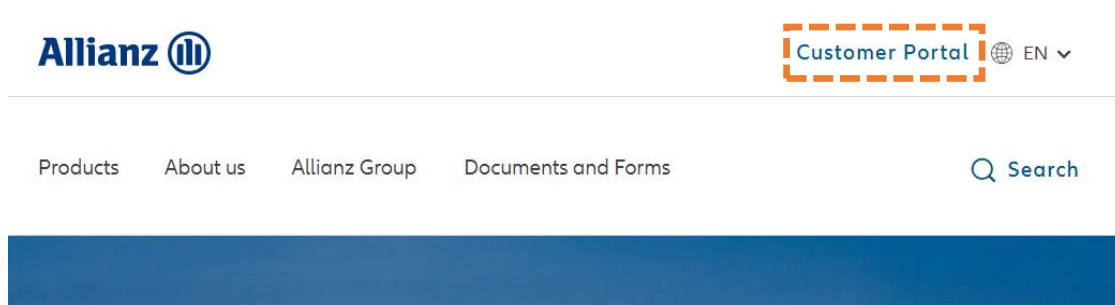


AGL CUSTOMER PORTAL USER GUIDE

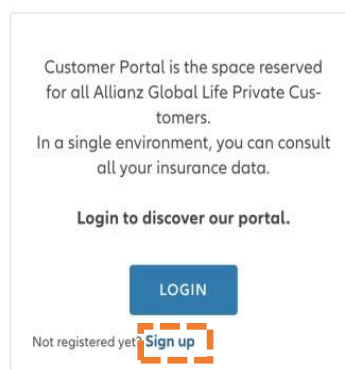
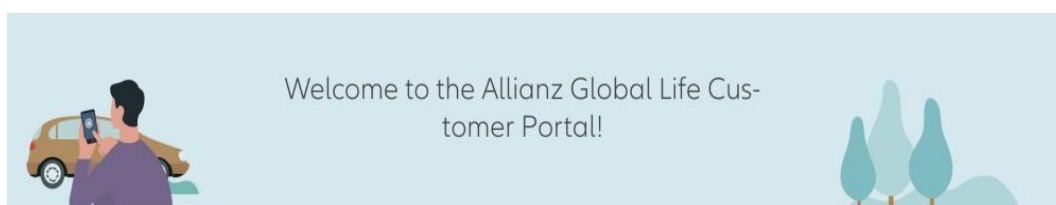
Customer Registration and Login Guide

REGISTRATION

1. To access AGL Customer Portal, visit <https://portal.allianzgloballife.com/#/login> or select “CUSTOMER PORTAL” from the top right of the AGL website header.



2. On the AGL Customer Portal welcome page, click “SIGN UP”.

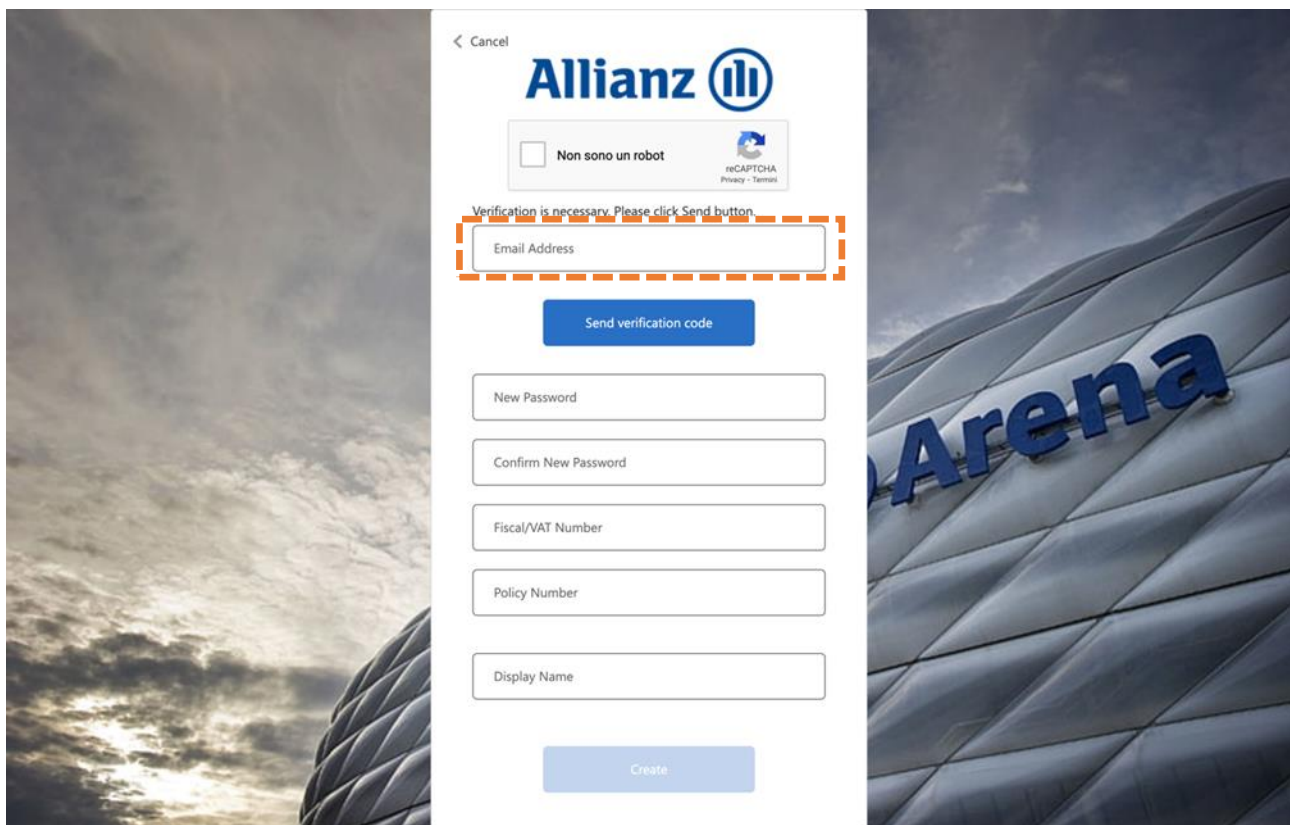


3. Enter your email address (that will be used as your User ID).

Please note that:

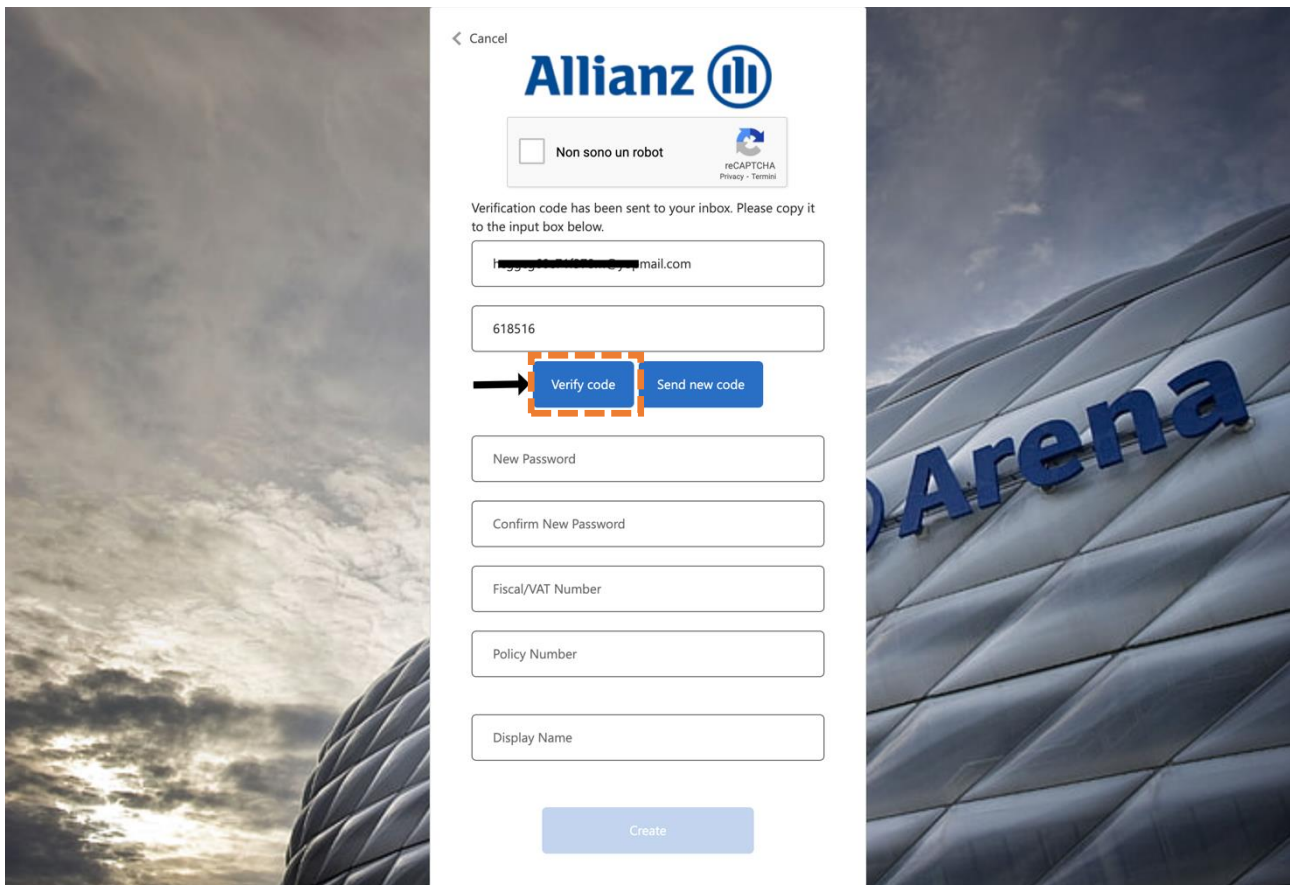
- a) if you have shared your email with Allianz Global Life you must use the same email for the registration, otherwise an error will occur when you try to create the account;
- b) if you have not shared your email with Allianz Global Life, you can sign up with any of your email addresses.

Then click **"SEND VERIFICATION CODE"**.




The screenshot shows a mobile registration form for Allianz. At the top, there is a back arrow and the text "Cancel". Below this is the Allianz logo. A reCAPTCHA widget is present with the text "Non sono un robot" and a checkbox. Below the reCAPTCHA, a message states "Verification is necessary. Please click Send button." The "Email Address" input field is highlighted with a dashed orange border. Below this field is a blue button labeled "Send verification code". Further down are input fields for "New Password", "Confirm New Password", "Fiscal/VAT Number", "Policy Number", and "Display Name". At the bottom of the form is a light blue button labeled "Create". The background of the form is a photograph of a stadium roof with the word "Arena" visible.

4. Next, you will receive an email with the verification code to verify your email address. Enter the code received in the required field and click "**VERIFY CODE**". (Check your Junk/Spam folder in case you do not see the verification mail in your Inbox.)



< Cancel

Allianz

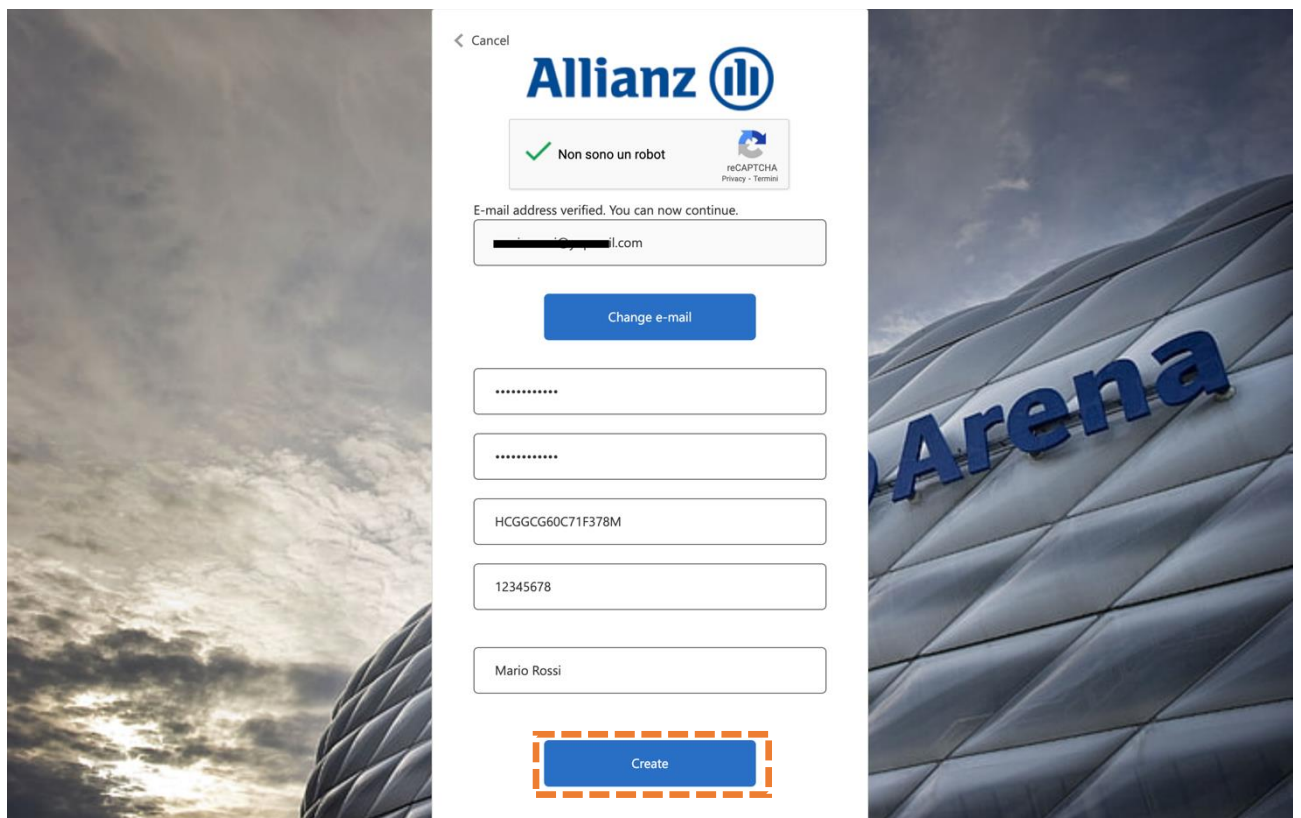
Non sono un robot 
reCAPTCHA
Privacy - Terms

Verification code has been sent to your inbox. Please copy it to the input box below.


5. Now:


- a) set up the password that you would like to use to login.
Your password should contain a minimum of 12 characters with no more than 2 equal characters in a row, with at least one uppercase character and lowercase character, one numeric digit (0-9) and one special character (including spaces);
- b) enter your tax code, your in-force policy number (a 8-digits number), the display name you wish (it's optional);
- c) check the captcha on the top of the form.

Then, click "**CREATE**" to proceed.



< Cancel

Allianz 

✓ Non sono un robot  reCAPTCHA
Privacy - Terms

E-mail address verified. You can now continue.

██████████@██████████.com

Change e-mail

.....

.....

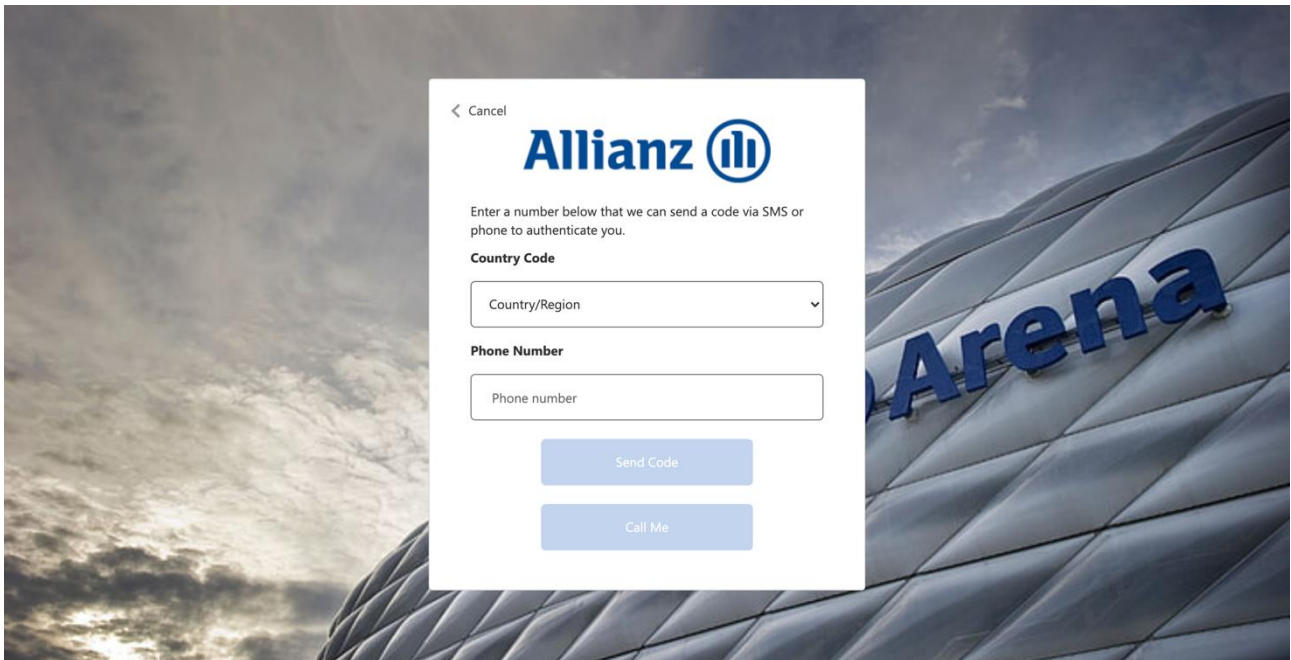
HCGGCG60C71F378M

12345678

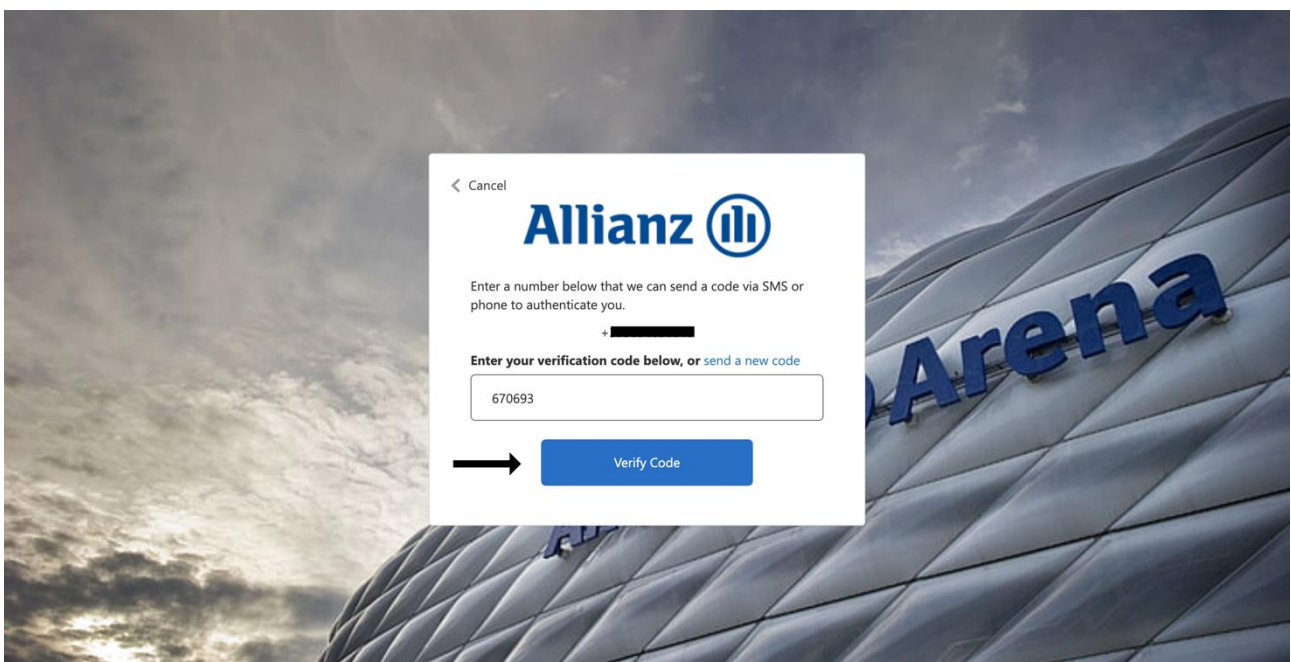
Mario Rossi

Create

- Next, you will receive a One-Time-Password to verify your phone number. After selecting your country and entering your phone number, click **"SEND CODE"** to receive a SMS or click **"CALL ME"** if you want to receive an automatic call to get the One-Time-Password (OTP).



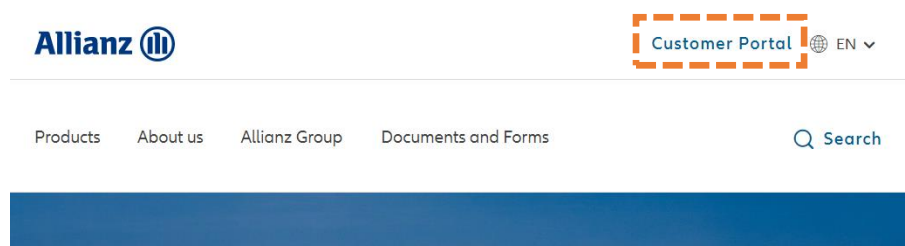
- Enter the One-Time-Password (OTP) and click **"VERIFY CODE"**.



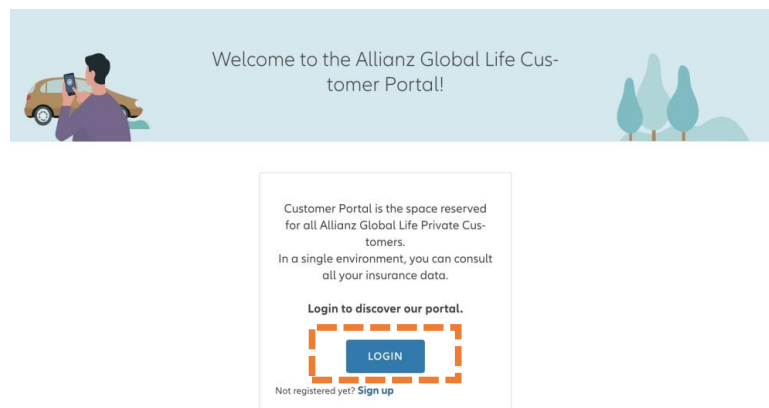
- You have successfully activated your account. You will land on your Personal Area.

LOGIN

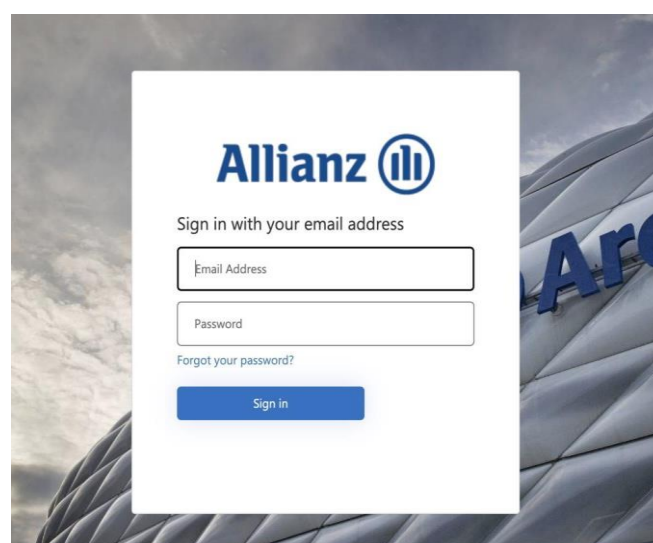
1. To access AGL Customer Portal, visit <https://portal.allianzgloballife.com/#/login> or select "CUSTOMER PORTAL" from the top right of the AGL website header.



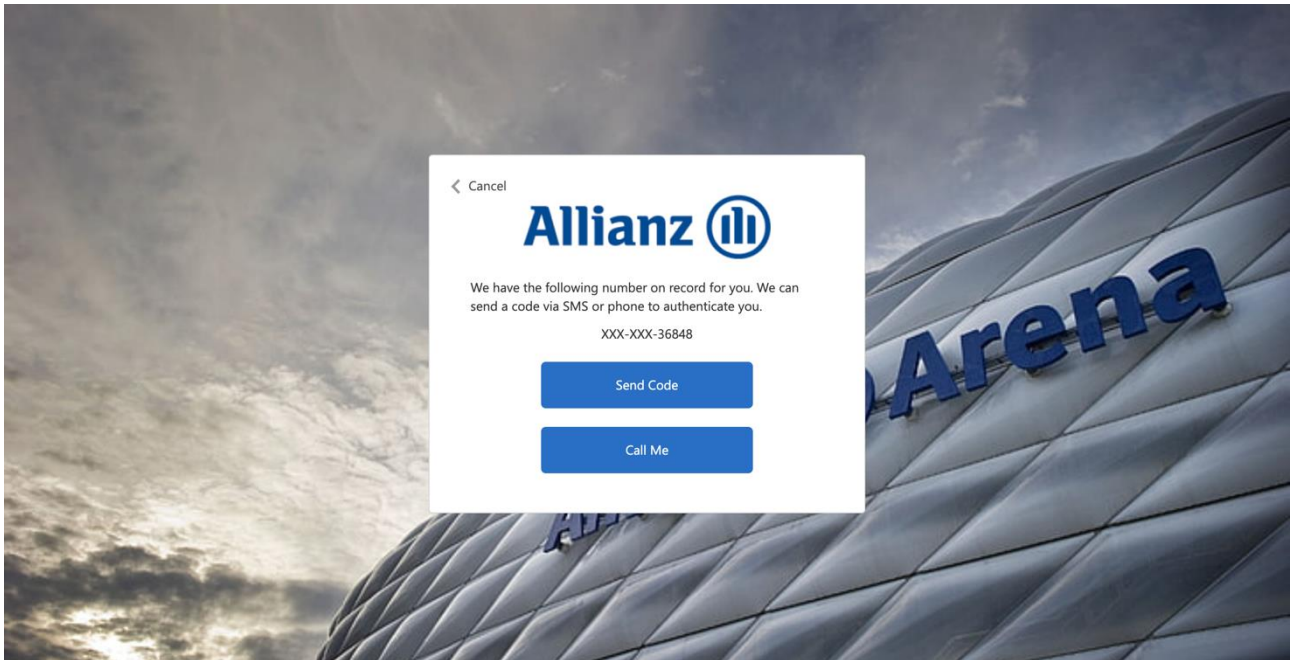
2. On the AGL Customer Portal welcome page, click "LOGIN".



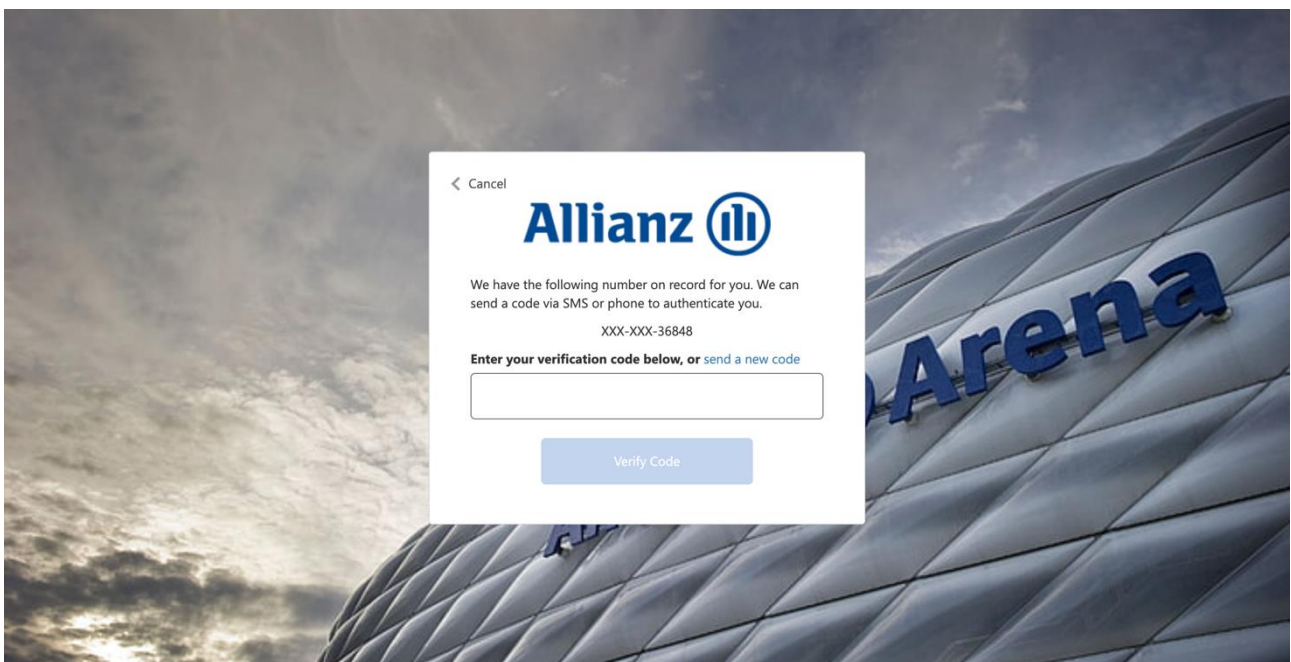
3. Enter your login details (the email address and password used during the registration) and click "SIGN IN".



- Next, you will receive a One-Time-Password to verify your phone number. Click **"SEND CODE"** to receive a SMS or click **"CALL ME"** if you want to receive an automatic call to get the One-Time-Password (OTP).



- Enter the One-Time-Password (OTP) received and click **"VERIFY CODE"**.



- You will land on your personal area.