

REASSURE OCC CUSTOMER COMMS

CUSTOMER INSTRUCTIONS FOR LOGIN TO REASSURE ONLINE CUSTOMER CENTRE (OCC)

To access the ReAssure online Customer Centre, please click on customer.reassure.co.uk

CHANGES TO YOUR ONLINE CUSTOMER CENTRE LOG IN PROCESS

1. When you first want to access the ReAssure online Customer Centre (oCC) you will need to reset your password.

NOTE: If you registered to use the Old Mutual Wealth oCC **after the 6th January 2020** you will need to re-register to use the ReAssure oCC. This will be a different process and you need to click on "Register" underneath the sign in option to complete a new registration.

2. Displayed will be the Username Entry screen, you will need to enter your normal Old Mutual Wealth username and click "Sign in".

The screenshot shows the ReAssure online Customer Centre login page. At the top left is the ReAssure logo. To the right, contact information is provided: "For help call free on 0808 171 2600 Weekdays 8.30am - 5.30pm ask@reassurelife.co.uk". Below the logo are navigation links for "MY ACCOUNTS" and "HELP". A horizontal bar separates the header from the main content. The main content area is divided into two columns. The left column features a heading "WELCOME TO YOUR CUSTOMER CENTRE" and a section titled "HELP AND SUPPORT FOR EXISTING CUSTOMERS" with a sub-heading "HELP AND SUPPORT FOR EXISTING CUSTOMERS" and a paragraph: "If you need support, helpful information or contact details for your life insurance, investment or pension policy, visit our website." To the right of this text is an image of a computer monitor displaying the ReAssure website. The right column is titled "SIGN IN OR SIGN UP" and contains a "Username:" input field with a search icon, a "Forgotten your username?" link, and a "Sign in" button. Below this is a "New users Register here to use the Customer Centre." link and a "Register" button. At the bottom of the page is a footer with links for "TERMS OF USE", "PRIVACY", "COOKIE POLICY", "LEGAL AND REGULATORY", "ACCESSIBILITY", and "CONTACT US".

CONTINUED

You will then be presented with the password entry screen, including your anti-phishing image and phrase to ensure the authenticity of the oCC site. Here you will see just the option to re set your password. Please click on the **“Reset Password”** button.

3. You will receive an email asking you to reset your password, please click the link in the email to do this. Please allow a few minutes for your password re set email to be received.

NOTE: If you have not received the email, either to your main inbox or junk mail folders, please contact ReAssure’s customer support team see details below.

ReAssure


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Weekdays 8.30am - 5.30pm
ask@reassurelife.co.uk

MY ACCOUNTS | HELP

SIGN IN

Remember - If you are ever asked to sign in to the Customer Centre without being shown your selected image and your memorable phrase, do not enter your password and please call using the Contact Us details.

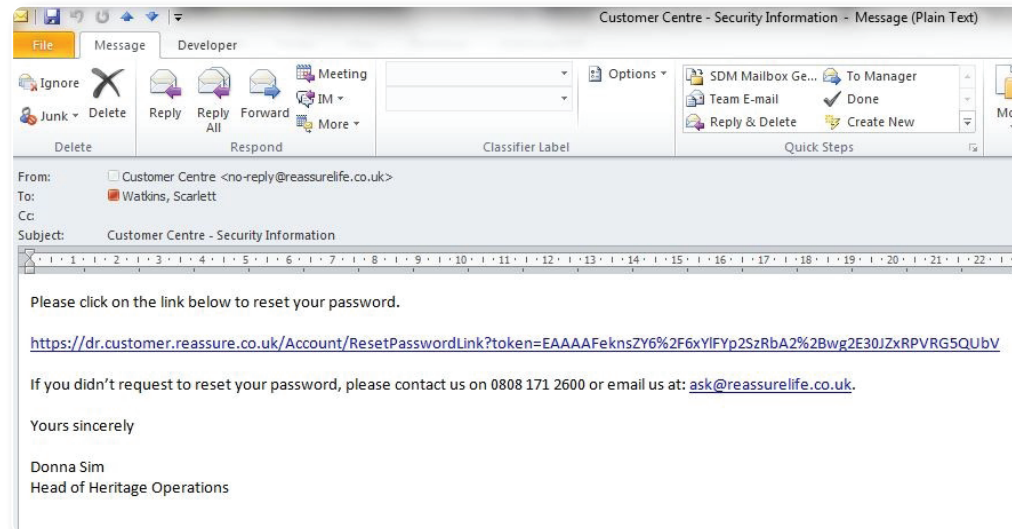
PASSWORD ENTRY

Your selected image: 

Your memorable phrase: XXXXXXXXXX

[Reset Password](#)

TERMS OF USE | PRIVACY | COOKIE POLICY | LEGAL AND REGULATORY | ACCESSIBILITY | CONTACT US



CONTINUED

4. You will then be asked your security question, once you have answered this and clicked **“continue”** you will be able to reset your password. You can then use your username and new password to log into the site.

5. You will be asked upon first log in to agree to the Terms and Conditions for using the ReAssure oCC site. Once all these steps have been completed, future visits to Reassure will simply require you to input your username and password.

IF YOU NEED HELP?

Please contact our customer support team:
Email: ask@reassurelife.co.uk
Tel: 0808 171 2600

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MY ACCOUNTS | HELP

SIGN IN

Remember - If you are ever asked to sign in to the Customer Centre without being shown your selected image and your memorable phrase, do not enter your password and please call using the Contact Us details.

PASSWORD ENTRY

Your selected image:

Your memorable phrase:

Password:

Forgotten your password? [Sign in](#)

For help call free on
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MY ACCOUNTS | HELP

PASSWORD RESET

Please enter your new password below.

Your password must contain at least one capital letter, one lower case letter, one number and must be between 8 and 16 characters. It must not match your username or memorable phrase and must not be the same as one you have used recently.

Note: Your username and password must only contain the following characters: A to Z or a to z or 0 - 9 @ - _ !

CHANGE PASSWORD

New password:

Confirm new password:

[Cancel](#) [Reset password](#)

'. A link is provided: 'A copy of the full Terms and Conditions can be found here: ONLINE CUSTOMER CENTRE T&Cs'. There is a checked checkbox with the text 'I accept the terms and conditions.' and 'Cancel' and 'Accept terms' buttons at the bottom."/>

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Weekdays 8.30am - 5.30pm
ask@reassurelife.co.uk

MY ACCOUNTS | MY DETAILS | HELP

TERMS AND CONDITIONS

Our terms and conditions have been updated since your registration or your last logon. To use our online Customer Centre you must accept our updated terms and conditions.

Please read the terms and conditions and tick below to confirm your acceptance of them. If you have any questions, please contact us.

For account numbers:

A copy of the full Terms and Conditions can be found here: [ONLINE CUSTOMER CENTRE T&Cs](#)

I accept the terms and conditions.

[Cancel](#) [Accept terms](#)

Q & As

WHAT IF YOU CAN'T REMEMBER ANSWERS TO YOUR SECURITY QUESTIONS?

If you are unable to remember the answers to your security questions, your customer account will be locked. You will then need to contact our customer support team to unlock your account and reset your password, see contact details below.

WHAT ARE THE REQUIREMENTS FOR THE NEW PASSWORD?

The password must contain at least one capital letter, one lower case letter, one number and must be between 8 and 16 characters. It must not match your username or memorable phrase and must not be the same as one you have used recently. Your password must only contain the following characters: A to Z (caps) or a to z (lower case), numbers 0 – 9 and symbols @:._!

WHAT IF I CAN'T REMEMBER MY USERNAME?

On the username entry screen, click on the **"Forgotten your username?"** hyperlink. This will send you an email confirming the username you have registered with us. If you do not receive this email or have any questions, please contact our customer support team, see details below. Need a closer/clearer image to show 'forgotten username' link.

IF YOU NEED HELP

PLEASE CONTACT OUR CUSTOMER SUPPORT TEAM:

Email: ask@reassurelife.co.uk

Tel: 0808 171 2600

Please note, Old Mutual Wealth Life Assurance Ltd is now part of the ReAssure Group and their products are administered by them accordingly

www.reassure.co.uk

ReAssure Life Limited, Registered Office: Windsor House, Telford Centre, Telford, Shropshire, TF3 4NB.

Registered in England No. 1363932.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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