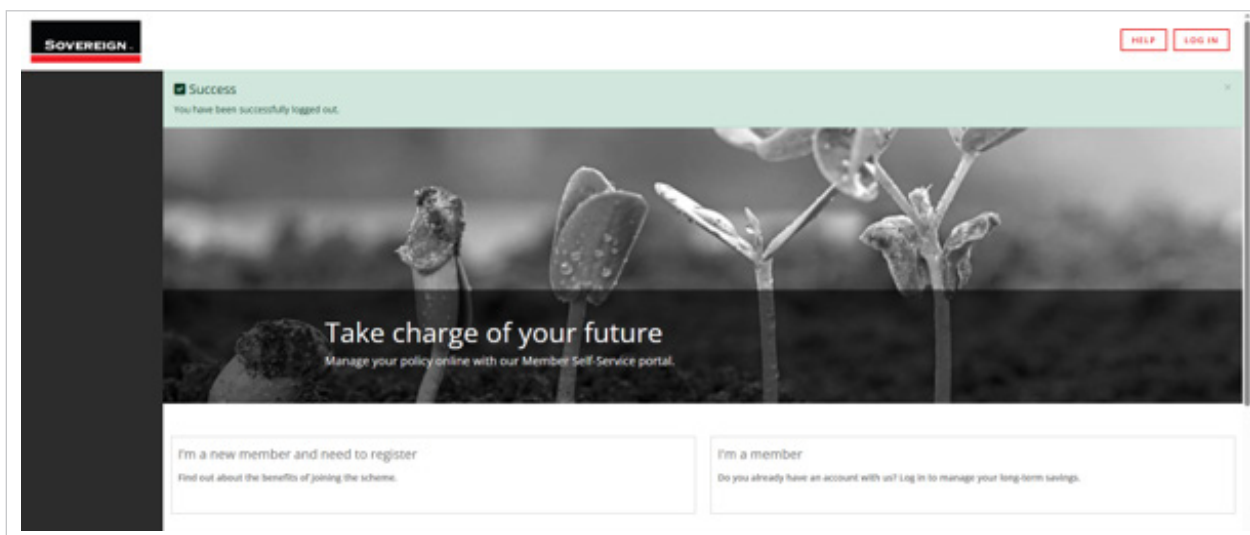


How to register and gain access to your Member Self-Service (MSS) Portal

The Member Self-Service portal provides secure, 24/7 online access to your member account. You will be able to keep your details up to date, make changes and view and export information. The link to the portal is here [Welcome - Sovereign Group Member Self-Service](#).

When you go to register, make sure you have your Welcome email that has been sent from Sovereign as it has information you will need to gain access. If you have not received it, please check your spam.

You will arrive at the MSS portal landing page.



Click on the option “I’m a member and need to register” which opens the following screen.

I'm a new member and need to register

Stay connected to your future

SIGN UP HERE

We will need these details:

- Client Reference number
- Date of birth

Active Members

As an active member, you can actively plan for your future. It is important to keep your information up to date. This portal allows you to self-serve at your convenience you can:

- View and update your personal details;
- View financial information;
- Access all relevant documentation;
- Change your investments
- Update your beneficiaries

Deferred Members

As a deferred member, although you are no longer receiving contributions, you can still actively manage your account. It is important that you keep your information up to date. You can update contact information, which is essential if you wish to be notified of when your benefits are due to become payable. You should also keep your beneficiary information current. Your account will also be updated with your annual benefit statement, enabling you to view and print as you wish.

In Summary:

- View and update your personal details;
- View financial information;
- Access all relevant documentation;
- Change your investments
- Update your beneficiaries

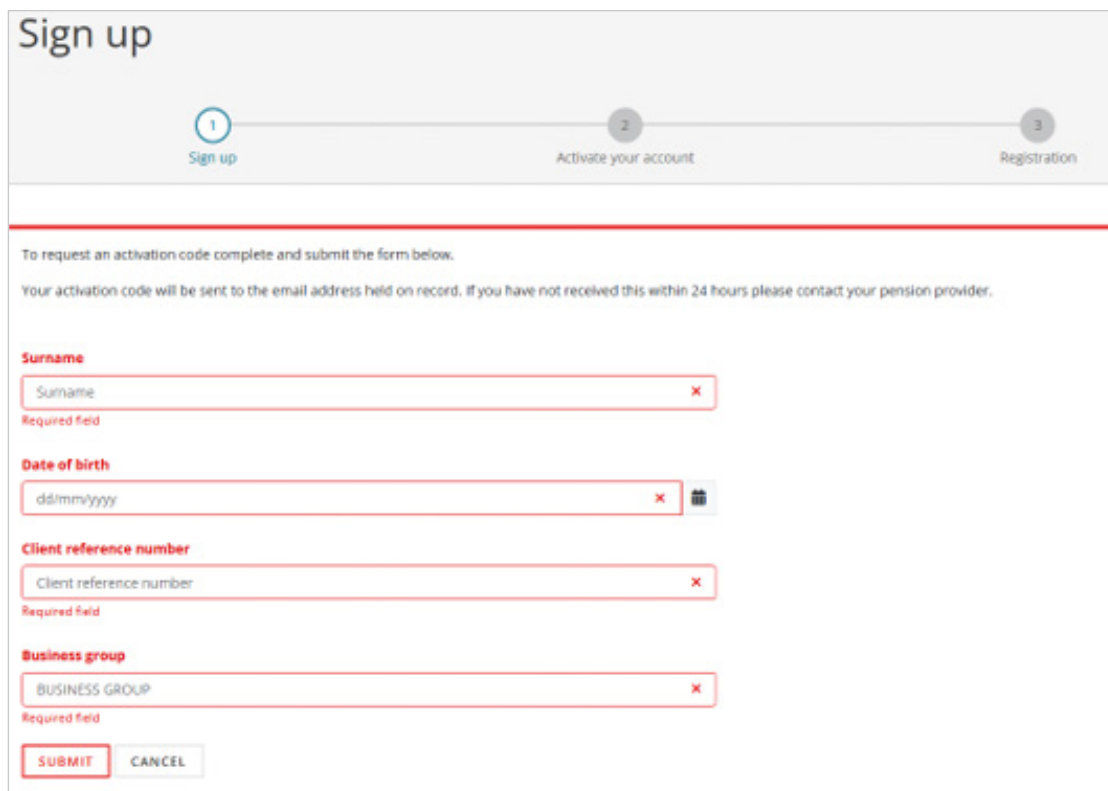
Pensioners

Now that your pension is in payment you can still access your account to change your contact details. You will have direct access to your payment history.

In Summary:

- View and update your basic details;
- View your payment history;
- Access to relevant documentation.

Click on "SIGN UP HERE" button to get to the Sign Up page.



The image shows a 'Sign up' page with a progress bar at the top. The progress bar has three steps: 1. Sign up (active), 2. Activate your account, and 3. Registration. Below the progress bar, there is a red horizontal line. Underneath the line, there is a message: 'To request an activation code complete and submit the form below. Your activation code will be sent to the email address held on record. If you have not received this within 24 hours please contact your pension provider.' Below this message, there are four form fields, each with a red border and a red 'x' icon in the top right corner. The first field is labeled 'Surname' and contains the text 'Surname'. The second field is labeled 'Date of birth' and contains the text 'dd/mm/yyyy'. The third field is labeled 'Client reference number' and contains the text 'Client reference number'. The fourth field is labeled 'Business group' and contains the text 'BUSINESS GROUP'. Below the fourth field, there are two buttons: 'SUBMIT' and 'CANCEL'.

Sign up

1 Sign up 2 Activate your account 3 Registration

To request an activation code complete and submit the form below.
Your activation code will be sent to the email address held on record. If you have not received this within 24 hours please contact your pension provider.

Surname
Surname
Required field

Date of birth
dd/mm/yyyy
Required field

Client reference number
Client reference number
Required field

Business group
BUSINESS GROUP
Required field

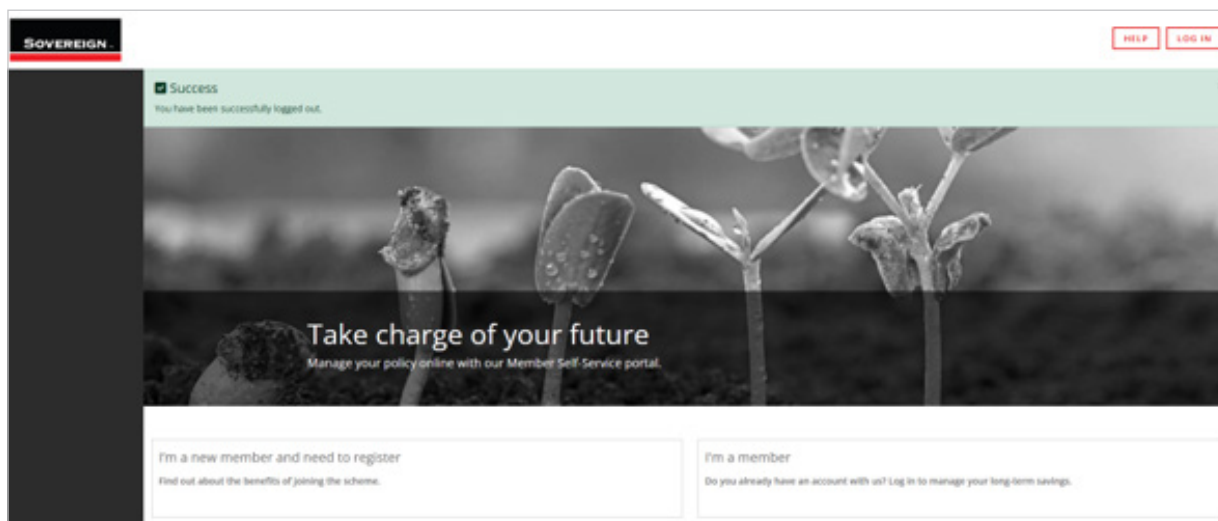
SUBMIT CANCEL

Complete all the fields. For the fields in **bold** below, you will need to get the information from your Sovereign Welcome email.

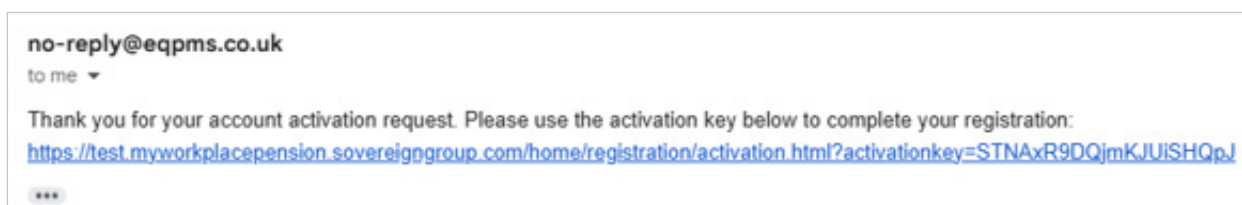
- » Surname
- » Date of Birth
- » **Client reference number**
- » **Business Group**

Press Submit.

Once you have entered all the correct information, the system will display a “Success” green backed message and you will receive an email with a link to your registered email address.



Listed below is an example of the email you will receive. It may be in your spam.

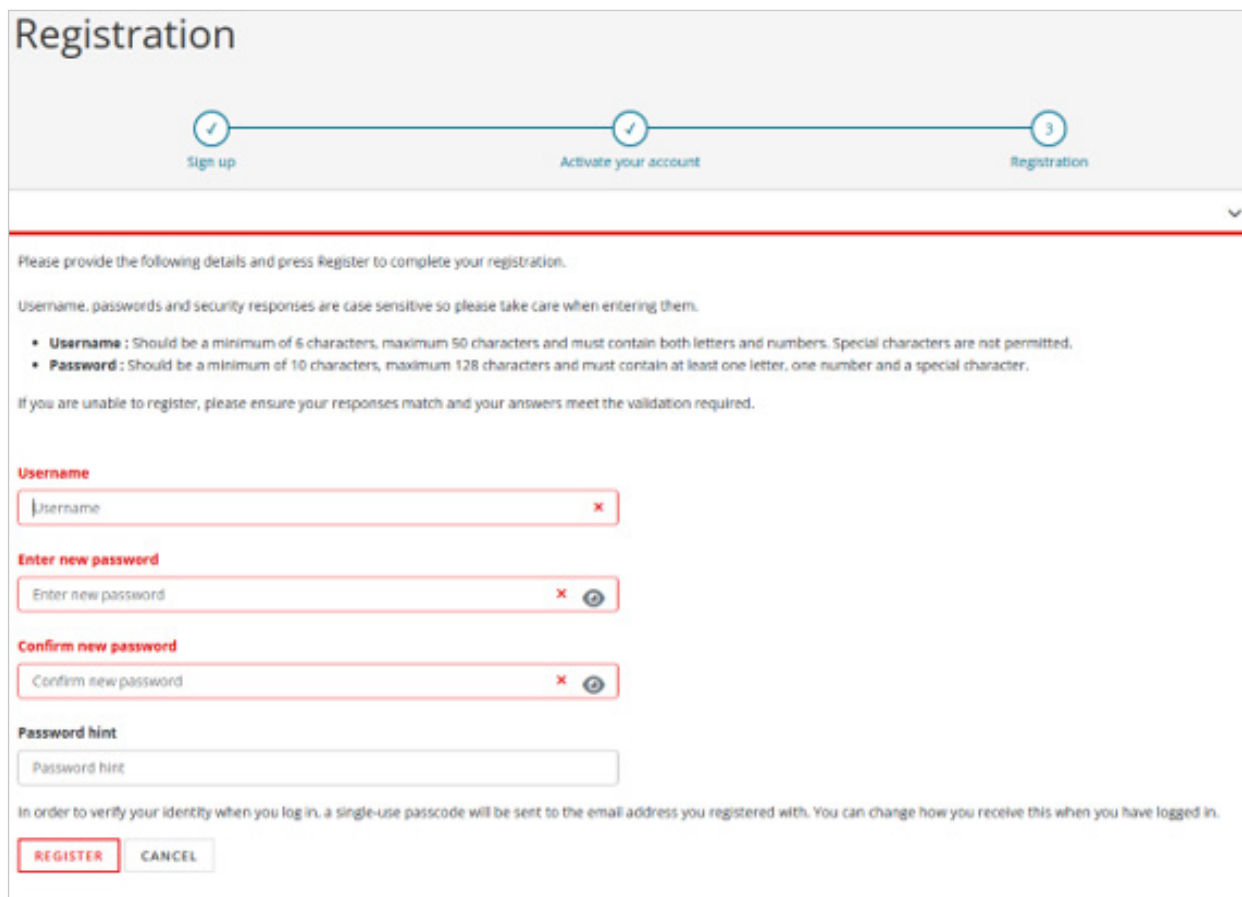


Either click (or) copy and paste the link into your browser. This opens the Activate page.

A screenshot of the 'Activate your account' page. At the top is a progress bar with three steps: '1 Sign up' (checked), '2 Activate your account' (current step), and '3 Registration'. Below the progress bar is a form with the following fields: 'Surname' (required), 'Date of birth' (required, with a calendar icon), 'Client reference number' (required), 'Business group' (required, with a dropdown menu), and 'Activation code' (pre-filled with 'STNAXR9DQjmKJUISHQpJ' and a green checkmark). At the bottom are 'SUBMIT' and 'CANCEL' buttons.

Complete all the relevant fields, except the Activation Code which is pre-filled. The Client reference and Business group information is within your Welcome email. Click the Submit button.

This opens the Registration page



The screenshot shows a 'Registration' page with a progress bar at the top. The progress bar has three steps: 'Sign up' (completed, marked with a checkmark), 'Activate your account' (completed, marked with a checkmark), and 'Registration' (current step, marked with a '3'). Below the progress bar, there is a red horizontal line. The main content area contains instructions: 'Please provide the following details and press Register to complete your registration.' and 'Username, passwords and security responses are case sensitive so please take care when entering them.' It then lists requirements for 'Username' (minimum 6 characters, maximum 50 characters, must contain both letters and numbers, special characters not permitted) and 'Password' (minimum 10 characters, maximum 128 characters, must contain at least one letter, one number and a special character). A note states: 'If you are unable to register, please ensure your responses match and your answers meet the validation required.' Below this, there are four input fields: 'Username' (with a red border and an 'x' icon), 'Enter new password' (with a red border, an 'x' icon, and an eye icon), 'Confirm new password' (with a red border, an 'x' icon, and an eye icon), and 'Password hint' (with a grey border). At the bottom, there is a note: 'In order to verify your identity when you log in, a single-use passcode will be sent to the email address you registered with. You can change how you receive this when you have logged in.' and two buttons: 'REGISTER' (in a red box) and 'CANCEL' (in a grey box).

Complete the relevant fields. Make sure you create a username and password that uses all the data requirements as instructed and click on 'Register' button.

Please remember:

- » That your username and password are case sensitive.
- » That you pick a good password hint to remind you!

You will receive a single use passcode to your registered email address to complete the registration.

Log in

Success
Your new Member Self-Service account has been created and you may now log in.

How can we help you today?

Please enter your username and password below. If you haven't got a username and password, you can [request one](#).
If you have an activation code you can [complete your registration](#).

Username
Username
Required field

Password
Password
Required field

[Forgotten your password?](#)

[LOG IN](#)

[Forgotten your username?](#)

Now log in, using your credentials. You will be presented with the following screen.

One-Time Password

Please enter your One-Time Password. You should have received this via email. If you haven't received it, please check your junk/spam folder.

One-Time Password
One-Time Password

[Resend One-Time Password?](#)

[CONTINUE](#) [CANCEL](#)

Please check the registered email and the member would have received a 6 digit code.

Enter the code in the above screen to complete log in.

If you have any issues, please contact the Sovereign Team who will be able to assist.

The information provided in this document does not constitute advice to clients or any third party and no responsibility will be accepted for any loss occasioned directly or indirectly as a result of persons acting, or refraining from acting, wholly or partially in reliance upon it other than for its intended purpose.

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