

TWO-POT
RETIREMENT SYSTEM

OLDMUTUAL

HOW TO REGISTER ON THE OLD MUTUAL APP



DO GREAT THINGS EVERY DAY



Introduction

- Navigate to register for a service
- Create your profile
- Accept Terms and Conditions
- reCAPTCHA verification
- One-Time Pin Verification
- Registration complete

TWO-POT RETIREMENT SYSTEM

Introduction

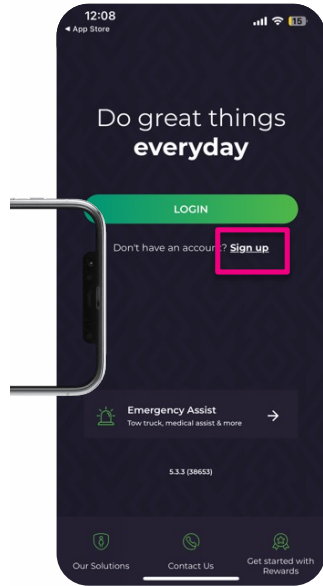
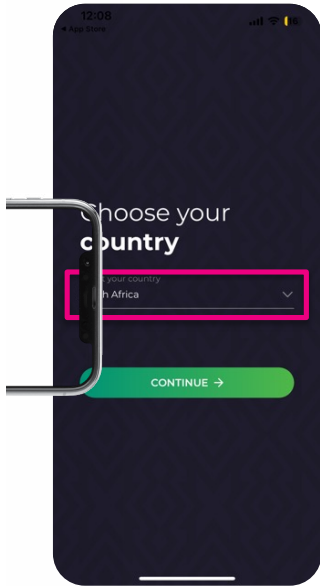
Get Prepared for the Two-Pot Retirement System starting on 1 September 2024.

Welcome to the guide that will help you register a digital profile with Old Mutual via the Old Mutual App





STEP 1: Download the Old Mutual App and Login



- 1 Download the Old Mutual App via the Apple App Store, Google Play Store or Huawei App Gallery
- 2 Once the download is successful, choose your country
- 3 If you have already registered on the Old Mutual App, or if you are registered for MyOldMutual Web, you can login to the App with the same credentials
- 4 To register as a new user, select the "Sign up" link



STEP 2: Create your profile

12:08
App Store
Cancel mobile.oldmutual.co.za AA ↻

Create your profile

STEP 1 OF 3
Personal details

First name

Surname

ID number
 ID number
 Non-SA ID number
 Passport number

ID Number

Date of Birth

12:12
Cancel mobile.oldmutual.co.za AA ↻

ID number
 Non-SA ID number
 Passport number

ID Number
8104300145085

Date of Birth
30/09/1981

Cellphone Number
+27 0719550270

I agree to the [terms & conditions](#)

Verification expired. Check the checkbox again.
 I'm not a robot

reCAPTCHA
Privacy - Terms

CONTINUE →

1

Capture your personal information:

- First name
- Surname
- ID Type
- Valid ID Number

2

Capture valid cellphone number

3

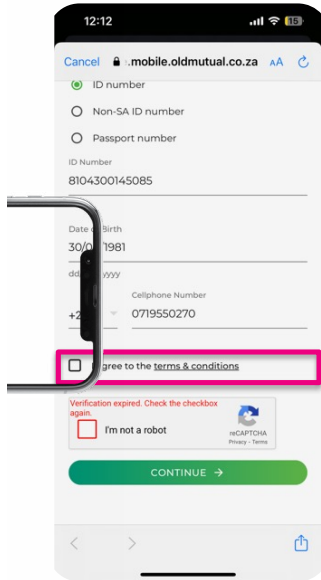
You will not be able to proceed if:

- ID number is invalid
- Cellphone number is invalid
- A profile already exists with your details
- All fields are not completed



STEP 3: Accept Terms and Conditions

3



1

Agree to the Terms and Conditions by selecting the checkbox,

OR

2

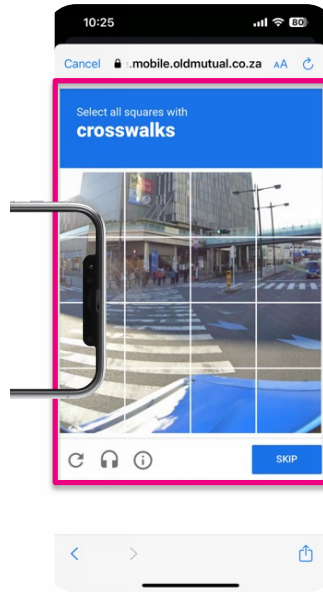
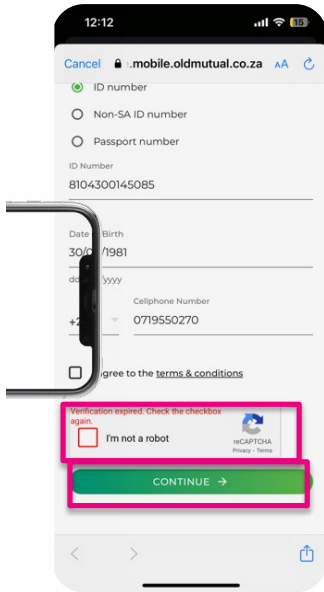
Select the “terms & conditions” link to read the Terms and Conditions, and click “ACCEPT”

3

You cannot proceed if you have not accepted the terms and conditions



STEP 4: reCAPTCHA verification



- 1 Select "I'm not a robot"
- 2 Complete the reCAPTCHA verification as guided
- 3 When verified, select "Continue"
- 4 You cannot proceed if the reCAPTCHA is unverified



STEP 5: One-Time Pin Verification

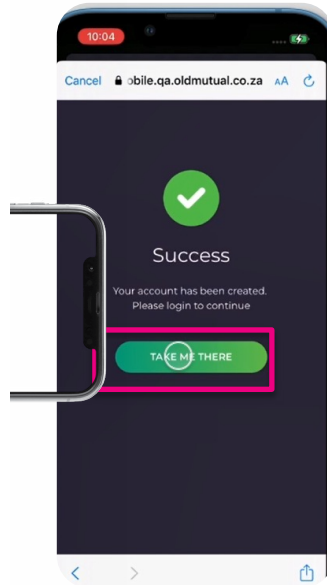


- 1 You will receive a One-time pin via SMS to the cellphone number captured on the profile
- 2 Enter the one-time pin and select **“Submit”** to proceed
- 3 Select **“Resend OTP”** if the SMS is not received
- 4 You cannot proceed if the incorrect One-time pin is entered or the One-time pin is entered after expiry time



STEP 6: Registration complete

- Introduction
- Navigate to Register for a service
- Create your profile
- Accept Terms and Conditions
- reCAPTCHA verification
- One-Time Pin Verification
- Registration complete** !



When you have successfully created your profile select **“Take me there”** to login to the Old Mutual App



Success!



Once your registration is successful you can now proceed to login to the Old Mutual App.

Once you have successfully registered on the Old Mutual App, you will also be able to login in to MyOldMutual on the Old Mutual website. You only need to register once to access both applications.

TWO-POT
RETIREMENT SYSTEM



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