



# PIC Member Zone Help Document.

# PIC Member Zone lets you manage your pension online.



## Once you're registered, you can:

- Let us know about updates to your address or email address
- Get a retirement illustration (unless we're already paying your pension)
- Get a transfer value (unless we're already paying your pension or you're over age 68)
- Find information about PIC and your pension
- View your payslips and P60s (pensioners only)
- View details of any benefits available to your dependants after you die (pensioners only)
- View your policy document



# Setting up your PIC Member Zone access.

There are 3 steps to registering for PIC Member Zone:

1

Accessing Member Zone

2

Setting up your contact details

3

Linking your Member Zone account to your PIC pension



These are in place to make sure your personal information is secure.

Go to

[picmemberzone.com](https://picmemberzone.com)

to get started and click '**register here**'.

If you get stuck at all during the registration process, please get in touch with us.



Call **0800 652 7000**, Monday to Friday, 8am to 6pm  
(If you're abroad: +44 (0)1325 271 860)



Send us a message via webchat [picmemberzone.com](https://picmemberzone.com)  
– available Monday to Friday, 9am to 5pm

# Accessing Member Zone.



## Security Code

When you access PIC Member Zone, you'll see a security code in a format designed to keep things secure.

- Enter the security code from the obscured letters and numbers. This is case sensitive.
- If you can't read the code, you can hit refresh to generate another one.
- If you need extra help with this, please get in touch.



## Choose your log in name

Next you'll need to choose a unique log in name. This must:

- be between 6 and 40 characters long
- be made up of letters and numbers only
- NOT contain any special characters or symbols
- NOT be your email address
- NOT contain any spaces

The log in name you choose is case sensitive. If you start it with a capital letter it will always need to start with a capital letter.



## Create a secure password

You'll be asked to think of a password. This must:

- be 12 or more characters long
- contain at least one number
- NOT contain sequential numbers such as 1234
- Must contain a capital letter or a special character or symbol

Member Zone won't work with any password generator programs, such as Microsoft or LastPass.

Please don't use a password you have previously used for something else.

Passwords are case sensitive, so if you included capital letters, you'll need to use them each time.



## Memorable words

You'll be asked to create 3 memorable word hints

- Choose three questions which we can ask to help you get access to your account if there are problems.
- For example – **Memorable word hint: favourite fruit**  
**Memorable word: apple**

# Setting up your contact details.

You'll need to enter some contact details. We'll use these to set up your Member Zone account and send you your PIN by email.



## Your email address

Enter the email address you want to use.

- We won't check it against any email address we hold for you already.
- The email address can't be shared with anyone else who also has a Member Zone account with PIC. For example, if you share an email address with your spouse, you won't both be able to use the same email address on Member Zone.

Member Zone is run by our administration partner, Capita. If you hold an online account for another pension which is administered by Capita, you won't be able to register using the same email.

You can call our team who can link your PIC Member Zone to your other Capita accounts, or you can use a different email address.



## Mobile telephone number

Please give us your mobile number.

- Choose the country you live in
- Enter your mobile number in the box – please drop the first **0** from your number, and don't include any spaces.  
For example, if your mobile number is **07123 456 789**, please enter **7123456789**.



## We'll send you a PIN to use to log in

This helps us be sure it's you setting up an account.

- The drop down box will only give you the option of email at this time.

# Linking your Member Zone account to your pension.



## National Insurance number

Please enter your National Insurance number

- If this doesn't match the National Insurance number we hold on our records, we won't be able to link your Member Zone account to your policy.
- If you don't have a National Insurance number, please contact us and we'll set up your account for you.



## Surname

- This must match the details we hold on our records.
  - If this doesn't match, you'll get an error message. Get in touch and we'll help you sort this out.



## Date of birth

- This must match the details we hold on our records.
  - If this doesn't match, you'll get an error message. Get in touch and we'll help you sort this out.



## Unique Code

- This will be in the PIC Member Zone welcome letter along with details of how to register.
  - If you have not received this or misplaced it, please contact us.



## Policy Number

- You can find this on your individual policy document, and on any documents we have sent you since you became a PIC policyholder.
- Your policy number might contain symbols such as / or -. Please leave these, and any spaces, out.
  - Your policy number must match the details we hold on our records.

# Helpful hints.



## Troubleshooting

- Complete all the fields before you can be registered for Member Zone.
- You'll need to read the terms and conditions and tick the box to say you have read them.
- If you hold more than one policy with PIC, you'll only need to register for Member Zone once. Get in touch with us and we'll link your other policies to your Member Zone account.



# PIN.



## Create your own PIN

Once you have registered, we'll send you an email with a temporary 6-digit PIN number.

- Use this to log in to PIC Member Zone.

### Once logged in:

- Member Zone will ask you to create your own PIN.
- From the homepage, go to Your Account and choose Change Password/PIN. You can then change your PIN to something more memorable. This must:
  - Be exactly 6 digits long
  - NOT be sequential, for example 123456.





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