

# RL360 ONLINE PORTAL LOGIN STEPS

1 Click the link in the email and this screen will open in your browser. In case, you can't click the link, you may copy the link and paste it in the address bar of your web browser.

The Activation ID field will be automatically completed. Enter the username shown on the activation email and the password that was indicated on the application form at the time of submission. Then, Click the **Activate** button.

**Note:** Please key in the one-time password written on the application form (page 1) which was submitted to RL360. The password should match exactly including upper or lower case. RL360 would have registered your online access based on the email address, password and password hint written on the 1st page of the application form.



2 To activate your account, you must agree to the Terms and Conditions for the Online Service Center.

3 You must now change your password and password reminder. Your password must consist of 8 to 12 characters, including at least 1 number and 1 uppercase letter. Password reminder is only a hint to remind you of the password. Username cannot be changed and will remain the same. When you have successfully changed your password, you will be directed to your RL360 online portal where you can view your policy information.

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### Password expired

Your current password has expired, please create a new password by completing the form below.

Your password must be at least 8 characters, containing at least 1 lowercase letter, 1 uppercase letter and 1 number.

New password:

Confirm new password:

New password reminder:

**Change password**

Change password ▶

4 In order to sign in again at a later stage, you can login at the link below.

<https://service.rl360.com/scripts/customer.cgi/SC/>

You may key in your username and new password under the existing user sign in field.

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## ONLINE SERVICE CENTRE

### 1. Register here

To create an account, please tell us what type of user you are from the list below:

**I am a policyholder / trustee** ▶

**I am an adviser** ▶

**I am a corporate trustee** ▶

**We are a company** ▶

### 2. Activate your account here

If you have received your username and activation code, please click the button below to activate your account.

**Activate Account** ✓

### 3. Existing user sign in

If you have already registered and activated your account please log in below.

Username:

Password:

**Sign in** ▶