

1. You can visit Merimen ePolicy page by below recommended methods.

### Method 1

Visit Lompac Singapore official page at <http://www.lompac.com.sg/web/sg/homepage> and click on the “Merimen” logo to redirect you to Merimen ePolicy login page.

Please ensure it's Singapore

Link to Merimen System

### Method 2

Click below link to Merimen ePolicy login page.

<https://singapore.merimen.com/epolicy/index.cfm?lf=EPLLONPACSG>

2. Verify your login error type.

**Type 1: Login Quota Exceeded**

You'll see below error message if entered wrong password **more than 8 attempts**.

**Option 1:** Proceed to step 3. (Change password is required)

**Option 2:** ID will be re-activated automatically after 15 minutes. (Without change password)


The screenshot shows the LONPAC INSURANCE BHD login interface. At the top left is the company logo. To its right is the text 'LONPAC INSURANCE BHD (F05835C)'. Below this, a red error message is displayed: 'Invalid UserID or Password. Bad login quotas exceeded. The account will be locked for 15 minutes. Please try again in 15 minutes, or click Reactivate Account. If you encounter problems on Reset Password function, you may communicate them to your servicing officer.' A red oval highlights this message, with a red arrow pointing to it from the text 'Error Message' on the right. Below the error message are two input fields: 'User ID' with the value 'LONPACSG1' and 'Password'. A blue 'Login' button is positioned below the password field. At the bottom of the form, there is a disclaimer: 'By logging in, you acknowledge that you have read, understood and agreed to our [Terms of Use](#).' Below this is a link: 'Click here to access [Training Mode](#).' At the very bottom, there is a link: '[Forgot Password / Reactivate Account](#)'.

**Type 2: Suspended ID**

You'll see below error message if your ID has been suspended (Never login more than 3 months). Please **proceed to step 3**.

The screenshot shows the LONPAC INSURANCE BHD login interface. At the top left is the company logo. To its right is the text 'LONPAC INSURANCE BHD (F05835C)'. Below this, a red error message is displayed: 'Your account is inactive & has been suspended. Click on Reactivate Account to re-activate your account.' A red oval highlights this message, with a red arrow pointing to it from the text 'Error Message' on the right. Below the error message are two input fields: 'User ID' and 'Password'. A blue 'Login' button is positioned below the password field. At the bottom of the form, there is a disclaimer: 'By logging in, you acknowledge that you have read, understood and agreed to our [Terms of Use](#).' Below this is a link: 'Click here to access [Training Mode](#).' At the very bottom, there is a link: '[Forgot Password / Reactivate Account](#)'.

3. Click on “Forgot Password/Reactivate Account”.



**LONPAC INSURANCE BHD (F05835C)**

Please enter your User ID and Password.

User ID

Password

Login

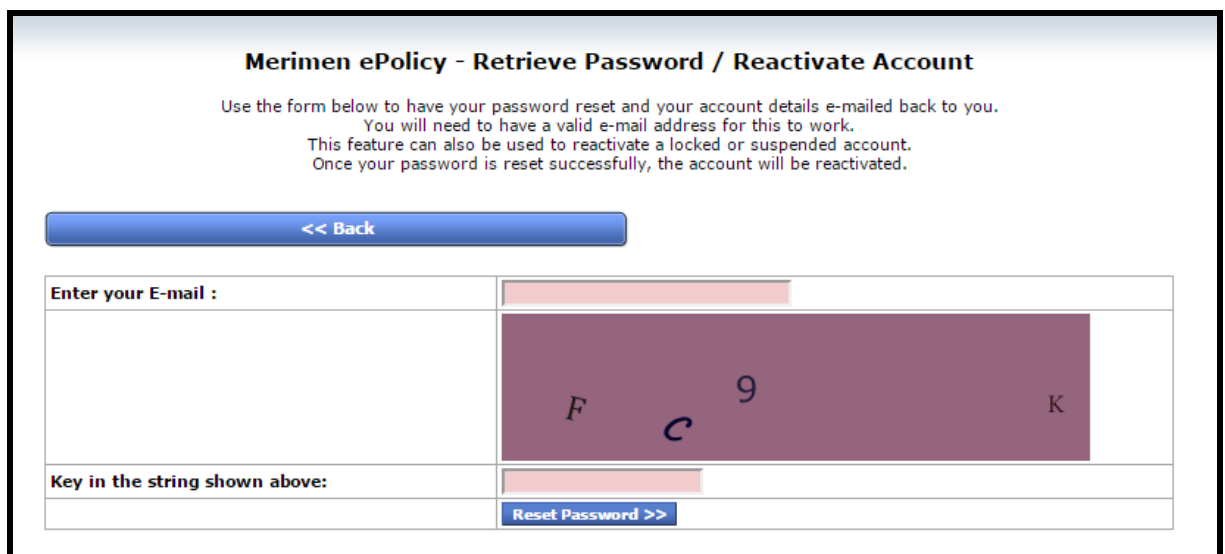
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By logging in, you acknowledge that you have read, understood and agreed to our [Terms of Use](#).

Click here to access [Training Mode](#).

[Forgot Password / Reactivate Account.](#)

4. Enter e-mail address that provided to Lonpac upon request user ID creation.  
Enter given string and click the “Reset Password>>” button.



**Merimen ePolicy - Retrieve Password / Reactivate Account**

Use the form below to have your password reset and your account details e-mailed back to you.  
You will need to have a valid e-mail address for this to work.  
This feature can also be used to reactivate a locked or suspended account.  
Once your password is reset successfully, the account will be reactivated.

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Enter your E-mail :	<input type="text"/>
	<div>F C 9 K</div>
Key in the string shown above:	<input type="text"/>
	Reset Password >>

5. After clicked “Reset Password >>” button, you should able to see below message.

**Success**

A confirmation email has been mailed to **all@merimen.com**. Please allow a few minutes for the mail to arrive.  
Please follow the instructions in the email to unlock your account and reset your password.

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6. You will receive **confirmation e-mail** shortly with title “**Merimen ePolicy - Password Reset Confirmation**”. Click the given link and **proceed to step 7**.

Hello,

This email was sent automatically by the Merimen ePolicy Server in response to your request to recover your password. This is done for your protection --- only you, the recipient of this email can take the next step in the password recovery process.

To confirm reset of your password, click on the link below. If nothing happens when you click on the link, copy and paste the link into the address bar of your web browser.

[https://singapore.merimen.com/epolicy/index.cfm?fusebox=SVCsec&fuseaction=act\\_confirmreset&key=79F8E891C8EA4880BF537C2BAE4856615555&if=EPLLONPACSG](https://singapore.merimen.com/epolicy/index.cfm?fusebox=SVCsec&fuseaction=act_confirmreset&key=79F8E891C8EA4880BF537C2BAE4856615555&if=EPLLONPACSG)

After you do this, your password will be reset and e-mailed back to you.

If you did not request that we send this Password Reset Confirmation e-mail to you, please report it to us at [sg-support@merimen.com](mailto:sg-support@merimen.com).

Thank you for using Merimen ePolicy!  
Do not reply to this automatically generated e-mail.  
(This request originated from **all@merimen.com**)

Click here

7. After clicked the link, you should able to see below message.

**Account Unlocked and Password Reset Successful**

Your Account has been unlocked.

The new account details have been e-mailed back to you. Please allow a few minutes for the mail to arrive.

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8. You shall receive an e-mail with title "**Merimen ePolicy (Live Mode) - New Login Password**".  
Click the link and login with new temporary password.

You have requested to regenerate your password to login into Merimen ePolicy (Live Mode).  
Following are the details of your new login.  
Kindly change your password after logging in.

User name: ~~EPILON~~  
Password: E2YMXWBU

**Temporary password** (with arrow pointing to E2YMXWBU)  
**Click here** (with arrow pointing to the URL)

You may login at [https://singapore.merimen.com/epolicy/index.cfm?fuseaction=dsp\\_login&lf=EPLLONPACSG](https://singapore.merimen.com/epolicy/index.cfm?fuseaction=dsp_login&lf=EPLLONPACSG)

9. You're required to change your password once login.

**You are required to change your password.  
Please enter a new password:**

**Change Password**

Enter Current Password  (required)  
New Password  (min. 6 characters)  
Retype New Password