

The logo features a large, dark blue circle on the left side of the page. Inside this circle is a smaller, light blue circle. The background of the page is a gradient of red, transitioning from a lighter shade at the top to a darker shade at the bottom.

momentum

Momentum Retirement Administrators

Getting Started Guide

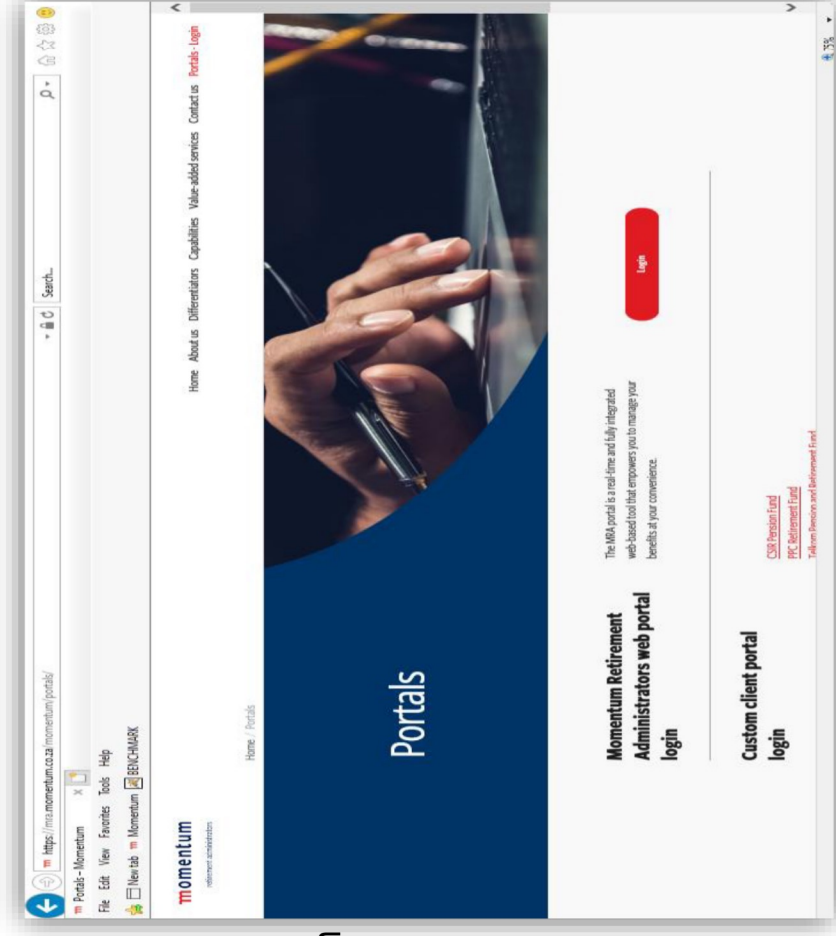
July 2020

Purpose

This document is a guide to help you with the registration and log in process :

Once you have registered on the portal you will be able to:

1. View personal details
2. View various statements e.g. benefit, contribution and transaction statements
3. View and update beneficiary and Nominee details
4. View and manage investment portfolios
5. View the daily unit prices



Getting started

MRA website

The member portal is accessed via the link [https://mra.momentum.co.za/momentum/](https://mra.momentum.co.za/momentum/portals/)

Portal - Login

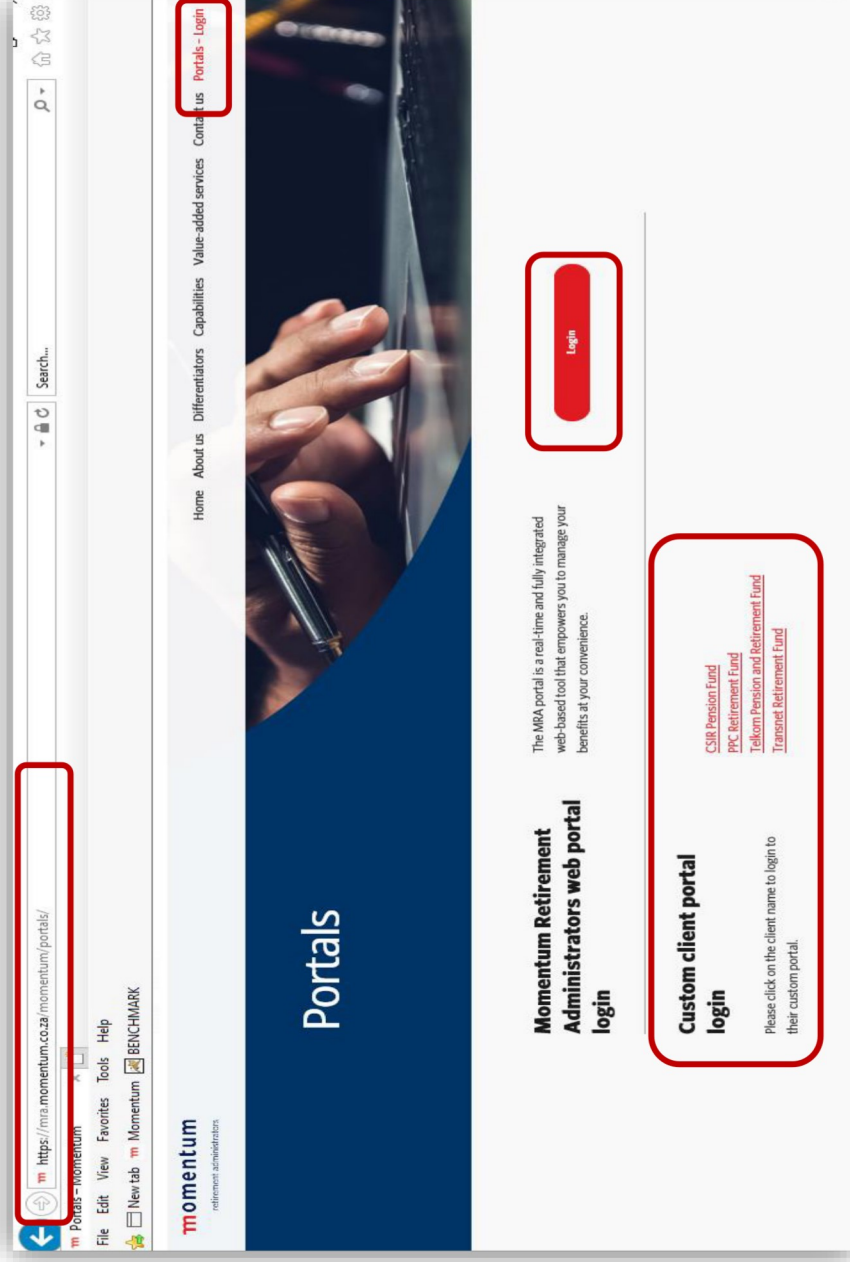
Click on **Portal - Login**

Login

Click on **Login** if you belong to any fund not listed under the Custom client portal login

Custom client portal login

Click on a fund listed should you be a member of one of these



The screenshot shows a web browser window with the URL <https://mra.momentum.co.za/momentum/portals/> in the address bar. The page features a navigation menu with links: Home, About us, Differentiators, Capabilities, Value-added services, Contact us, and Portals - Login. The main content area is titled "Portals" and includes a description: "The MRA portal is a real-time and fully integrated web-based tool that empowers you to manage your benefits at your convenience." Below this, there are two main sections: "Momentum Retirement Administrators web portal login" and "Custom client portal login". The "Custom client portal login" section lists three funds: CSIR Pension Fund, PPC Retirement Fund, and Telkom Pension and Retirement Fund, with a link to Transnet Retirement Fund. A red box highlights the "Login" button in the "Momentum Retirement Administrators web portal login" section.

Registration

To access the member portal you must register

Conditions of registration

- 1 You must be an **active / deferred** member of the retirement fund you are registering with
- 2 You will be required to insert a valid **employee number** and **employment date**



Registration

Manual Verification

When Condition 2 cannot be validated by the system, your registration will be verified manually. An MRA service consultant will contact you within 48 business hours to verify your registration details. Your registration will only be activated after the verification process. An email and / or SMS containing your username and temporary password will be sent to you confirming your activation.

OTP Verification

You will receive a One Time Pin (OTP) that you will use to complete the registration.

How to register

Login menu

Click on **Register**

Registration

Complete the details on each of the following tabs:

- Identification
- Personal details
- Login details
- Complete

Momentum Retirement Administrators web portal
login

Username: *

Username

Password: *

Forgot password?

Login

Register / OTP

Registration

1 IDENTIFICATION

2 PERSONAL DETAILS

3 LOGIN DETAILS

4 COMPLETE

Registration

Identification

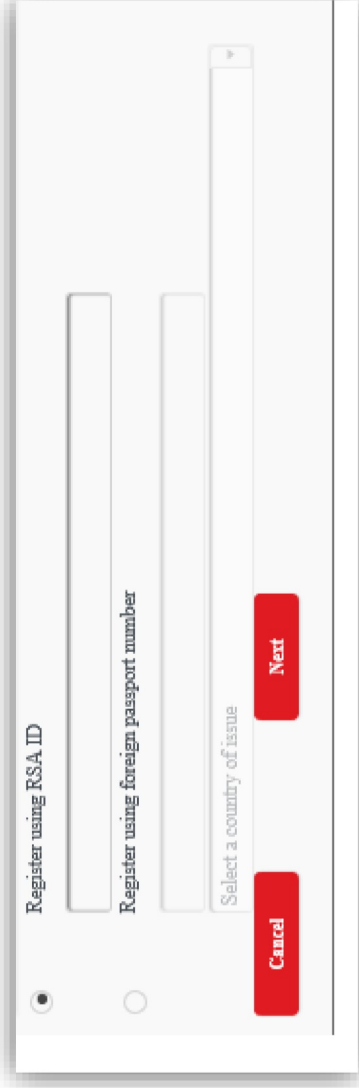
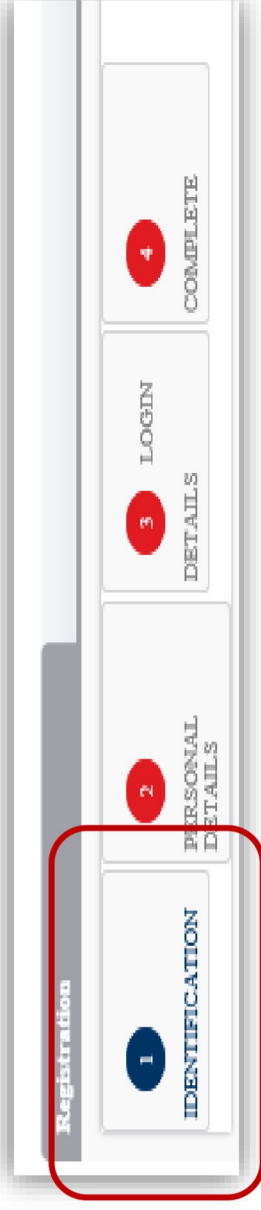
Select to register with either your

- **RSA identity number** or
- **foreign passport number**

Enter your **RSA identity number** or **passport number** and the **country of issue**

Click on **Next**

Note! The identification information inserted must match the information currently on the system. If no match is found, please contact MRA Service Consultant for assistance.



How to register

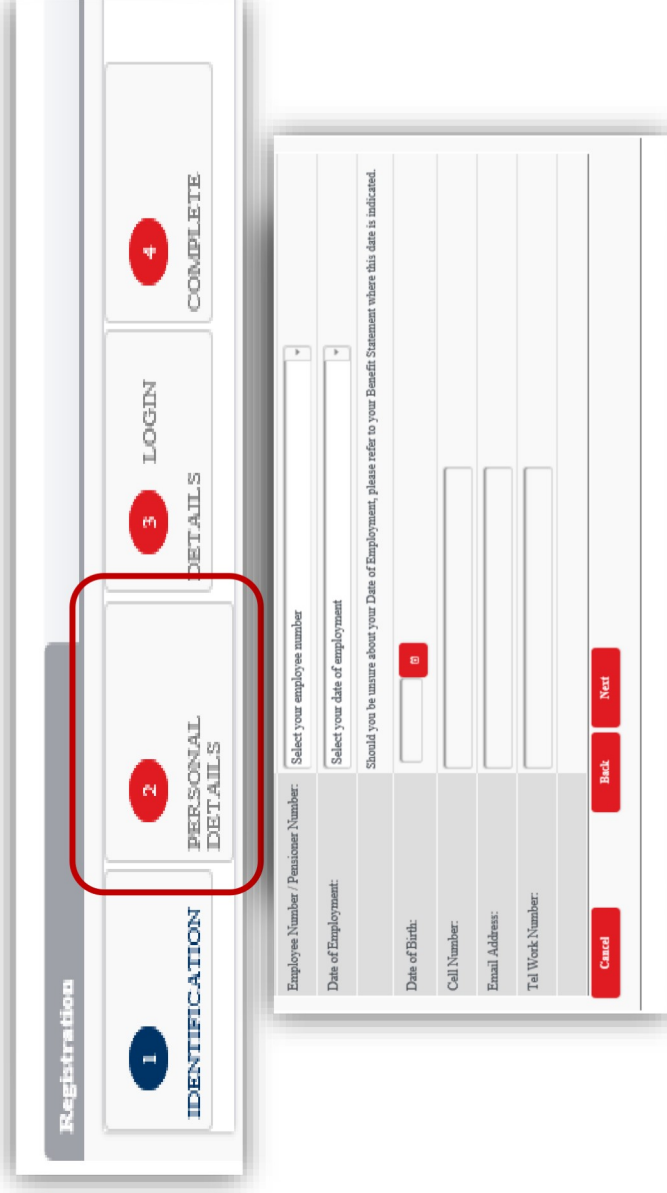
Personal details

Complete all your **personal details**

Ensure that the correct **employee number / pensioner number and date of employment** is entered

When a **work number** is provided it is also compulsory to also complete the **email address**

Click on **Next**



The image shows a registration process flow and a corresponding form. The flow consists of four steps: 1. IDENTIFICATION, 2. PERSONAL DETAILS (highlighted with a red box), 3. LOGIN DETAILS, and 4. COMPLETE. Below the flow is a registration form with the following fields: Employee Number / Pensioner Number (with a dropdown arrow), Date of Employment (with a dropdown arrow), Date of Birth (with a date picker), Cell Number, Email Address, and Tel Work Number. At the bottom of the form are three buttons: Cancel, Back, and Next. A note at the top of the form states: 'Should you be unsure about your Date of Employment, please refer to your Benefit Statement where this date is indicated.'

To avoid the manual verification make sure the correct employee number/pensioner number and employment date is selected

How to register

Login details

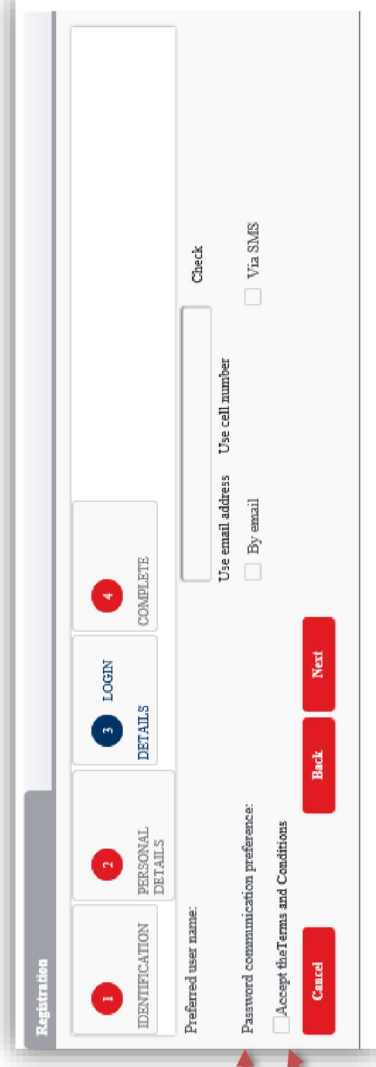
Select a **preferred user name**

The **preferred user name** may be a word or phrase that is at least seven characters long. The word or phrase may be alpha, numeric, symbols or a combination of all three. You can also select an **email address** or **cell number** as your username.

Select use **email address** and/or use **cell number** as your preferred password communication

Read and accept the **Terms and Conditions**

Click on **Next**

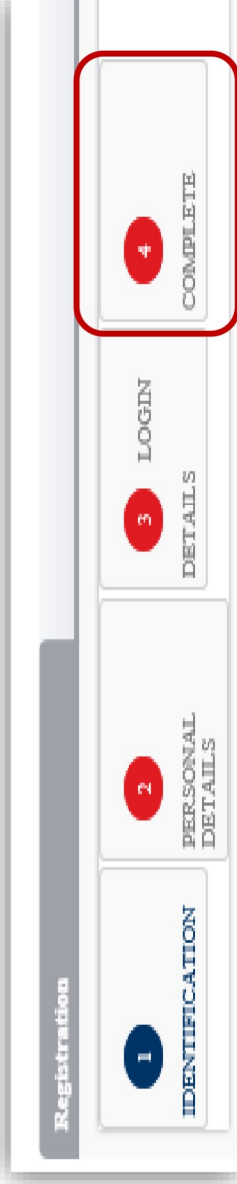


How to register – manual verification

Complete

If your **employee number** and/or **employment date** could not be validated by the system you will be routed to the manual verification process.

An MRA Service Consultant will contact you to verify your details and registration



Thank you for registering. We will contact you in the next 48 hours on the numbers you have provided to complete the registration process. Please close this page, your account will only be activated after we have verified the registration. Thank you.

How to register – OTP verification

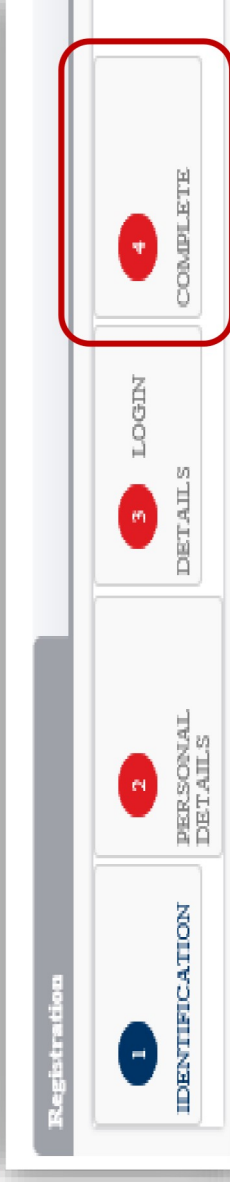
Complete

After your **employee number** and **employment date** are validated by the system, you are then routed to the OTP verification process.

An email or SMS will be sent to you with the OTP, which will be valid for 3 hours. If you don't use this OTP within the 3 hours, you will need to click on **Resend OTP**, and a new OTP will be sent to you.

Enter the OTP in the space provided.

Click on **Verify OTP**



Registration

1 IDENTIFICATION

2 PERSONAL DETAILS

3 LOGIN DETAILS

4 COMPLETE

MRA WEBSITE REGISTRATION

MRA web register: username: mikeh01, please enter the OTP to verify your account: 368480

Kind Regards

The Administration Team
Momentum Retirement Administrators (Pty) Ltd
Part of Momentum Employee Benefits
Web: mra.momentum.co.za

*This is an automatically generated email
Please do not reply to this mail*

IMPORTANT MESSAGE: Please do NOT leave this page until you have entered your OTP number.
We have sent you a one time pin to your email that is valid for the next 3 hours.

Please enter OTP:

[Verify OTP](#) [Resend OTP](#)

Login menu

User details

Enter your **username** and **password**

Login

Click on **Login**

Momentum Retirement Administrators web portal
login

Username: *

Username

Password: *

Forgot password?

Login

Register / OTP

Password maintenance

- It is important that your username and password are kept confidential and not compromised in any way
- For security reasons your password will automatically be suspended after three unsuccessful attempts.
- In the event that you have **forgotten** your password or **suspended** your password you can request a **temporary password** that will be sent to you by email and/or SMS.



Password maintenance

Login menu

Click on **Forgot my password**

Forgot login details

Select **one** of the radio options

- Send me my **username**
- Send me my **password hint**
- Send me a **new password**

Click on **Next**

Complete

Complete the required information

Click on **Next**

Momentum Retirement Administrators web portal
login

Username: *
Username
Password: *

Login Register / OTP

Forgot password?

You will receive a response by the option you selected by email and/or sms

Forgot login details

1 TYPE 2 FORGOT USER NAME 3 FORGOT PASSWORD 4 COMPLETE

I have forgotten my username.
 I have forgotten my password - Send me my password hint.
 I have forgotten my password - Send me a new password.

Next

Contact us

Website: <https://mra.momentum.co.za>

The MRA Service Consultant can assist you with web and registration queries.
Monday – Friday; 08h00 – 16h00

Fund related queries contact the Fund administrator on the fund email or their direct telephone numbers.

Web related queries

National 0860 00 00 82

International (direct) +27 (11) 505 1836

Email: MRawequeries@momentum.co.za

Office hours: 08:00 – 16:30



Thank You