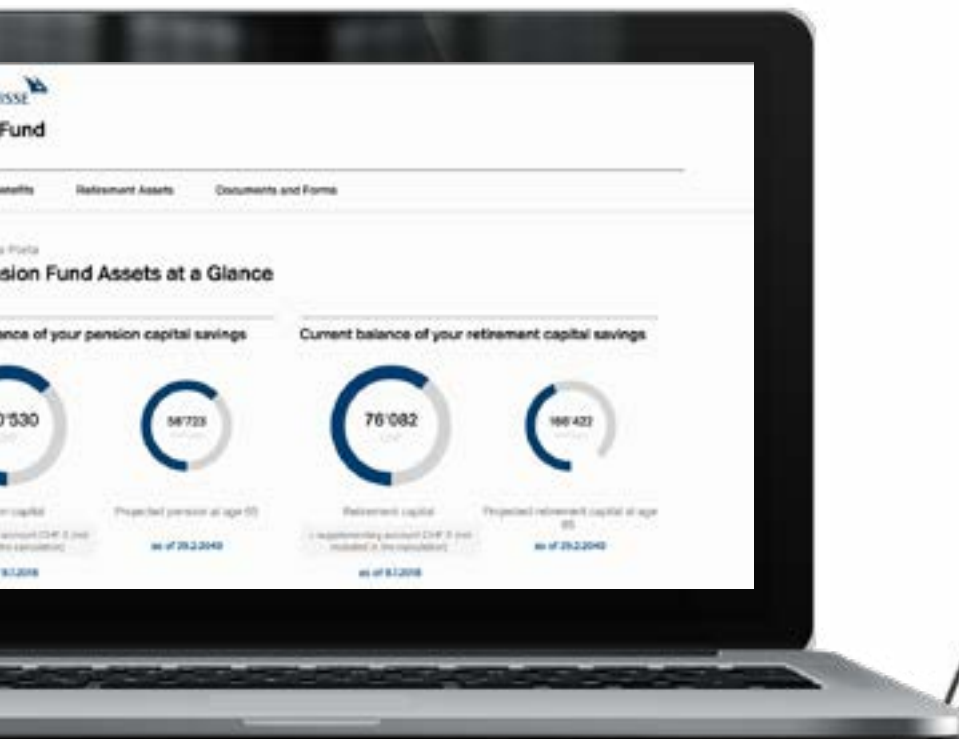


MyPension

FAQ and Login



FAQ MyPension Support

Frequent login problems

User ID

Use your 7-digit employee ID (e.g. 1234567) and not your A-PID (e.g. A234567).

You can find your employee ID here:

- In the registration email
- In the staff directory / people search
- On your Pension Fund documents
- In the authenticator app

Problems with the authenticator app?

- Make sure that the time synchronization function is activated on your smartphone/tablet (select the „set automatically“ option under Settings, Date and Time).
- If you have to re-register, delete your old entries in the app and scan the barcode again.

Register new mobile/Authenticator app

Register your device [here](#).

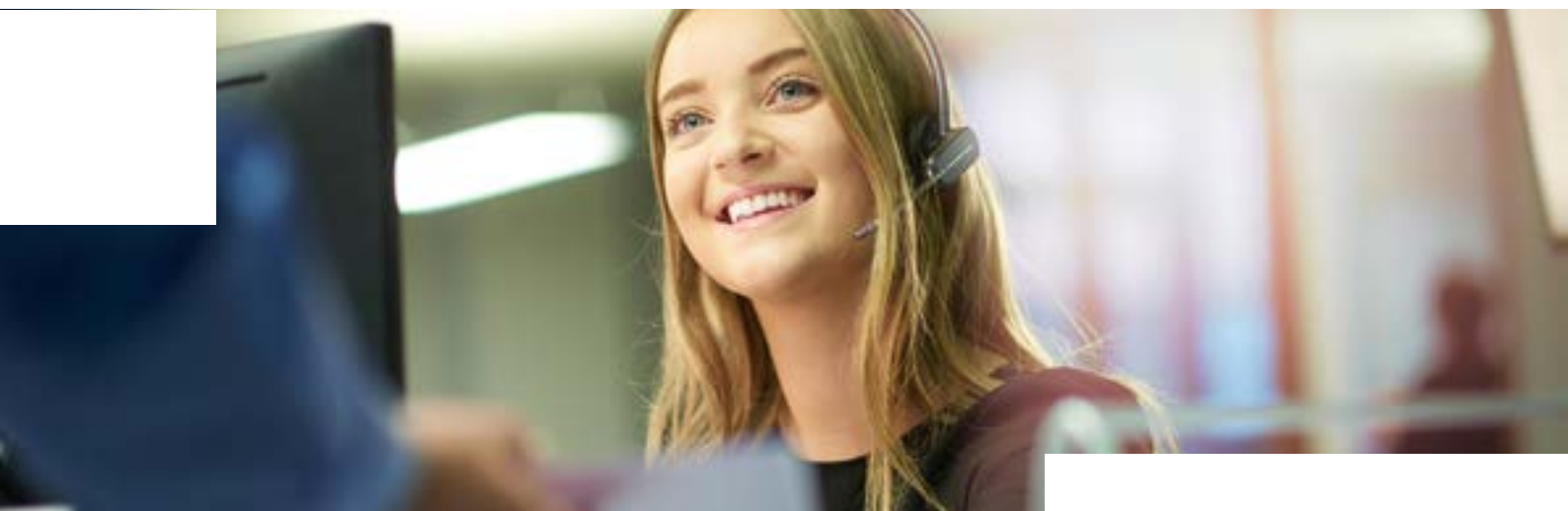
Recommended app:

- Google Authenticator
- Microsoft Authenticator

Forgot your password?

Reset your password [here](#).

Please note that certain e-mails are always sent to your company e-mail address for security reasons. If you do not have access to your company e-mail address, please contact MyPension Support (support.mypension@credit-suisse.com).



For all other matters, please contact our MyPension Support:

support.mypension@credit-suisse.com

Login

The MyPension login is located at the top right of the pensionskasse.credit-suisse.com website

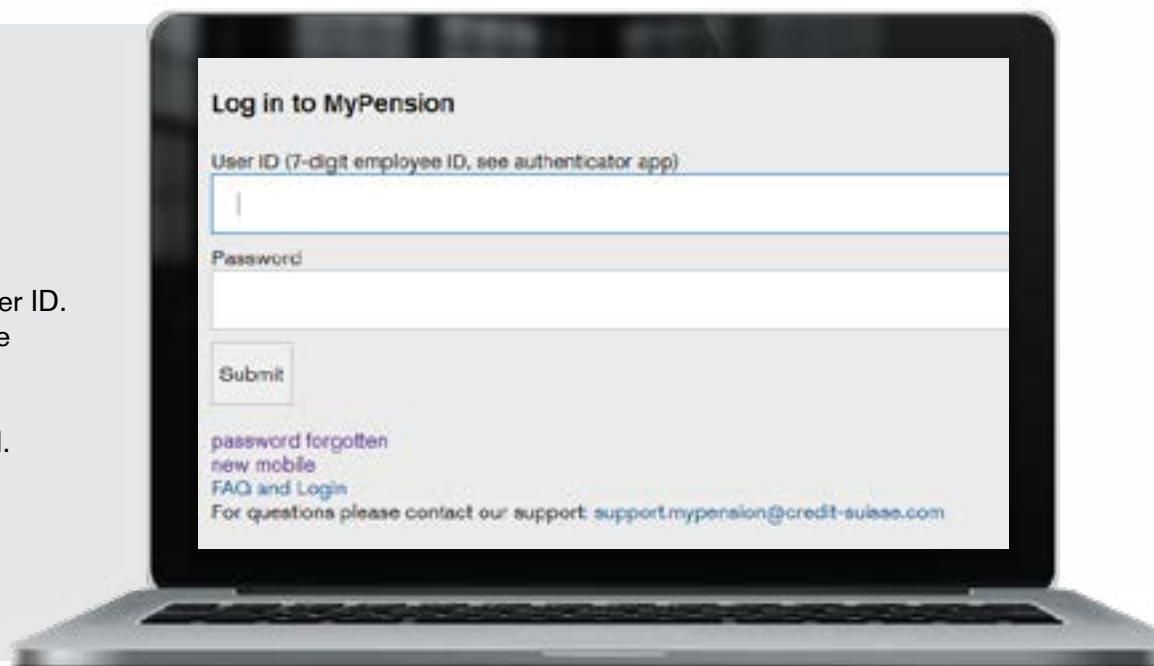


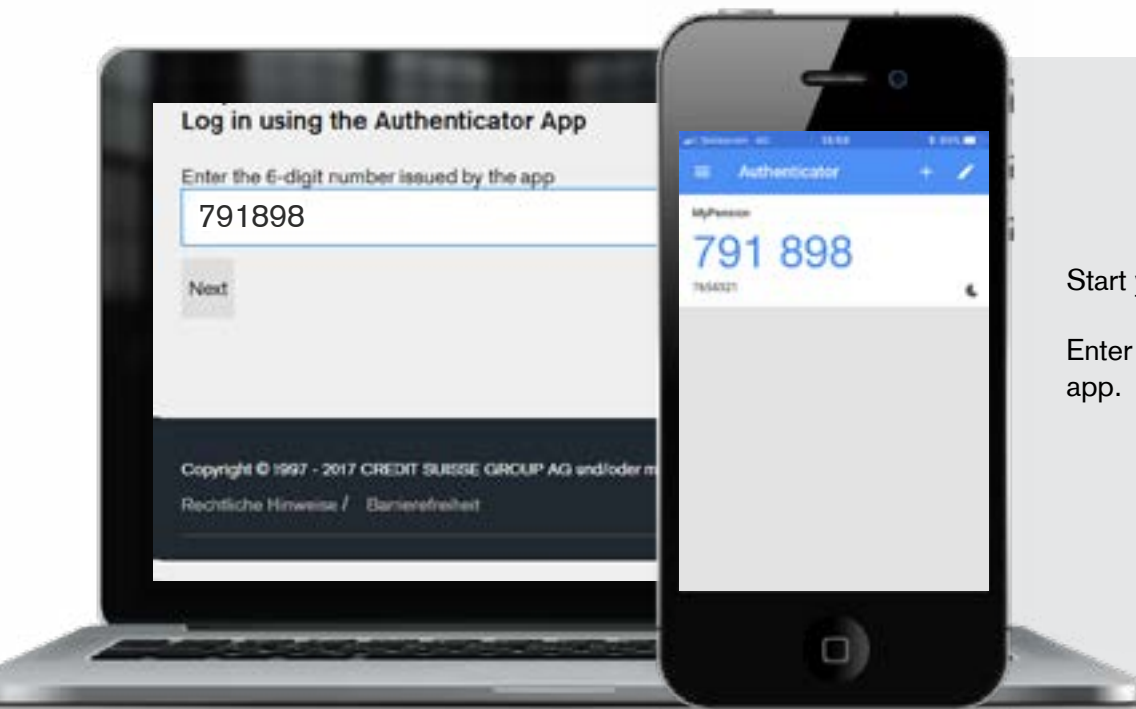
Alternatively, you can log in using this direct link:
mypension.credit-suisse.com

1

Please enter your user ID.
You will find this in the
authenticator app.

Enter your password.





2

Start your authenticator app.

Enter the number shown in the app.

3

You are now logged into MyPension.

