

Welcome to “My Account”

www.mercermyaccount.com

“My Account” is a self-service tool providing 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:

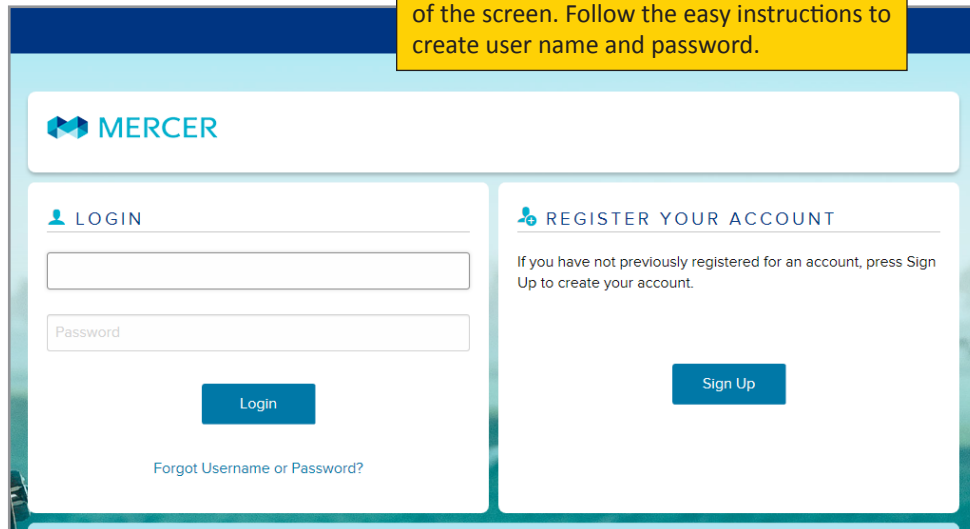
- Review coverage(s)
- View current billing/payment status – if applicable
- Arrange convenient electronic payment (Autopay) from your bank
- Update your phone number, home address, and email address
- Add a secondary address

How 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 documents.

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

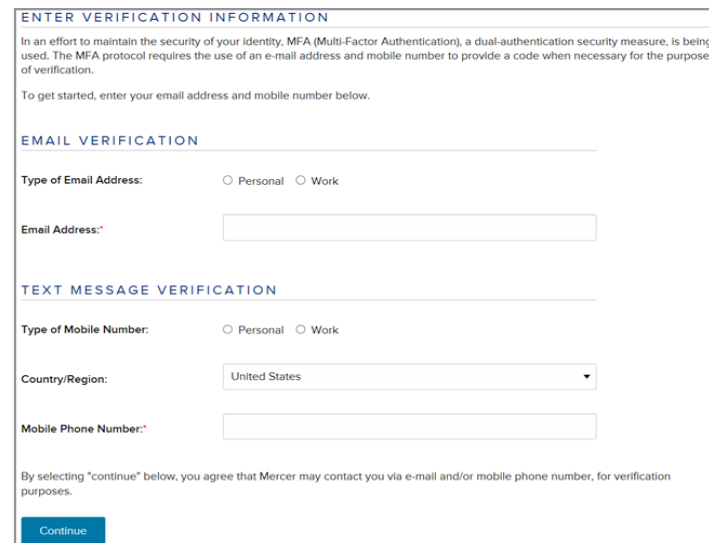


The screenshot shows the Mercer My Account website interface. On the left, there is a 'LOGIN' section with fields for Username and Password, and a 'Login' button. Below the login fields is a link for 'Forgot Username or Password?'. On the right, there is a 'REGISTER YOUR ACCOUNT' section with a 'Sign Up' button. A yellow callout box is overlaid on the top right of the registration area, containing the text: 'To register: Click on Sign Up on the right side of the screen. Follow the easy instructions to create user name and password.'

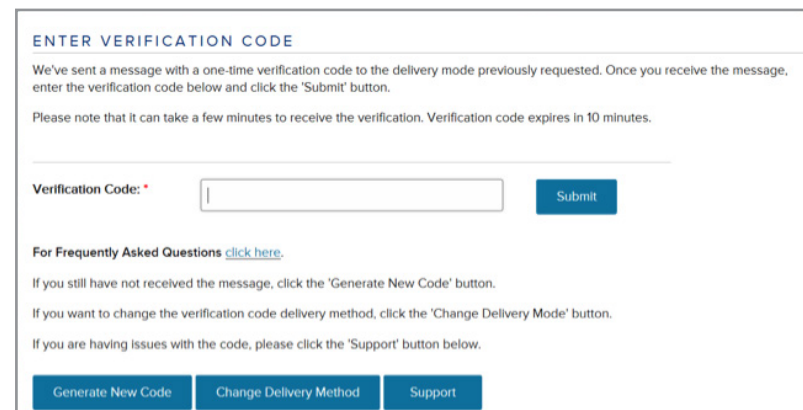
Enhanced Online Security

Multi-Factor Authentication (MFA) is a dual-authentication security measure requiring the use of an email address or mobile phone to provide a code when necessary for security verification.

To get started, you will need to enter your email address or mobile number.



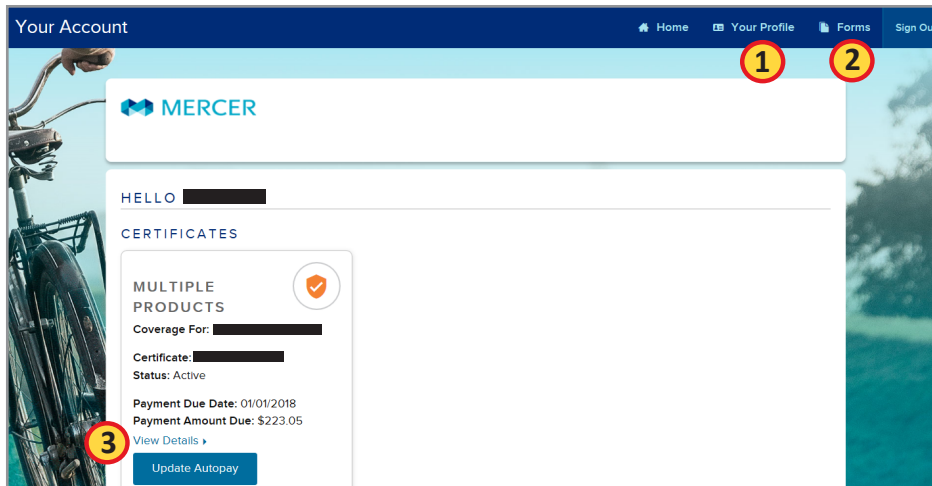
The screenshot shows the 'ENTER VERIFICATION INFORMATION' form. It includes a header, a paragraph explaining MFA, and instructions to enter email or mobile information. There are two main sections: 'EMAIL VERIFICATION' and 'TEXT MESSAGE VERIFICATION'. Each section has radio buttons for 'Personal' and 'Work', a dropdown for 'Country/Region' (set to 'United States'), and a text input field for the respective address or number. A 'Continue' button is at the bottom.



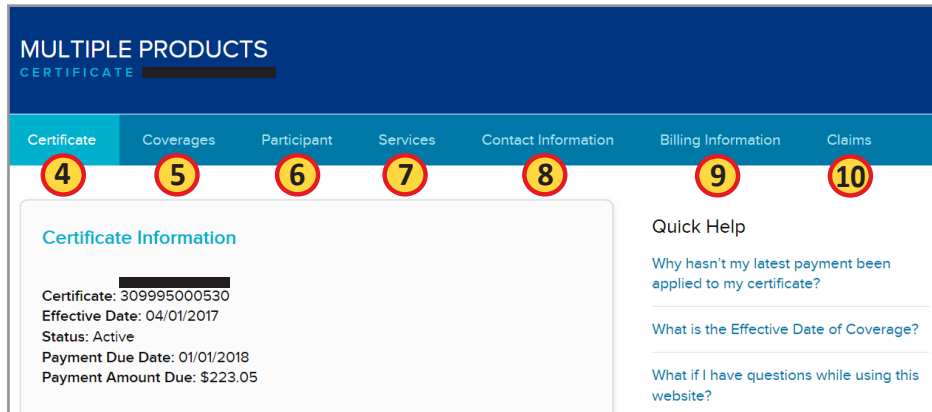
The screenshot shows the 'ENTER VERIFICATION CODE' form. It includes a header, a paragraph explaining the one-time code, and a note that the code expires in 10 minutes. There is a 'Verification Code' input field and a 'Submit' button. Below the form are three buttons: 'Generate New Code', 'Change Delivery Method', and 'Support'. There are also links for 'Frequently Asked Questions' and 'Support'.

What can you do on “My Account”?

Once you are logged in, the “My Account Summary” page will be displayed. 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:** Forms and other plan related documents will be posted here.
3. **View Details:** Click on View Details to access the tools outlined below.



4. **Certificate Tab:** Provides effective date of coverage and payment status information.
5. **Coverages Tab:** Review coverages in which you are currently enrolled
6. **Participant Tab:** Provides information on the participant.
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 elect or update Autopay.
10. **Claims Tab:** Applicable only if Mercer handles medical claims processing.

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. The form is titled 'YOUR SELECTED ELECTRONIC FUNDS TRANSFER'. It contains a paragraph of text: '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 text are three input fields: 'Type of Account:*' with a dropdown menu showing 'Choose One', 'Bank Routing Number:*', and 'Bank Account Number:*'. At the bottom of the form are two buttons: 'Cancel' and 'Submit'.

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. The form is titled 'Contact Information'. It contains a 'PRIMARY ADDRESS' section with the following fields: '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]'. Below the address fields is an 'Update' button. To the right of the address fields is a 'Quick Help' section with a link: 'What if I have questions while using this website?'.