

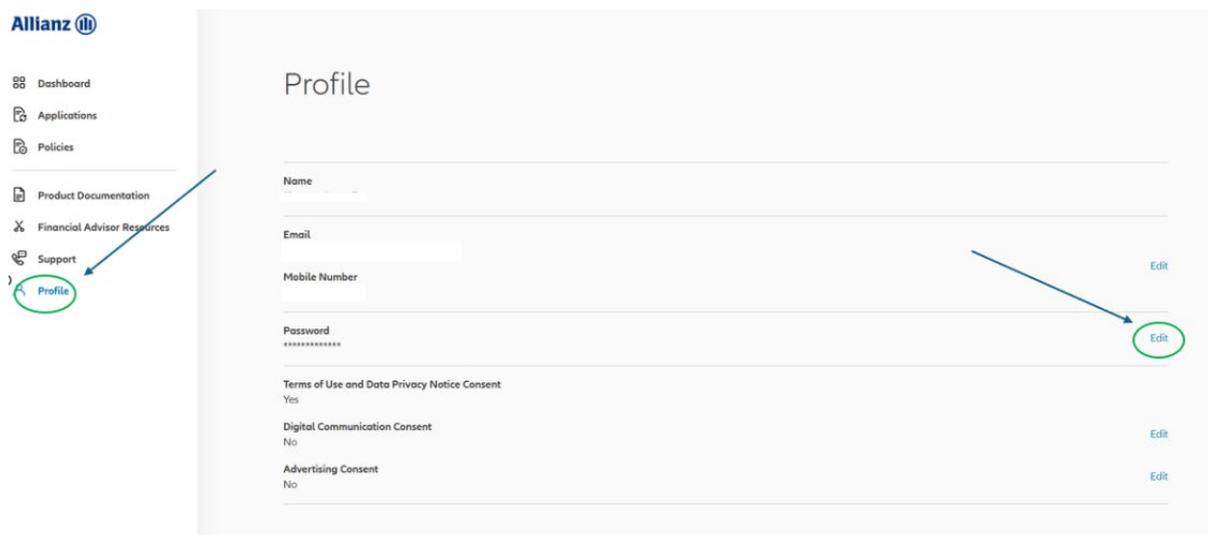


# Customer Portal – Frequently Asked Questions (Inside Portal)

## Q1 How do I change/update my password?

To change your password, please follow the below simple steps:

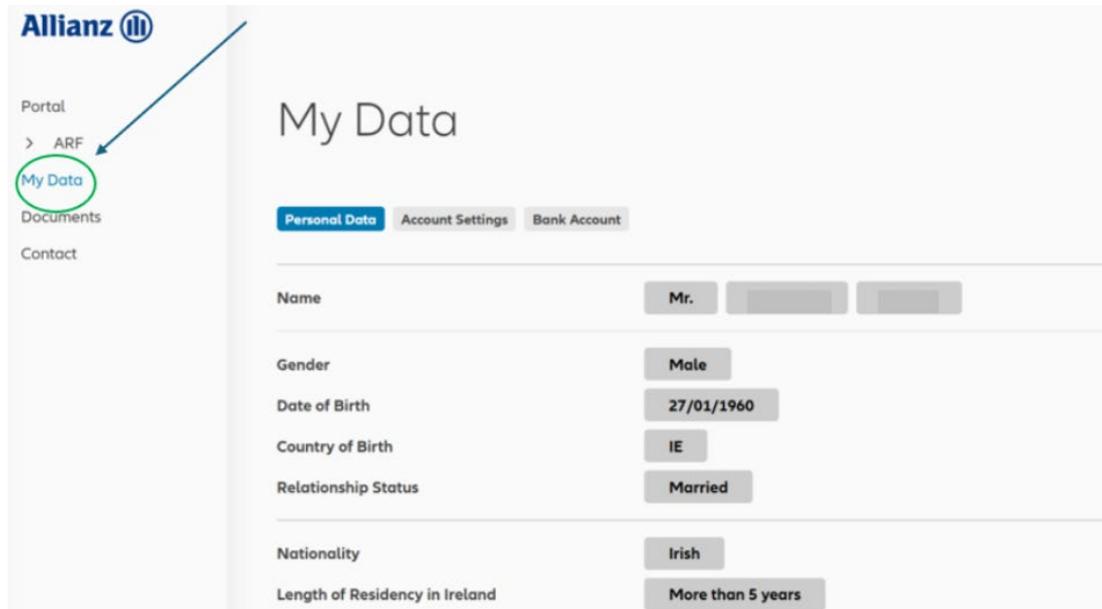
1. **Log into Your Account:** Access the portal using your current credentials.
2. **Navigate to Profile Tab:** Once logged in, go to the profile section where password management options are typically located.
3. **Select "Edit":** Look for the edit option on the right-hand side to change your password and select it.
4. **Enter Current Password:** You may be required to enter your current password for verification purposes.
5. **Create New Password:** Enter your new password, ensuring it meets the following criteria:
  - (a) At least 8 characters
  - (b) Includes at least one special character (e.g., ?, !, \$)
  - (c) Contains both upper and lower case letters
  - (d) Has at least one number
  - (e) Ensure the passwords match
6. **Confirm Changes:** Submit the new password to update your account settings.



## Q2 How can I see my personal details to ensure they are correct?

You can check your personal details in a few quick and easy steps on the Allianz Global Life customer portal.

- Once you've logged in, click or tap on the "My data" and you will be able to view your most up to date personal details as shown below:



If your personal details are incorrect or have changed, please follow the 'how to update your personal details' procedure below.

## Q3 How can I update my personal details? (Phone, email, address)

To update your personal details such as phone number, email address, or physical address, please send an email request to our customer service team. Kindly include the following information in your email:

1. **Full Name:** Ensure your name matches the records we have on file.
2. **Account Number:** This helps us verify your identity and locate your account.
3. **Details to be Updated:** Clearly specify which details you wish to update (e.g., phone number, email address, physical address).
4. **New Information:** Provide the updated information you would like us to record.

\*You will need to include documents showing proof of changes such as proof of address within the last 6 months, marriage certificate for surname changes or a bank statement dated within the last 6 months for bank details changes.

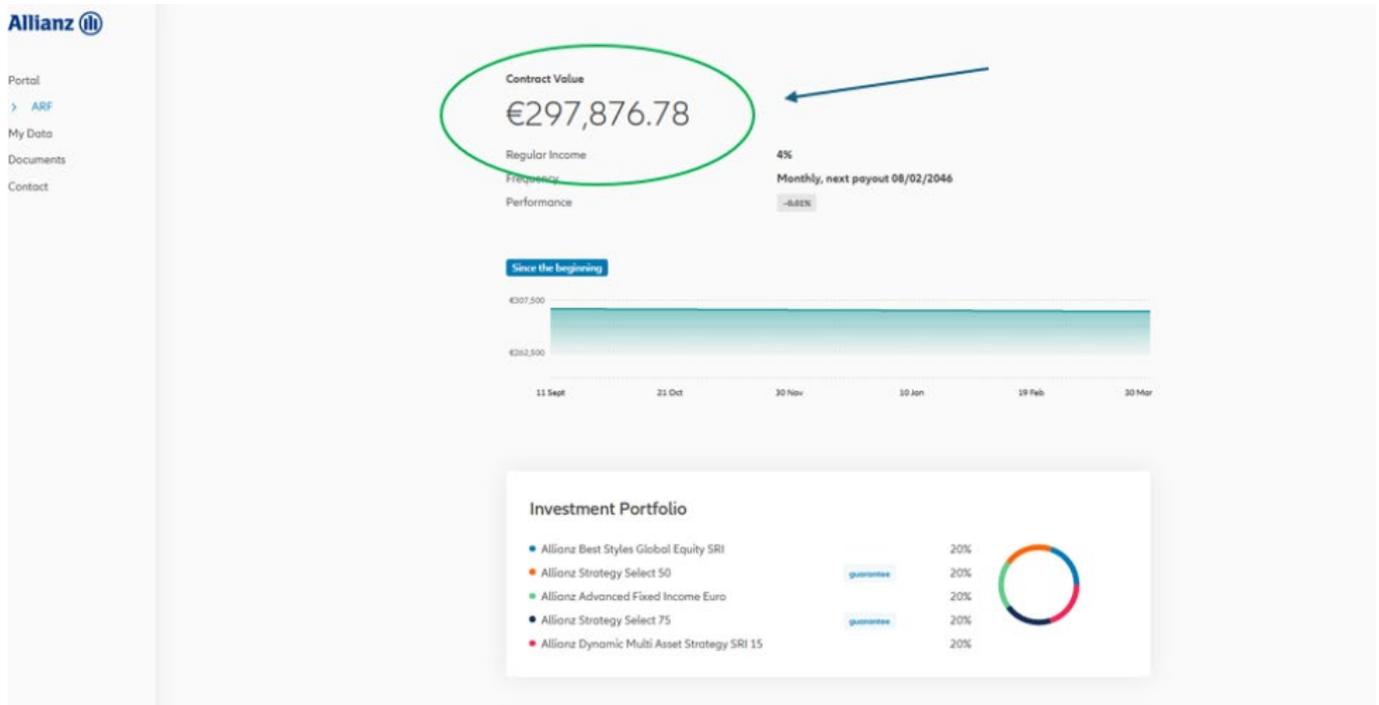
Please send your email to [customersupport@allianzgloballife.ie](mailto:customersupport@allianzgloballife.ie) and our team will process your request promptly and confirm once your details have been updated.

Thank you for helping us keep your information accurate and up-to-date.

### Q4 How can I check what my pension policy is worth?

You can check the value of your pension in a few quick and easy steps on the Allianz Global Life customer portal.

- Once you've logged in, click or tap on the pension policy you wish to view. A page will appear which will display your policy details including the latest value as shown below:



### Q5 How can I check what contributions I have made to date?

You can check your contribution history in a few quick and easy steps on the Allianz Global Life customer portal.

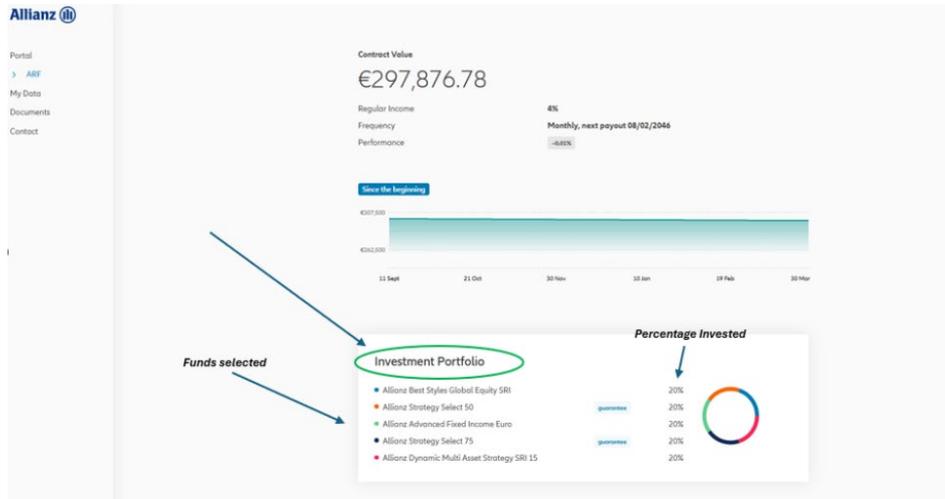
- Once you've logged in, click or tap on the pension policy you wish to view. A page will appear which will display your policy details including your contribution history as shown below:

Overview of Contract Value	
Contributions	€72,574.74
Performance	€1,622.35
<b>Contract Value</b>	<b>€74,197.09</b>

### Q6 How can I check what funds my pension is invested in?

You can check which funds your pension is invested in a few quick and easy steps on the Allianz Global Life customer portal.

- Once you've logged in, click or tap on the pension policy you wish to view. A page will appear which will display your policy details including the funds you are currently invested in as shown below:



### Q7 How do I check the performance of the funds I am invested in?

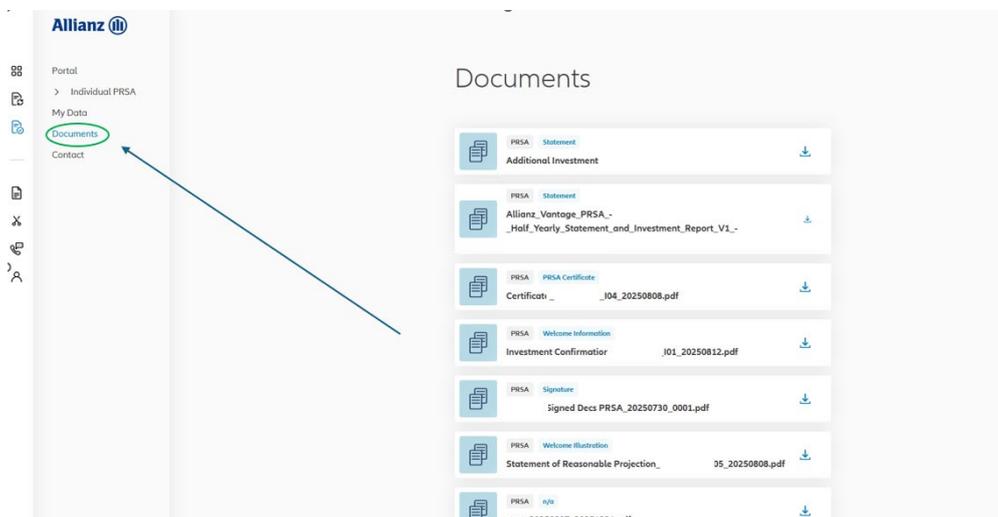
You can review and keep track of your fund's recent and past performance on our Fund Centre. Please see attached link: [Fund Centre](#)

If you are thinking of changing funds or are concerned about the funds' performance, we always advise speaking with your financial advisor. Please see his/her details in the contact details section of the portal.

### Q8 Where can I access my previous annual benefit statements?

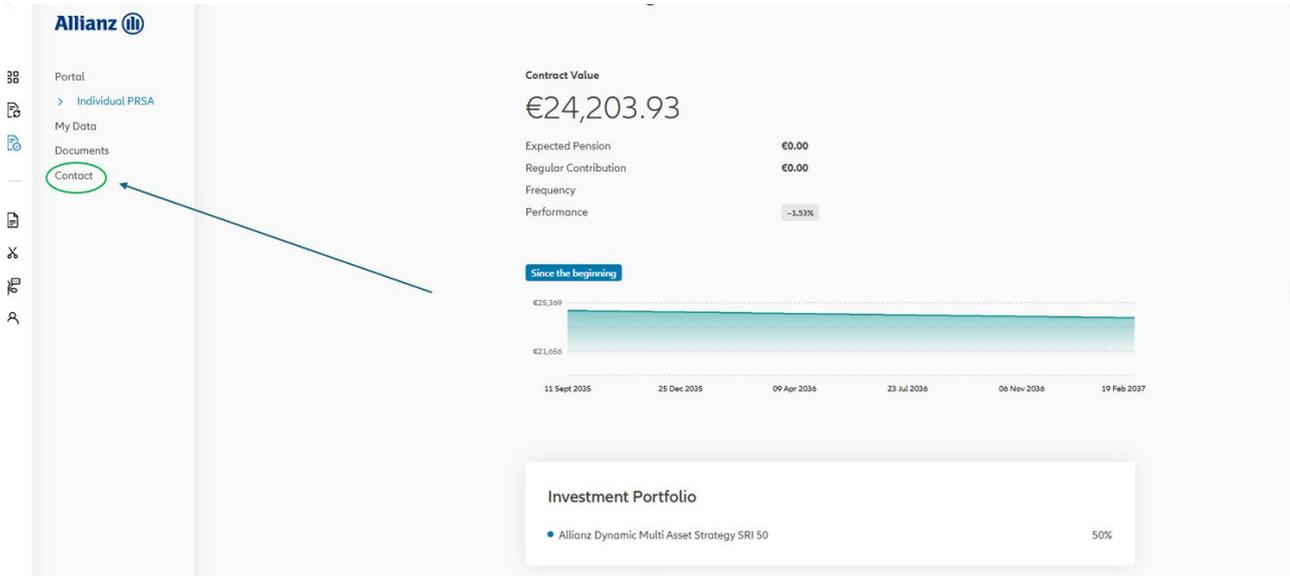
You can access your previous annual benefit statements in a few quick and easy steps on the Allianz Global Life customer portal.

- Once you've logged in, click or tap on the policy you wish to view. You will then need to click on the "Documents" tab on the left-hand side, and you will be able to view all previous documentation that has been issued to you for this policy as shown below:



**Q9 Who should I contact to ensure I have enough saved for retirement or would like advice?**

If you are looking to review your pension’s performance, funding or get advice, we always advise speaking with your financial advisor to get advice or guidance. Please see his/her details in the contact details section of the portal.



**Q10 How do I set up regular contributions/alter existing contributions to my PRSA?**

If you are thinking of setting up regular pension contributions, we always advise speaking with your financial advisor first. Please see his/her details in the contact details section of the portal.

Please note the overall minimum contribution in any policy year is €300. The minimum regular contributions are €25 per month, €75 per quarter, €150 per half-year and €300 per year.

Please be advised regular premiums are not permitted in the ARF.

**Q11 How do I make a once off contribution to my pension?**

If you are thinking of making a once off contribution, we always advise speaking with your financial advisor to ensure you are within your contribution limits for this year. Please see his/her details in the contact details section of the portal.

**Q12 Can I switch investment funds for my pension?**

If you are thinking of changing funds or are concerned about the funds’ performance, we always advise speaking with your financial advisor. Please see his/her details in the contact details section of the portal.

**Q13 How can I make a withdrawal/alter existing withdrawals from my ARF?**

If you are considering making an unplanned withdrawal from your ARF, we strongly recommend consulting with your financial advisor beforehand. They can provide guidance to ensure the withdrawal aligns with your financial goals and assist you with making this request. You can find their contact information in the "Contact Details" section of the portal.

Please be advised you cannot withdraw funds from your PRSA until retirement.



Allianz Global Life dac is regulated by Central Bank of Ireland .