

Help & FAQ

Frequently asked questions - the FAQ

The customer portal: Your online insurance partner

PrismaLife AG is a modern insurance company. We are constantly working on new solutions to make it easier for you to communicate with us. You can now benefit from the advantages of the newly designed myPrismaLife customer portal.

As a quick and easy-to-use tool, the customer portal offers you online access to your policy information. You have access to all important data at any time, and we store important documents relating to your contracts for you in the electronic archive.

You can use the contact function to send us your requests and messages with password protection. There is also a form centre for the most frequent contract amendments.

How do I get my access data for the customer portal?

If you are already a policyholder of a contract with PrismaLife, we need a confirmed e-mail address from you. You can then complete the easy registration process. All you need to do is click on the link you receive by e-mail and set a password.

Forgotten your login details?

On the start page you will find the link 'Forgot your password?', which you can use to request new access data. If you are still unable to access your account, please contact our support team.

What technical requirements must be met for access?

We recommend that you always use an up-to-date version of your browser and have up-to-date virus protection installed to access the customer portal. You will need a PDF reader to view the PDF documents.

Are there ways to help protect my data?

PrismaLife AG applies the EU General Data Protection Regulation. You can find more information at <https://www.prismalife.com/en/data-protection/>. To protect your personal access, we recommend the use of two-factor authentication. This can be activated directly in the customer portal.

To end your visit to the customer portal, use the logout button at the bottom right.

How can I change my e-mail address?

As your e-mail address is linked to your customer portal account, this must be changed by a PrismaLife employee. In this case, simply fill out the form: Confirmation of e-mail address

I received an activation code with my policy, where can I enter it?

The activation code was used in the earlier versions of our customer portal. To register in the customer portal, you now only need a confirmed e-mail address with us. To do this, follow the steps described in point 2.

Can I also see my family's policies in my customer portal?

The customer portal is intended for the policyholder. Only contracts with the same person as the policyholder can be grouped in one single customer portal access.