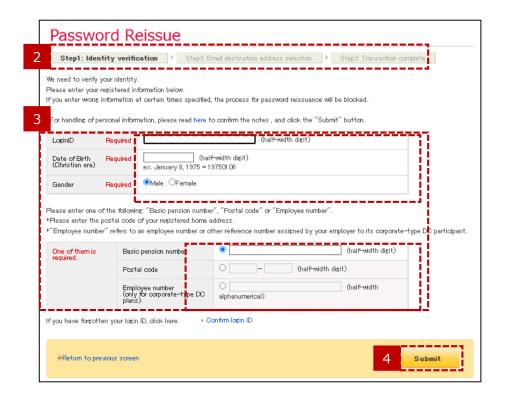# Password Reissue

1 **Reissue password**

If you lost or forgot your password, please click the "Reissue password" to go to the password reissue screen.

To login AnswerNet, click here.

Click

Password Reissue

Password Reissue

Step1: Identity verification ▶ Step2: Email destination address selection ▶ Step3: Transaction complete

We need to verify your identity.
Please enter your registered information below.
If you enter wrong information at certain times specified, the process for password reissuance will be blocked.

For handling of personal information, please read here to confirm the notes , and click the "Submit" button.

LoginID	Required		(half-width digit)
Date of Birth (Christian era)	Required		(half-width digit) ex. January 8, 1975 = 19750108
Gender	Required	◉Male ◯Female	

Please enter one of the following: "Basic pension number", "Postal code" or "Employee number".
*Please enter the postal code of your registered home address.
*"Employee number" refers to an employee number or other reference number assigned by your employer to its corporate-type DC participant.

One of them is required.	Basic pension number	◉	(half-width digit)
	Postal code	◯ [ ] – [ ]	(half-width digit)
	Employee number (only for corporate-type DC plans)	◯	(half-width alphanumerical)

If you have forgotten your login ID, click here. ▸ Confirm login ID

←Return to previous screen   **Submit**

---

2 **Progress toward completion of the transaction**

This section indicates what step you are currently at in the password reissue.

3 **Registered information**

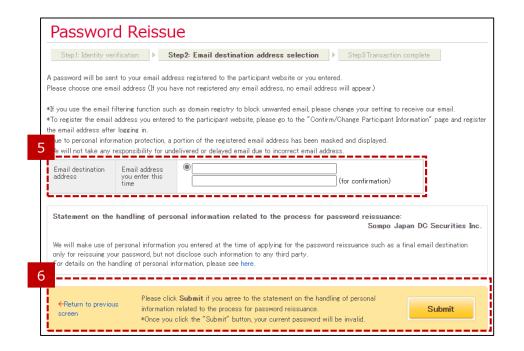 **(1) Login ID, Date of Birth（Christian era), Gender**
   Enter your Login ID and date of birth, and check the button to specify your gender; Male or Female.

 (2) Basic pension number, Postal code, Employee number（only for corporate-type DC plans)
   Check one of three buttons, and specify your basic pension number or zip code or employee number (only for a corporate-type DC plan).

4 **"Submit" button**

Confirm the details you have entered, then click the "Submit" button.

Password Reissue

Password Reissue

| Step1: Identity verification | Step2: Email destination address selection | Step3:Transaction complete |

A password will be sent to your email address registered to the participant website or you entered.
Please choose one email address (If you have not registered any email address, no email address will appear.)

*If you use the email filtering function such as domain registry to block unwanted email, please change your setting to receive our email.
*To register the email address you entered to the participant website, please go to the "Confirm/Change Participant Information" page and register the email address after logging in.

Due to personal information protection, a portion of the registered email address has been masked and displayed.
We will not take any responsibility for undelivered or delayed email due to incorrect email address.

5

| Email destination address | Email address you enter this time | ⦿ [_____] |
| | | [_____] (for confirmation) |

Statement on the handling of personal information related to the process for password reissuance:

Sompo Japan DC Securities Inc.

We will make use of personal information you entered at the time of applying for the password reissuance such as a final email destination only for reissuing your password, but not disclose such information to any third party.
For details on the handling of personal information, please see here.

6

←Return to previous screen

Please click **Submit** if you agree to the statement on the handling of personal information related to the process for password reissuance.
*Once you click the "Submit" button, your current password will be invalid.
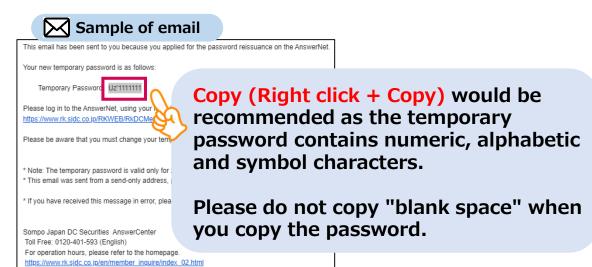
[Submit]

---

5 **Email destination address**

Check one of the buttons for registered email addresses to specify your email destination.

If you wish to set your email destination to an email address other than the registered email addresses, check the button for the "Email address you enter this time" to specify the said email address.

6 **"Submit" button**

Confirm your email destination and click "Submit" button. It may take a few minutes to receive the temporary password by email.

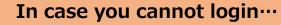
✉ **Sample of email**

This email has been sent to you because you applied for the password reissuance on the AnswerNet.

Your new temporary password is as follows:

Temporary Password [Uz'1111111]

Please log in to the AnswerNet, using your
https://www.rk.sjdc.co.jp/RKWEB/RkDCMe...

Please be aware that you must change your tem...

* Note: The temporary password is valid only for...
* This email was sent from a send-only address, ...

* If you have received this message in error, plea...

Sompo Japan DC Securities AnswerCenter
Toll Free: 0120-401-593 (English)
For operation hours, please refer to the homepage.
https://www.rk.sjdc.co.jp/en/member_inquire/index_02.html

Copy (Right click + Copy) would be recommended as the temporary password contains numeric, alphabetic and symbol characters.

Please do not copy "blank space" when you copy the password.

Password Reissue

7 **"Login Page" button**

To go to the "Participant Login" page, please click the "Login Page" button.

Participant Login

Guide to Using this Page Click ⏎

Enter your LoginID and password to login.

Please enter your "Login ID" and "password" for the AnswerNet written in the "Notice of Opening an Account in a Defined Contribution Pension Plan" using half-width (one-byte) characters.
If you have already changed your password, enter that instead.

◆If you have forgotten your login ID,
    If you have a registered email address, please click "Confirm login ID" to complete the procedure. If you do not have a registered email address, please contact the AnswerCenter above.
◆If you have forgotten your password or if your account has been locked,
    Please click "Reissue password" to complete the procedure.

| LoginID | |
| Password | ☑ Show password |

▸ Using AnswerNet ▸ Password Storage ▸ Confirm login ID ▸ Reissue pass... the system maintenance period.

By ticking the "Show password" box, you can see and check the password you pasted.

Login

8 **Login with the temporary password**

Enter your login ID and paste (Right click + Paste) the temporary password you copied, and click "Login" button.

In case you cannot login…
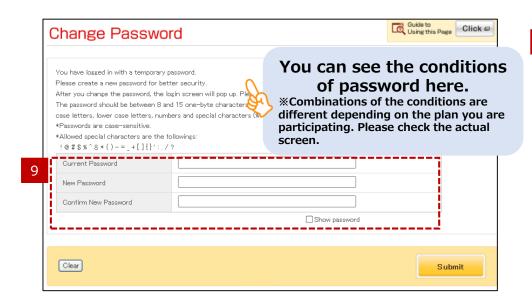
·**You cannot copy the space with the PW.**

Temporary Password: Uz'1111111

·**You cannot copy the unnecessary symbol.**

Temporary Password: Uz'1111111

·**You need to copy whole PW without missing.**

Temporary Password: Uz'1111111

Password Reissue

Change Password

Guide to Using this Page Click

You have logged in with a temporary password.
Please create a new password for better security.
After you change the password, the login screen will pop up. Ple
The password should be between 8 and 15 one-byte characters
case letters, lower case letters, numbers and special characters (
*Passwords are case-sensitive.
*Allowed special characters are the followings:
 ! @ # $ % ^ & * ( ) - = _ + [ ] { } ' : . / ?

You can see the conditions of password here.
※**Combinations of the conditions are different depending on the plan you are participating. Please check the actual screen.**

Current Password	
New Password	
Confirm New Password	
	☐ Show password

Clear   Submit

9 Change the temporary password to new password

Paste (Right click + Paste) the temporary password you copied from the email to "Current Password". Enter the new password which meets the condition you created to "New Password", and click "Submit".

Password Reissue

Change Password

> **Guide to Using this Page** Click

Your password has now been changed.
Please log in again using your new password.

1 0 | Login page

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1 0 **"Login page" button**

To go to the **"Participant Login"** page, please click the **"Login page"** button.

Participant Login

SOMPO JAPAN DC SECURITIES
Answer Center
▸ Contact Us

> **Guide to Using this Page** Click

Enter your LoginID and password to login.

Please enter your "Login ID" and "password" for the AnswerNet written in the "Notice of Opening an Account in a Defined Contribution Pension Plan" using half-width (one-byte) characters.
If you have already changed your password, enter that instead.

◆If you have forgotten your login ID,
  If you have a registered email address, please click "Confirm login ID" to complete the procedure. If you do not have a registered email address, please contact the AnswerCenter above.
◆If you have forgotten your password or if your account has been locked,
1 1 Please click "Reissue password" to complete the procedure.

LoginID	
Password	☐ Show password

▸ Using AnswerNet   ▸ Password Storage   ▸ Confirm login ID   ▸ Reissue password
*The service will not be available during the system maintenance period.

Login

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1 1 **Login with the new password you created**

Enter your Login ID and new password which you decided by yourself. You can login with your password hereafter.
  (If you lost or forgot your password, or locked due to several login failure, please reissue password again.)

To login AnswerNet, click here.

Click