

## Online policyholder servicing

Improvements to Liberty's online policyholder servicing facility make it easier for customers to update and access their information.

Liberty's online policyholder servicing facility lets you perform various self-service-tasks, including changing your debit order details and downloading tax certificates. You can access online servicing at any time through the internet rather than being limited to the contact centre's office hours.

We have made a few changes to make online servicing more user-friendly:

- We have simplified the registration process
- The layout of the Policyholder Servicing page has changed to make it easier for you to find what you are looking for.
- The new landing page includes instructions on how to view policy information and make certain policy changes, as well as a troubleshooting guide.

### How to register for policyholder servicing

1. Go to the Liberty website [www.liberty.co.za](http://www.liberty.co.za).
2. Click on the **Self Service/Policyholder Servicing** link.
3. Click on **Register as New User** on the left-hand menu.
4. Choose your registration type (individual, company or trust) and click on **next**.
5. Complete the online form. You can choose your **login name** and **password**.
  - Your **login name** must be unique and must have at least 7 characters. These can be letters or numbers.
  - Your password must have at least 5 characters. These can be letters or numbers.
  - Your **login name** and **password** are case sensitive.
6. When you are finished, click on **submit** at the bottom of the page.
7. You will receive confirmation of your online registration by email.

### How to change your online registration information:

Once you are registered you can change your password, email address or login name.

1. Go to the Liberty website [www.liberty.co.za](http://www.liberty.co.za).
2. Click on the **Self Service/Policyholder Servicing** link.
3. Click **Change Login Details** on the left-hand menu. You will be given two options:
  - **Password:** click here to change your password. You will need to enter Login Name, current password and new password.
  - **Registration details:** click here to change your email address or Login Name. You will need to log on with your current Login Name and password first.