



OLD MUTUAL

HOW TO UPDATE YOUR DETAILS ON THE OLD MUTUAL APP



DO GREAT THINGS EVERY DAY



TWO-POT

RETIREMENT SYSTEM

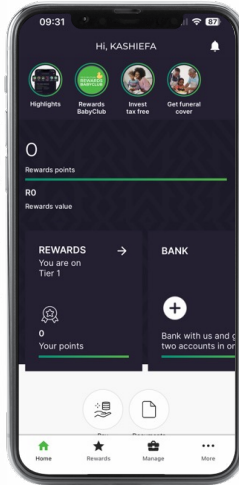
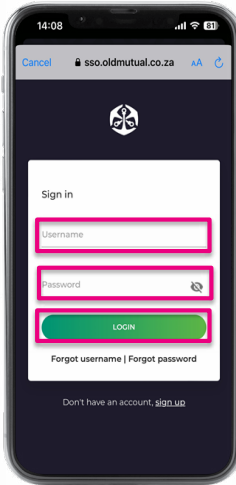
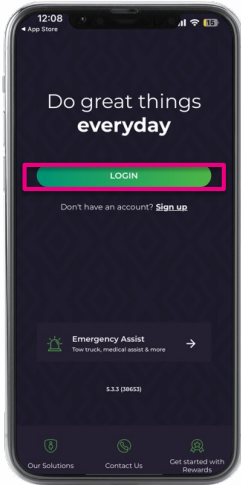
Introduction

Once you have downloaded the App onto your phone and set up a digital profile with Old Mutual, you may need to update your contact details. This guide will show you how to do this via the Old Mutual App





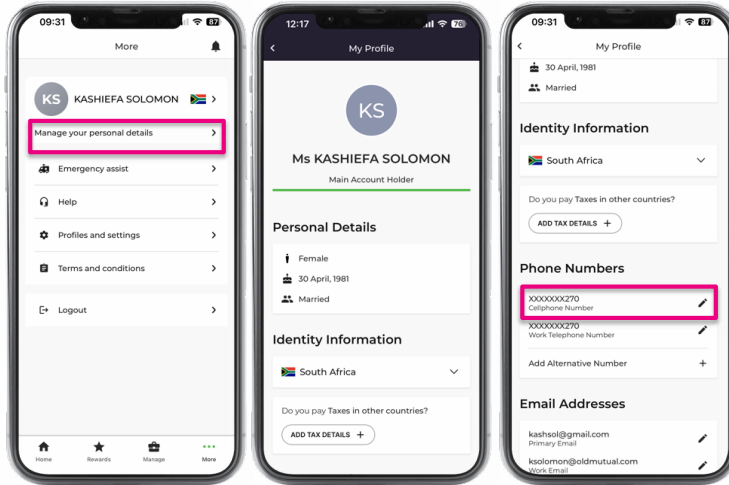
STEP 1: Log in to MyOldMutual App



- 1 Open MyOldMutual App and select "LOGIN"
- 2 Enter Username and Password
- 3 Select "LOGIN"



STEP 2: Navigate to “Manage Your Personal Details”



- 1 Select “More”
- 2 Select “Manage your personal details”
- 3 Select the pencil on the cellphone number field



STEP 3: Update Contact Details

14:32

< Edit cellphone number X

Sorry, seems like our services are not available, please try again. Retry

Cellphone number

Enter your current cellphone number

0719550270

Cellphone number ending with 270

Please provide us with your new contact details

Country code

South Africa (+27)

Enter the number you'd like to use

0833579480

REQUEST ONE TIME PIN ->

1

Capture your current cellphone number

2

Select your country code if not South Africa

3

Capture your new cellphone number

4

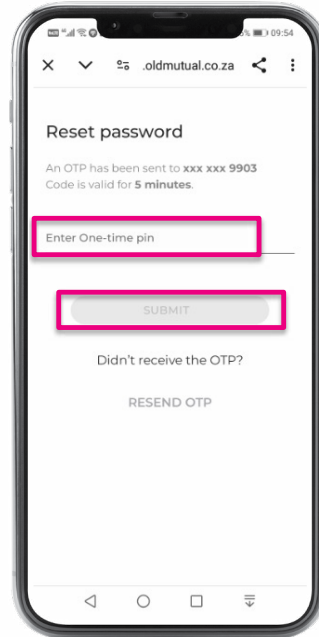
Select "Request One Time Pin" to proceed

5

You cannot proceed if the current cellphone number is captured incorrectly or the new cellphone number that you entered already exists on another user's profile



STEP 4: One-Time Pin Verification



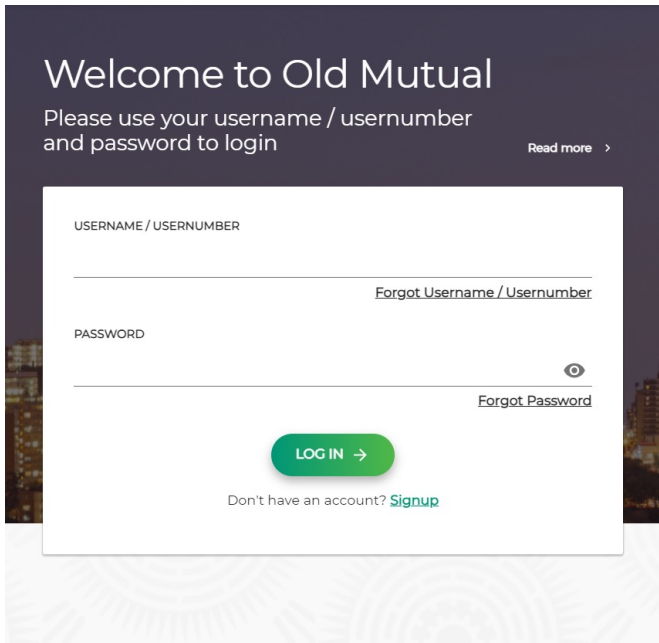
- 1 A One-time pin (OTP) is sent to the new number captured
- 2 Enter the OTP received via SMS and select **“Submit”** to proceed
- 3 Select **“Resend OTP”** if SMS is not received. This will send a SMS with a new OTP
- 4 You cannot proceed if the OTP is entered incorrectly or the OTP is entered after the expiry time
- 5 When the OTP is verified, the cellphone number will be updated successfully and no further action is required



**FORGOT
USERNAME**



STEP 1: Forgot Username / Usernumber

A screenshot of the Old Mutual login page. The page has a dark header with the text "Welcome to Old Mutual" and "Please use your username / usernumber and password to login". Below this is a white login form with two input fields: "USERNAME / USERNUMBER" and "PASSWORD". The "USERNAME / USERNUMBER" field has a link "Forgot Username / Usernumber" to its right. The "PASSWORD" field has a toggle icon and a link "Forgot Password" to its right. At the bottom of the form is a green "LOG IN →" button and a link "Don't have an account? Signup".

Welcome to Old Mutual

Please use your username / usernumber and password to login [Read more >](#)

USERNAME / USERNUMBER

[Forgot Username / Usernumber](#)

PASSWORD

[Forgot Password](#)

[LOG IN →](#)

Don't have an account? [Signup](#)

1

If you have already registered a digital profile with Old Mutual and you have forgotten your Username or Usernumber, visit www.oldmutual.co.za and navigate to the **Login page**

2

Select “**Forgot Username / Usernumber**”



STEP 2: Request Username

Request Username

Please confirm your details so that we can match you on our system and send you your username via sms.

Surname

Country Code
South Africa (+27)

Cellphone Number
e.g. 0xxxxxxxx

[SEND ME MY USERNAME →](#)

ⓘ Has your cellphone number changed?
If you no longer have access to the cellphone number linked to your profile, you will first need to update Old Mutual with your new number.

Please contact the Self-Service Support Centre on **0860 60 65 00** Mon-Fri 08:00-18:00, Sat 08:00-13:00 (call **+27 21 503 1710** from outside South Africa), or help-secure@oldmutual.com

1

Enter your surname, select the country code and enter the cellphone number that you registered with

2

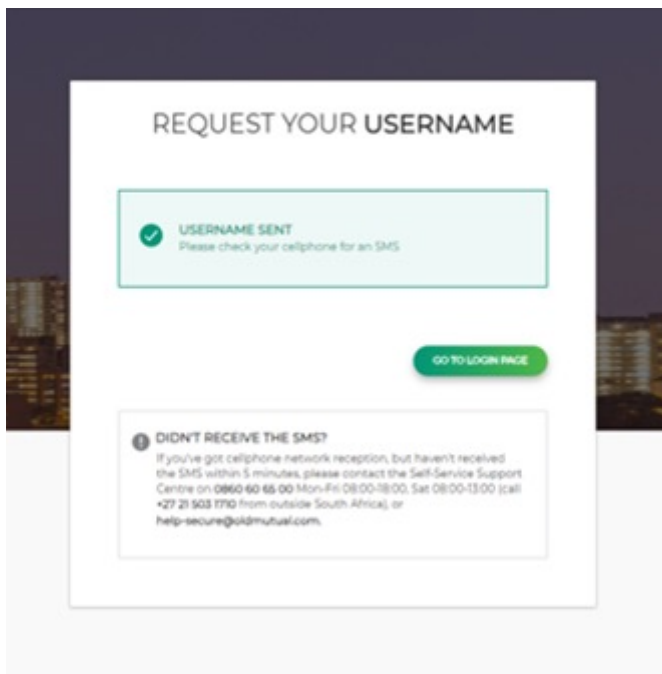
If your surname and cellphone number captured is valid, select **SEND ME MY USERNAME**. **You will receive an SMS** with your username/usernumber and a success message will appear on the screen

3

If your surname and cellphone number cannot be validated, you will not be able to request your username. You will need to re-capture the correct details or contact the Self-Service Support Centre telephonically or via email. The Self-Service Support Centre details are provided on the screen



STEP 3: Success Username Sent

**1**

Navigate back to the Login page by selecting “GO TO LOGIN PAGE”

2

If you do not receive the SMS with your Username, contact the Self-Service Support Centre telephonically or via email. The Self-Service Support Centre contact information appears on the screen:

<https://www.oldmutual.co.za/contact-us/#bltc054206dc992c741>



**RESET
PASSWORD**



STEP 1: Forgot Password

Welcome to Old Mutual
Please use your username / usernumber and password to login [Read more >](#)

USERNAME / USERNUMBER

[Forgot Username / Usernumber](#)

PASSWORD

[Forgot Password](#)

[LOG IN →](#)

Don't have an account? [Signup](#)

- 1 If you have already registered a digital profile with Old Mutual and you have forgotten your password, visit www.oldmutual.co.za and navigate to the Login page
- 2 Select “Forgot Password”



STEP 2: Reset Password

Reset Your Password
Please confirm your details.

Username/ Usernumber

Country Code
South Africa (+27)

Cellphone Number
eg. 0820000000

SEND ME MY VERIFICATION CODE ->

ⓘ Has your cellphone number changed?
If you no longer have access to the cellphone number linked to your profile, you will first need to update Old Mutual with your new number.

Please contact the Self-Service Support Centre on **0860 60 65 00** Mon-Fri 08:00-18:00, Sat 08:00-13:00 (call **+27 21 503 1710** from outside South Africa), or help-secure@oldmutual.com

- 1 Enter your username or usernumber
- 2 The country code will default to South Africa (+27). Select from the drop down if country code is not South Africa.
- 3 Enter the cellphone number that you registered with
- 4 If your username/usernumber and cellphone number captured is valid, select SEND ME MY VERIFICATION CODE. You will receive a One-time pin via SMS
- 5 If your username/usernumber and cellphone number cannot be validated, you will not be able to select SEND ME MY VERIFICATION CODE. You will need to re-capture the correct details or contact the Self-Service Support Centre telephonically or via email. The Self-Service Support Centre details are provided on screen



STEP 3: Capture New Password

Create your new password

- Longer passwords are harder to crack. Use **8 - 16 characters**, without any spaces.
- Use a password phrase e.g. Take me out to the Ball Game! = Tm02tBQ!
- Use a different password for social, personal and work accounts, make it unique.
- Your password **should not contain your username and personal details**.
- Use at least one uppercase, lowercase, special character and number.
- Avoid names, places and dictionary words (In any language).

Verify your cellphone number

Your OTP has been sent. Code is valid for 5 minutes

4:53 minutes remaining

Didn't receive the OTP? [Resend Code](#)

[SUBMIT AND LOGIN](#) →

1

Enter your new password and capture the new password in the Confirm Password field.

2

An error message will appear if the captured Password does not match to Confirm Password. You will need to re-capture a new password.



STEP 4: Verification

Create your new password

- Longer passwords are harder to crack. Use **8 - 16 characters**, without any spaces.
- Use a password phrase e.g. Take me out to the Ball Game! = Tmo2tBG!
- Use a different password for social, personal and work accounts, make it unique.
- Your password **should not contain your username and personal details**.
- Use at least one uppercase, lowercase, special character and number.
- Avoid names, places and dictionary words (In any language).

Password

Confirm Password

Verify your cellphone number

Your OTP has been sent. Code is valid for 5 minutes

4:53 minutes remaining

Didn't receive the OTP? [Resend Code](#)

[SUBMIT AND LOGIN](#) →

1

Once you have created and confirmed your new password, you will need to verify your cellphone number

2

You will receive a One-time pin via SMS

3

If the SMS was not received or the One-time pin expired, select Resend Code to receive a new One-time pin

4

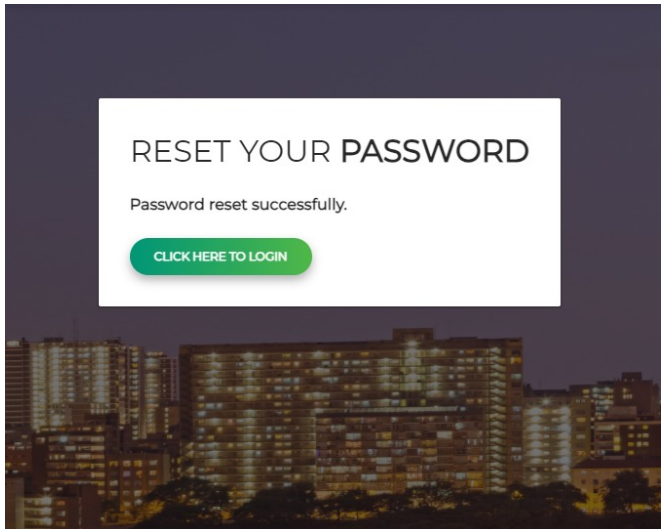
Select SUBMIT AND LOGIN

5

If the password is updated successfully, a success message will appear on screen



STEP 5: Success Password Reset



1

Select **CLICK HERE TO LOGIN**, to navigate back to the login screen and login with your new password



Success!



**Your contact details have now
been successfully updated.**

TWO-POT
RETIREMENT SYSTEM



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