

# Accessing the customer dashboard

Thank you for choosing the Canada Life Retirement Account, the flexible way to plan for your retirement. As part of our service you can access the Retirement Account customer dashboard. The dashboard gives you the ability to view your account valuation, fund choices and payments in and out.

## How to register for your dashboard

If you have already given us your email address you will be able to register online for this service. We've provided a step-by-step guide on how to do this on this page.



If you haven't previously given us your email address, you'll need to contact our Customer Services team on 0345 877 9000.



## Register for the dashboard in 5 easy steps

- 1 Type the following into your browser [www.canadalife.co.uk/login](http://www.canadalife.co.uk/login).
- 2 Click on 'Register' and you'll be redirected to a registration page to set up your account.
- 3 Complete the customer registration form using the information required.
- 4 Once the registration form is completed, click 'Register'.
- 5 You'll then receive an activation email, with a link to complete your account set up. Click on the link and you'll be redirected to your Retirement Account customer dashboard page. Select 'View your account' and you'll be taken to your personalised dashboard.



## What you'll need to access the customer dashboard

Once we have a valid email address you will be able to register for this service. To login for the first time, you'll need:



Your postcode



Retirement Account number



Internet access



Your date of birth



Web browser (this can be a browser on a mobile phone, tablet or PC, eg Google Chrome or Firefox).



The email address used to apply for your Retirement Account, or the one you have registered with us currently.



Password of your choice (Password must be 12 characters, contain upper case, lower case, a number and special characters).



If you encounter any issue setting up your account or have any queries relating to the dashboard, please do not hesitate to contact us by telephoning 0345 877 9000 or emailing [customers.ra@canadalife.co.uk](mailto:customers.ra@canadalife.co.uk).