

RELIANT LIFE SHARES, LLC Using the Customer Portals

There are two (2) Customer Portals available to Creditors:

1. The “receivership portal” contains information related to invoices issued and payments received during the receivership period (August 2, 2023 through October 7, 2024). The link to this portal is here: <https://books.zohosecure.com/portal/christopherconwayasreceiverfor>
2. The “bankruptcy portal” contains information related to invoices issued and payments received during the bankruptcy period (October 7, 2024 to Present). The link to the bankruptcy portal is here: <https://books.zohosecure.com/portal/reliantlifeshares>

The Customer Portals are the best source of information about your invoices and payments. They are NOT a source of information for the bankruptcy case or for information about your Account(s) before August 2, 2023. There is no information in either portal that pertains to payments and other activities you may have conducted with Reliant before the receivership began in August of 2023.

Each Account in both portals can be accessed using a unique email address and a password chosen by the User. This means that for each Account, **you must have a single, unique email address that can be used as your Username**. For example:

If you have an Account titled in your name (e.g., John Doe) and an IRA Account (e.g., ABC Trust FBO John Doe IRA #1234567), you MUST use two (2) different email addresses, one for each Account, to use the portals. You can obtain free email addresses from any number of vendors (e.g., Gmail, Yahoo, Apple Mail, Outlook.com, etc.).

In the example above, the User can use the two (2) unique email addresses they need to access both portals – (i.e., one email address for each Account in the given portal, NOT one email address for each portal).

Also, if you log into one of the portals on your browser (e.g., Safari, Chrome, Firefox, Microsoft Edge, etc.) and you want to log into the other portal, **you MUST log out of the first portal and then log into the second portal**. **CLOSING YOUR BROWSER WINDOW MAY NOT BE SUFFICIENT TO LOG YOU OUT OF A PORTAL. YOU MUST GO TO THE UPPER RIGHT OF THE PORTAL WINDOW AND LEFT CLICK ON THE PROFILE ICON:**



Then, select “Sign Out,” to log out of the portal. **For some users, you may have to close and reopen your browser before logging into the second portal.** Then, you can reopen the browser and go to the URL again to log into the other portal using your other email address.

You can view, download, print and pay invoices in both portals, but **YOU CANNOT MAKE PAYMENTS IN THE RECEIVERSHIP PORTAL**. Again, the receivership portal cannot accept payments. **Only the bankruptcy portal can accept payments.**

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Using the Customer Portals

The email address you use to access your Account should NOT be changed. If you change your email address, you will not be able to access the portal, and it will take some time to change it in the system and reinvite you to the portal. If you cannot access the portal or your Account is not found, it is likely that it's because you are not using the email address that was used in the receivership portal.

If you have an email address and password you used to access the receivership portal, write it down. Changing your password is possible, but many email systems filter out email from external sources like the portals. The One Time Password (OTP) process is for Users who do NOT already have an account set up in the portals. If you already have an Account set up, the OTP process will NOT work.

We cannot help you with password changes. If you try to change your password, you have to check your Junk/Spam folders and if the password reset email does not arrive in your inbox, there is nothing we can do to help you by phone. You will have to send an email to support@reliantlifeshares.com and request that you be reinvited to the portal. Once you receive the new invitation you will have to set up your account again.

Please DO NOT CALL the Support Team for technical assistance with the portals. We do not control the platform and cannot reset your password for you. Given there are over 1,000 users and most do not have problems using the portals, if you do have an issue, it is likely tied to either your email service or you are not following the directions carefully. Most Creditors have been able to access and use the Customer Portals.