

Welcome to “My Account”

www.mercermyaccount.com

“My Account” is a self-service tool that gives you 24-hour access to your Plan information. My Account is mobile friendly and will work on any Android, iPhone or Tablet in addition to your personal computer.

All members have access to the following:

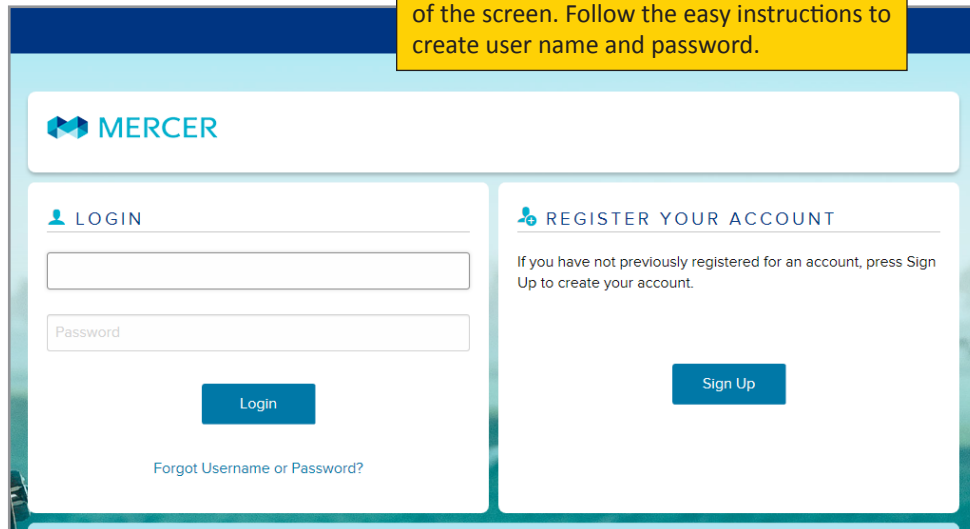
- Review coverage(s)
- View current billing/payment status – if applicable
- Arrange convenient electronic payment from your bank
- Update your phone number, home address, and email address
- Add a secondary address

Need to set up your access to “My Account”?

“My Account” is available 24/7 to access your information. Go to www.mercermyaccount.com to register.

To sign up for MyAccount, you will need a valid email address and your Mercer Certificate number. Your Mercer Certificate number is a 12 digit identification number that can be located on your direct bill payment invoice or any other Mercer generated

To register: Click on **Sign Up** on the right side of the screen. Follow the easy instructions to create user name and password.

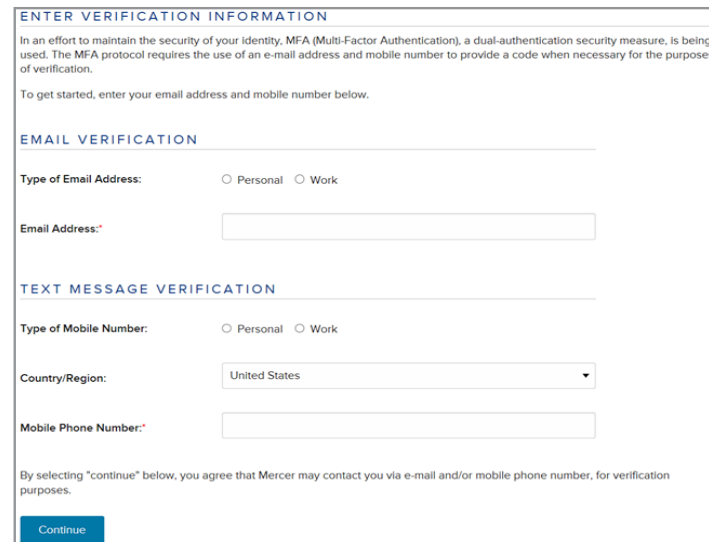


The screenshot shows the Mercer My Account website interface. On the left, there is a 'LOGIN' section with fields for Username and Password, a 'Login' button, and a link for 'Forgot Username or Password?'. On the right, there is a 'REGISTER YOUR ACCOUNT' section with a 'Sign Up' button. A yellow callout box is overlaid on the top right of the page, providing instructions on how to register.

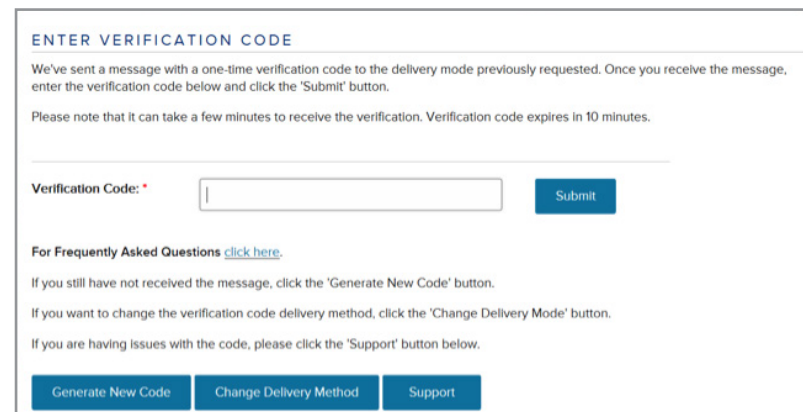
Enhanced Online Security

In an effort to maintain the security of your identity, MFA (Multi-Factor Authentication), a dual-authentication security measure, is being used. The MFA protocol requires the use of an e-mail address and mobile to provide a code when necessary for the purposes of verification.

To get started, you will need to enter your email address or mobile number. **MFA will not be required every time you login.**



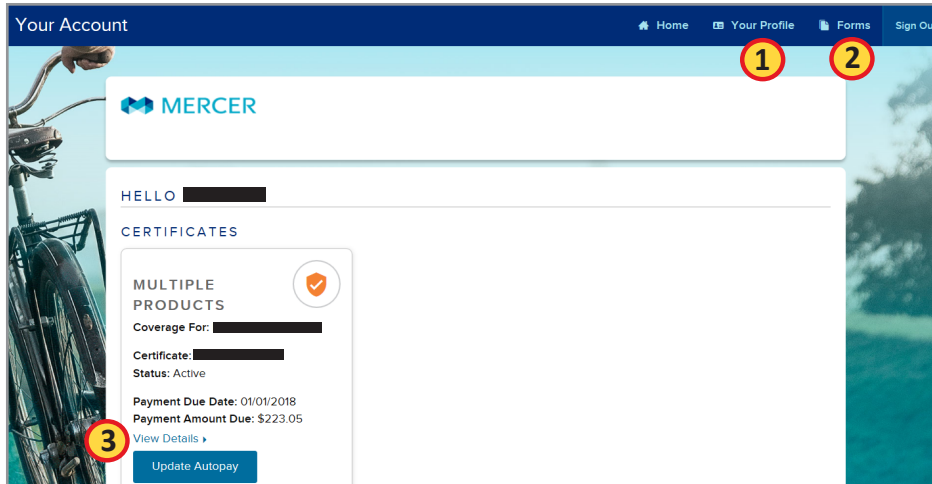
This screenshot shows the 'ENTER VERIFICATION INFORMATION' form. It includes a header, a paragraph explaining MFA, and instructions to enter email or mobile information. The form has two main sections: 'EMAIL VERIFICATION' with radio buttons for 'Personal' or 'Work' email, an 'Email Address' field, and 'TEXT MESSAGE VERIFICATION' with radio buttons for 'Personal' or 'Work' mobile, a 'Country/Region' dropdown menu (set to 'United States'), and a 'Mobile Phone Number' field. A 'Continue' button is at the bottom.



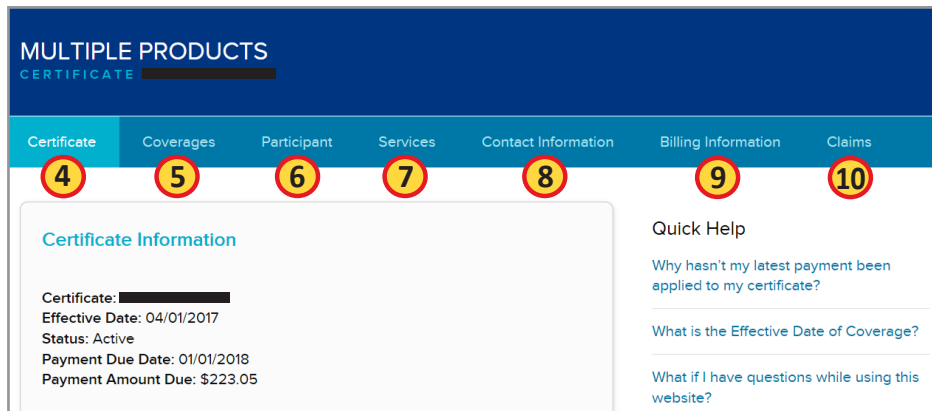
This screenshot shows the 'ENTER VERIFICATION CODE' form. It includes a header, a paragraph explaining the verification code process, and a note that the code expires in 10 minutes. There is a 'Verification Code' field and a 'Submit' button. Below the form, there are links for 'Frequently Asked Questions', 'Generate New Code', 'Change Delivery Method', and 'Support'.

What can you do on “My Account”?

Once you are logged in, you will be brought to the “My Account Summary” page. Please see the below screenshots to assist with how to navigate this site.



- 1. Your Profile:** Update your password, email address, or security question and answer.
- 2. Forms:** Go here to access important forms or other plan documents.
- 3. View Details:** Click on View Details to access the tools outlined below.



- 4. Certificate Tab:** Review your certificate information.
- 5. Coverages Tab:** Review your insurance coverage.
- 6. Participant Tab:** Confirm your participant information.
- 7. Service Tab:** All members on direct bill may request a copy of your premium notice.
- 8. Contact Information Tab:** Update your contact information including residential and mailing addresses, email address, and phone number.
- 9. Billing Information Tab:** Review current billing information and options to update to Autopay.
- 10. Claims Tab:** If applicable, view your claim details and download and save or print your Explanation of Benefits (EOB).

To update your payment method

To update your payment method to recurring payments out of a checking account, click the update button next to the Billing Method on the main certificate screen. You will then be brought to the below screen.

A screenshot of the 'YOUR SELECTED ELECTRONIC FUNDS TRANSFER' form. It contains a statement: 'Set up a recurring payment for certificate [redacted]. By entering your payment information below you agree to this statement: I authorize Mercer to establish an automatic bill payment to pay my insurance premiums when they come due. I also authorize my financial institution to charge my account accordingly. I understand if my premium changes, I will be notified and my payment will be adjusted accordingly.' Below the statement are three input fields: 'Type of Account:*' with a dropdown menu showing 'Choose One', 'Bank Routing Number:*', and 'Bank Account Number:*'. At the bottom, there are 'Cancel' and 'Submit' buttons.

To update your contact information

To change your contact information with Mercer, click the Update button below the contact information on the main certificate screen. Click the Submit button when you are finished.

A screenshot of the 'Contact Information' form. It shows a 'Quick Help' section with the link 'What if I have questions while using this website?'. Below this is the 'PRIMARY ADDRESS' section with the following information: 'Address 1: [redacted]', 'Address 2:', 'City: ANKENY', 'State/Province: Iowa', 'Zip/Postal Code: 50021', 'Country: UNITED STATES', 'Phone Number 1: 000-000-0000', and 'Email Address: [redacted]'. At the bottom, there is an 'Update' button.