

1. What is an OTP?

One-Time Password (OTP) is a unique 6-digit password sent to your registered mobile number when you make an online transaction using My Sun Life Client Portal or Sun Life PH Mobile App. It acts as an added layer of security that authenticates your identity every login and expires after 5 minutes, minimizing the risk of potential fraud.

2. Do I need to activate OTP?

There is no need to activate OTP. Transactions through the My Sun Life Client Portal and Sun Life PH Mobile App will automatically require an OTP.

3. What transactions require an OTP?

The following transactions through My Sun Life Client Portal and Sun Life PH Mobile App require an OTP:

- Registration
- Password and PIN changes
- Redemption
- Additional investment
- Switching of funds
- Updating of contact information

4. How do I use the OTP?

Simply encode the 6-digit number in the My Sun Life Client Portal and Sun Life PH Mobile App when prompted. In case you do not receive one, you may click **Request for a new one** after 1 minute.

5. What happens if I enter an incorrect OTP?

You will be given a maximum of 5 attempts to enter the correct OTP.

6. How do I know the mobile number that I registered with SLAMCI?

The OTP validation screen will show the last 4 digits of your registered mobile number. If the numbers don't match your current mobile number, please advise us immediately

7. How do I update my mobile number?

You may update your mobile number through the My Sun Life Client Portal, Sun Life PH Mobile App, or by getting in touch with our Client Care.

My Sun Life Client Portal:

Go to **Settings**, then **Personal information**. Under Mobile, indicate your Philippine mobile number, then click **Save Changes**.

Sun Life PH Mobile App:

Go to **Service Request**, then **Update contact information**. Under Mobile Phone, indicate your Philippine mobile number, then click **Update Now**

Client Care:

You may contact us through sunlink@sunlife.com or through 8-849-9888.

8. I am based abroad. Can I register my international mobile number?

A Philippine mobile number is required. Please be reminded that Add and Switch transactions may only be done while in the Philippines.

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