

## Use of the EHP for insurance intermediaries:

### A brief guide to getting started

Date: January 2024

You completed a self-registration for yourself or your company on the FINMA portal as an untied insurance intermediary and FINMA has received your registration. You now need to log in to the survey and application platform (EHP for short). This brief guide explains what you need to do and the first steps you need to complete in the EHP.

If you have not yet submitted an application for self-registration as an untied insurance intermediary, please start by following the instructions on the website [Access to the EHP for insurance intermediaries](#).

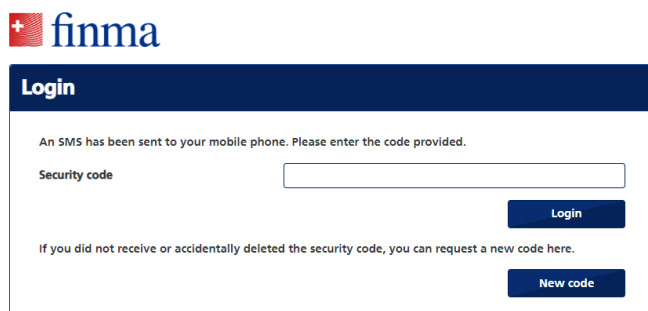
### Step 1: Access to the EHP

Go to the [FINMA portal](#) and log in there with the user name and password you created during the self-registration.



The screenshot shows the FINMA portal login page. At the top left is the FINMA logo. Below it is a dark blue header with the word "Login" in white. The main content area has a white background and contains two input fields: "User name" and "Password". To the right of the "Password" field is a dark blue "Login" button. Below the input fields is a link that says "Forgotten your password?".

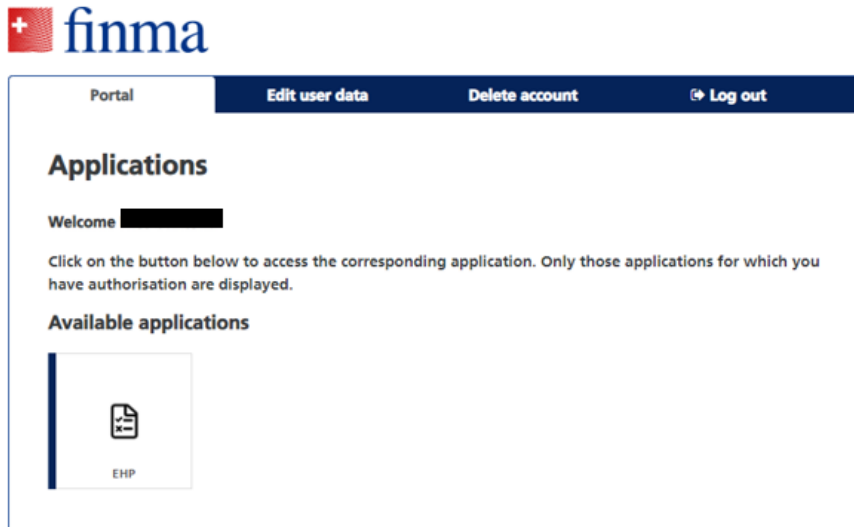
Once you have entered the user name and password, you will receive a passcode (mobileTAN) on your registered mobile phone. Enter this code in the input window.



The screenshot shows the next step of the FINMA portal login process. At the top left is the FINMA logo. Below it is a dark blue header with the word "Login" in white. The main content area has a white background and contains a message: "An SMS has been sent to your mobile phone. Please enter the code provided." Below this message is a single input field for the "Security code". To the right of the input field is a dark blue "Login" button. Below the input field is a link that says "If you did not receive or accidentally deleted the security code, you can request a new code here." Below this link is a dark blue "New code" button.

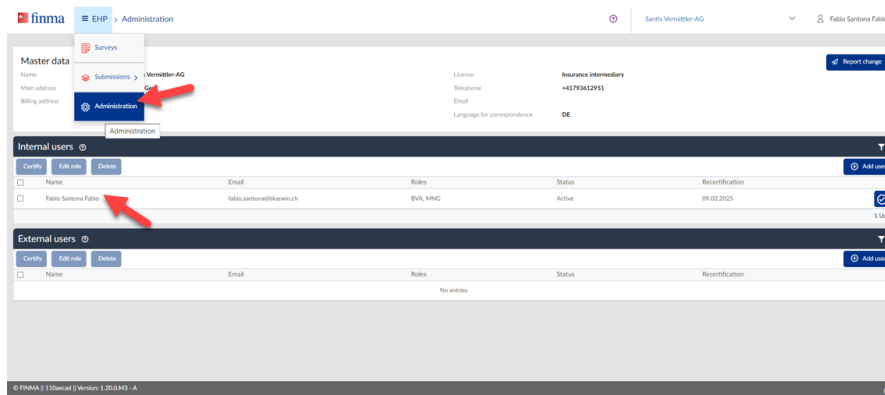
After you have logged in successfully, you can access the EHP via the tile.

Reference:



### Step 2: Check permissions and modify where necessary

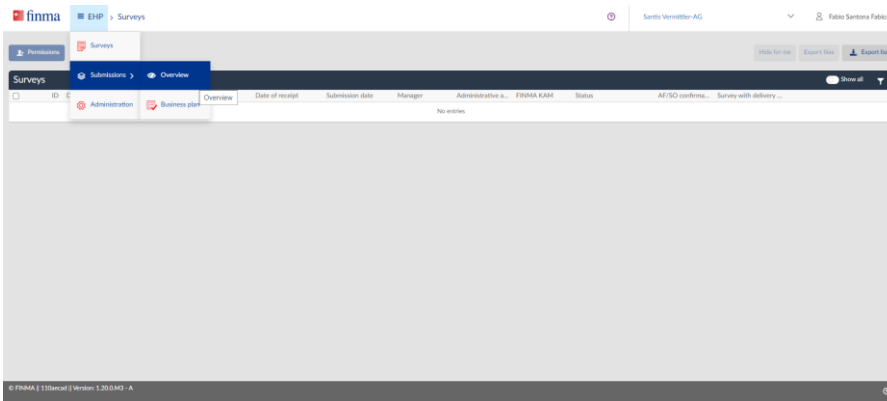
We recommend you check the permissions in the EHP in a second step and modify them where necessary. These modifications can be made under 'Administration' and must be made by the authorisation coordinator (AC for short). You specified the AC during the self-registration. In order to submit an application to FINMA, **you must assign someone the role of 'manager'**. This may also be the person who is already AC.



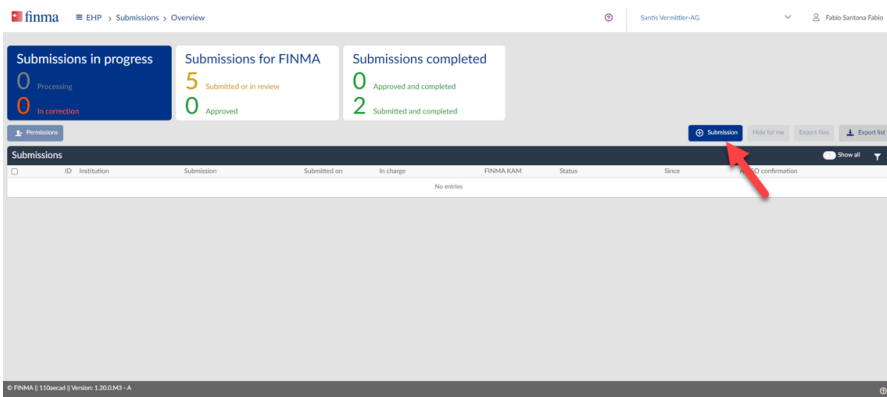
### Step 3: Create an application or submission

Once you have defined the role of manager for at least one person, you can create a new application or submission, such as an application for a new registration or follow-up documentation. You can navigate to this via the EHP under 'Submissions'.

Reference:



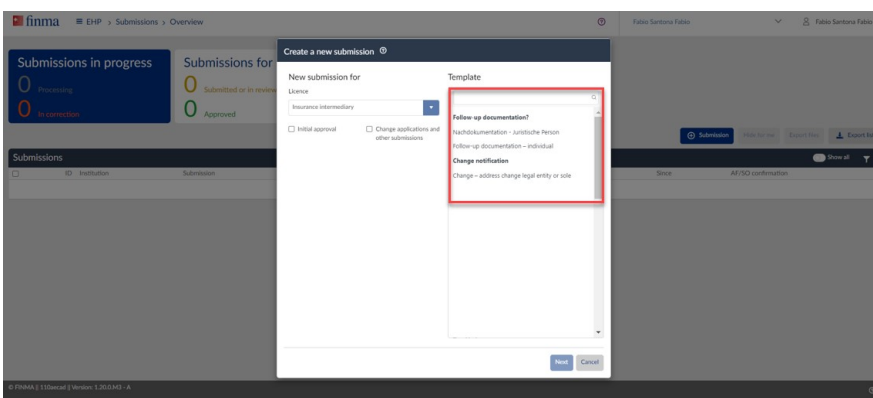
On the page 'Submissions' you can create a new application using the 'Submission' button'.



#### Step 4: Create application

Please make sure you select the correct application template or type. Please also note the following.

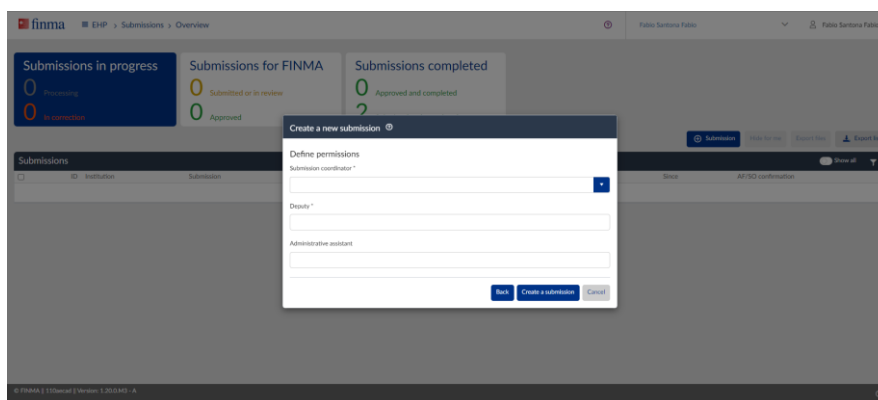
**Important:** If you yourself work as an insurance intermediary, an application as 'individual' is **always** needed. The employer (legal entity) must also submit an application as a legal entity (or as a sole proprietorship/partnership where applicable).



## Step 5: Define the permissions on the application

For every single application, individual permissions can be assigned in the EHP. However, only people who have access to your EHP account and are authorised for your area can be selected. The AC can record these people in the EHP. You will find more details in the EHP document. [The role of the authorisation administrator.](#)

**Important:** Only the AC can create additional users for their own area. You entered one or more ACs during the self-registration. The AC has access via the main menu under 'Administration'. There, the AC can create additional users or assign more rights to their own user (i.e. themselves). The AC is solely responsible for assigning additional permissions. See also step 2 of this guide.



Please note: when defining the permissions, you as deputy can also enter the name of the submission manager. It does not therefore necessarily have to be a 'real' deputy.

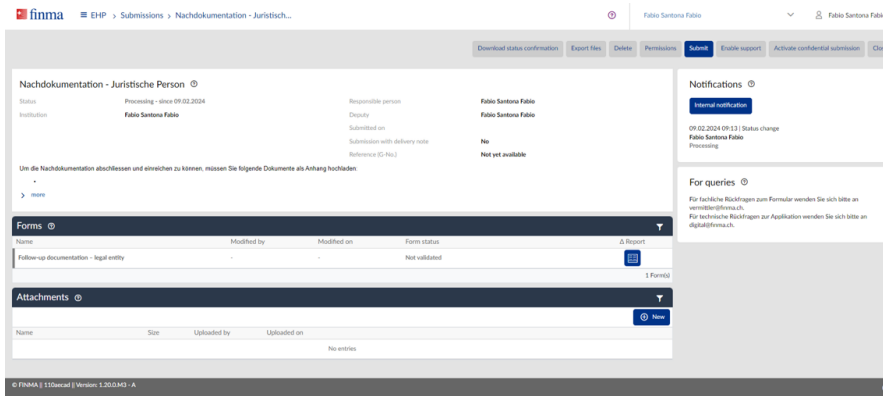
**Important:** If you see the message 'No data found' in the 'Create new submission' window, the AC has not yet assigned a manager role under 'Administration'. Submissions can **only** be entered **when the role of 'manager' has been assigned**. See also step 2 of this guide.

## Step 6: Complete and submit application

As soon as you have defined the permissions, a new mask appears with the actual application. Under 'Form' you will find the relevant input form. Here you can enter all the information needed for your application. Under 'Attachments' you can save all attachments that are expressly requested. Under 'Enclosures' you will also find other relevant documents related to the application (if provided by FINMA).

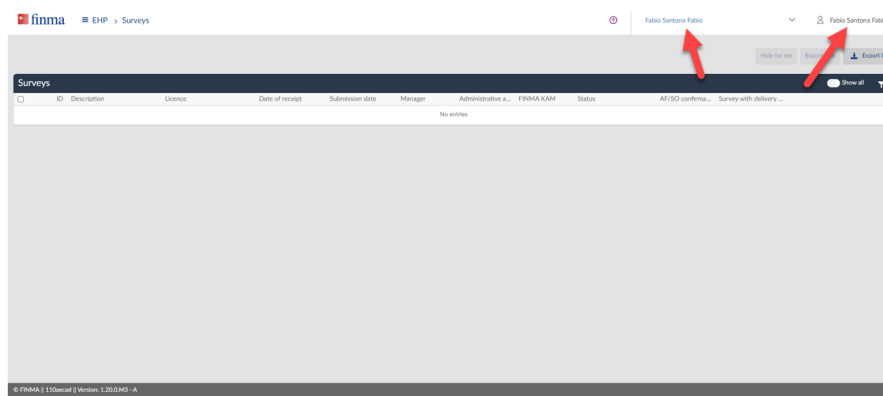
**Important:** The application can then only be submitted once it is 'validated' in form status. If, for example, not all mandatory fields are completed, an error occurs and the form cannot be validated.

Reference:



### Step 7: Overview of own area and users

In the EHP you can see directly in which area you are. In the navigation bar in the top right every user can see on behalf of which party they are acting. If the same user has two accesses with the same email address (e.g. as a legal entity and as an individual and intermediary), they can select the desired party there.



Similarly, information on the individual user is also available via the navigation bar in the very top right via the name. For example, there you can see what rights the user has.

A dedicated support page is available for use of the EHP on the FINMA website. [EHP support: Frequently-asked questions and user manuals](#). Here, you will find lots of important information on use of the EHP.