

Zurich International online

Customer registration
and login guide







What is ZIO?

Zurich International online (ZIO) gives you a fast and convenient way to keep up to date with your policy online.

When you log in to ZIO, you'll find a whole range of information including your

- policy summary
- policy valuation and surrender value
- current investment choice holding
- investment strategy
- benefit information
- premium status
- current withdrawal arrangement and history, and
- personal details

This means you won't have to wait until your next statement to see how your policy is doing – everything you need is right at your fingertips.

How to register

STEP

1

Just three simple steps:

Visit Zurich International online by clicking the following link:
<https://online.zurichinternationalsolutions.com> and select

Personal policy holders please register here.

ZURICH® Zurich International online

We have made some changes to improve ZIO. We hope you like them.

Existing ZIO user? Login here

Username Remember?

Password Reset?

☐ Remember my username
(Do not select 'Remember my username' from a shared or public computer)

If you have forgotten more than one of your login details, please contact us.

New user?

Personal policy holders please register here.

Zurich International Life authorised intermediary please register here. If you are a consultant, please contact your ZIO administrator.
If you are a member of a corporate scheme, please contact your scheme administrator.

To view or print out documents within ZIO you will need Adobe Acrobat. Please click the following link to install.

[Get Acrobat Reader](#)

If you would like any further information or if you need assistance, please contact us.

Click 'Personal policy holders please register here'.

ZURICH® Zurich International online

Client account registration

If you own a Zurich International Life policy, you can register for a Zurich International online (ZIO) account by completing the details below. Having a ZIO account will allow you to keep up-to-date with information relating to your policy/policies when it suits you.

Please click [here](#) to see the types of policy that are supported by ZIO. If you have multiple policies, you only need to register using one policy number to view any others you have with us.

After you have successfully completed the registration process we will send you an email containing your username and a letter with your password to the correspondence address we hold for you. You will need both of these and the Memorable number that you set below in order to login to ZIO. Following your first login the email address you enter below will be used for all future electronic correspondence we have with you.

For information on our security policy, including details of the Memorable number format, please click [here](#).

Policy number

Gender ☐ Male ☐ Female

Date of birth Day Month Year

Email address

Confirm email address

Memorable number

Confirm Memorable number

If you would like any further information or if you need assistance, please contact us.

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STEP

2

Enter your details into the relevant fields.

- Policy number (seven digits)
- Gender
- Date of birth
- Email address
- Confirm email address
- Memorable number
- Confirm memorable number

After you have provided your entry details, **click** **Submit**.

For security reasons, your memorable number must meet the following criteria:

- It must only contain numeric characters (0-9).
- It must be between four and ten characters.
- If you are changing your memorable number it must be different from any used within the previous six months.
- It must not contain more than two of the same numbers in a row. For example, the number 44764 is acceptable, but 444764 is not.

STEP

3

A confirmation screen will be displayed for successful registration.

After the registration, we will email you your username and send your password to your correspondence address.

How to log in for the first time

STEP

1

Just five simple steps:

Visit Zurich International online by clicking the following link:

<https://online.zurichinternationalsolutions.com>.

Start by entering your username and password.



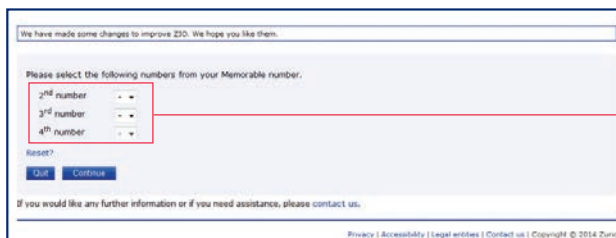
Enter username
and password

STEP

2

Select the required numbers from your memorable number from the drop-down menu and **click** **Continue**.

In the example below, characters 2, 3 and 4 are required, so if your memorable number is 9**7**4**5**81359, please select 7, 4 and 5. Different characters will be required each time you log in.



Select memorable
number from drop
down menu

STEP

3

Terms and conditions page will then be displayed.

Select 'I confirm that I have read and accept the ZIO terms and conditions of use' and **click** **Continue** to go to the next page.

Terms and conditions

The ZIO Terms and Conditions have changed since you last logged in.
Printable version

THESE TERMS AND CONDITIONS OF USE ("Terms and Conditions") form an agreement made on the date and at the time that access is requested

BETWEEN:

(1) (a) **ZURICH INTERNATIONAL LIFE LIMITED** whose registered office is at 43-51 Athol Street, Douglas, Isle of Man, IM99 1EF, registered under number 20126C, its successors in title and assigns; and

(b) **ZURICH LIFE INSURANCE COMPANY LIMITED** whose registered office is at Austrasse 46, 8045 Zurich Switzerland, registered under number CH020.3.927.869-4, its successors in title and assigns;

(together "WE/US/OUR")

and

(2) **YOU** including Your personal representatives or successors in title (as the case may be); ("YOU/YOURE")

☐ I confirm that I have read and accept the ZIO terms and conditions of use

☐ Decline the ZIO terms and conditions of use (this will return you to the login page)

Continue

Select 'I confirm that I have read and accept the ZIO terms and conditions of use'

STEP

4

You will need to change the password the first time you log in.

Your new password

- is case sensitive.
- must be between 8 – 20 characters.
- must not include any spaces.
- must include at least three of the following: uppercase letters, lowercase letters, numbers and special characters.
- not have two identical characters in a row.

How to log in for the first time (continued)

STEP

5

As part of the first login process, you will need to set questions for security purposes.

The security questions

- must be different from each other.
- must be between 10 – 100 characters.
- must not contain consecutive special characters, which includes spaces.
- may contain special characters ? ' & -.

The answers must

- be different from the question, and different to the other answers.
- be between 3 – 30 characters.
- not contain any special characters, apart from spaces.
- not begin or end with a space.
- not contain consecutive spaces.

Frequently asked questions

I've forgotten my username, what should I do?

- Click **Reminder** on the ZIO login page.
- Enter the email address linked to your ZIO account, your memorable number and password.
- The username will be emailed to you in a few minutes.

I've forgotten my password, what should I do?

- Click **Reset** on the ZIO login page.
- Enter your username and select memorable number from the drop-down menu.
- The new password will be emailed to you in a few minutes, and will be valid for 72 hours.
- You will need to set a new password when you log in again.

I've forgotten my memorable number, what should I do?

- On the memorable number screen, Click **Reset** after you enter your username and password.
- Press 'Continue'.
- A temporary memorable number will be emailed to you in a few minutes, and will be valid for 72 hours.
- You will need to set a new memorable number when you log in again.

Frequently asked questions (continued)

My account is locked, what should I do?

- Your account will be locked after three unsuccessful attempts to log in. If your account is locked, please contact our Customer Care Team at **helppoint.singapore@zurich.com** or call us on **+65 6876 6750**.

I've forgotten more than one of my login details, what should I do?

- Please contact our Customer Care Team at **helppoint.singapore@zurich.com** or call us on **+65 6876 6750**.



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