

OLDMUTUAL

HOW TO REGISTER ON THE OLD MUTUAL WEBSITE



DO GREAT THINGS EVERY DAY



Introduction

Navigate to Register for a service

Create profile

reCAPTCHA verification

Capture Login Details

Verify cellphone number

Success

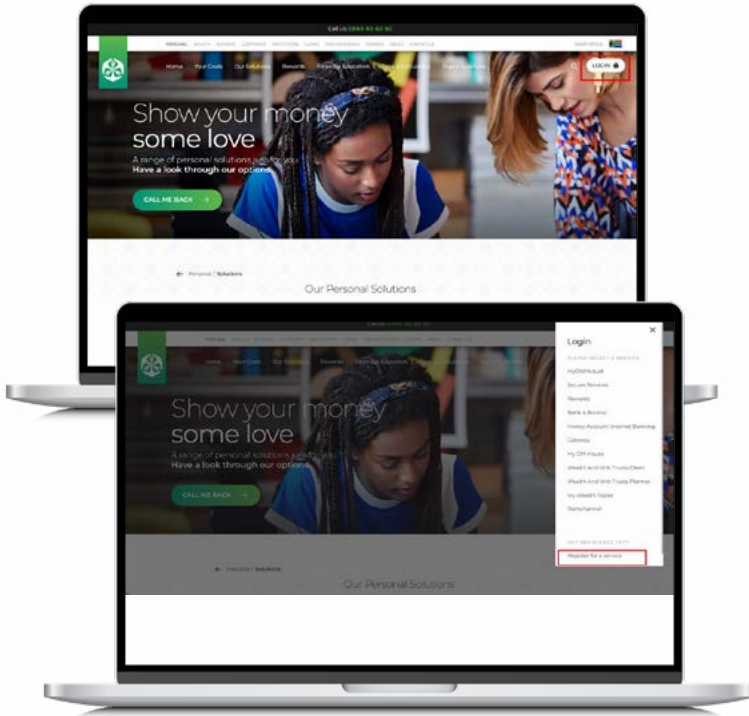


Introduction

Welcome to the guide that will help you register a digital profile with Old Mutual via the Old Mutual website



STEP 1: Navigate to Register for a service



- 1 Visit the Old Mutual website at www.oldmutual.co.za
- 2 Select “LOGIN”
- 3 Select “Register for a service”



STEP 2: Create profile

STEP 1 OF 3
Tell us about yourself

First name

Surname

ID Type
South African ID

ID Number

Date of Birth

Country Code
South Africa (+27)

Cellphone Number

I accept the Terms & Conditions

I'm not a robot

CONTINUE

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1

Capture your personal information

- First name
- Surname
- ID Type
- Valid ID Number

2

Capture valid cellphone number

3

Accept Terms and Conditions by selecting the checkbox. To read and print the terms and conditions, select the Terms & Conditions link. The terms and conditions will open in a separate tab



STEP 3: Your reCAPTCHA verification

STEP 3: Tell us about yourself

First Name

Surname

ID Number

Date of Birth

reCAPTCHA

Select all images with bridges

VERIFY

- 1 Select "I'm not a robot"
- 2 Complete verification and select "Verify"
- 3 Select "Continue" to proceed
- 4 You will not be able to proceed if:
 - ID number is invalid
 - Cellphone number is invalid
 - A profile already exists with your details
 - All fields are not completed
 - You have not completed the reCAPTCHA verification



STEP 4: Capture Login Details

STEP 2 OF 3
Choose your Login details

Create Username

- Must be at least 6 characters long, without any spaces
- Do not use the following special characters: !@#\$%^&*~
- Not case sensitive

Username

Create Password

- Longer passwords are harder to crack. Use 8 - 16 characters, without any spaces
- Use a password phrase e.g. Take me out to the Ball Game! 77m2032
- Use a different password for social, personal and work accounts, if available
- Your password should not contain your username and personal details.
- Use at least one uppercase, lowercase, special character and number
- Avoid names, places and dictionary words (in any language)

Password

Confirm Password

Verify your cellphone number

Request an OTP to confirm your cellphone number

1

Capture Username

2

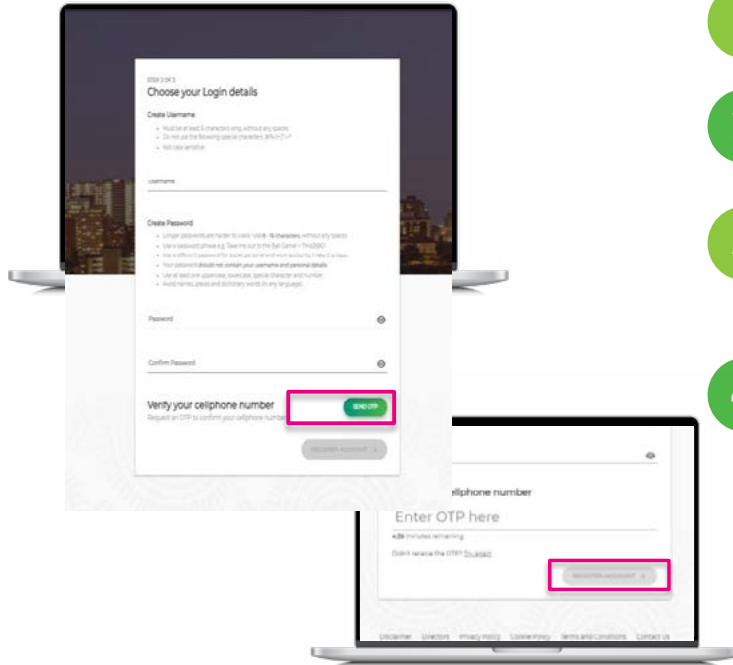
Capture Password and confirm password

3

You cannot proceed if the Username already exists or if your password does not meet the minimum criteria



STEP 5: Verify cellphone number



1 Select **“Send OTP”**

2 A one-time pin is sent to the cellphone number captured

3 Select **“Try again”** if the SMS is not received. This will send another SMS with a new one-time pin

4 Enter the one-time pin received via SMS and select **“Register Account”** to proceed



Success!



Once your registration is successful, you can now proceed to login to MyOldMutual.

Once you have successfully registered on MyOldMutual, you will be able to download the Old Mutual App and login. You only need to register once to access both applications



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