

Instructions for ordering new access data for the Pension Cockpit

Step 1

Open our website www.pensionskasse-lonza.ch in your web browser.

Step 2

Click on the "Pension Cockpit" button at the top right.



Step 3

Log in to PK Cockpit

Please log in with your access details.

User name

Password

LOG IN >

Are you a customer and would like to use our digital offering?

If you do not have access details for the PK Cockpit, please select "Start registration".

START REGISTRATION >

FORGOT PASSWORD >

Click on "Authentication not possible? Order onboarding letter"

Contact

Pensionskasse der Lonza
Münchensteinerstrasse 38
CH-4052 Basel

Authentication not possible -
New Onboarding Letter Order

Step 4

Now fill in the form with your details. You will find the social security number on your pension certificate or alternatively on your personal health insurance card. (Format: 756.XXXX.XXXX.XX).

A screenshot of the 'LONZA: New Onboarding Letter Order' form. At the top right is a link 'Login / Reset English...'. Below the title is a note: 'When you are not able to connect to your insured web portal, please fill in the following information to order a new "Onboarding letter" which will be sent to you by post or e-mail. Otherwise, the requested data will be erased.' Below this is a section '* Required' with five numbered steps: 1. 'Which is the best description of the current issue?' with a dropdown menu. 2. 'Enter your Swiss Social Security Number - SSN (without separator "-")' with a text field and a note 'The value must be a number'. 3. 'Enter your id (E-Mail, b) User/Name or c) First- and Lastname:' with a text field. 4. 'Enter your mobile number:' with a text field. 5. A consent statement: '5. a. By my answer, I inform you that I authorize Swiss Life Pension Services to use the above data in accordance with the requirements of this authentication process. b. I also take note that all personal data that I voluntarily provide will be deleted from the servers of SLPS once they have allowed the owners of this form to reset my authentication data.' with radio buttons for 'I accept' and 'I do not accept'. At the bottom is a link 'You can print a copy of your answer after you submit.' and a 'Submit' button.

For reasons of data security, you will receive a letter with a new registration code by post in the next few days. You can then register again. ***If you need help with registration, please read the instructions "Registration in the Pension Cockpit" or contact us.***

Contact Details

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