

Instructions for accessing the PrismaLife customer portal myPrismaLife using the Beeme app (login function) for mobile devices

PrismaLife AG is a modern insurance company. You therefore also have the option of accessing the PrismaLife customer portal myPrismaLife via an app, the so-called Beeme app from Lifeware S.A. in Switzerland. You can find this free of charge in many app stores and via a link provided in our myPrismaLife customer portal. With the Beeme app, you always have your login details to hand and no longer need to remember them. After starting the Beeme app on your end device for the first time, it generates a random ID and transmits it to the Beeme app provider's server.

Once the Beeme functionality has been successfully activated in the myPrismaLife customer portal, PrismaLife receives the previously generated ID and another randomly generated ID from the Beeme app provider to be able to establish an assignment. No personal data is exchanged between the Beeme app provider and PrismaLife.

The provider of the app is a company that is independent of us and with which you enter into a separate contractual relationship for the use of the app, independent of your contractual relationship with PrismaLife. In this respect, please note the terms of use and data protection information of the app provider Lifeware S.A.

Below we would like to give you some tips on how to use the app:

1. Functionality of the Beeme (login function) with the mobile device

With an installed Beeme app on your mobile device (e.g. mobile phone), you can simply touch or scan the Beeme barcode, which you will find when you access the myPrismaLife customer portal at <https://my.prismalife.com>, and you will be logged in. The mobile device scans the barcode and recognises you as an authorised user of the myPrismaLife customer portal. You will be forwarded directly to myPrismaLife without having to enter your username and password.

2 Technical requirements for using the Beeme app

To be able to use the Beeme app on your mobile device, you must have Internet access and have downloaded the Beeme app from the App Store or Play Store. The use of the Beeme app may require the installation of certain security or operating software.

3. Due diligence

3.1 Technical connection

Unless we provide separate notification, the technical connection to the myPrismaLife customer portal can only be established via the Internet address <https://my.prismalife.com>.

3.2 Secrecy

As the Beeme app enables access to the myPrismaLife customer portal without any further access data, you must ensure that the Beeme app cannot be used by unauthorised third parties. This is because any other person in possession of your mobile device would use it to gain access to the myPrismaLife customer portal and therefore access to your data.

4. display in the event of misuse of the Beeme app (login function)

If you discover the loss or theft of your mobile device, the misuse of your login data (Beeme function) or any other unauthorised use of your login data in the myPrismaLife customer portal, you should also notify us immediately in your own interest. This does not affect any obligation to notify the app provider. Of course, you can also instruct us to deactivate the Beeme function for you at any time, regardless of any reasons.

5. Disabling the Beeme function

5.1 Blocking at your instigation

We will immediately block the Beeme function and refuse to allow the Beeme app to access your myPrismaLife customer portal if you wish so.

5.2 Blocking at our instigation

We will block the Beeme function if there are objective reasons in connection with the security of the myPrismaLife customer portal or suspicion of unauthorised use of your login data. We will inform you immediately if the Beeme function is blocked.

5.3 Cancellation of the block

We will lift the block if the reasons for the block no longer apply and inform you of this immediately.

6. Liability

The Beeme app is offered by a third-party provider independent of us, for whose installation and use of the operating or security software and functionality we assume no liability. Please note the terms of use and data protection information of the provider Lifeware S.A. applicable to the Beeme app, with which you enter a separate contractual relationship for the use of the app independently of your contractual relationship with PrismaLife.

7. Frequently asked questions

What should I do when I change my smartphone?

If you change your smartphone, please uninstall the Beeme app on the old smartphone. If you have forgotten to uninstall it, please contact our support team immediately. They will then deactivate the Beeme functionality for you.

To be able to use the Beeme function on your new device again, install the Beeme app and activate it using the Beeme barcode, which you can find in the myPrismaLife customer portal or in one of our letters to you.

What can I do if I have lost my smartphone?

If you lose your smartphone, you should inform our support team immediately so that we can deactivate the Beeme functionality.

What should I do if I want to use the Beeme app on other devices?

Install the Beeme app on as many other devices as you like and activate it using the Beeme barcode, which you can find in the myPrismaLife customer portal or in one of our letters to you.

I have changed my email address. Does this affect the use of the Beeme app?

Changing your e-mail address does not affect the function of the Beeme app. However, please inform our support team of your new e-mail address so that we always have the latest data from you in order to be able to communicate with you.

I have a new SIM card or a new phone number. Does this affect the use of the Beeme app?

Changing your SIM card or phone number does not affect the function of the Beeme app. The Beeme app is stored on your end device and only requires an internet connection to function.

What are the costs associated with using the Beeme app?

For you as a PrismaLife customer, the provider makes the Beeme app available free of charge. However, depending on your mobile phone contract, you may incur costs for using the Internet.

Contact details:

Contact form: *(Link to the contact form on the myPrismaLife customer portal). Only for customers who have agreed to electronic communication: Otherwise, no contact option via the customer portal.*

Phone: +423 220 01 00

E-mail: service@prismalife.com