GROUP SAVINGS AND RETIREMENT

Multi-factor authentication for My Client Space login

Hello,

As protecting your privacy is a priority for iA Financial Group, we have decided to strengthen the protection of your accounts by gradually integrating multi-factor authentication (MFA) into My Client Space, in the coming months.

You will then need to use a two-step validation process to confirm your identity and log in to your account. This initiative will be implemented in both plan sponsor and member accounts[1]. A subsequent communication will be sent to you in February to give you full details of the authentication methods and how they work.

Access codes can no longer be shared

Once MFA is activated, people who do not have their own access codes will no longer be able to log in to My Client Space, as an additional authentication method will be required.

We therefore ask you to ensure that everyone in your organization who needs access to My Client Space as a plan sponsor has their own access codes.

Add or modify sponsor accesses

Email one request to your Client Relationship Manager by February 2. Be sure to respect this deadline, as it takes several weeks to process requests.

1) In the subject of your email, use "Add/modify (specify) access to My Client Space - Name of your organization".
2) In the body of the message, give the following information for the people for whom access is to be created or modified:
   a) First name and last name
   b) Email address
   c) Contract(s) to be made available in the account
3) If the persons mentioned in point 2 currently use shared access codes, please specify the username of the account in use so that it can be assigned to the right person or deactivated if necessary.

For reasons of data security and confidentiality, please limit requests for access to those who absolutely need it for their work. As My Client Space contains personal information, it is important to restrict the number of people who have access to it.

Need support?

If you have any questions about modifying or creating access, please contact your Client Relationship Manager.

If you have any questions about MFA, the process and authentication methods, a communication containing full details will be sent to you in February.

We thank you for your usual cooperation and wish you an excellent day!

Communication and Marketing
Group Benefits and Retirement Solutions

[1] As a reminder, there are two types of account in My Client Space. The first is restricted to the people in your organization who administer your group plan and member files. These are the sponsor accounts. The second allows each employee to consult his or her personal information concerning your organization's group plan. These are the plan member accounts.