

OLD MUTUAL



HOW TO UPDATE YOUR DETAILS ON THE OLD MUTUAL WEBSITE



DO GREAT THINGS EVERY DAY



Introduction

Navigate to Register for a service
Login into MyOldMutual
Navigate to your profile
Change cellphone number
One-time Pin verification
Success

TWO-POT
RETIREMENT SYSTEM

Introduction

Once you have set up a digital profile with Old Mutual, you may need to update your contact details. This guide will show you how to do this via the Old Mutual website.





STEP 1: Navigate to Register for a service

Introduction

Navigate to Register for a service **1**

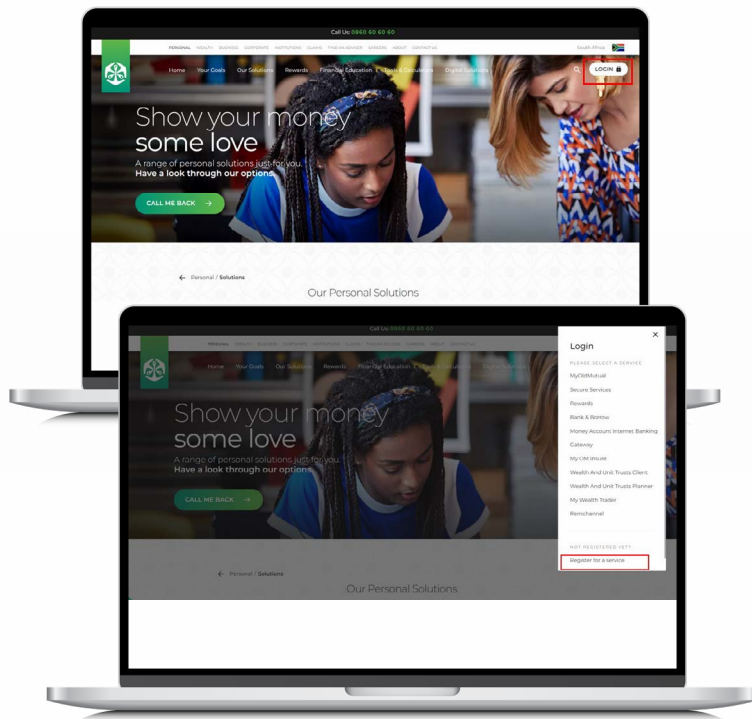
Log in to MyOldMutual

Navigate to your profile

Change cellphone number

One-time Pin verification

Success



1

Visit the Old Mutual website at www.oldmutual.co.za

2

Select “LOGIN”

3

After selecting “**Register for a Service**” there’s a three-step process to create a profile/username.



STEP 2: Log in to MyOldMutual

1

Enter Username

2

Enter Password

3

Select “Log in”

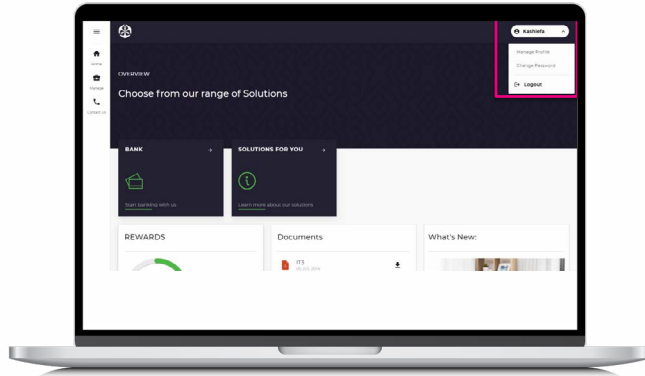
4

You will not be able to login if your username and password cannot be validated



STEP 3: Navigate to your profile

3

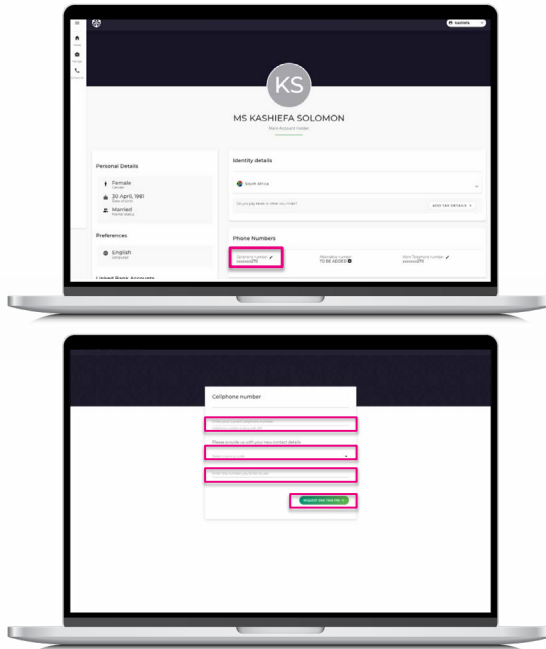


1

Once you have logged in to your MyOldMutual profile, select **“Manage Profile”** from the drop down menu



STEP 4: Change cellphone number



1 Capture your current cellphone number

2 Select country code

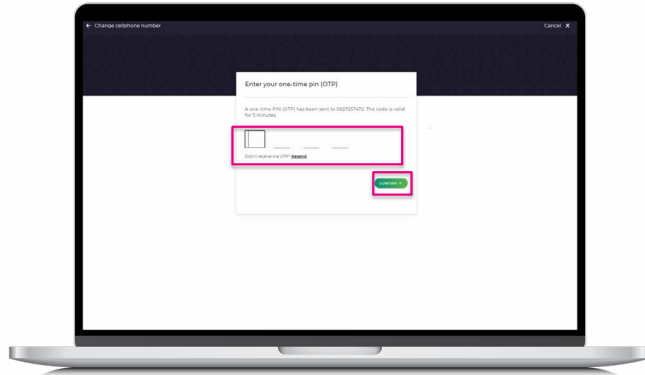
3 Capture your new cellphone number

4 Select **“Request One Time Pin”**
You can only proceed if:

- Your current cellphone number is valid
- Your new cellphone number is not linked to an existing profile



STEP 5: One-time Pin verification



1

A One-time pin is sent to the new cellphone number captured

2

Enter the One-time pin received via SMS and select **“Confirm”** to proceed

3

If the One-time pin is verified, the cellphone number is changed immediately

4

You cannot proceed if the One-time Pin is invalid or has not been captured

5

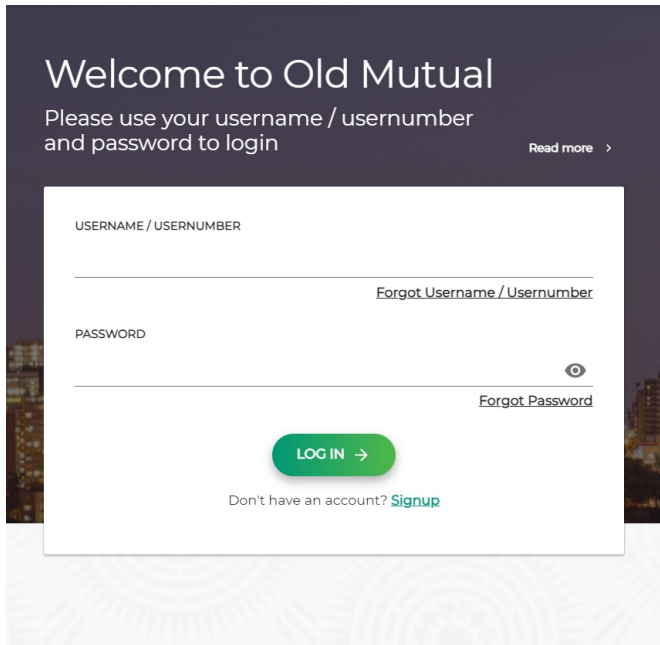
Select **“Resend”** if the One-Time pin isn't received or has expired. This will send another SMS with a new One-time pin



**FORGOT
USERNAME**



STEP 1: Forgot Username / Usernumber

A screenshot of the Old Mutual login page. The background is dark purple with a cityscape at night. The text 'Welcome to Old Mutual' is at the top in white. Below it, a message says 'Please use your username / usernumber and password to login' with a 'Read more >' link. The login form is white and contains two input fields: 'USERNAME / USERNUMBER' and 'PASSWORD'. The 'PASSWORD' field has an eye icon for toggling visibility. Below the fields are links for 'Forgot Username / Usernumber' and 'Forgot Password'. A green 'LOG IN →' button is at the bottom of the form. At the very bottom, there is a link: 'Don't have an account? Signup'.**1**

If you have already registered a digital profile with Old Mutual and you have forgotten your Username or Usernumber, visit **www.oldmutual.co.za** and navigate to the **Login page**

2

Select “Forgot Username / Usernumber”



STEP 2: Request Username

1

Enter your surname, select the country code and enter the cellphone number that you registered with

2

If your surname and cellphone number captured is valid, select **SEND ME MY USERNAME**. **You will receive an SMS** with your username/usernumber and a success message will appear on the screen

3

If your surname and cellphone number cannot be validated, you will not be able to request your username. You will need to re-capture the correct details or contact the Self-Service Support Centre telephonically or via email. The Self-Service Support Centre details are provided on the screen

Request Username

Please confirm your details so that we can match you on our system and send you your username via sms.

Surname

Country Code

South Africa (+27)

Cellphone Number

e.g. 0xxxxxxx

SEND ME MY USERNAME →

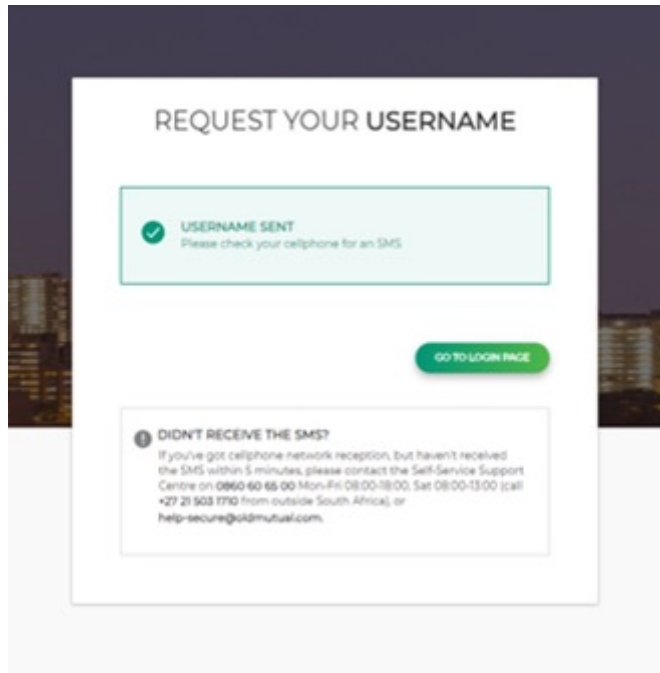
Has your cellphone number changed?

If you no longer have access to the cellphone number linked to your profile, you will first need to update Old Mutual with your new number.

Please contact the Self-Service Support Centre on **0860 60 65 00** Mon-Fri 08:00-18:00, Sat 08:00-13:00 (call **+27 21 503 1710** from outside South Africa), or **help-secure@oldmutual.com**



STEP 3: Success Username Sent



1

Navigate back to the Login page by selecting **GO TO LOGIN PAGE**

2

If you do not receive the SMS with your Username, contact the Self-Service Support Centre telephonically or via email. The Self-Service Support Centre contact information appears on the screen



**RESET
PASSWORD**



STEP 1: Forgot Password

Forgot Password

Reset Password

Capture New Password

Verification

Success Password Reset

Welcome to Old Mutual

Please use your username / usernumber and password to login [Read more >](#)

USERNAME / USERNUMBER

[Forgot Username / Usernumber](#)

PASSWORD 

[Forgot Password](#)

[LOG IN →](#)

Don't have an account? [Signup](#)

1

If you have already registered a digital profile with Old Mutual and you have forgotten your password, **visit www.oldmutual.co.za** and navigate to the Login page

2

Select “Forgot Password”



STEP 2: Reset Password

Reset Your Password
Please confirm your details.

Username/ Usernumber

Country Code
South Africa (+27)

Cellphone Number

eg. 0820000000

SEND ME MY VERIFICATION CODE ->

ⓘ Has your cellphone number changed?
If you no longer have access to the cellphone number linked to your profile, you will first need to update Old Mutual with your new number.

Please contact the Self-Service Support Centre on **0860 60 65 00** Mon-Fri 08:00-18:00, Sat 08:00-13:00 (call **+27 21 503 1710** from outside South Africa), or **help-secure@oldmutual.com**

- 1 Enter your username or usernumber
- 2 The country code will default to South Africa (+27). Select from the drop down if country code is not South Africa.
- 3 Enter the cellphone number that you registered with
- 4 If your username/usernumber and cellphone number captured is valid, select **SEND ME MY VERIFICATION CODE**. You will receive a One-time pin via SMS
- 5 If your username/usernumber and cellphone number cannot be validated, you will not be able to select **SEND ME MY VERIFICATION CODE**. You will need to re-capture the correct details or contact the Self-Service Support Centre telephonically or via email. The Self-Service Support Centre details are provided on screen



STEP 3: Capture New Password

Create your new 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! = Tmo2tBG!
- Use a different password for social, personal and work accounts, make it unique.
- 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

Your OTP has been sent. Code is valid for 5 minutes

453 minutes remaining

Didn't receive the OTP? [Resend Code](#)

SUBMIT AND LOGIN →

1

Enter your new password and capture the new password in the Confirm Password field.

2

An error message will appear if the captured details in Password does not match to Confirm Password. You will need to re-capture a new password.



STEP 4: Verification

Create your new 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! = Tmo2tBG!
- Use a different password for social, personal and work accounts, make it unique.
- 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

Your OTP has been sent. Code is valid for 5 minutes

4:53 minutes remaining

Didn't receive the OTP? [Resend Code](#)

[SUBMIT AND LOGIN ->](#)

1

Once you have created and confirmed your new password, you will need to verify your cellphone number

2

You will receive a **One-time pin** via SMS

3

If the SMS was not received or the One-time pin expired, select **“Resend Code”** to receive a new One-time pin

4

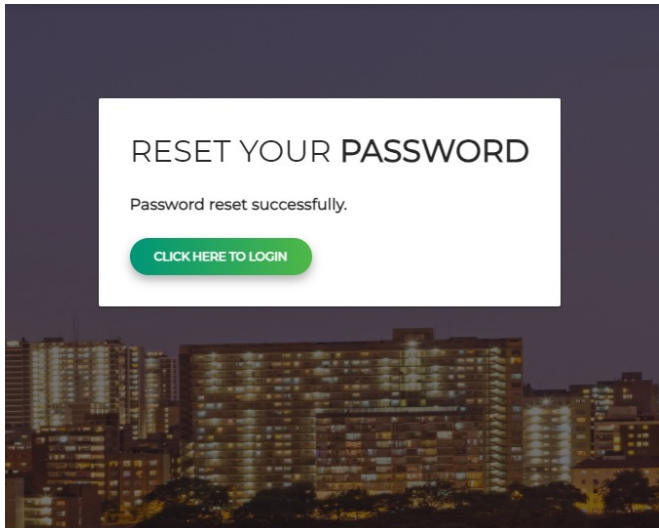
Select **“SUBMIT AND LOGIN”**

5

If the password is updated successfully, a success message will appear on screen



STEP 5: Success Password Reset



1

Select **CLICK HERE TO LOGIN**, to navigate back to the login screen and login with your new password



Success!



**Your contact details have now
been successfully updated.**

TWO-POT

RETIREMENT SYSTEM



OLDMUTUAL

Old Mutual Life Assurance Company (SA) Limited is a licensed FSP and Life Insurer.