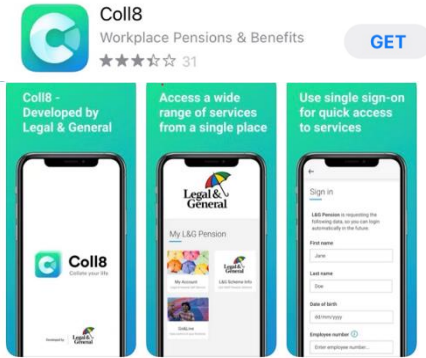


There are 2 steps involved to accessing your online account via the L&G Coll8 app.

The first step is to download the app:

Via App Store or Google Play, search for Coll8



Select “Get” or “Install”

Once the app has downloaded you will see a pop up explaining how to turn on biometric login. **Make sure you enable biometrics (Face Id or Fingerprint) so you can log in again anytime using this option instead of using your user name.**

When registering for the first time – **DO NOT ENTER EMAIL ADDRESS** in the box.

You will see **Not registered yet? Sign up**

Click **Sign up**

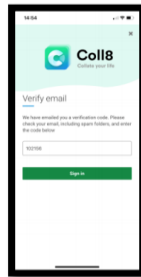
Register in Coll8 – with your personal email, First name and Last name

You will then receive a verification email to your personal email address with a 6 digit code

Enter the 6 digit code:

You will be asked to agree to the Terms & Conditions

You have now completed Step 1.



You will be taken through a brief introduction on the following:

- **Get started**
- **Accessing services**
- **Leave feedback**

Step 2 links you to Manage Your Account. You are ready to Get Started, so follow the steps below:

Account Number

OR

Existing Manage Your Account Users

Add the following details:

First Name

Last Name

Date of birth: format dd/mm/yyyy

Account Number: *this is the 10-digit number that can be found on your membership certificate*

Postcode

If you currently use **the same** email address for Manage Your Account as the personal email address used for registration for Coll8 in Step 1, you can proceed using the MYA Users option. If you have a different email address on Manage Your Account this option **won't** work for you.

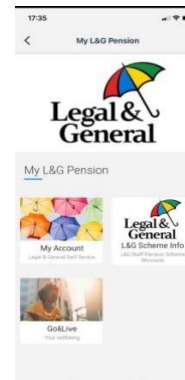
Add the following details:

First Name

Last Name

Date of birth: format dd/mm/yyyy

Personal email address: *this needs to be the same email address registered for Manage Your Account and the registration email you have used for Coll8 sign up*



If your details can be successfully verified, click on **Finish**

Finally, select the newly revealed tile that links to your scheme. You will be able to access your pension via My Account, and any scheme specific websites that are linked to your pension scheme.