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Logging in to the Zurich secure site – added security for you and your customers

Introducing new 2 Factor Authentication login - what does this mean?

As part of the new login journey, all new and existing users will be prompted to link an email and mobile phone to their account. We'll verify the email address and mobile phone, and for each subsequent login, users will be required to provide;

1. This verified email address
2. Their 8 character password
3. And a one-time code sent to their verified mobile number

Advantages:

Simplified login
Users will use their email address when logging in rather than having to remember a username.

Enhanced Security
At Zurich, keeping your data secure is paramount and our new 2 factor login journey adds an additional layer of security to your account to ensure you are the only person with access to your account. Enhanced security is essential as we expand on our digital services in the future.

Ability to self-recover your account
You will be able to choose and reset your own password without the need to contact Zurich.

Distinct unique login for each individual
Each user within your company will have their own login details so no longer any need to share login credentials

Simplify the Leaver process
If someone leaves your company, simply notify Zurich and we will revoke all access linked to that distinct user account in line with our leavers policy so that data is protected.

FAQ

Q Does this change impact all users?	A Yes, this change will impact all users accessing Zurich's secure site (Financial Brokers & Advisors, Customers and Employers)
Q If multiple staff members use a shared mailbox, can all staff use this email address for their account credentials?	A Email addresses can only be used once for registration. You cannot use the same email address for two different users. In this case, each user will need to provide a unique email address when converting to our new 2 factor authentication.
Q If multiple users within my company use one set of login credentials, can we continue to do this once 2 factor authentication is live? i.e. perhaps you share with a colleague or haven't gotten around to setting one up.	A No, once the new 2 Factor Authentication login journey goes live, every individual must have their own unique login details. These unique details will be linked to your own individual mobile number and email address. You will not be able to access the secure site without this. If you have not yet arranged individual credentials, please complete the below form and return it to your broker consultant or **agencyadmin@zurich.com** Broker centre access **form**
Q Once converted to the new 2 factor verification will I need to get a code sent to my verified phone each time I log in?	A Yes, each time you login to Zurich's secure site you will be prompted to input a time sensitive code that will be sent by text to your verified phone. Our website timeout function has remained unchanged for security reasons. After 30 minutes of inactivity your session will expire, and you will need to login again.
Q Once converted to the new 2 factor login system, can I update my own password?	A Yes, once you've logged in, your password can be edited in the "my profile" tab at the top of the screen.
Q Can I update the email address and phone number I have provided?	A Yes, once you've logged in, both the email address and mobile phone number can be edited in the "my profile" tab at the top of the screen.
Q Will the email address I provide as part of the login journey overwrite any contact details Zurich have for me, for example my commission statements email address and new business notification emails?	A No, there is no correlation between the email address you provide when accessing the secure website and the email address we have on file for other services such as commission statements and new business notification emails. Zurich notification emails for new business and policy transactions are not impacted and remains as-is. The email address provided is simply becoming your "username" and this is its primary function.
Q Will this change affect my customers?	A Yes, all users that access our Zurich secure site will need to transition to the new 2 Factor login journey. When your clients' login onto our site later this month, they will be prompted to link an email address and mobile number to their account. This is a simple and straight forward process and we expect most users will be familiar with this process as it becomes commonplace with regard to online banking and other secure online traders (Amazon, PayPal, etc.). New Customers – the new user setup process will not change. After launch, new users will continue to receive two letters (one with a pin and one with a password). However, the first time they login they will be prompted to add an email address and mobile phone number to their account so they can transition to the new 2 Factor login journey.
Q I no longer have access to the email address or mobile phone number I provided; how do I access the site?	A Contact Zurich and once our service team confirm your identity, we can change the web access email address or mobile phone number for you so that you can access the site.

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GR: 5843 Print Ref: ZL LOSA 5843 0321

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