

## **Registration & Login FAQs**

### **Do I need to register for website account access?**

If you are a **current Securitybenefit.com website user** with an existing user name and password, you will not be required to create a new registration. Upon signing in to the website, you will be prompted to reset your password. Upon successfully resetting your password, you'll be able to select security questions and determine if you want to use a text message or a voice call for two-factor authentication to provide an extra layer of security ensuring that you're the only person who can access your account.

If you have not signed in to the site within the last year, or are new to Security Benefit, simply complete the process to register for account access.

### **My name includes a suffix, should I enter that as part of my registration process?**

No. Including suffixes such as Jr. or Sr. are not needed and will not work when you sign in. Please use your first and last names in the appropriate fields.

### **What are the password requirements?**

A password must contain at least:

- 12 characters
- 1 number
- 1 lowercase letter
- 1 uppercase letter
- 1 special character
- and does not contain part of the username.

### **Why am I being asked a recovery question?**

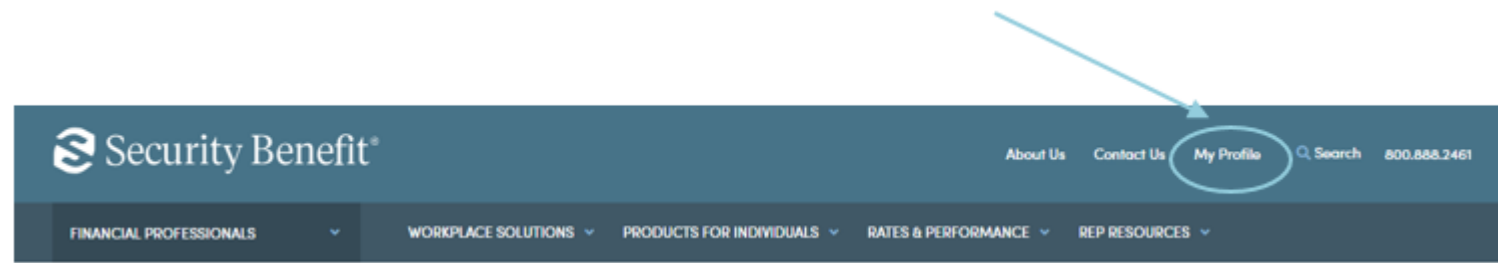
For the security of your online information and to keep access to your personal and confidential account information available only to you. We have included a recovery question to validate online access and multi-factor authorization to provide an enhanced level of security.

### **Will I have to enter a verification code every time I sign in?**

No. You can choose to mark your device as trusted, so you won't need to enter a verification code each time you sign in, as long as you're using the same device and it can still be recognized as a trusted machine. Should you need to sign in via a different computer, for your security, we will send a verification code to complete the sign-in process.

### **How do I change how I will receive my verification code?**

Simply navigate to SecurityBenefit.com, sign in with your user name and password, then go to "**My Profile**" in the top navigation bar to access the "**Edit My Profile**" selection in the dropdown menu. You can choose between a text message or a voice call to any working phone number you choose.



### How do I change my information for my online account?

Simply navigate to SecurityBenefit.com, sign in using your user name and password, then go to "**My Profile**" in the top navigation bar to access the "**Edit My Profile**" selection in the dropdown menu and make changes. Please note that any changes made to the profile on SecurityBenefit.com only affects the profile information on the site and does not affect financial account information.

### Will joint (team) representatives be able to register for website access?

Financial professionals can assign access to delegates. To add a delegate, sign in to [www.securitybenefit.com](http://www.securitybenefit.com) and:

- Choose "**Manage Delegates**" from the "**My Profile**" menu option
- Enter the email address for their delegate; we strongly recommend an email address from the financial professional's business
- Click "**Add Delegate**"
- Security Benefit will send an email to the delegate with instructions on how to register for access (email will be sent from [do-not-reply@securitybenefit.com](mailto:do-not-reply@securitybenefit.com))

Note: the delegate email link will expire within 7 days after it's sent