

Our commitment to protecting your information

Adding a 2-step authentication process

Protecting your personal information is our top priority. We're adding a second layer of security to your account by introducing 2-step authentication. By verifying your identity when you log in, we can better safeguard your account.

What's changing

As of **March 31, 2025**, the first time you log in to your account via **dfs.ca/GroupPlanMember** or the **Omni mobile app**, you will be prompted to set up 2-step authentication by entering your **cell phone or direct landline number** (i.e., no extension).

You can choose to receive a one-time security code by **text message or voice call**.

After connecting for the first time, you will land on a page containing a **recovery code**. This code can be disregarded as it is not applicable to Group retirement savings accounts.

You will be prompted to enter a security code periodically, but not every time you log in to your account. If the number you chose for 2-step authentication needs to be changed, you can call the Customer Contact Centre.

If you haven't yet created your online account

Go to **dfs.ca/GroupPlanMember** and click **Go to your account**, followed by **Register**. You can also download the **Omni** mobile app. From the home screen, select **Group retirement savings** and click **Register** under the **Log on** button.

Follow the steps to create your account. You will need your group number and your plan member or employee number found on your financial statement.

When you log in, you will be prompted to set up your 2-step authentication.

If you have any questions, please call our Customer Contact Centre at 1-800-968-3587.

Your Group retirement savings team
Desjardins Insurance