

# CONNECT

## SERVICING USER GUIDE



UPDATE THE  
CLIENT'S PERSONAL  
INFORMATION

A WEALTH *of* DIFFERENCE

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# INITIATE A SERVICING REQUEST - CHANGE OF CLIENT INFORMATION

Here are two ways in Connect to initiate a change of client information:

## 1.

From the Dashboard

NEW REQUEST

Servicing ✓ Topic ✓ Type 3 Validation 4

Please select the topic of your request

Initiate a servicing

Forms and documentation

BACK TO PREVIOUS STEP

- Go to "My Dashboard" on the Connect home page
- Select "New Servicing"
- Select "Initiate a Servicing"
- Select "Change of Client Information"
- Select or confirm the client name
- Confirm by clicking "Continue"

## 2.

From a specific policy

NEW REQUEST

Servicing ✓ Initiate a servicing ✓ Type ✓ Validation 4

Please select your request

Regular withdrawal servicing

Change of client information

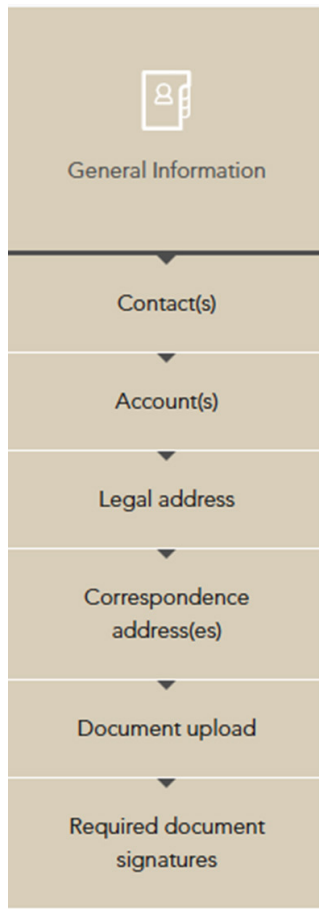
Change of policy role

BACK TO PREVIOUS STEP

- When looking at a specific policy on the bottom of any screen click the "New Servicing" button.
- Select "Initiate a Servicing"
- Select "Change of Client Information"
- Select or confirm the client name
- Confirm by clicking "Continue"

# PREVIEW OF THE CHANGE OF CLIENT INFORMATION

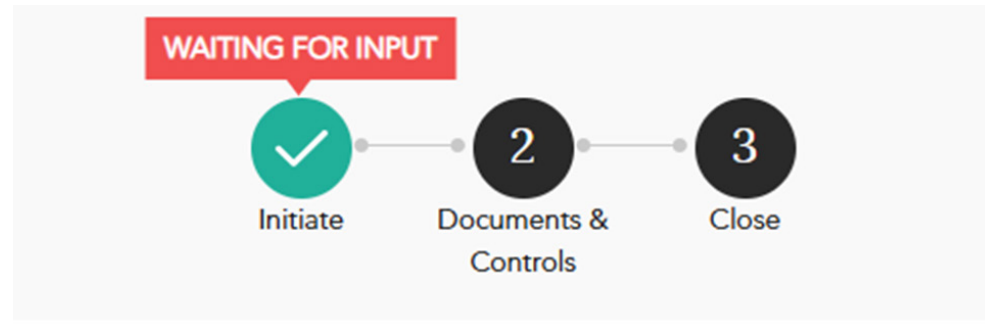
The change of Client Information request is launched. The menu on the left side of the display screen shows the steps to follow and complete before this servicing request can be submitted.



- General Information : client's personal information and passport/ID details can be updated here.
- Contact(s): client contact details can be added or deleted here (email, phone, mobile).
- Account(s): bank account details can be added or deleted (when the client is the policyholder).
- Legal address: the residential addresses can be updated.
- Correspondence address(es): the correspondence addresses can be updated.
- Required documents: list of documents to upload depending of the changes requested.
- Documents to sign: final step of the servicing process, including the change of client information request form duly completed with the information provided. Electronic signing prior to completion of the request takes place during this step.

# PREVIEW OF THE SERVICING STATUS MENU

The menu at top of the screen shows the different steps of the servicing process and their status. Stages that have not been initiated yet remain black.



## INITIATE

Initiate a servicing request in Connect.

This status remains unchanged until the request has been completed.

## DOCUMENTS AND CONTROLS

The servicing request has been sent to the Partner & Client Servicing team who further controls the proofs or documents provided in order to approve the request.

## CLOSE

The servicing is finalized and Confirmation letters are published on Connect for any change of information concerning the policyholder.

# GENERAL INFORMATION

Here you can update the following information:

- › Title
- › Last name
- › Marital status
- › Nationality
- › Language
- › Passport/national ID card

The screenshot shows a web interface titled "Change Information on client". On the left is a navigation menu with options: "General Information", "Contact(s)", "Legal address", "Correspondence address(es)", "Document upload", and "Required document signatures". The main content area is for a "Physical person" and includes an "AMEND INFORMATION" button. The following table displays the current information:

Title	Mrs
Surname	Abbott
First name(s)	Demi
Gender	Female
Marital status	
Birth date	09-26-1958
Country of Birth	United Kingdom
Nationality	United Kingdom
Language	English

Information about the passport/ID card can be updated in this step, for example if the ID document currently on file has expired.

In the case of a legal entity, only the company name is shown and can be changed.

The screenshot shows a web interface titled "Passport / ID" with an "AMEND PASSPORT/ID" button. The following table displays the current information:

Passport/ID expiration date	06-27-2033
Passport/ID Number	320992143654
Passport/ID type	Signed Passport
Passport/ID issue country	United Kingdom
Passport/ID issue institution type	
Passport/ID issue date	06-27-2023
Passport/ID issue town	

# CONTACT & ACCOUNTS

The client's contact details can be added or deleted here.

- › The client's personal information (telephone number, email) can be updated or added;

When the client is the Policyholder:

- › Bank account details can be added or deleted.

If the client subscribes to several policies, all of the policies affected are shown in the drop-down list.

- › One row per Policyholder role.
- › Policies that have the same Policyholder are grouped together.

# RESIDENTIAL ADDRESSES

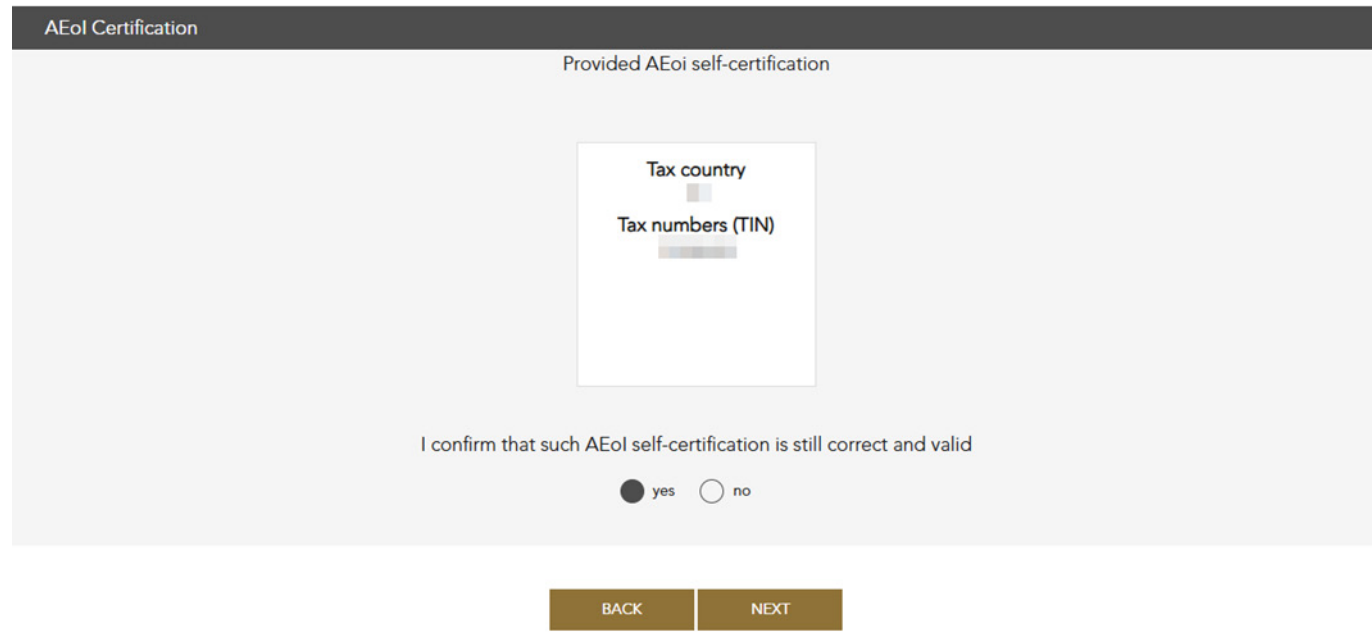
- › Information about the residential (legal) address can be updated.
- › Note that the country of residence cannot be changed during this step. There is a specific procedure for changing the country of residence. Contact your dedicated PCS team for more information.

The screenshot displays a web interface for updating client information. On the left is a vertical navigation menu with the following items: 'General Information', 'Contact(s)', 'Account(s)', 'Legal address' (highlighted with a document icon), 'Correspondence address(es)', 'Document upload', and 'Required document signatures'. The main content area is titled 'Change Information on client' and features a dark header bar for 'Residential address' with an 'AMEND ADDRESS' button on the right. Below this header are several input fields: 'House name', 'Apartment number', 'Street \*', 'Street Number', 'Area', 'County', 'City \*', 'PostCode', and 'Country'. An orange arrow points from the 'AMEND ADDRESS' button to the 'Country' field. At the bottom of the form, there is a section for 'AEol Certification' with the text 'Provided AEol self-certification'.

Be aware that in order to amend our records with your updated address, we require a formal change of address and certified address verification to be uploaded at the later stage "Document upload"

# COMPLETING A WITHDRAWAL REQUEST - AEOI (AUTOMATIC EXCHANGE OF INFORMATION)

If no tax identification number (TIN) was provided to Utmost Luxembourg S.A. or if the current TIN has changed, it can be updated here.



The screenshot shows a web application interface for AEOI Certification. At the top, there is a dark header with the text "AEOI Certification". Below the header, the main content area is titled "Provided AEOI self-certification". In the center, there is a white box containing two input fields: "Tax country" and "Tax numbers (TIN)". Below this box, there is a confirmation statement: "I confirm that such AEOI self-certification is still correct and valid". Underneath the statement are two radio buttons: "yes" (which is selected) and "no". At the bottom of the form, there are two buttons: "BACK" and "NEXT".

If all of the information is correct or has been updated, press the "next" button to continue with the withdrawal request.

# CORRESPONDENCE ADDRESS

According to our Corporate rules, in order to change a policyholder's correspondence address we must receive an instruction signed by all policyholders (if more than one policyholder) confirming the full address details.

Please note the following:

- › This must be an address in the same country of residence as the policyholder(s),
- › PO boxes may only be used subject to the Insurer's approval,
- › The option to change the correspondence address to the policyholder's tax advisor (including chartered accountant), legal advisor or insurance broker address, will be subject to the Insurer's approval.

The screenshot displays a web interface for 'Change Information on client'. On the left is a vertical navigation menu with the following items: 'General Information', 'Contact(s)', 'Account(s)', 'Legal address', 'Correspondence address(es)' (highlighted with a document icon), 'Document upload', and 'Required document signatures'. The main content area is titled 'Change Information on client' and features a table for 'Correspondence address(es)'. The table has columns for 'Policies', 'Street', 'City', and 'Country'. A dark header bar above the table contains the text 'Correspondence address(es)' and an 'AMEND ADDRESS(ES)' button. Below the table are 'BACK' and 'NEXT' buttons. In the top right corner of the main area, there are icons for a trash can and a save icon.

# REQUIRED DOCUMENTS

- › Depending on the different updates made, certain documents may be required.
- › In this example, the address has been amended. Therefore a proof of residence is necessary.

Change Information on client

1 document(s) to provide:

Bank statement or original account certificate

Bank statement or original bank account certificate - IBAN -

Document to upload

ATTACH

Add a document

Documents with a star (\*) must be provided

BACK NEXT

# REQUIRED SIGNATURE

The request can now be electronically signed.

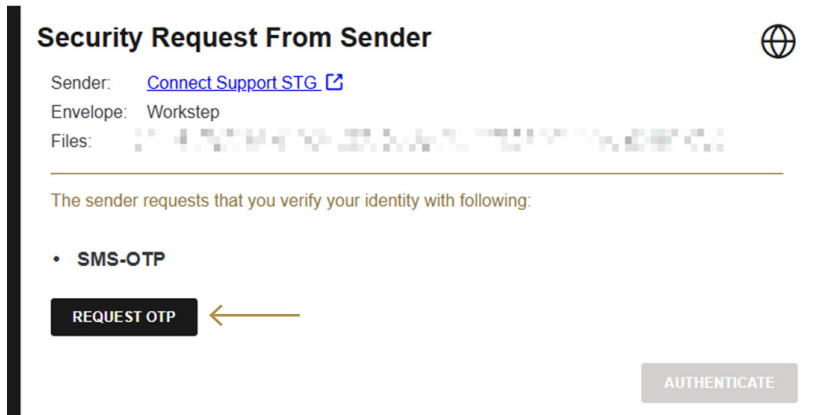
After selecting "Review & Sign", you will be requested to authenticate yourself via a numeric code sent by text message to the mobile phone number that the transaction initiator registered to Connect.

This code needs to be entered in the dedicated field. The request form is displayed and updated client's information can be reviewed. After clicking on "sign", you will be redirect to Connect to submit the transaction.

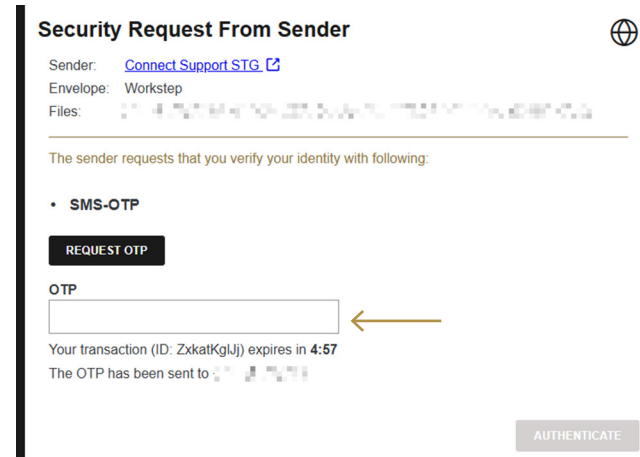
The screenshot displays the 'Change Information on client' interface. On the left is a vertical sidebar with a list of sections: General Information, Contact(s), Account(s), Legal address, Correspondence address(es), and Document upload. Below these is a 'Required document signatures' section with a pen icon. The main content area shows '2 document(s) to sign:'. Two document cards are visible: the first is titled 'Change client information request' and has a PDF icon with a green checkmark, a 'DOWNLOAD' button, and a 'SEND FOR DIGITAL SIGNATURE' button; the second is titled 'Change client information request' with ID 'CCI\_2131\_20250926', a red 'X' icon, and the text 'Document to upload' with an 'ATTACH' button. A 'REINITIALIZE ALL SIGNATURES' button is centered below the cards. A note states: 'Please note that the person who initially generated the document is the allotted signatory. For another person to be able to sign the document the 'reinitialize all signatures' button must be pressed.' At the bottom are 'BACK' and 'SUBMIT' buttons. A trash icon is in the top right corner.

# REQUIRED SIGNATURE

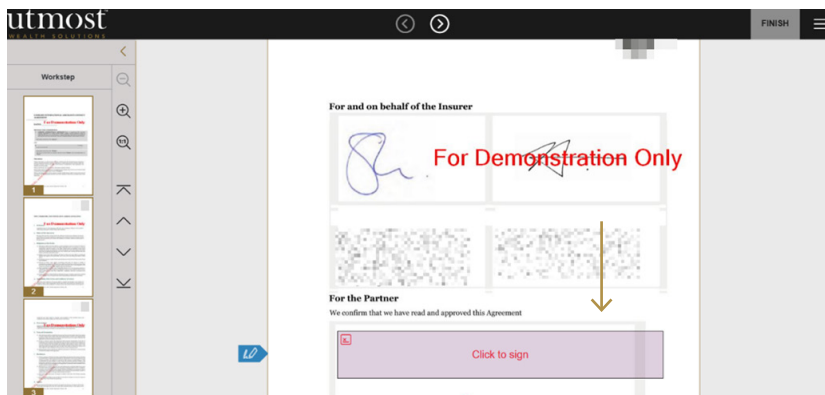
1.



2.



3.



# TRANSACTION MONITORING

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1. Once the change request has been submitted, the servicing can be tracked by going to the view policy menu, then the query tab in Connect.
2. The person who submitted the change request will receive an email notification whenever one of the servicing steps has been completed.
3. For further clarification on the servicing steps revert to page 5: Preview of the servicing status menu.

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