

Philips Pensioenfonds



'Life Certificate' app

'Life Certificate' app

Instruction

This instruction explains how you can submit your 'Life Certificate' digitally via an app. All you need is: a smartphone (it does not have to be your own), an identification document (passport or ID card) with a chip, the QR code from your letter and an internet connection.


Is my identification document suitable for submitting the 'Life Certificate' digitally?

You can only submit your 'Life Certificate' to us digitally if you see this symbol on the left side of your passport or identification card. Your identification document then contains a chip that can be scanned by the app. On Dutch identity documents this symbol is indicated on the front. Do you not have the symbol shown below on your identity document? Please provide your 'Life Certificate' using the form.



Do you have questions about the 'Life Certificate'?

Please visit www.philipspensioenfondsnl/en/certificateoflife or contact our Customer Service.

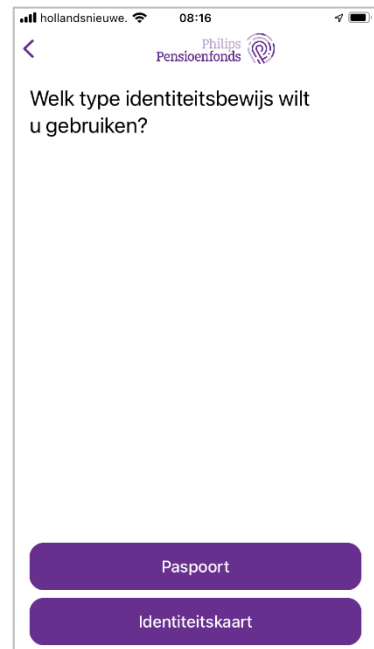
<p>Step 1</p>	<p>Make sure you have a smartphone, your identification document and this letter with the QR code at hand</p>	
	<p>You can use either an identification card or a passport.</p> <ul style="list-style-type: none"> If you do not own a smartphone, you can use someone else's, because no personal data is stored on the phone and you can delete the app after use. 	
<p>Step 2</p>	<p>Install the 'ReadID Ready' app, made by our partner InnoValor</p>	
	<p>Go to the App Store or the Google Play Store and download the app.</p> <ul style="list-style-type: none"> Please note! Make sure you download the app 'ReadID' with the addition 'Ready'. You can recognize this app by the icons on the right. 	
<p>Step 3</p>	<p>Launch the 'ReadID Ready' app</p>	
	<p>You can launch the app by clicking on the ReadID icon on the smartphone.</p>	
<p>Step 4</p>	<p>Scan the QR code from your letter</p>	
	<p>On the opening screen you are asked to scan a QR code. You can do this by clicking on 'Scan my QR code' and pointing the camera of the smartphone at the QR code on your letter.</p> <p>Once you have scanned the QR code from your letter, you will see Philips Pensioenfonds on your screen.</p> <ul style="list-style-type: none"> It is possible that you first have to give the app access to your camera. You can do so in the 'settings' menu of the phone. 	



Step 5

Choose the type of identification document

You will be asked to choose a type of identification document. You can only choose passport or ID card.



Step 6

Show the photo side of your identification document

The app first asks you to scan the photo side of your identification document.

Tips:

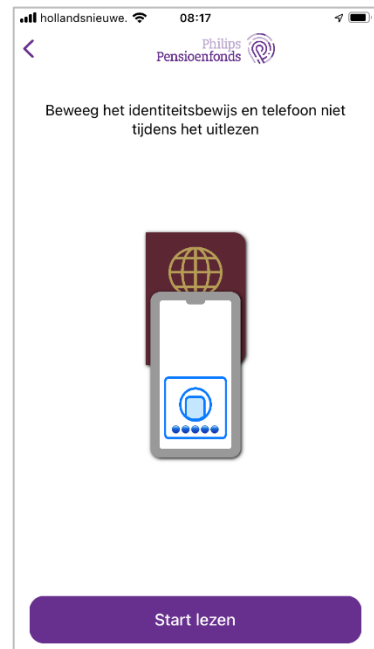
- Make sure there is enough daylight so that your ID and your face are clearly visible. It is important that there is no (artificial) light shining on your ID from above.
- Remove any cover around your smartphone before scanning. This will make scanning easier.
- Hold your ID still during scanning. You can do this by laying the ID down on a table. Does scanning the ID not succeed immediately? Then move your smartphone to another part of your ID.



Step 7

Let the app process your identification document

The next step, is to let the app process your identification document. The image on the right shows you where to place your passport.



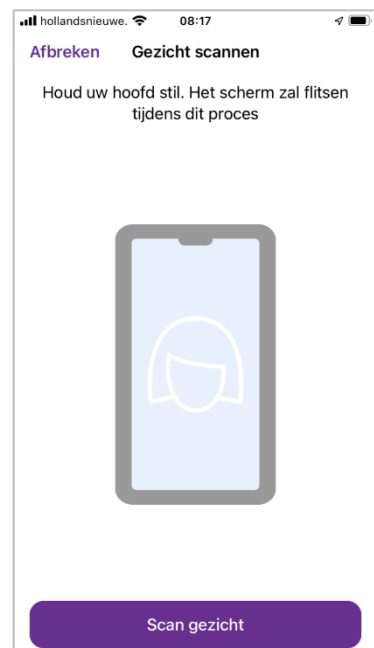
Step 8

Scan your face

After your identification document is successfully scanned, you can scan your face.

Tips:

- Make sure there is enough daylight so that your face is clearly visible.
- If you allocate the oval shape around your face, hold your face still so your face can be scanned.



Step 9

Your verification is complete, submit your 'Life Certificate'

Your verification is complete. Your information will appear on the screen. Select 'continue' to submit your 'Life Certificate'. After submitting the 'Life Certificate' you can delete the app.

Once we have received your 'Life Certificate' digitally or by mail, we will send you a (digital) confirmation within 2 weeks. Do you receive your pension mail digitally? You will receive an email notification once your 'Life Certificate' has been fully processed.

Is my data safe?

We handle your data carefully when using the app. Would you like to know more about how your data is used? Then go to:
www.philipspensioenfonds.nl/en/certificateoflife

