

Before the transition, you used to connect to your assets with

- A **user number** and a **password** >>> [CLICK HERE](#)
- A **user number**, a **password** and a **TAN card** >>> [CLICK HERE](#)



YOURASSETS Access

Guide for the transition to the new authentication system

ESSENTIAL WEALTH

Contents

- a. What's this about ?
- b. The transition screens "step by step"
- c. A few special cases ...
- d. Who to contact for assistance ?

What's this about?

When?

→ Since end of August 2017

What's going to happen?

→ Your TAN card (plastic card) is being replaced by an OTP (One Time Passcode) code.

How?

→ Any client who connects to your assets will go through transition screens to activate their new authentication system.

The transition screens “step by step”

1st screen : Encode the user number and password *... after having agreed to the disclaimer*

yourassets youroffice Language ▾ FAQ

ONE LIFE

yourassets  your secure client access

 User number

[Lost user number?](#)

 Password

[Lost password?](#)

Next

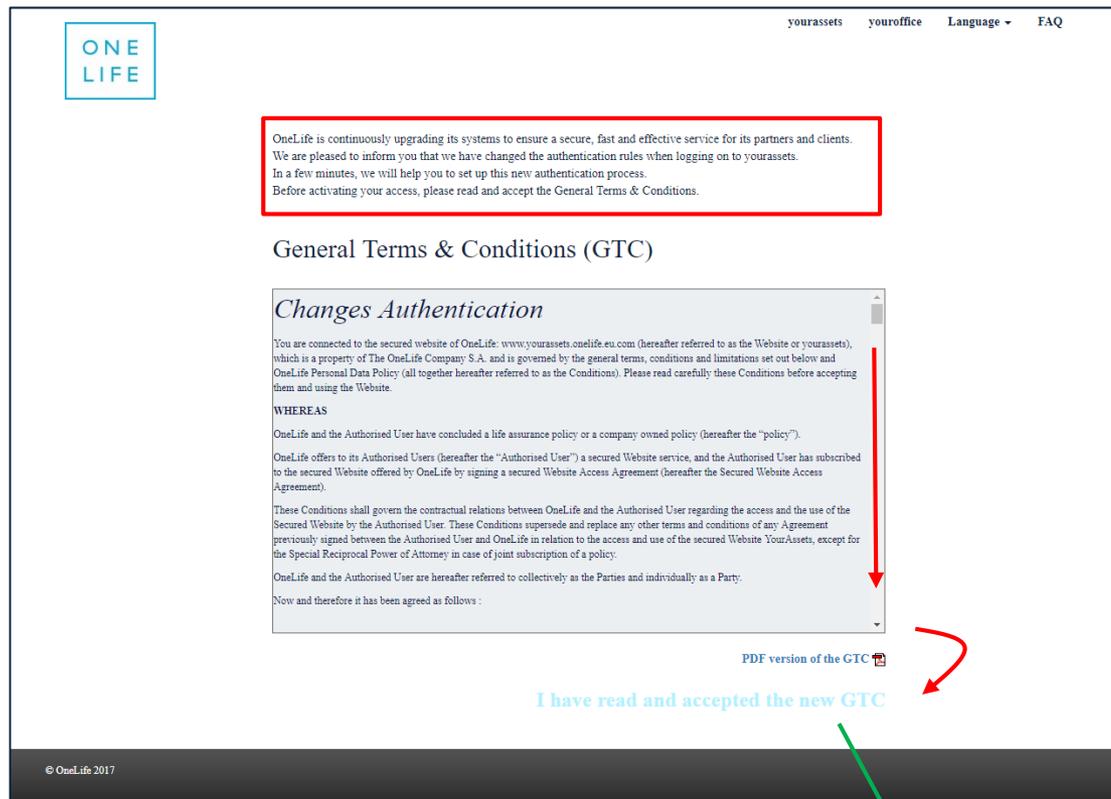
 Welcome ▾

 Access ▾

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3rd screen : Read & accept yourassets general conditions

... as they have been adapted to the new authentication system



I have read and accepted the new GTC

4th screen : Step 1 → Encode your mobile phone number ... required to receive its code by SMS or digital voice

Automatic verification of the number to ensure that it is indeed a mobile phone

yourassets youroffice Language ▼ FAQ

ONE LIFE

STEP 1 : Strengthen your security

Let's get started!
To receive your OTP code for your authentication, please add a trusted phone number.
OneLife will only use this number for your access security purposes and your data will be used in line with OneLife's personal data policy.

Which phone number do you want to use?

How would you like to receive your OTP code?

or

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After encoding your mobile phone number and clicking on "send me a code" ...

... a message confirms the sending of the code

The screenshot displays the OneLife mobile application interface. At the top left is the OneLife logo. The top right navigation bar includes links for "yourassets", "youroffice", "Language", and "FAQ". A white modal dialog box is centered on the screen, titled "OTP code" and containing the message: "An OTP code has just been sent to your trusted phone number." with an "Ok" button. Below the modal, the main screen shows a "STEP 1" section with the heading "Let's get started" and instructions: "To receive your OTP code for your authentication, please add a trusted phone number. OneLife will only use this number for your access security purposes and your data will be used in line with OneLife's personal data policy." There is a form field for "Which phone number do you want to use?" with a dropdown menu showing "+ 891". Below this is another question: "How would you like to receive your OTP code?" with two buttons: "Send me a code" and "Call me with a voice code". The "Send me a code" button is selected. Below this is a "STEP 2 : Confirm that it works" section with the message: "An OTP code has just been sent to +352691". There is a form field for "Please enter the OTP code" and a "Verify the OTP code" button. At the bottom left, the footer reads "© OneLife 2017".

4th screen (after) : Step 2 → confirm the reception of the code

... makes it possible to verify that the mobile phone number used is correct

Attention, maximum 2 minutes between the reception of the code and the action click on "Check the code OTP" ... ONE TIME PASSCODE... used only one time !!!

If you don't receive any SMS, then use the button "Call me with a voice code"

The screenshot shows the OneLife security setup interface. At the top left is the OneLife logo. At the top right are links for 'your assets', 'your office', 'Language', and 'FAQ'. The main content is divided into two sections: 'STEP 1 : Strengthen your security' and 'STEP 2 : Confirm that it works'. In Step 1, there is a text input field for a phone number with a dropdown menu showing '+ 001'. Below this are two buttons: 'Send me a code' and 'Call me with a voice code', separated by 'or'. In Step 2, there is a message 'An OTP code has just been sent to +352691' and a text input field for the OTP code. A red arrow points to this input field. Below the input field is a 'Verify the OTP code' button. At the bottom left, there is a copyright notice '© OneLife 2017'.

4th screen (after) : Step 3 → Move on after confirming that the mobile phone number is registered

ONE LIFE

STEP 1 : Strengthen your security
Let's get started!
To receive your OTP code for your authentication, please add a trusted phone number.
OneLife will only use this number for your access security purposes and your data will be used in line with OneLife's personal data policy.

Which phone number do you want to use?

How would you like to receive your OTP code?

or

STEP 2 : Confirm that it works
An OTP code has just been sent to +352691

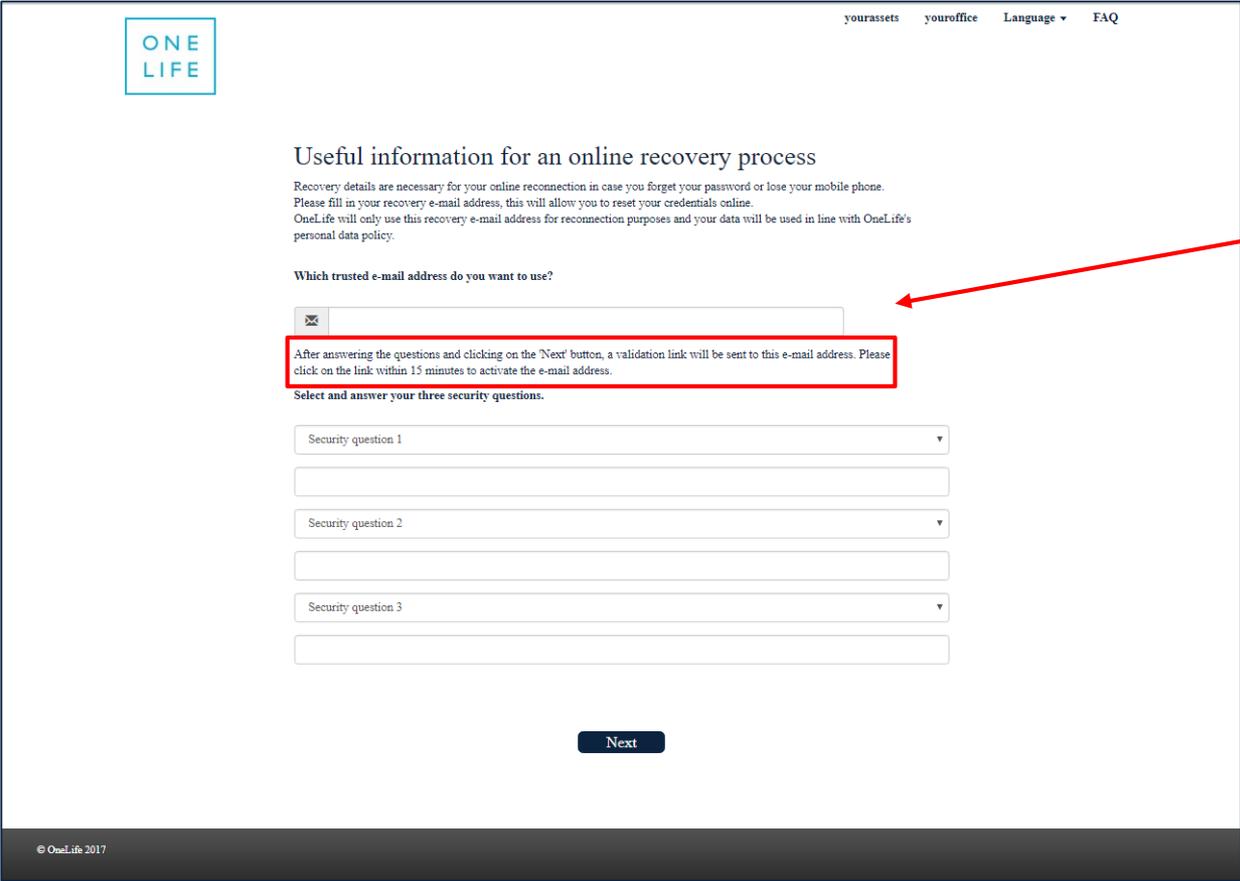
Please enter the OTP code

STEP 3 : Validation
The code is valid. Your trusted phone number is now registered and you may proceed to the last step.

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5th screen : Encode your e-mail address

... + 3 security questions to protect the online recovery process



ONE LIFE

yourassets youroffice Language ▼ FAQ

Useful information for an online recovery process

Recovery details are necessary for your online reconnection in case you forget your password or lose your mobile phone.
Please fill in your recovery e-mail address, this will allow you to reset your credentials online.
OneLife will only use this recovery e-mail address for reconnection purposes and your data will be used in line with OneLife's personal data policy.

Which trusted e-mail address do you want to use?

After answering the questions and clicking on the 'Next' button, a validation link will be sent to this e-mail address. Please click on the link within 15 minutes to activate the e-mail address.

Select and answer your three security questions.

Security question 1 ▼

Security question 2 ▼

Security question 3 ▼

Next

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5th screen (after) : Answer 3 security questions ... required to use the online recovery process



[yourassets](#)
[youroffice](#)
[Language](#)
[FAQ](#)

Useful information for an online recovery process

Recovery details are necessary for your online reconnection in case you forget your password or lose your mobile phone. Please fill in your recovery e-mail address, this will allow you to reset your credentials online. OneLife will only use this recovery e-mail address for reconnection purposes and your data will be used in line with OneLife's personal data policy.

Which trusted e-mail address do you want to use?

✉

After answering the questions and clicking on the 'Next' button, a validation link will be sent to this e-mail address. Please click on the link within 15 minutes to activate the e-mail address.

Select and answer your three security questions.

Security question 1
▼

Security question 1

- What is the first name of your best friend in high school?
- What was the name of your first pet?
- What was the first thing you learned to cook?
- What was the first film you saw in theater?
- Where did you go the first time you flew on a plane?

Security question 3
▼

Next





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6th screen : Welcome to yourassets (the transition is done!!!)

But beware ! Do not forget to validate the e-mail address within 15 minutes → See the mail received!

The screenshot shows the ONE LIFE user interface. At the top, there is a dark blue navigation bar with the ONE LIFE logo on the left and links for Home, Site Map, Contact, FR, NL, Logout, and Settings on the right. Below this, a secondary navigation bar contains links for Our offer, My policies, Newsroom, and Contact. The main content area is white and features a search bar on the left. The central heading reads 'Welcome to yourassets' with a sub-heading 'Our transparency , Your security!'. Below this, there are two columns of information. The left column is titled 'My Assets' and includes links for 'My contracts', 'Transactions', and 'Operations statement'. The right column is titled 'Last portfolio update:' and shows the date '28/06/2017'. Further down, there is a 'News' section with a blue information icon and a list of news items, including 'Digital Transformation - "UPDATE 1 6 July 2017" - Underlying Dedicated Funds (06/07/2017)', 'IMPORTANT INFORMATION - Digital Transformation (06/06/2017)', and 'Life of the funds' which lists several fund offerings and their dates.

ONE LIFE

Home Site Map Contact FR NL Logout Settings

Our offer My policies Newsroom Contact

Search:

OK

Welcome to yourassets

Our transparency , Your security!

My Assets

[My contracts](#)

[Transactions](#)

[Operations statement](#)

Last portfolio update:

28/06/2017

News

> Digital Transformation - "UPDATE 1 6 July 2017" - Underlying Dedicated Funds (06/07/2017)

> IMPORTANT INFORMATION - Digital Transformation (06/06/2017)

Life of the funds

New fund in our offering - EDR BOND ALLOCATION R EUR (LU1161526576) (06/09/2017)

Keren 2018 : absorption by Keren Corporate (06/09/2017)

New funds in our offering: fund MFP SICAV plc Best Managers (MT7000016366) (26/06/2017)

CANDRIAM SRI: merger by absorption (30/03/2017)

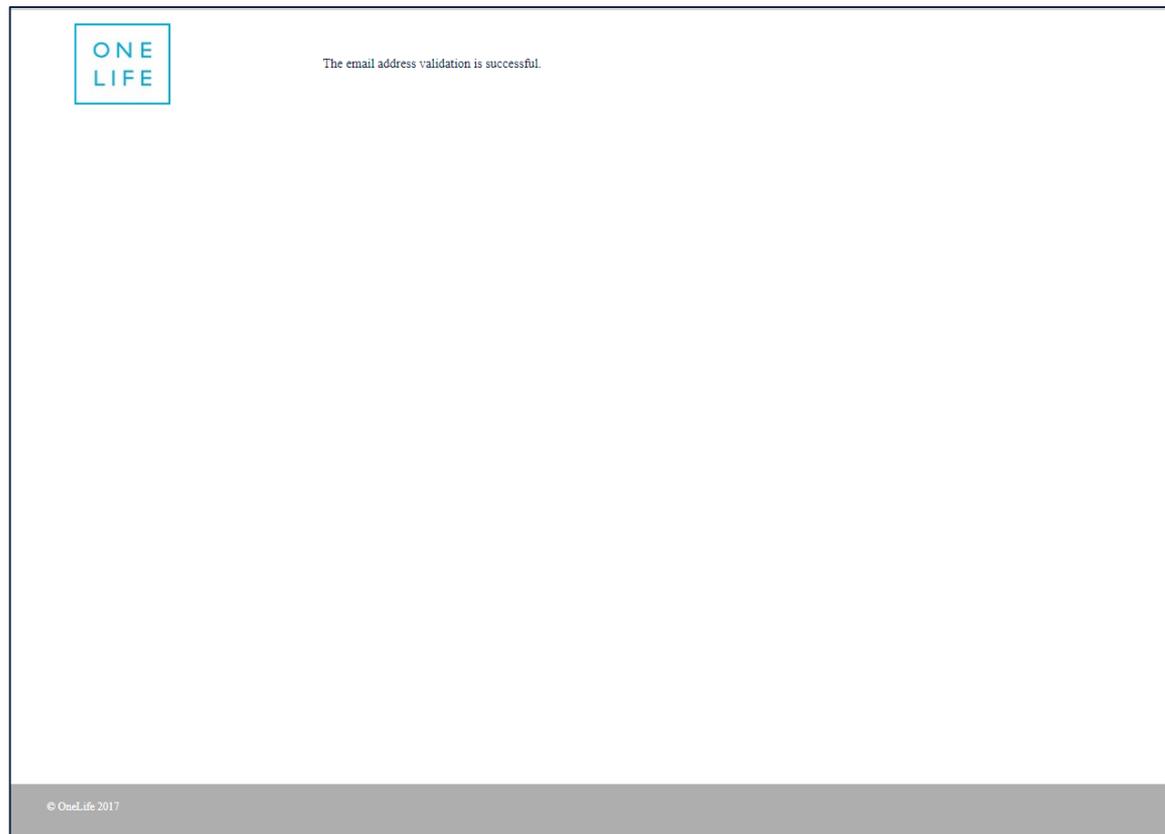
Copyright © OneLife 2017 Legal Disclaimer

Validate the e-mail address

*If this step is not completed, it will then be impossible to reconnect online
(eg if the password is forgotten)*



Confirmation of the validation of the e-mail address



A few special cases...

SPECIAL CASE No. 1: In the event of a lost user number ... *BEFORE or AFTER* the transition process to the new authentication system

→ Click on "Lost user number?"

The screenshot displays the ONE LIFE login interface. At the top left is the ONE LIFE logo. The top right contains navigation links: yourassets, youroffice, Language, and FAQ. The main login area features the yourassets logo and the text 'your secure client access'. Below this are two input fields: 'User number' and 'Password'. A red arrow points to the 'Lost user number?' link located below the 'User number' field. Below the 'Password' field is the 'Lost password?' link. A 'Next' button is positioned below the input fields. At the bottom of the login area are two dropdown menus labeled 'Welcome' and 'Access'. The footer of the page includes the copyright notice '© OneLife 2017'.

SPECIAL CASE No. 1: In the event of a lost user number

... .. *BEFORE or AFTER* the transition process to the new authentication system

- Use the reconnection form
- You will be reminded of your user number by e-mail.



Reconnection – yourassets

This form must only be used in one of the following cases:

- You have lost your user number
- or
- you are no longer able to use our online services to update or change your security credentials (password, telephone number, e-mail address and security questions for your authentication)

N.B. This form is not just intended to obtain the reinitialisation of your password. This may be done in just a few clicks via the screens provided for this purpose and accessible by clicking on "Lost password?".

Please complete and sign this form and send it by post, e-mail or fax to:

OneLife - Customer Services
 B.P. 110, L-8303 Capellen, Luxembourg
 Fax: (+352) 45 67 34 Email: info@onelife.eu.com

Client no.	Application no.	Policy no.	
------------	-----------------	------------	--

Mr Mrs

First name	Last name
Company	
Address	
Postcode	Town
Mobile telephone no. *	E-mail Address *

* This information *MUST* be provided

Please tick the box corresponding to your request (only 1 choice)

<input type="checkbox"/> I would like you to confirm to me my user number and agree for it to be sent to me at the e-mail address indicated above	
<input type="checkbox"/> I would like to reinitialise my authentication information and so obtain a new password for the following reason (*)	

(*) Reminder: a simple reinitialisation of one of the following credentials may be done in just a few clicks via the screens provided for this purpose: your password or mobile telephone number or e-mail address used for reinitialisation or your reinitialisation questions/responses.

Date and place of signature	
-----------------------------	--

SPECIAL CASE No. 2: In the event of a lost password ... *BEFORE* the process of transition to the new authentication system

→ Click on "Lost password?"

yourassets youroffice Language - FAQ

ONE LIFE

yourassets your secure client access

User number

Lost user number?

Password

Lost password?

Next

Welcome

Access

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SPECIAL CASE No. 2: In the event of a lost password

... *BEFORE* the process of transition to the new authentication system

→ Impossible to use your e-mail address as it is not yet validated

→ Click on "Reconnect" and "Reconnection form"

The screenshot shows the OneLife 'Reset your password' page. At the top left is the OneLife logo. At the top right are links for 'yourassets', 'youroffice', 'Language', and 'FAQ'. The main heading is 'Reset your password'. Below it, there are two input fields: 'User number' and 'E-mail address'. A progress indicator shows the first step is complete. Below the fields are 'Cancel' and 'Next' buttons. A dropdown menu is open, showing a 'Reconnect' option with a lock icon and a downward arrow. The dropdown text reads: 'You may have lost, disclosed or simply forgotten one of your access codes? In this case, simply download a reconnection request and select which one of the access codes you need. As soon as we receive the duly completed and signed reconnection request, we will send your access codes by regular mail. The reconnection request should be sent to OneLife, "Client Service Team", B.P. 110, L-8303 Capellen. Fax: (+352) 45 67 34, Email: info@onelife.eu.com'. Below this text is a link for 'Reconnection form'. Two red arrows point from the left towards the 'Reconnect' dropdown and the 'Reconnection form' link. At the bottom left of the page is the copyright notice '© OneLife 2017'.

SPECIAL CASE No. 2: In the event of a lost password

... *BEFORE* the process of transition to the new authentication system

- Use the reconnection form
- A new password will be sent to you by post (since you have not yet been through the transition screens)



Reconnection – yourassets

This form must only be used in one of the following cases:

- You have lost your user number
- or
- you are no longer able to use our online services to update or change your security credentials (password, telephone number, e-mail address and security questions for your authentication)

N.B. This form is not just intended to obtain the reinitialisation of your password. This may be done in just a few clicks via the screens provided for this purpose and accessible by clicking on "Lost password?".

Please complete and sign this form and send it by post, e-mail or fax to:

OneLife - Customer Services
 B.P. 110, L-8303 Capellen, Luxembourg
 Fax: (+352) 45 67 34 Email: info@onelife.eu.com

Client no.	Application no.	Policy no.	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Mr Mes

First name	Last name
<input type="text"/>	<input type="text"/>
Company <input type="text"/>	
Address <input type="text"/>	
Postcode <input type="text"/>	Town <input type="text"/>
Country <input type="text"/>	
Mobile telephone no. * <input type="text"/>	E-mail Address * <input type="text"/>

* This information *MUST* be provided

Please tick the box corresponding to your request (only 1 choice)

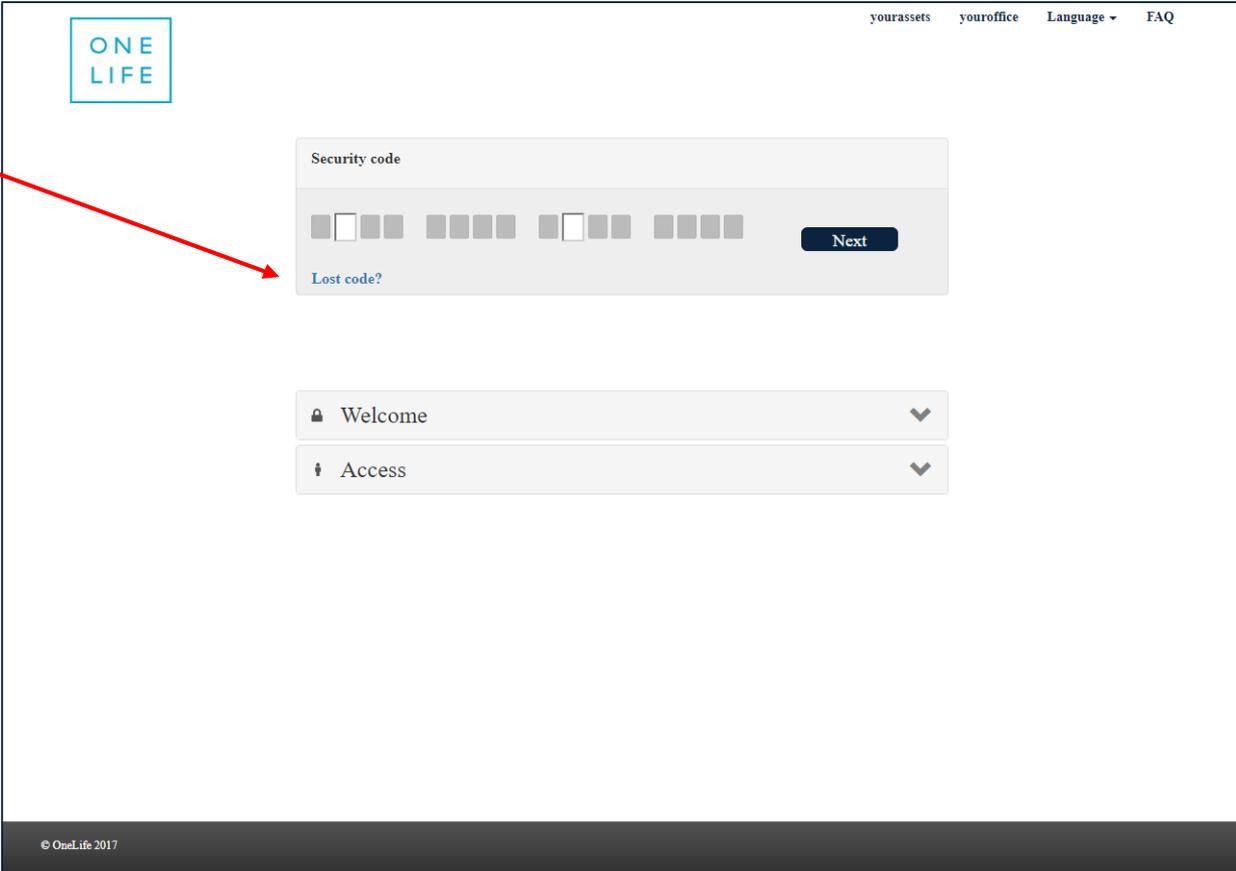
<input type="checkbox"/> I would like you to confirm to me my user number and agree for it to be sent to me at the e-mail address indicated above	<input type="checkbox"/>
<input type="checkbox"/> I would like to reinitialise my authentication information and so obtain a new password for the following reason (*)	<input type="checkbox"/>

(*) Reminder: a simple reinitialisation of one of the following credentials may be done in just a few clicks via the screens provided for this purpose: your password or mobile telephone number or e-mail address used for reinitialisation or your reinitialisation questions/responses.

Date and place of signature	
<input type="text"/>	<input type="text"/>

SPECIAL CASE No. 3: In the event of loss of the TAN-card ... *BEFORE* the process of transition to the new authentication system

→ Click on "Lost code?"



The screenshot displays the OneLife login page. At the top left is the OneLife logo. At the top right are links for 'yourassets', 'youroffice', 'Language', and 'FAQ'. The main content area features a 'Security code' input field with a grid of 12 boxes, two of which are active. A 'Next' button is positioned to the right of the grid. Below the input field is a blue link labeled 'Lost code?'. At the bottom of the main content area are two dropdown menus: 'Welcome' with a lock icon and 'Access' with a person icon. A red arrow points from the text above to the 'Lost code?' link. The footer contains the copyright notice '© OneLife 2017'.

SPECIAL CASE No. 3: In the event of loss of the TAN-card ... *BEFORE* the process of transition to the new authentication system

- Use the reconnection form
- A new password will be sent to you by post

→ When you next log on you will be recognised as a new user.
You will go directly to the transition screens to change your password, enter your gsm number, your e-mail address and answer the 3 questions.

Reconnection - yourassets

Please complete and sign this form and send it by post, E-mail or fax to:
OneLife - Customer Services
B.P. 110, L-8505 Capellen, Luxembourg
Fax: (+352) 48 97 34, E-mail: info@one-life.lu

Please mention at least one of the requested references:
Client no. Application no. Policy no.

First name Last name
Company
Address Address 2
Postcode Town Country
User number

In order to be reconnected to the yourassets site, please select:
 a new initial password
 a new security code card
 a reminder of my user number

My access was denied following:
 a forgotten password
 the loss of the security code card
 repeated entries of incorrect passwords
 other (please specify)

You may prefer to take delivery of your identification codes in one of the following ways:
 to the above provided address**
 to my broker's address*
 to the following address**

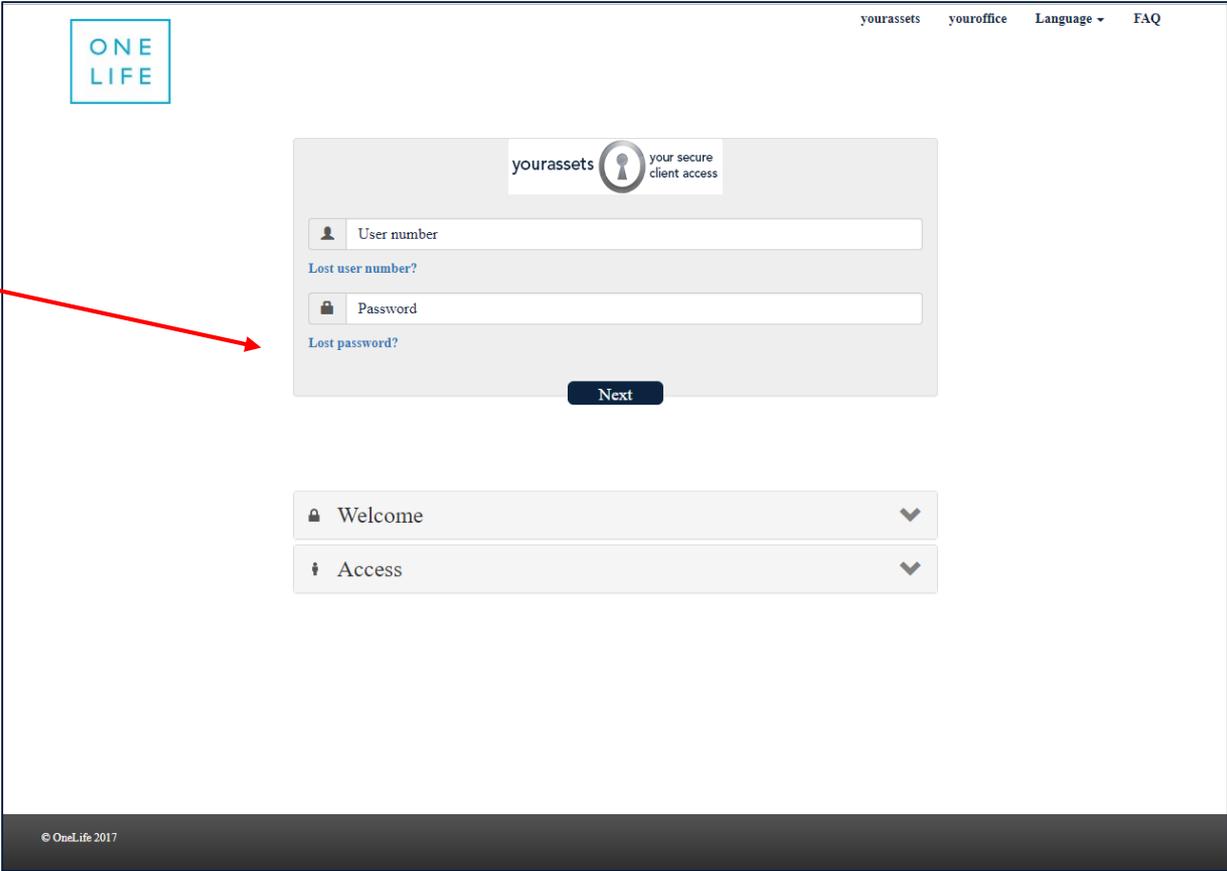
* If the previous correspondence instructions to us were to retain correspondence here, we will however send your new identification codes to the address you indicated above.
 ** The policyholder can indicate a different address, provided that this is addressed to the attention of the policyholder(s) name(s).

Date and place of signature

My access was denied following:
 a new initial password
 a new security code card
 a reminder of my user number

SPECIAL CASE No. 4: In the event of a forgotten password ... *AFTER* the process of transition to the new authentication system

→ Click on "Lost password?"



The screenshot shows the OneLife login interface. At the top left is the ONE LIFE logo. At the top right are links for 'yourassets', 'youroffice', 'Language', and 'FAQ'. The main login area is a grey box with the 'yourassets' logo and 'your secure client access' text. It contains two input fields: 'User number' and 'Password'. Below the 'User number' field is a link 'Lost user number?'. Below the 'Password' field is a link 'Lost password?'. A red arrow points from the left towards the 'Lost password?' link. Below the login box is a 'Next' button. At the bottom of the page are two dropdown menus: 'Welcome' and 'Access'. The footer contains the copyright notice '© OneLife 2017'.

SPECIAL CASE No. 4: In the event of a forgotten password

... **AFTER** the process of transition to the new authentication system

→ Enter your username and your e-mail address.

→ Move the cursor to the right to unlock the "Next" button on which you may click

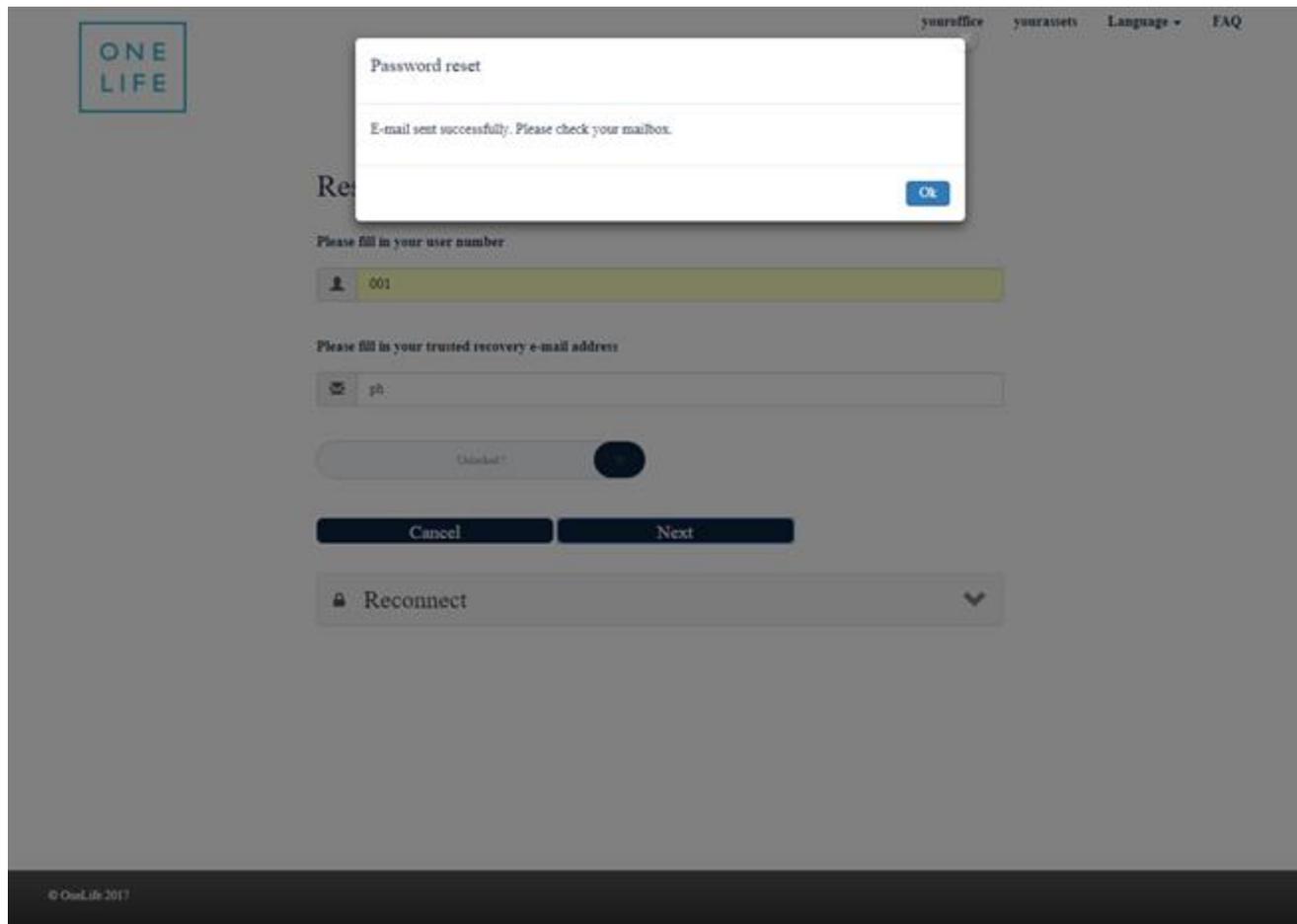
The screenshot shows the 'Reset your password' page on the OneLife website. The page has a header with the OneLife logo and navigation links: 'yourassets', 'youroffice', 'Language', and 'FAQ'. The main content area is titled 'Reset your password' and contains the following elements:

- A section titled 'Please fill in your user number' with a text input field labeled 'User number'.
- A section titled 'Please fill in your trusted recovery e-mail address' with a text input field labeled 'E-mail address'.
- A slider control below the email field with a right-pointing arrow and the text 'Slide the cursor to unlock the form'.
- Two buttons: 'Cancel' and 'Next'.
- A 'Reconnect' section with a dropdown arrow, containing text about lost access codes and a link to 'Reconnection form'.

Four red arrows point to the 'User number' field, the 'E-mail address' field, the slider control, and the 'Next' button, corresponding to the instructions above.

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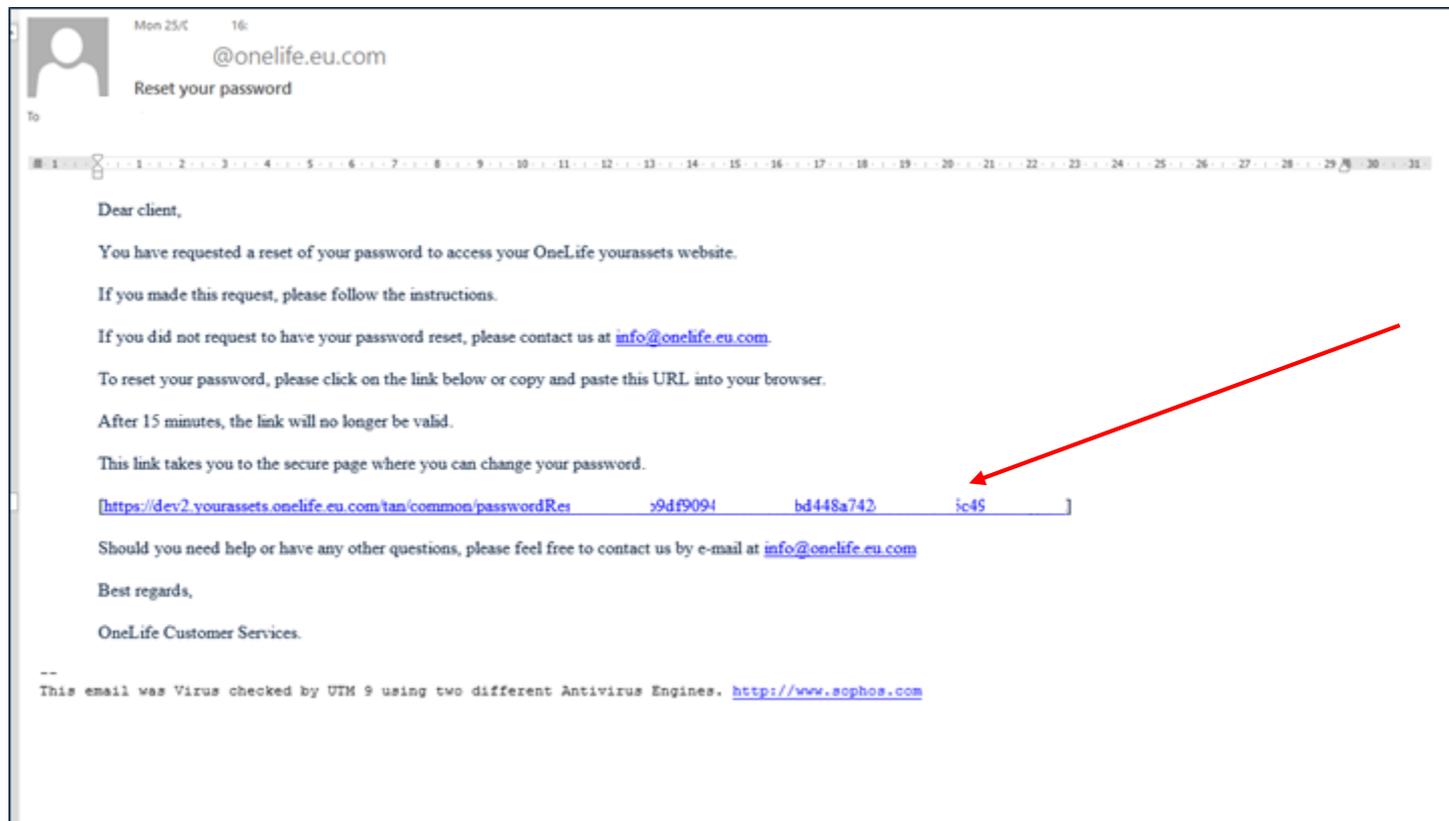
SPECIAL CASE No. 4: Confirmation of the e-mail sent to refresh the new password



SPECIAL CASE No. 4:

Once the e-mail has been received, enter the new password creation process

→ *click on the link proposed*



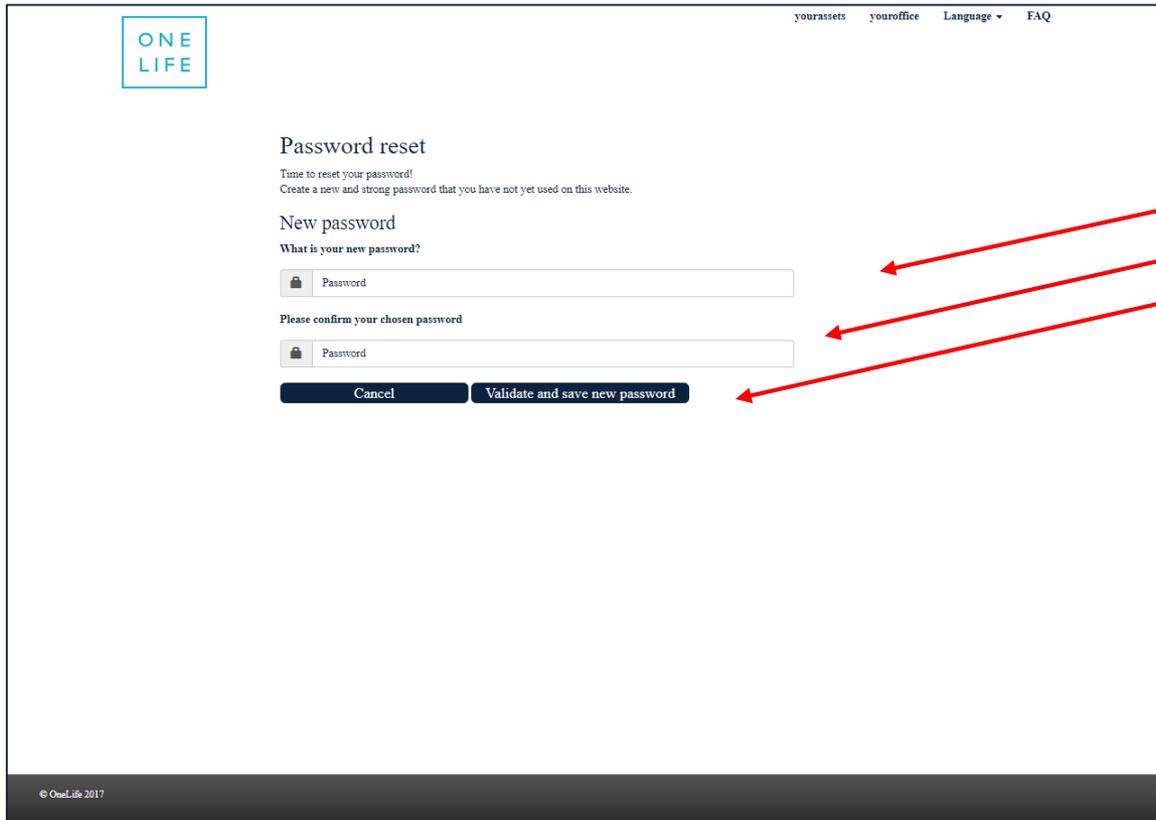
SPECIAL CASE No. 4: New password creation process screen (stage 1)

→ answer the security question and enter the code received,
→ then click to "Verify the question and the OTP code"

The screenshot shows the 'Reset your password' screen. At the top left is the ONE LIFE logo. At the top right are links for 'yourassets', 'youroffice', 'Language', and 'FAQ'. The main heading is 'Reset your password' with a sub-note: 'For security reasons, your authentication is mandatory.' Below this is the 'Security question' section with the prompt 'In what city did your parents meet?' and a text input field containing '★ Please answer the question'. A red arrow points to this field. The next section is 'OTP code' with the prompt 'An OTP code has just been sent to your trusted phone number. Please enter the OTP code' and a text input field containing 'Code'. A red arrow points to this field. At the bottom, there are four buttons: 'Send me a code', 'Call me with a voice code', 'Cancel', and 'Verify question and OTP code'. A red arrow points to the 'Verify question and OTP code' button. The footer contains '© OneLife 2017'.

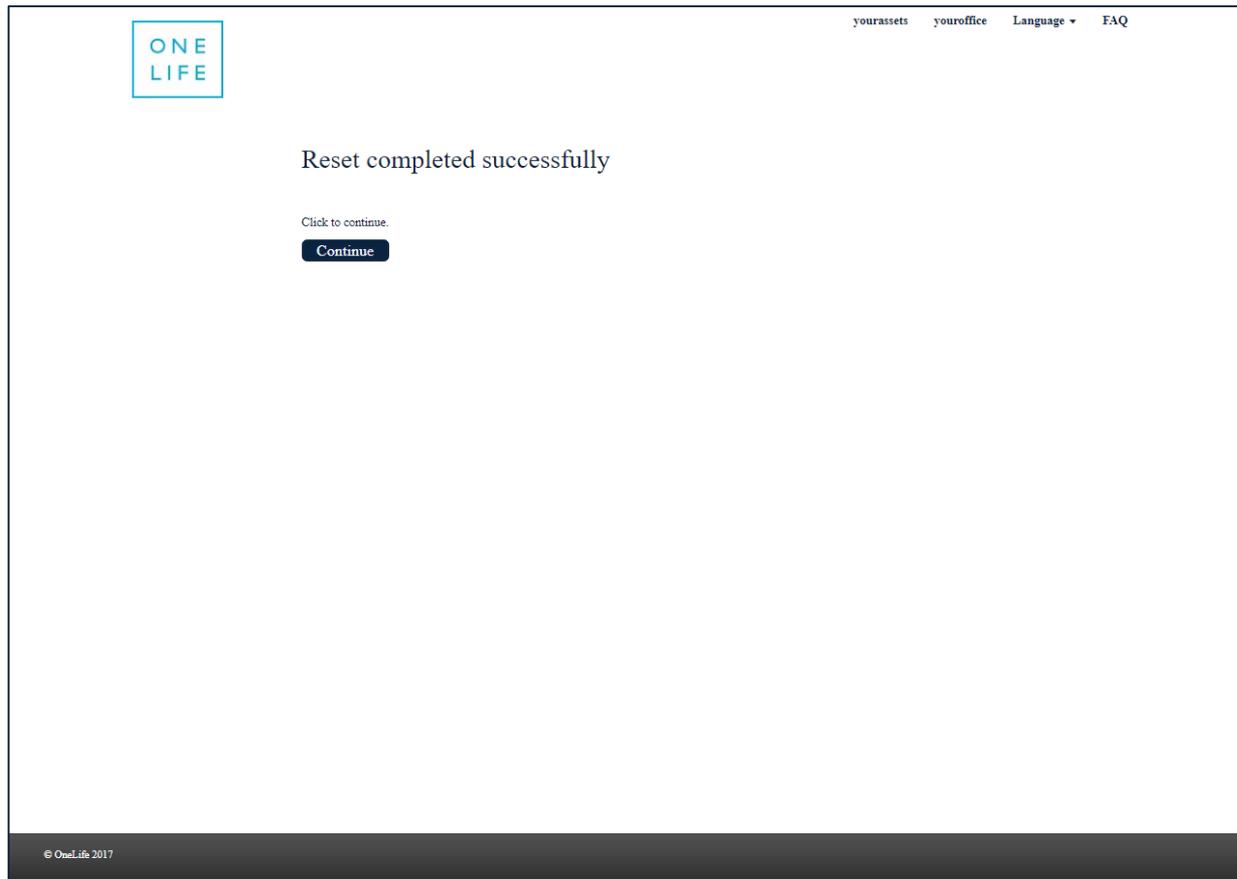
SPECIAL CASE No. 4: New password creation process screen (stage 2)

The new password must contain at least 8 characters,
including at least one capital, a lower case letter, a number and a special character



The screenshot displays the 'Password reset' interface. At the top left is the ONE LIFE logo. The top right contains navigation links: 'yourassets', 'youroffice', 'Language', and 'FAQ'. The main heading is 'Password reset', followed by the instruction: 'Time to reset your password! Create a new and strong password that you have not yet used on this website.' Below this, the section 'New password' asks 'What is your new password?' and features a password input field with a lock icon. Underneath, it says 'Please confirm your chosen password' and has another password input field with a lock icon. At the bottom of the form are two buttons: 'Cancel' and 'Validate and save new password'. Three red arrows point from the right side of the screen to the first password field, the second password field, and the 'Validate and save new password' button. The footer shows '© OneLife 2017'.

SPECIAL CASE No. 4: New password change successful confirmation screen



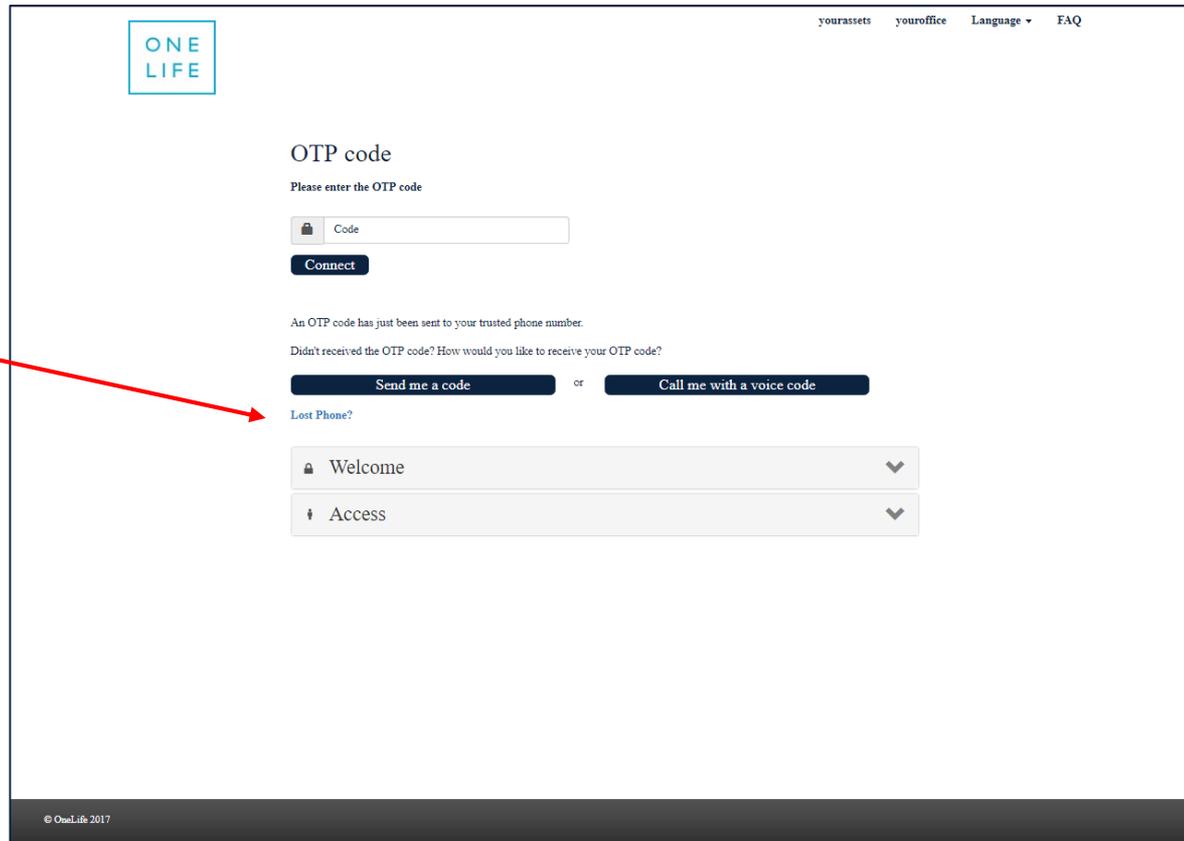
SPECIAL CASE No. 5: In the event of a change of mobile phone number ... *AFTER* the process of transition to the new authentication system

→ click on "Next"

The screenshot shows the 'yourassets' login interface. At the top right, there are links for 'yourassets', 'youroffice', 'Language', and 'FAQ'. The main login area contains a 'yourassets your secure client access' header, a 'User number' input field with a 'Lost user number?' link, a 'Password' input field with a 'Lost password?' link, and a dark blue 'Next' button. A red arrow points to the 'Next' button. Below the login form are two dropdown menus: 'Welcome' and 'Access'. The footer of the page displays '© OneLife 2017'.

SPECIAL CASE No. 5: In the event of a change of mobile phone number ... *AFTER* the process of transition to the new authentication system

→ click on "Lost Phone?"



yourassets youroffice Language ▼ FAQ

ONE LIFE

OTP code

Please enter the OTP code

Code

Connect

An OTP code has just been sent to your trusted phone number.

Didn't received the OTP code? How would you like to receive your OTP code?

Send me a code or Call me with a voice code

Lost Phone?

Welcome ▼

Access ▼

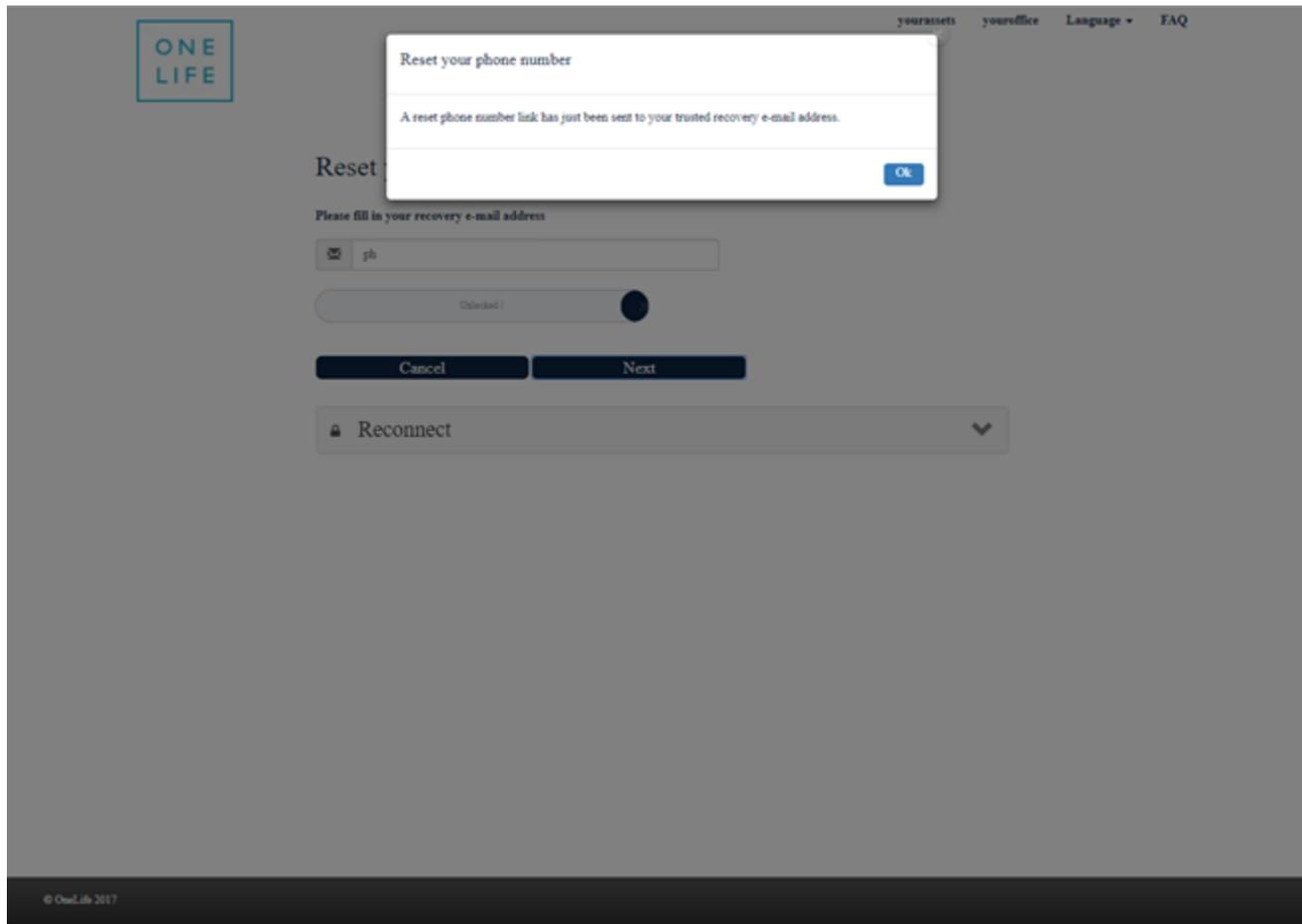
© OneLife 2017

SPECIAL CASE No. 5: In the event of a change in mobile phone number

- Enter your e-mail address registered during the initialisation process
- Move the cursor to the right to unlock the "Next" button on which you may click

The screenshot shows a web interface for resetting a phone number. At the top left is the ONE LIFE logo. At the top right are links for 'yourassets', 'youroffice', 'Language', and 'FAQ'. The main heading is 'Reset your phone number'. Below it, the instruction reads 'Please fill in your recovery e-mail address'. There is an input field for 'E-mail address' with a small envelope icon on the left. Below the input field is a slider control with a double arrow icon and the text 'Slide the cursor to unlock the form'. At the bottom of the form are two buttons: 'Cancel' and 'Next'. A 'Reconnect' button with a lock icon and a dropdown arrow is located below the 'Next' button. Three red arrows point to the 'E-mail address' input field, the slider control, and the 'Next' button.

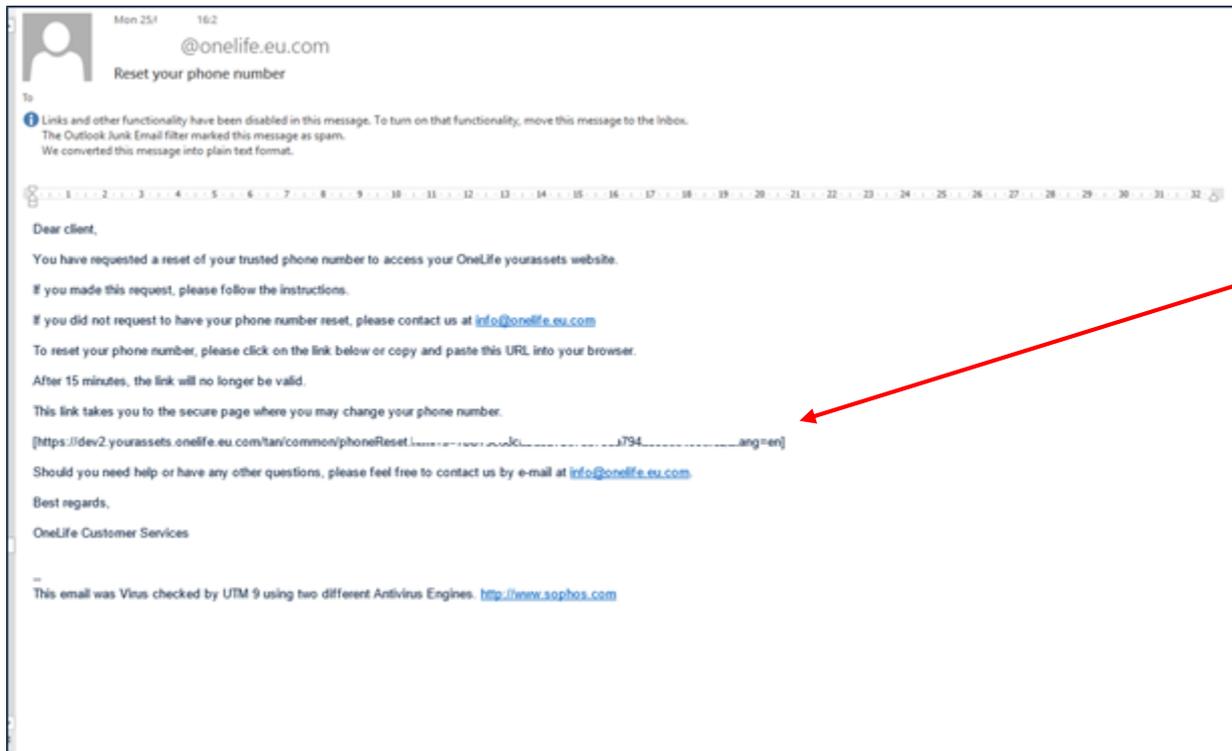
SPECIAL CASE No. 5: Confirmation of the e-mail sent to refresh the telephone number



SPECIAL CASE No. 5:

Once the e-mail has been received, enter into the telephone number refresh process

→ *click on the link proposed*



SPECIAL CASE No. 5: Telephone number refresh process screen (stage 0)

→ Enter your password and answer the security question,
→ then click to "Verify the password and the question"

The screenshot shows a web interface for resetting a phone number. At the top left is the ONE LIFE logo. At the top right are links for 'yourassets', 'youroffice', 'Language', and 'FAQ'. The main heading is 'Reset your phone number', followed by the note 'For security reasons, your authentication is mandatory.' Below this, there is a 'Password' section with a lock icon and a text input field. Underneath is a security question: 'In what city did your parents meet?' with a star icon and another text input field. At the bottom, there are two buttons: 'Cancel' and 'Verify password and question'. Three red arrows point from the right side of the screen to the password field, the security question field, and the 'Verify password and question' button.

yourassets youroffice Language FAQ

ONE
LIFE

Reset your phone number

For security reasons, your authentication is mandatory.

Password

🔒 Password

In what city did your parents meet?

★ Please answer the question

Cancel Verify password and question

© OneLife 2017

SPECIAL CASE No. 5: Stage 1 → telephone number refresh process screen

- Enter your telephone number
- Click on "Send a code"

ONE LIFE

yourassets youroffice Language ▼ FAQ

Phone number reset

Time to reset your phone number!
OneLife will only use this number for your access security purposes.

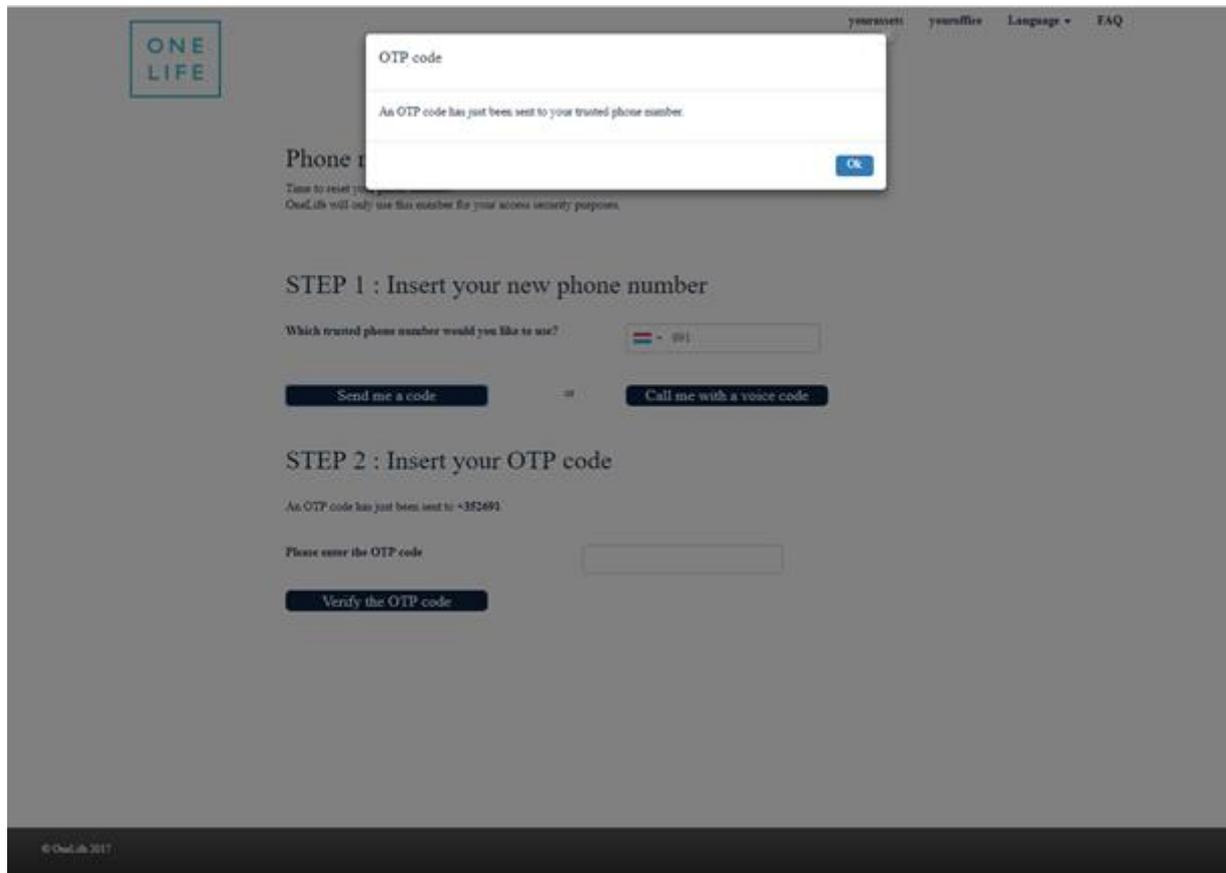
STEP 1 : Insert your new phone number

Which trusted phone number would you like to use?

or

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SPECIAL CASE No. 5: Confirmation of the sending of a new code



SPECIAL CASE No. 5: Stage 2: telephone number refresh process screen

- enter the new code received
- then click on "Verify the OTP code"

The screenshot displays the 'Phone number reset' interface. At the top left is the OneLife logo, and at the top right are links for 'your assets', 'your office', 'Language', and 'FAQ'. The main heading is 'Phone number reset' with a sub-message: 'Time to reset your phone number! OneLife will only use this number for your access security purposes.'

STEP 1 : Insert your new phone number

Which trusted phone number would you like to use?

or

STEP 2 : Insert your OTP code

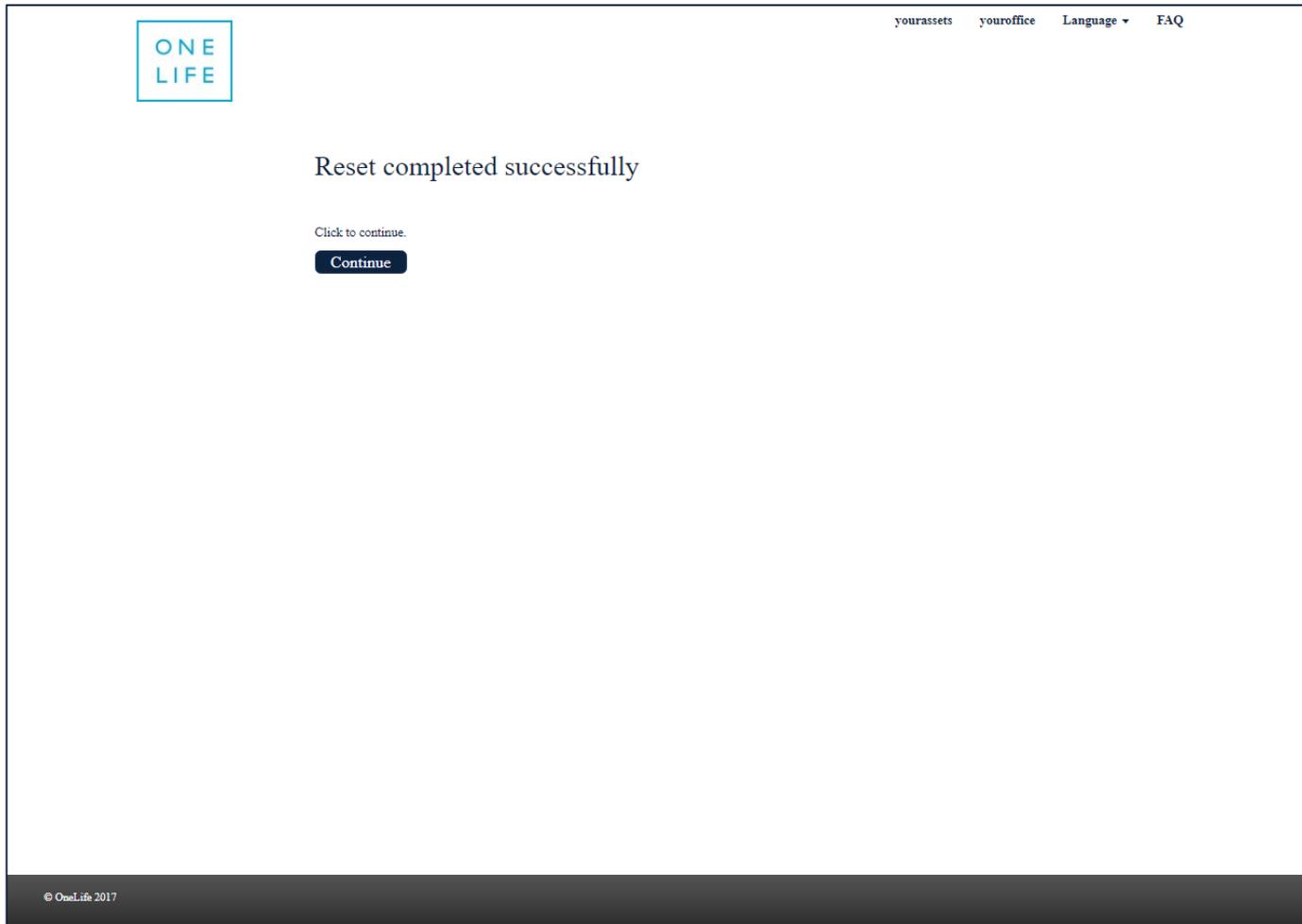
An OTP code has just been sent to +382691

Please enter the OTP code

Two red arrows point to the 'Verify the OTP code' button and the OTP input field, respectively.

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SPECIAL CASE No. 5: Confirmation that the telephone number refresh has been successfully recorded



The screenshot shows a web interface with the ONE LIFE logo in the top left corner. In the top right corner, there are navigation links: "yourassets", "youroffice", "Language" with a dropdown arrow, and "FAQ". The main content area displays the message "Reset completed successfully" in a large, bold font. Below this message, there is a smaller text prompt "Click to continue." followed by a dark blue button with the text "Continue" in white. At the bottom of the page, there is a dark grey footer containing the copyright notice "© OneLife 2017".

SPECIAL CASE No. 6:

You wish to change your e-mail address or the answers to the security questions
... **AFTER** the transition process to the new authentication system

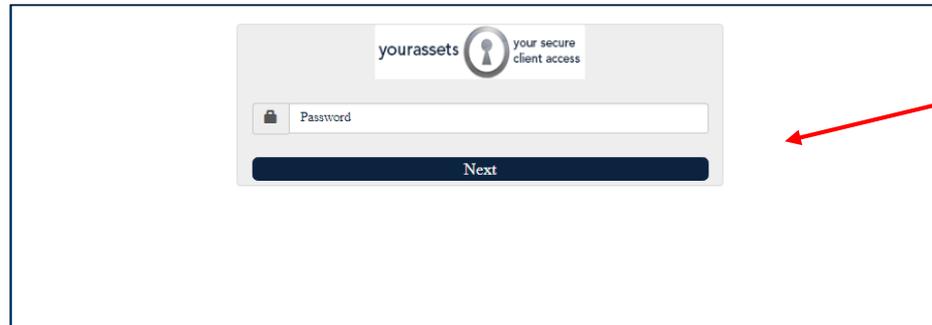
→ click on "Yourassets" depending on your choice

The screenshot shows the OneLife website's settings page. The header includes the OneLife logo and navigation links: Home, Site Map, Contact, FR, NL, Logout, and Settings. Below the header, there are links for 'Our offer', 'My policies', 'Newsroom', and 'Contact'. The main content area is titled 'Settings' and contains the instruction 'Select an option below'. There are three cards, each with a computer icon and a 'Yourassets' link. The first card is for 'Modify your password', the second for 'Modify your e-mail address', and the third for 'Modify your recovery questions'. Red arrows point to the 'Yourassets' links in the second and third cards. The footer contains 'Copyright © OneLife 2017' and 'Legal Disclaimer'.

SPECIAL CASE No. 6:

You wish to change your e-mail address or the answers to the security questions
... *AFTER* the transition process to the new authentication system

→ *Enter your password*



The screenshot shows a login interface for 'yourassets'. At the top, there is a logo with a key icon and the text 'your secure client access'. Below this is a password input field with a lock icon and the label 'Password'. A dark blue button labeled 'Next' is positioned below the input field. A red arrow points from the right side of the screen towards the 'Next' button.

SPECIAL CASE No. 6:

You wish to change your e-mail address or the answers to the security questions
... **AFTER** the transition process to the new system

"Security questions" screen

→ Answer 3 new questions

yourassets your secure client access

Select and answer your three security questions.

Security question 1

Security question 2

Security question 3

Next

"Change of e-mail address" screen

yourassets your secure client access

Which trusted e-mail address do you want to use?

E-mail address

Next

Security questions change

Your security questions have been changed successfully.

Ok

Who to contact for assistance?

If you have any questions about the new authentication rules you can find the information in the Frequently Asked Questions (FAQ).

You can consult them by clicking on the FAQ button which can be found on all the authentication screens. If you have any questions which do not appear in these FAQs, do not hesitate to contact the OneLife Customer Service team by phone or by e-mail:

Tel: +352 45 67 30 1

E-mail: info@onelife.eu.com

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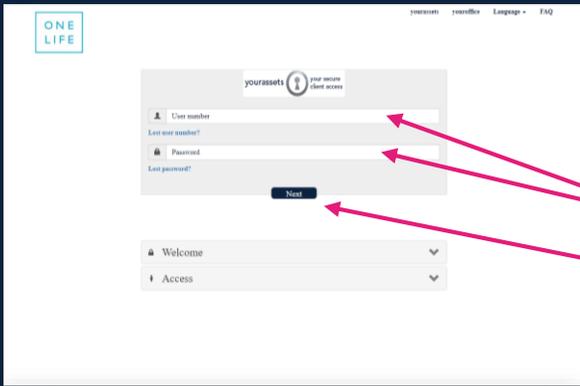
Thank you.



YOURASSETS Access

Guide for the transition to the new authentication system

ESSENTIAL WEALTH

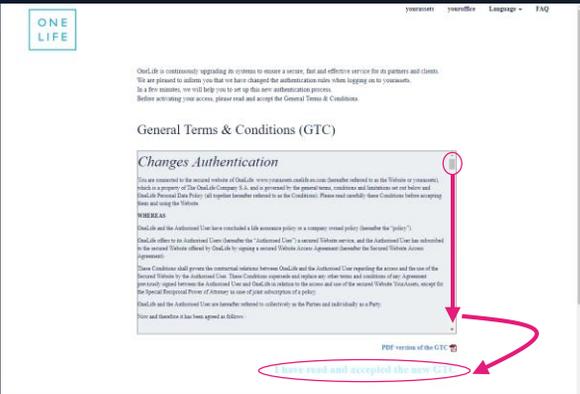


1

Once on the **LOGIN** page of your yourassets website,

- agree to the **disclaimer**
- enter your **User Number (8 digits)** and **Password**
- And click on **Next** as usual.

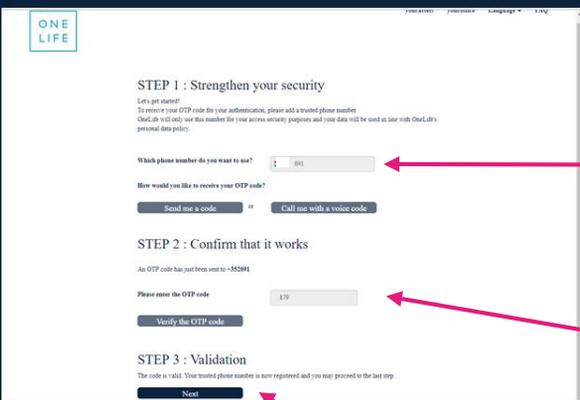
> Click [here](#) if you have lost your **User Number** or your **Password**.



2

Read & agree to the yourassets general conditions adapted to the new authentication system.

! Go to the bottom of the page using the elevator and click on "I have read and accepted the new GTC" to go to the next step.



3

Receive your security code

- Encode your **mobile phone number** to receive your code by SMS or digital voice and click on "**send me a code**".

! Only mobile phone are accepted

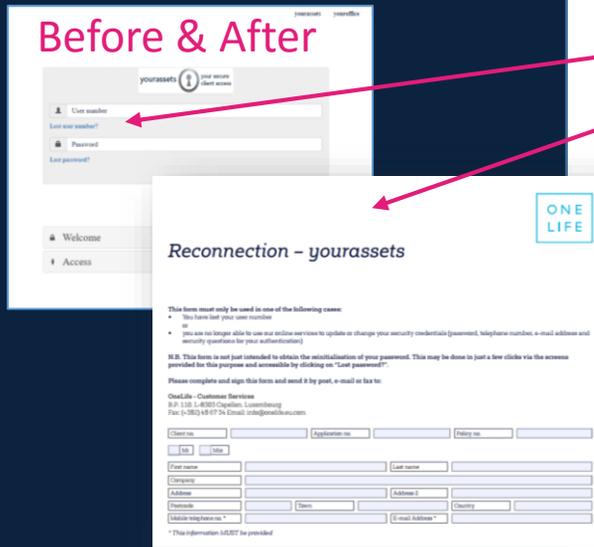
- Enter the received code (4 digits) to confirm **reception**.

! Max 2 minutes between the reception of the code and the action click on "Verify the code OTP".

! If you don't receive any SMS, then use the button "Call me with a voice code".

- Click on "**Next**".

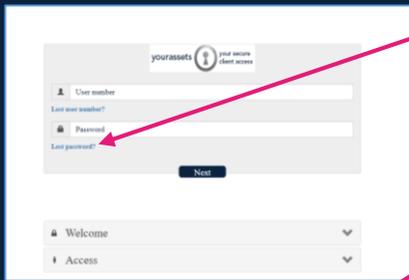
Lost User number ?



Same process before and after the transition to the New authentication:

- Click on "Lost user number".
- Complete and send us the **Reconnection Form**.
- You will be reminded of your user number by e-mail.

Lost Password?

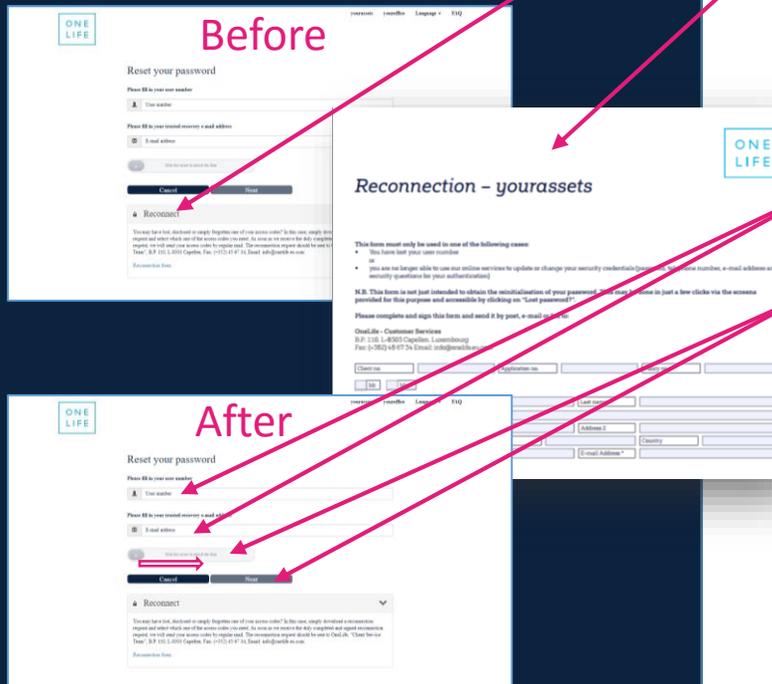


- Click on "Lost password".

Before the transition to the New authentication:

- Click on "Reconnect" and "Reconnection Form".
- Complete and send us the **Reconnection Form**.
- A new password will be sent to you by post.

After the transition to the New authentication:



- Enter your username and your e-mail address.
- Move the cursor to the right to unlock the "Next" button on which you may click.
- A new password will be sent to you on **your e-mail address** : click on the **link** of the email to change it to a personal password

! The new password must contain at least 8 characters, including at least one capital, a lower case letter, a number and a special character

Who to contact for assistance?

If you have any questions about the new authentication rules you can find the information in the Frequently Asked Questions (FAQ).

You can consult them by clicking on the FAQ button which can be found on all the authentication screens. If you have any questions which do not appear in these FAQs, do not hesitate to contact the OneLife Customer Service team by phone or by e-mail:

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Thank you.