# Sanlam

Wealthsmiths™

# The login page for Retirement Fund web changed

- > Information from Employee Benefits is now included in Secure Services as part of your full Sanlam portfolio

- > Secure Services also provides access to functionality and information on the Retirement Fund Web

- > The following section covers:

  - > Where to find Secure Services

  - > How to register

# Where to find Secure Services

⊗ On www.Sanlam.co.za – click on **Login** (top right) and then select **Secure Services**

# or…..

⊳ On www.Retirementfundweb.co.za  – **Login** in the Members block to link to the Secure Services login page

# Login or Register?

## Secure Services

Secure Services provides access to your combined portfolio of Sanlam products including Sanlam Private Wealth, Glacier, Sanlam Collective Investments, Sanlam Individual Life, Sanlam Reality and Sanlam Employee Benefits.

**Username**     Forgot your username?

**Password**     Forgot your password?

SIGN IN     REGISTER

Already registered?

Not registered?

### Want to register for Secure Services?
To register as a new user you require a valid email address and cellphone number.

### Want to register on behalf of someone else?
You can register on behalf of another individual or institution (for example a Trust). To apply, download the relevant form below.

Register on behalf of another **individual**
Register on behalf of an **institution**

### Important Security Information
Don't get caught!
Beware of phishing emails inviting you to click on a link and provide your personal information.
**More**

# Before you register……

⊘ You need your member number or a Sanlam product number (of which you are the owner) to register

⊘ See below how to find your member number

|  | Question | Answer |
|---|---|---|
| 1 | **Where do I find my member number?** | • Go to SAP<br>• select Remuneration<br>• select SSUF benefit statement<br>• select the year 2015<br>• view your statement<br><br>**Your member number appears at the top of the statement, just above your paycode**. |

# How to register – step 1

⊜ click **Register**



## Secure Services

**Secure Services** provides access to your combined portfolio of Sanlam products including Sanlam Private Wealth, Glacier, Sanlam Collective Investments, Sanlam Individual Life, Sanlam Reality and Sanlam Employee Benefits.

**Username**          Forgot your username?

**Password**          Forgot your password?

SIGN IN     REGISTER

### Want to register for Secure Services?

To register as a new user you require a valid email address and cellphone number.

### Want to register on behalf of someone else?

You can register on behalf of another individual or institution (for example a Trust). To apply, download the relevant form below.

Register on behalf of another **individual**
Register on behalf of an **institution**

### Important Security Information

Don't get caught!
Beware of phishing emails inviting you to click on a link and provide your personal information.
**More**

# How to register – step 2

⊘ Insert your member number (or any other Sanlam product number) - click **Search**

Note: Your member number is on your SSUF membership certificate.

## Register for Secure Services

**Enter one of your Sanlam product numbers**

e.g. Policy number, plan number, investor code, membership number, member nu...

Use member number or product number here!

SEARCH

You will find this information on your latest Sanlam statement

You can use the product number from any of the following product providers:
Glacier by Sanlam, Sanlam Collective Investments, Sanlam Employee Benefits, Sanlam Individual Life, Sanlam Private Wealth or Sanlam Reality

# How to register – step 3

⊚ Confirm your cell number to which a temporary password will be send – click **Next**

## Confirm your Security Cellphone Number

### Please confirm your cellphone number

We will need to SMS you security codes. Please confirm the cellphone number to which these codes must be sent.

- ◯ 📱 **084****285**
- ◯ 📱 **071****424**
- ◯ 📱 **082****730**
- ◯ 📱 **I am using a non-South African cellphone number**
- ◯ 📱 **My cellphone number is not here**

NEXT

# How to register – step 4

⊗ Confirm your e-mail address that will be used as a secondary security contact – click **Next**

## Confirm your Security Email Address

### Please confirm your email address

We will need to Email you security codes. Please confirm the Email Address to which these codes must be sent.

○     Kir*****************@sanlam.co.za

○     My email address is not here

[ NEXT ]

# A note on cell phone numbers

⊘ If you selected "**My cell phone number is not here**" you will be asked to provide it later

**Important:**

Please ensure that you add your cell number in the *international format.*

For example if your number is **083** 123 4567, input it as follows:

**+27** 83 123 4567 (for South African networks)

*Please do not add the zero, otherwise you will not receive your SMS*

⊘ Choose a username – click **Next**

## Choose a Username

Username

NEXT

\* Your username must contain between 7 and 24 characters.
\* Your username must contain at least one alphabetical character.
\* Your username cannot contain special characters such as ' @!#$%*() '.

When you click **Next**, your user record will be created and a temporary password sent to your cell phone number

# How to register – step 6

⊘ Enter the temporary password that was sent to you – click **Next**

# How to register – step 7

⊘ Change your password (re-enter the temporary password and select a new password). Take note of the password rules – click **Next**

## Choose a new password

**Temporary/Existing password**

**Choose a new password**

- Your password must be a minimum of 8 characters
- Your password must contain at least:
  - 1 upper case letter
  - 1 lower case letter
  - 1 number
- Your password cannot contain:
  - your name
  - your surname
  - your username

**Confirm your password**

NEXT

# How to register – step 8

⊚ Read and accept the Terms and Conditions – click **Next**



Read and Accept our Terms & Conditions

☐ I accept the terms and conditions

NEXT

⊚ Your portfolio view is now displayed

If you have "bookmarks" on your computer, you will need to update this to reflect the address for Secure Services

# frequently asked questions

| | Question | Answer |
|---|---|---|
| 1 | Where do I find my member number? | Go to SAP, select Remuneration, select SSUF benefit statement and the year 2015.<br>Your member number appears at the top of the statement, just above your paycode. |
| 2 | My cell phone number is not in the displayed list | Select "My cell phone number is not here" and proceed to the next step to use e-mail verification |
| 3 | Neither my cell or e-mail is available for selection | Your contact information at Sanlam is outdated. Please contact any of the Sanlam businesses to correct your information before you register |
| 4 | I am not receiving the SMS with my temporary password | We do unfortunately sometimes experience delays in SMS delivery |
| 5 | When I log in my SEB information is not included in the portfolio summary | Contact the SEB CCC to confirm that your personal information is up to date |
| 6 | I logged in after 20:00 and my SEB information is not included in the portfolio summary | The availability of information from Sanlam Employee Benefits, is not guaranteed after hours due to periodic system maintenance |

# explanation of some error messages you may receive

| | Error message | What you should do |
|---|---|---|
| 1 | Before you can register with this product number, we need to prepare your member profile. Try again in 48 hours | An automatic instruction has been generated to correct your information. Please try again in 48 hours or alternatively register with a product from one of the other Sanlam Businesses (Sanlam Private Wealth, Glacier, Sanlam Collective Investments, Sanlam Life or Reality) |
| 2 | Product not found | Ensure that the number you used is correct. If the number is correct, and you do not have another product, please contact the SEB CCC to confirm your information |
| 3 | First name or surname is invalid | The name linked to the selected product does not conform to the format that Secure Services expects. Try an alternative product number or phone SEB CCC to correct your details |
| 4 | Product number already linked to an account | You are already registered. Log in to Secure Services to view your portfolio. Request a new password if you've forgotten yours. |