



Dear Customer,

Your secure online access with ReAssure

As a ReAssure Life (formerly Old Mutual Wealth Life Assurance) customer who currently uses the Online Customer Centre (OCC), we're letting you know that we're upgrading your online access. You'll soon be able to use our new secure portal, ReAssure Now.

We want you to have the best possible online experience. Making sure your personal details are accurate will enable you to move seamlessly across to ReAssure Now.

We may need you to update your email address

The email address we've written to is connected to one or more active OCC accounts. As part of the upgrade, an email address can only be used with one ReAssure Now account, so we need you to check your account details.

If someone else uses this email address for their OCC account too

You may currently share an email address, for example between you and a partner, or between multiple trustees, however for security reasons, email addresses must be unique to each individual ReAssure Now account. You'll need to agree which OCC account holder will keep this email address for their ReAssure Now account and which OCC account holder(s) will update their OCC account(s) with a different email address.

If you are keeping this email address for your ReAssure Now account, you don't need to do anything.

If you're updating your OCC account with a different email address, so that you can also be upgraded to ReAssure Now, please change your email address through My Details in the OCC as soon as you can.

If I don't change my email address

We'll use the email address that most recently logged in (at time of the upgrade) to create the new ReAssure Now account for that OCC account holder. It will not be possible to upgrade any other OCC accounts linked to this email address. Those OCC account holders will have to contact us after the upgrade to request a ReAssure Now account later on.

If I've set up more than one OCC account for myself using this email address

ReAssure Now lets you see all your policies in one place, so you only need one account. We'll use the OCC account that you most recently logged in to when we upgrade you.

When is the upgrade happening?

The move to ReAssure Now is planned to take place towards the end of 2021. You can find more

information about this at the [ReAssure website](#), where we'll also post important updates as we get closer to the upgrade.

If you have any questions about your ReAssure Life policies ahead of the upgrade, please [contact us](#).

Yours faithfully,



Donna Sim,
Head of Operations (ReAssure Life)

ReAssure. It's what we do.

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Contact Us

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