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lalux⁺
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.



easyPENSION PRO

Dear Madam/Sir,
The present easyPENSION PRO (ePP) account has been created for the pension scheme whom you 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 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 on 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 address : epp-messages@lalux.lu

Activation of your account easyPENSION PRO. Step 3/5



My personal data

Last name [redacted]
First name [redacted]
Email address [redacted]

I confirm that my personal data are accurate and complete.
If this is not possible, please contact the HR department. [LALUX](#)

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.

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](#)

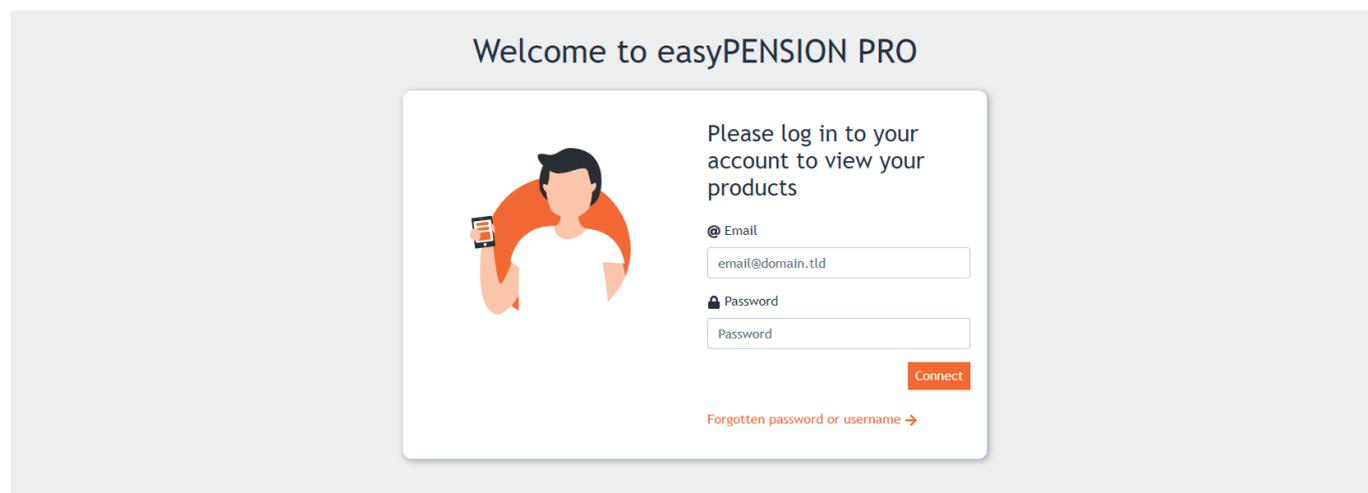
I accept the GTC

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

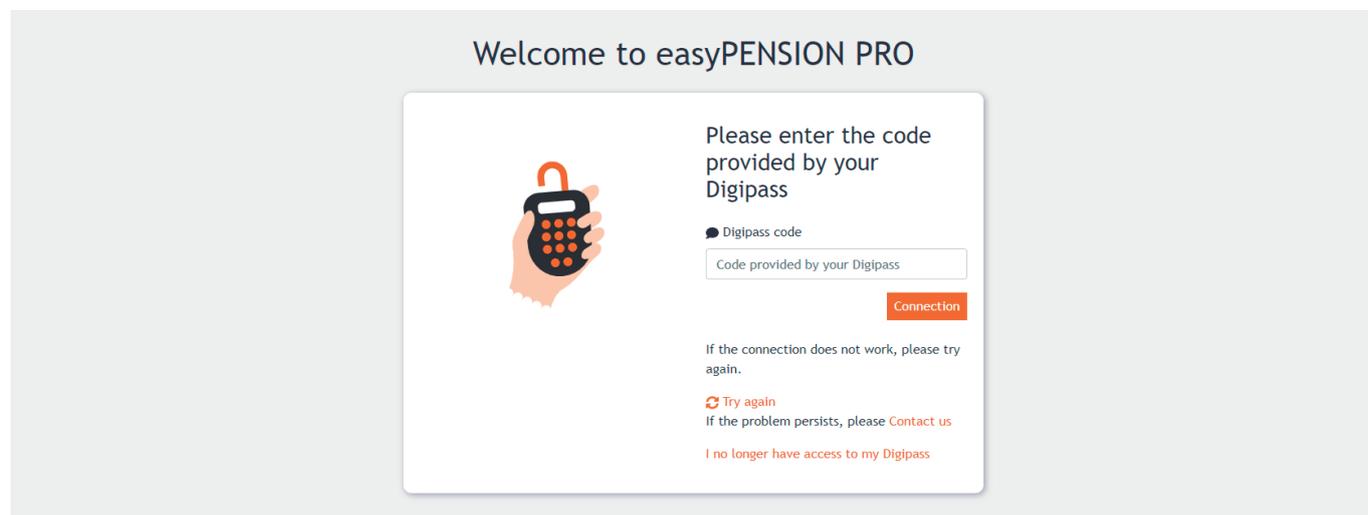
Classic connection to easyPENSION PRO

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".



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.



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 :

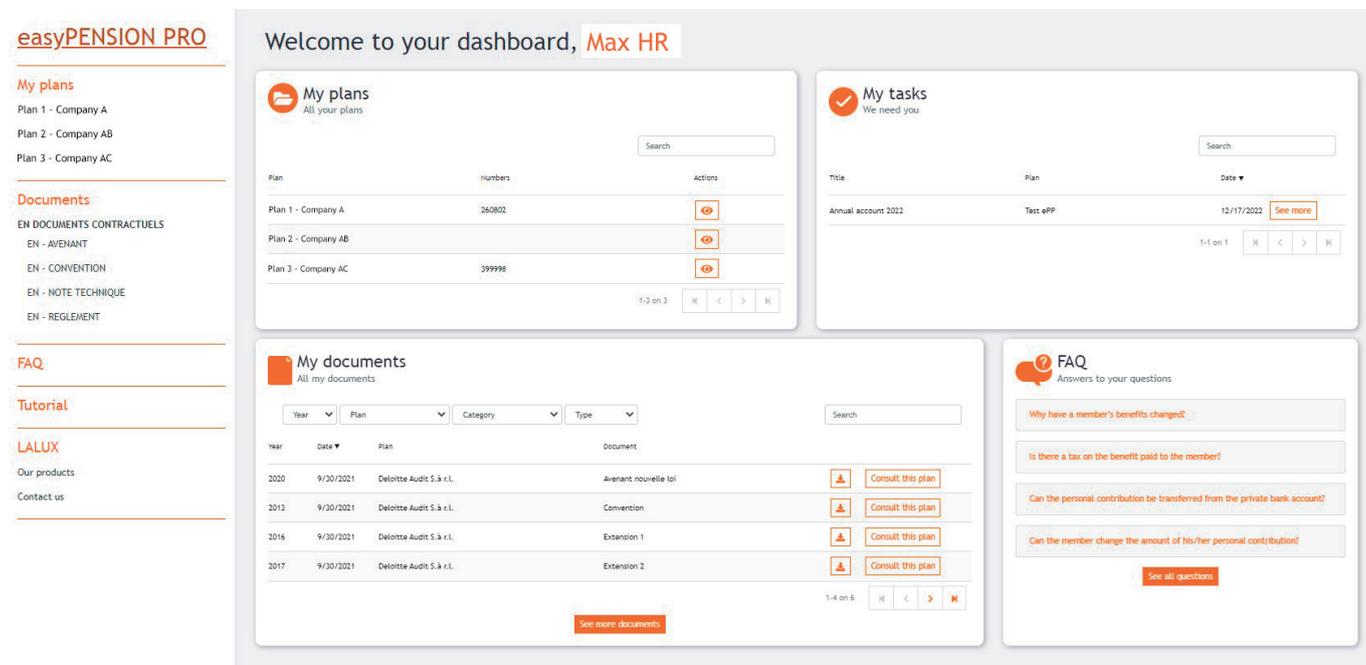
It is therefore important to register your employees using their private e-mail address. This way, even if the employer changes, the member will still be able to have access to their savings and keep track of their pension plan. This will also be a time saver for you as HR.

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
EN - AVEANANT
EN - CONVENTION
EN - NOTE TECHNIQUE
EN - REGLEMENT

FAQ

Tutorial

LALUX
Our products
Contact us

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	Terc ePP	12/17/2022

1-1 on 1

My documents
All my documents

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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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 left-hand navigation menu with sections: 'My plans' (listing Plan 1 - Company A, Plan 2 - Company AB, Plan 3 - Company AC), 'Documents' (listing EN DOCUMENTS CONTRACTUELS, EN - AVENANT, EN - CONVENTION, EN - NOTE TECHNIQUE, EN - REGLEMENT), 'FAQ', 'Tutorial', 'LALUX', 'Our products', and 'Contact us'. The main content area is divided into four panels:

- My plans:** A table with columns 'Plan', 'Numbers', and 'Actions'. It lists three plans with their respective numbers and icons to view details.
- My tasks:** A table with columns 'Title', 'Plan', and 'Date'. It shows a task 'Annual account 2022' with a 'See more' button.
- My documents:** A table with columns 'Year', 'Date', 'Plan', and 'Document'. It lists documents from 2020 to 2017, including 'Avenant nouvelle loi', 'Convention', and 'Extension 1' and '2'. Each row has a 'Consult this plan' button.
- 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 navigation bar with 'Members', 'Data', 'Documents', and 'Accounts' tabs. A 'Contract No.' is displayed in the top right. Below the navigation is a table of members with columns: 'Last name', 'First name', 'Date of birth', 'Social security number', 'Date of entry at the company', 'Maintenance', and 'Actions'. The table lists two members, 'Member 1' and 'Member 2', both with a date of entry of 1/1/2021 and a 'Maintenance' status of 'No'. Each row has a document icon in the 'Actions' column. A search bar and an 'Add members' button are located at the top right of the table area.

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.

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.

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

Plan 1

Members Data Documents Accounts

Année Date Catégorie Type Document

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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Plan 1

Members Data Documents Accounts

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

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

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DON'T WORRY
be happy

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