

The first connection to lalux for you in 4 steps, for an optimal data protection

1

Connect yourself to www.lalux.lu and access the "First connection" page of your customer area **lalux for you**.  **lalux for you**

2

Enter your personal data (date of birth, postal code, customer number) and your login ID.

You can find your customer number on your insurance contract and your login ID on your payment notice (French: Avis d'échéance).*

3

Choose your password and specify your connection details (mobile phone number, email address).

4

Connect yourself to your personal customer area by seizing your login ID, your password and the one-time security code that is sent to you by SMS.

Why all this data has to be communicated in the framework of my first connection to **lalux for you**?

LALUX takes the protection of your personal data very seriously. That's why we have to be sure that's actually you trying to access your account and nobody else. The connection and usability of your customer area **lalux for you** have been conceived in order to guarantee high security and no vulnerability regarding potentially malicious hacking or phishing attempts.

*You have not received your login ID yet?

Complete the 'login ID request' form on www.lalux.lu and enjoy the numerous features and services of your customer area for free.

www.lalux.lu

For further information, visit www.lalux.lu or scan the following QR code with your Smartphone.



Please feel free to contact us if you have any questions or require any further information.

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lalux
ASSURANCES



The online customer area
lalux for you
...connect yourself now!

lalux for you: the best service for you

Providing a premium service quality while having an open ear for our customers has always been our leitmotiv. In order to facilitate the administration of your insurance policies LALUX has developed **lalux for you**, the first online customer area by a Luxembourgish insurance company that is '100% responsive design': a practical and secure application that is extremely easy to use, either on your desktop computer, tablet or Smartphone.



A complete service, redefined

Take now advantage of a whole range of features allowing you to visualize, manage and follow-up your insurance contracts by connecting yourself to **lalux for you**, the new online customer area of LALUX. Perfectly complementary to the expertise and customized advice from your insurance agent of confidence, **lalux for you** is your additional communication channel with LALUX. Fast, ergonomic, multilingual and easy to use, **lalux for you** guarantees you a 360° service, always at hand.

lalux for you meets your needs

Increased availability: mobility is essential today

- ✓ Enjoy permanent access to your customer area: 24 hours a day, 7 days a week
- ✓ Use any computer equipment (PC, Mac, etc.)
- ✓ Your customer area adapts itself perfectly to your desktop, tablet or Smartphone screen

Quicker replies: less waiting time for a more efficient communication

- ✓ Verify and modify your personal data
- ✓ Make your claim reports online, in a few easy steps
- ✓ Download your tax certificates
- ✓ Contact your insurance agent directly, with a simple click

More transparency: stay perfectly informed, whenever you need

- ✓ Visualize your tax certificates and the detail of your purchased guarantees
- ✓ Check the General and Specific Dispositions of your insurance policies
- ✓ Check your Bonus/Malus degree
- ✓ Follow your invoices and payments

Your customer area at a glance

