

CUSTOMER PORTAL USER GUIDE**PORTAL.FWULIFELUX.COM**

The FWU Life Customer Portal allows creditors to access their accounts, download official communications related to the liquidation process and view documents and messages exchanged.

This tool has been designed to simplify communication between the creditors and us and enables the possibility to exchange documents in both directions, with the aim of facilitating communication, monitoring the progress of the creditor's claim submissions and being informed of the eventual payment of liquidation dividends.

Please note that access to Customer Portal is strictly private and confidential and that you are not allowed to give access to the portal to third parties inclusive but not limited to Distributors or lawyers.

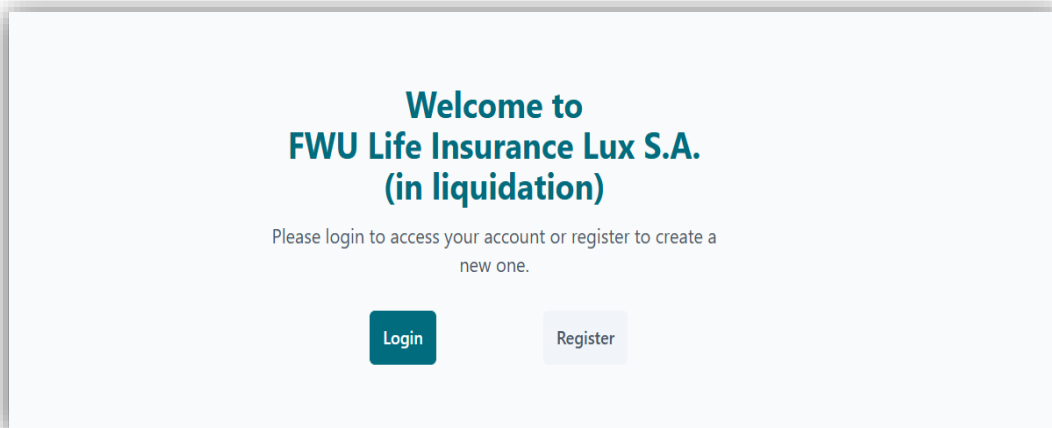
ACCESSING THE PORTAL

The Customer Portal is available through any internet enabled device, although the preferred approach is a web browser (Edge, Chrome, Mozilla, etc.). Use an updated version of Google Chrome, Microsoft Edge, or Safari for best performance.

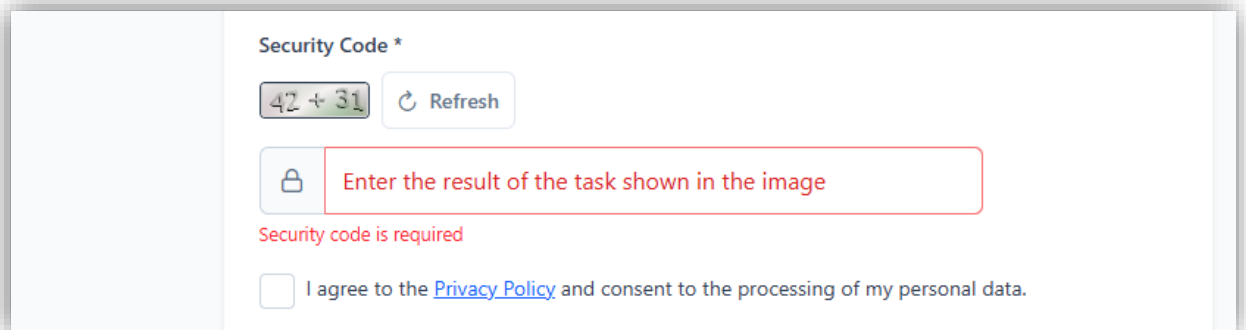
The URL of the CustomerWebsite: <https://portal.fwulifelux.com>

First-Time Users – Registration

If this is your first access, you must create a new account.



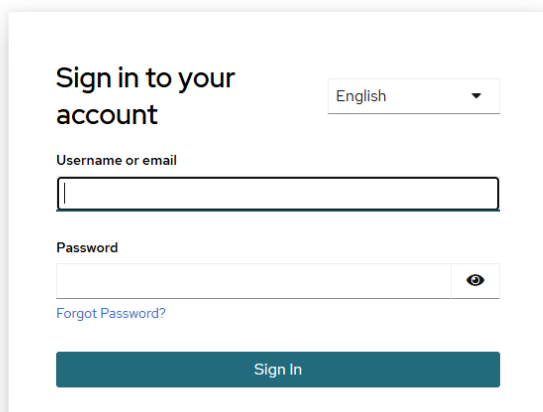
- Click '**Register**' and fill in the form with your email, and a chosen password.
- **NOTE:** Do not use the credentials shown in the letter for login.
- **NOTE:** We strongly suggest using the email you have provided us, but if you haven't provided us so far with an email or you don't want to use it, you can still create your user.
- **Security Verification (Captcha):** To ensure secure access, complete the math equation shown, e.g. $42 + 31 = ?$. Enter only the result (e.g. 73) and check the box to confirm you are not a robot.

The screenshot shows a form section with a light grey background. At the top, it says 'Security Code *'. Below this is a captcha image showing '42 + 31' and a 'Refresh' button with a circular arrow icon. Underneath is a text input field with a red border and the placeholder text 'Enter the result of the task shown in the image'. Below the input field, the text 'Security code is required' is displayed in red. At the bottom, there is a checkbox followed by the text 'I agree to the [Privacy Policy](#) and consent to the processing of my personal data.'

- Finally, confirm via the link sent by email.
- If you don't receive the confirmation request email, we kindly ask you to check the SPAM folder of your email.
- Language selection: during the registration phase, you will have the possibility to select the language as part of your profile. Please consider using this functionality to ensure you use the specific language.

Returning Users – Login

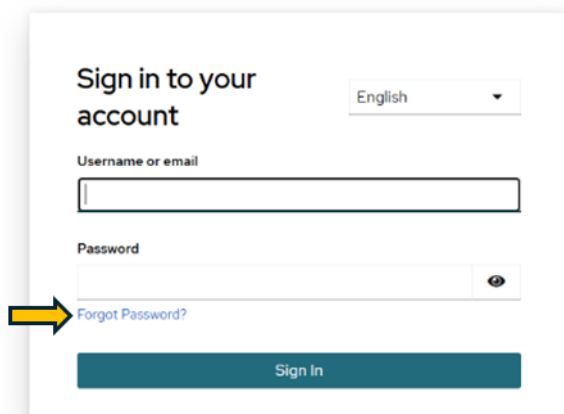
Once you have created your user, you can enter the Customer Portal with this user. For doing this, click 'Login' and enter your email and password.



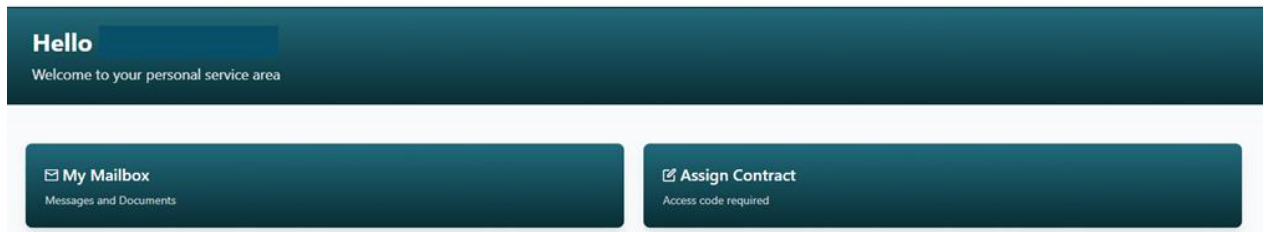
- For security reasons, each time you log in you will **receive a one-time password** sent to your registered email address. This password will remain valid for 5 minutes after the login request. We therefore recommend having your inbox open and ready when accessing the portal.

Forgot your password?

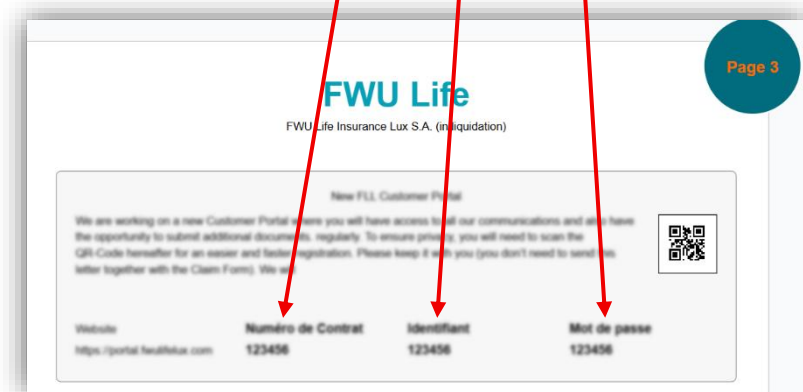
Use 'Forgot your password?'



Linking a contract



- Once registered, **with the information provided on the pre-filled Claim form received**, they can easily assign their own contract(s). This means that to view your contract, you will need some information available in the letter received. This has been done to ensure security and protect creditors against potential fraud.
- In order to link a contract you will have to click on the box “Link a contract” where you will be requested to fulfill 3 different boxes. All the information required to fulfill these boxes is shown on the Claim letter you have received:
 - Contract Number
 - ID number
- Password



- In case you have more than one contract, you will have to enter these data for each individual contract.
- Once you have completed this process, you will be able to :
 - Upload documents related to this contract
 - Receive updated related to this contracts

FWU Life

FWU Life Insurance Lux S.A. (in liquidation)

- Send and receive messages linked to this contract.

Help needed?

- Should you require any support related to the use of the portal, please do not hesitate to contact us at our Client Services.

Email: info.en@fwulifelux.com

Subject: Customer Portal Access – [Your Policy Number]

Include a description or screenshot of the problem.

**For more updated information, forms and details please refer to our
webpage www.fwulifelux.com**