

CPMA Redemption Enhancements

- Removal of Email OTP
- 24-hours redemption pause





What's New?

Starting **January 20, 2023**, two new security features will be introduced in the **Client Portal and Mobile App (CPMA)** for mutual fund redemption transactions:

- **24-Hour Redemption Pause**
- **All Mobile One-Time Password (OTP)**

Read below to know more.

What is the 24-hour Redemption Pause?

This is a security feature where processing of redemption requests will be on hold for 24 hours after the client has updated their mobile number and/or email address in the CPMA. During this period, account information are verified to protect clients from unauthorized redemptions.

What if I need to redeem my Mutual Fund (MF) shares during the 24-hour redemption pause?

In case you need to make a redemption shortly after updating your contact details, you may accomplish a Request for Redemption Form available at <https://sunlife.co/slamciforms> then send it to RequestSLAMCI@sunlife.com using your registered email address. Alternatively, you may also visit any of our Client Service Center.



What is an 'All Mobile' One-Time Password?

This is a security feature of the CPMA to ensure that all One-Time Password (OTP) for redemption requests will only be sent to the client's registered mobile number to prevent account takeovers. All OTPs sent to clients' emails during redemptions have also been shifted to this feature.

What if I don't have a mobile number registered in the CPMA?

You may update your mobile number by calling our Client Care at **(632) 8-849-9888**. You may also log in to your Client Portal or Mobile App and follow these easy steps:

Client Portal	Mobile App
1. Go to Settings .	1. Click Service Request .
2. Click the Personal Information tab.	2. Click Personal Details .
3. Click the pencil icon to update your mobile number.	3. Click the pencil icon to update your mobile number.
4. A pop-up screen will show indicating that mutual fund redemptions will be unavailable after updating the mobile number. Click Proceed .	4. A pop-up screen will show indicating that mutual fund redemptions will be unavailable after updating the mobile number. Click Proceed .
5. An OTP will be sent to your registered email address.	5. An OTP will be sent to your registered email address.
6. Input the OTP to update your mobile number.	6. Input the OTP to update your mobile number.

NOTE: After the registration of your mobile number, there will be a 24-hour Redemption Pause window before you can redeem your MF shares.



How can I redeem my shares if I don't have a Philippine-registered mobile number?

You can redeem your shares by submitting an accomplished Request for Redemption Form to RequestSLAMCI@sunlife.com using your registered email address or to the nearest Client Service Center. You may download the redemption form through this link: <https://sunlife.co/slamciforms>.