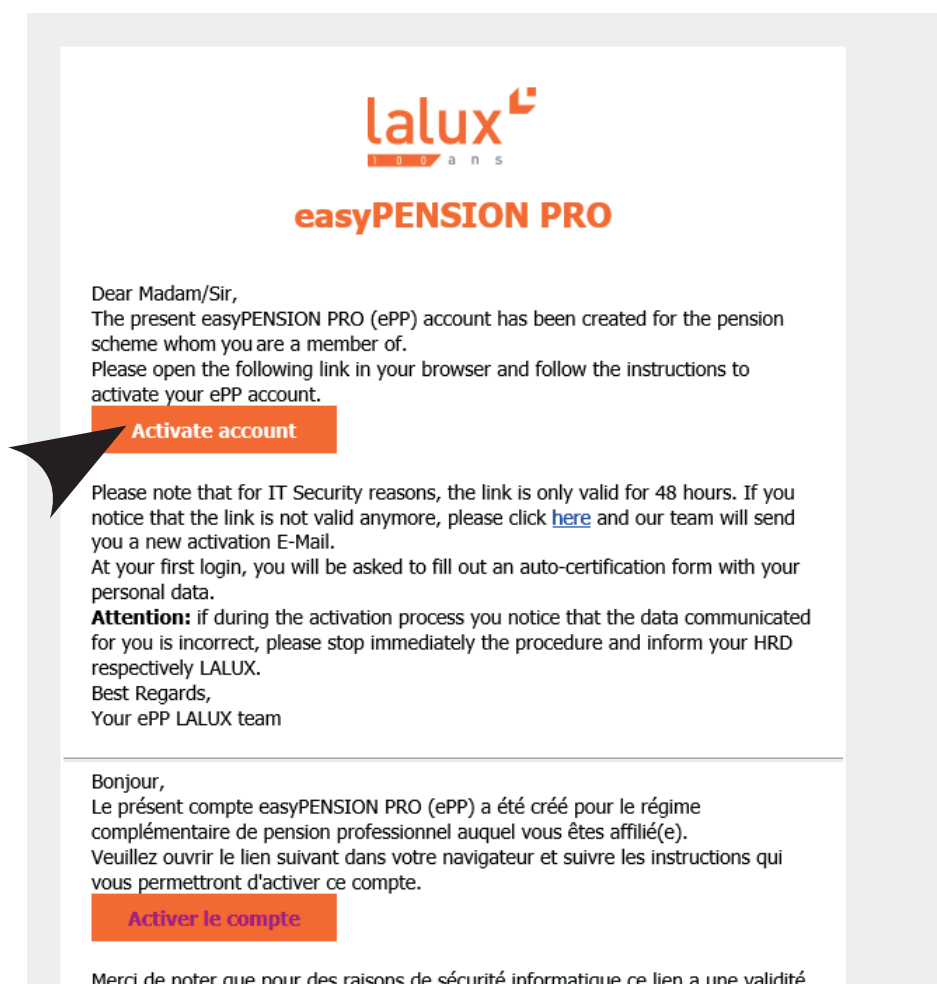
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Connection

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. All you have to do is click on the "Activate account" link.



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

Activation of your account easyPENSION PRO. Step 1/5

Please enter the code provided by your Digipass

Enter your pin in your Digipass, then enter the code displayed on the device.

● Digipass code

Validate

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](#)

3. You have received a second e-mail with the subject "easyPENSION PRO:your Digipass code", available in three languages.




You will find your Digipass pin code in the e-mail. Press the arrow on your Digipass and enter the pin code from the e-mail into your Digipass box. An eight-digit code will appear.

Remember to safeguard your pin code to ensure data security.
Your pin code will be required for each connection to the platform.

4. Enter the eight-digit code on this page, then validate it.

Activation of your account easyPENSION PRO. Step 1/5



Please enter the code provided by your Digipass

Enter your pin in your Digipass, then enter the code displayed on the device.

● Digipass code

Validate

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](#)

5. 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

🔒 Confirm your password

Validate


Your password should contain:

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

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

Your data is not correct? Contact LALUX on the following e-mail adress : epp-messages@lalux.lu

Activation of your account easyPENSION PRO. Step 3/5



My personal data

Last name _____

First name _____


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](#)

7. Learn more about your rights in terms of protection of your personal data. Read, then click on "Next".

Activation of your account easyPENSION PRO. Step 4/5



Use of your personal data

In accordance with the regulations and in compliance with article 14 regarding data protection regulations, we inform you that your personal data has been entrusted to the Insurance Company, within the framework of the supplementary pension system, subscribed by your employer.


The data controller is LA LUXEMBOURGEOISE - VIE SA located at 9 Rue Jean Fischbach in Leudelange.

The data protection policy is available on www.lalux.lu If you have any questions relating data protection, do not hesitate to contact us by email: dpo@lalux.lu.

[Cancel](#) [Next](#)

8. Finally, read the Terms and Conditions if you wish, tick to accept them and then click on "Activate the 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.

Classic connection to easyPENSION PRO


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 the fields : 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


🔒 Password

[Connect](#)

[Forgotten password or username →](#)

2. Get your Digipass and enter your four-digit pin code in your Digipass. An eight-digit code will then appear. Enter the eight-digit code on the page below.

Welcome to easyPENSION PRO



Please enter the code provided by your Digipass

🔑 Digipass code

[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 Head of HR.

Platform easyPENSION PRO

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, with an access for HR and an access for members.

Thanks to easyPENSION PRO, the HR management work is facilitated, and many features are accessible to them. You will discover these below.

For company employees, anyone who has assets in a 2nd pillar-type pension product can now group them on the platform and remain in contact until they retire, even if they change employer. This makes it easier for members to keep track of their pension plan.



NOTE :

It is therefore important to register your employees using their private e-mail address. This way, even if the employer changes, the member will still be able to have access to their savings and keep track of their pension plan. This will also be a time saver for you as HR.

Another important advantage is the accessibility of the platform. It is available from your home or anywhere in the world 24/7. This means that employees are independent in viewing, managing and tracking their information. They no longer need to go through the HR department, and this will also save your time.

Overview: Dashboard

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

On the dashboard you can see your plans, tasks, documents, etc.

easyPENSION PRO

My plans

Plan 1 - Company A

Plan 2 - Company AB

Plan 3 - Company AC

Documents

EN DOCUMENTS CONTRACTUELS

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EN - CONVENTION

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Welcome to your dashboard, **Max HR**

My plans
All your plans

Plan	Numbers	Actions
Plan 1 - Company A	260802	
Plan 2 - Company AB		
Plan 3 - Company AC	399998	

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My tasks
We need you

Title	Plan	Date
Annual account 2022	Test ePP	12/17/2022

1-1 on 1

My documents
All my documents

Year: Plan: Category: Type:

Year	Date	Plan	Document	Actions
2020	9/30/2021	Deloitte Audit S.à r.l.	Avenant nouvelle loi	Consult this plan
2013	9/30/2021	Deloitte Audit S.à r.l.	Convention	Consult this plan
2016	9/30/2021	Deloitte Audit S.à r.l.	Extension 1	Consult this plan
2017	9/30/2021	Deloitte Audit S.à r.l.	Extension 2	Consult this plan

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[See more documents](#)

FAQ
Answers to your questions

Why have a member's benefits changed?

Is there a tax on the benefit paid to the member?

Can the personal contribution be transferred from the private bank account?

Can the member change the amount of his/her personal contribution?

[See all questions](#)

Detailed view per plan

You have access to a detailed view of each of your plans.
In this view, you have several features available to you.

To go to the detailed view, click on the plan you want in the 'My plans' tab

The dashboard for 'easyPENSION PRO' is titled 'Welcome to your dashboard, Max HR'. It features a sidebar on the left with navigation links: 'My plans' (selected), 'Documents', 'FAQ', 'Tutorial', 'LALUX', 'Our products', and 'Contact us'. The main content area is divided into four sections:

- My plans:** A table listing three plans:

Plan	Numbers	Actions
Plan 1 - Company A	260802	[Icon]
Plan 2 - Company AB		[Icon]
Plan 3 - Company AC	399998	[Icon]
- My tasks:** A table with one task:

Title	Plan	Date
Annual account 2022	Test ePP	12/17/2022
- My documents:** A table listing documents:

Year	Date	Plan	Document	Actions
2020	9/30/2021	Deloitte Audit S.A r.l.	Avenant nouvelle loi	[Icon] Consult this plan
2013	9/30/2021	Deloitte Audit S.A r.l.	Convention	[Icon] Consult this plan
2016	9/30/2021	Deloitte Audit S.A r.l.	Extension 1	[Icon] Consult this plan
2017	9/30/2021	Deloitte Audit S.A r.l.	Extension 2	[Icon] Consult this plan
- FAQ:** A section titled 'Answers to your questions' with several questions and a 'See all questions' button.

Members

In the "Members" tab, you can see all your member or you can search for a specific one using the search bar. You can also add members using the button :



For each employee, you can consult their associated documents using the button :



The 'Plan 1' detailed view shows a tabbed interface with 'Members', 'Data', 'Documents', and 'Accounts'. The 'Members' tab is active, displaying a table of members:

Last name	First name	Date of birth	Social security number	Date of entry at the company	Maintenance	Actions
Member 1				1/1/2021	No	[Icon]
Member 2				1/1/2021	No	[Icon]

At the top right of the members table, there is a search bar, an 'Add members' button, and a 'Contract No.' field.

Data

In the “Data” tab, you can access the details of the data reported by year of your plan. You can see the number of members, entries, exits, etc. This allows you to analyse your data.

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My plans

Plan 1 - Company A
Plan 2 - Company AB
Plan 3 - Company AC

Documents

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Plan 1

Members **Data** Documents Accounts

Contract No. [Contract No. 123456](#)

Search

Year	Title	Due date	Start date	End date	Status	Errors Observations	Members	Entries Leavers	Actions
2022	Annual renewal	12/31/2022	12/17/2022	1/14/2023	In progress	0 0	2	0 0	Access

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By clicking on “Access”, you can view the data used in your premiums statement. In the current year’s statement, you are invited to modify and import data (via Excel or manually) and correct any errors. Finally, you can validate and send the added and modified data to LALUX via the secure platform.

For previous years, once the accounts have been finalised and the data validated by the HR department, they cannot be modified.

The option to import data is only available during periods defined by LALUX.

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My plans

Plan 1 - Company A
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Plan 3 - Company AC

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Plan 1

Members **Data** Documents Accounts

Contract No. [Contract No. 123456](#)

Annual renewal
In progress

To modify the data, download it to an Excel file
[Download the data](#)

Once modified, import your file
[Import your file](#)

☒ All ☐ Errors/observations ☐ Errors/non-validated observations

Search [Add a line](#)

Registration Number	Name	First name	Name of spouse	Date of birth	Sex	Civil status	Number of children	Entry date Company	Leaving date	Salary	Parttime	Bonus	Actions
> Z100127039966	Member	Jean		07/20/1989	Man	Married	1	01/01/2021	mm/dd/yyyy	10000	100		X
> Z100528218590	Member	Marc		02/21/1980	Woman	Single	0	01/01/2021	mm/dd/yyyy	5000	100		X

1-2 on 2

[Back](#) [Save](#) [Validate](#) [Publish](#) [Reset](#)

Documents

All HR documents will soon be available in the 'Documents' tab. This will give you access to :

- Contracts
- Agreements
- Fees
- Technical notes
- AML documents
- ...

easyPENSION PRO

My plans

Plan 1 - Company A

Plan 2 - Company AB

Plan 3 - Company AC

Documents

EN DOCUMENTS CONTRACTUELS

EN - AVENANT

EN - CONVENTION

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Plan 1

Members Data Documents Accounts

Contract No. 123456

Année Date Catégorie Type Document

2020	7/21/2021	FR - DOCUMENTS CONTRACTUELS	FR - AVENANT	Avenant nouvelle loi	
2013	7/21/2021	FR - DOCUMENTS CONTRACTUELS	FR - CONVENTION	Convention	
2016	7/21/2021	FR - DOCUMENTS CONTRACTUELS	FR - CONVENTION	Extension 1	
2017	7/21/2021	FR - DOCUMENTS CONTRACTUELS	FR - CONVENTION	Extension 2	
2013	7/21/2021	FR - DOCUMENTS CONTRACTUELS	FR - NOTE TECHNIQUE	Note Technique	
2013	7/21/2021	FR - DOCUMENTS CONTRACTUELS	FR - REGLEMENT	Règlement	

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Accounts

The "Accounts" tab allows you to grant members access to the easyPENSION PRO platform. Using the "Write" button, you can fill in the e-mail addresses and phone numbers of your employees.

The activation e-mail can be sent using the button



NOTE :

It is therefore important to register your employees using their private e-mail address. This way, even if the employer changes, the member will still be able to have access to their savings and keep track of their pension plan. This will also be a time saver for you as HR.

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My plans

Plan 1 - Company A

Plan 2 - Company AB

Plan 3 - Company AC

Documents

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Members Data Documents Accounts

Contract No. 123456

Search

Complete the account data

Last name	First name	Social security number	E-mail	Mobile phone number	Status	Actions
Member 1						
Member 2						

1-2 sur 2

DON'T WORRY
be happy

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easypensionpro.lalux.lu