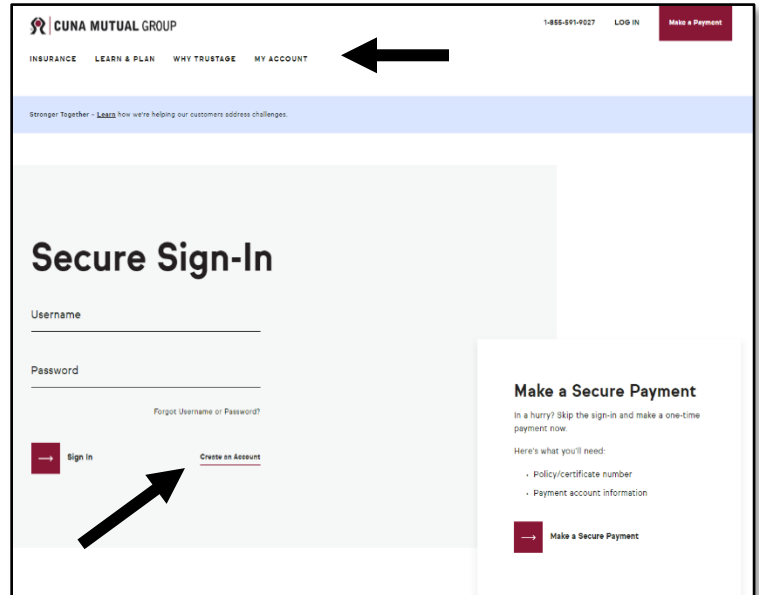


Creating Your Online Service Account

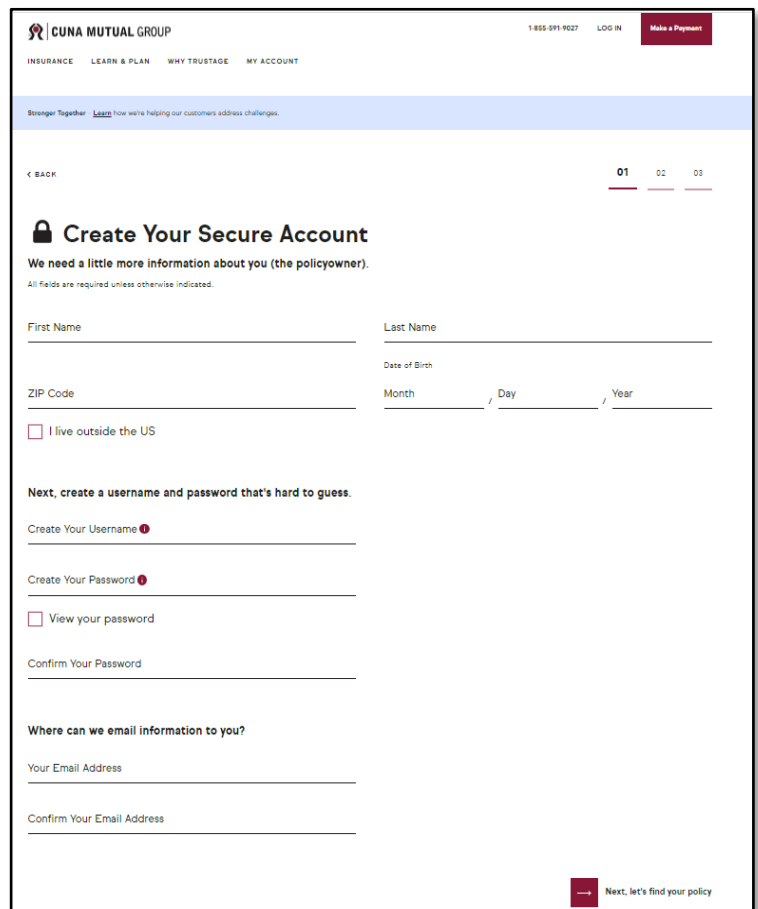
It only takes a few steps to manage your policy online, and it starts by visiting eservice.cunamutual.com

- 1) To setup an account, select either the **'Create an Account'** link located near the center of the page or select **'Create Account'** from the **'MY ACCOUNT'** menu.



- 2) We'll ask you to enter your name, ZIP code, date of birth and email address as well as create your username and password.

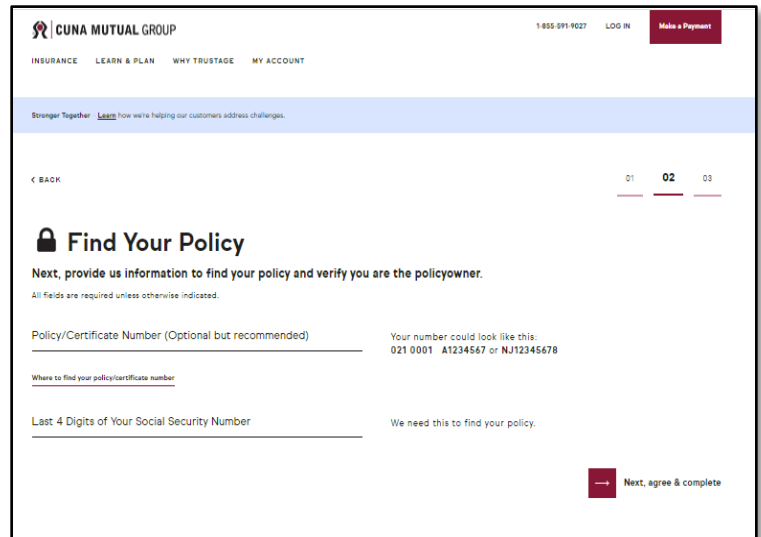
When you're done, select the **"Next, let's find your policy"** button.



- Next, we'll ask you to enter your policy/certificate number (if you have it available) and the last 4 digits of your social security number.

Then, select the **“Next, Agree & Complete”** button.

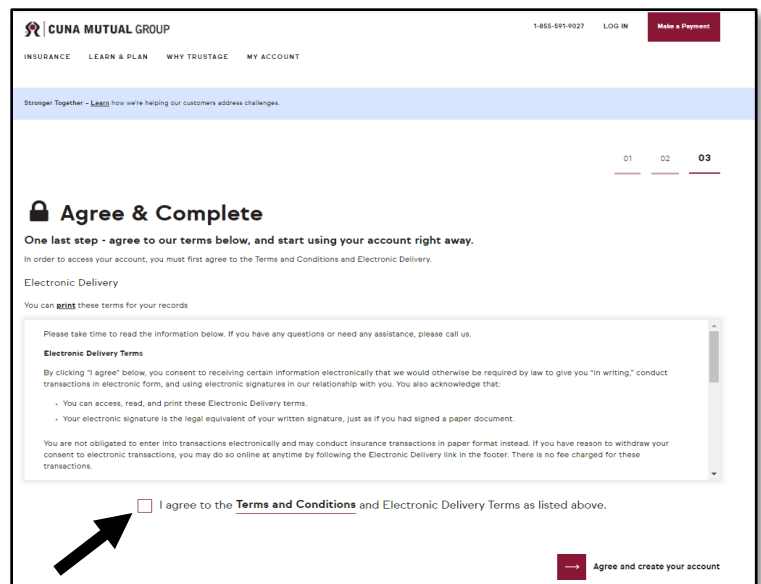
Note: The information collected up to this point will be used to find any policies you own with us which are eligible for online service. In some instances, we may ask you to confirm the information provided or ask you to also input your address/phone to help us create your account.



- Once your policy/certificate is found we will request you **check the box** indicating you agree to the terms and conditions as well as our electronic delivery terms.

Then, select **“Agree and create your account”**.

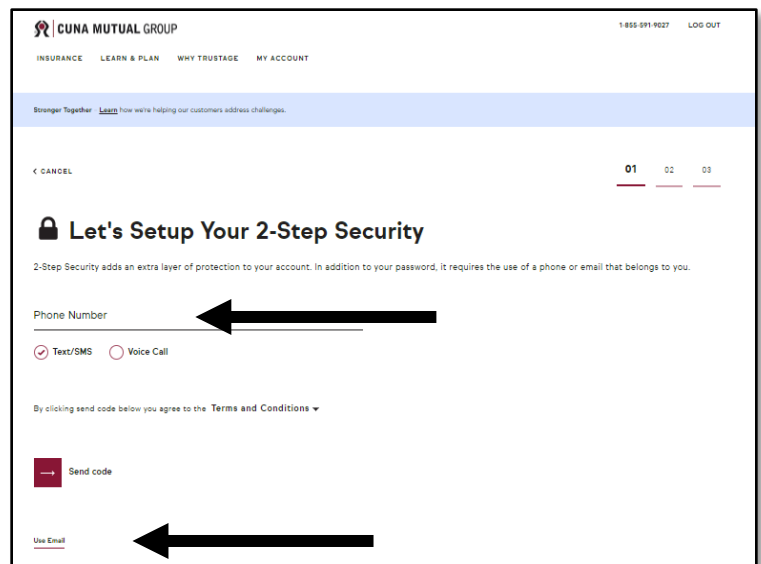
Note: Agreeing to our Electronic Delivery terms does not shut off paper confirmations. If you currently receive statements or other correspondence in the mail, that will continue.



- Now that your account is created, we can setup an extra layer of protection to ensure that you are the only person who can access your account.

We will ask you to enter the phone number or email address that you want us to send a security code to. To validate your entry, select **“Send code”**.

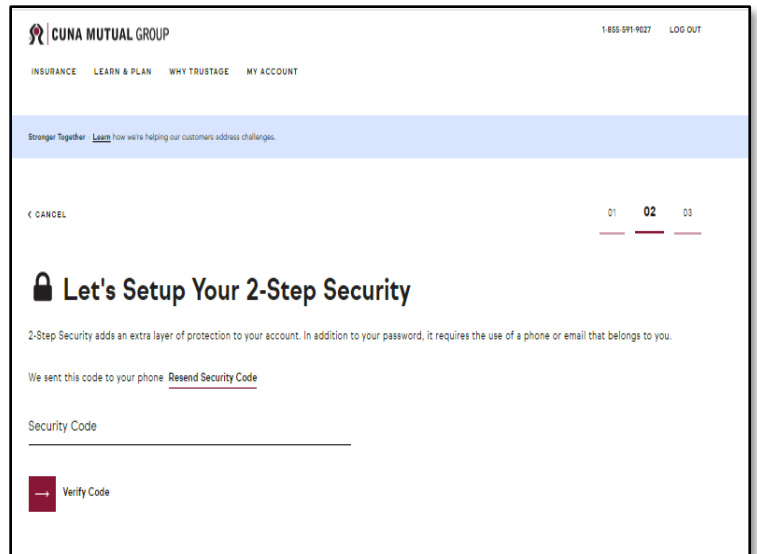
Note: There may be times when we will ask you additional questions to validate your identity or ask you to contact us so we can collect additional information.



- 6) A security code will be sent to the phone number or email address that you entered. To confirm that you received this, enter the code and select “**Verify Code**”.

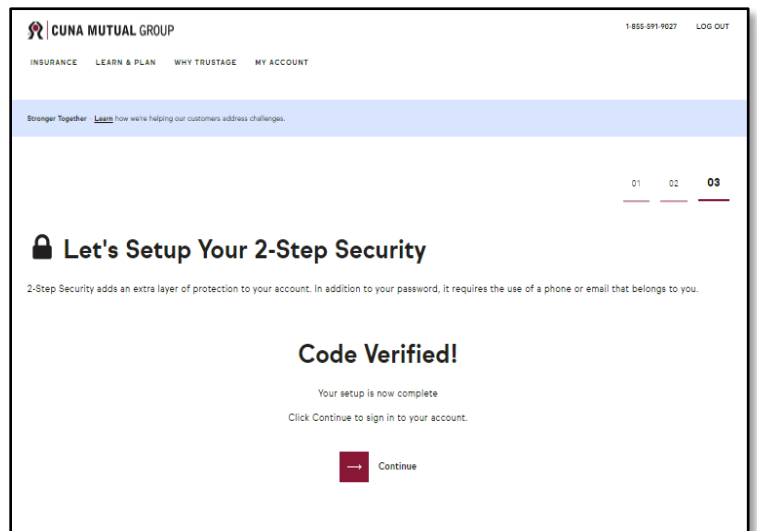
Note: If you do not receive the code, you can check that what was entered was correct and then select “**Resend Security Code**”.

If the code is never received, contact us for assistance.



- 7) When we've validated that the security code you entered matches what we sent, the setup is complete.

Select “**Continue**” to sign into your new account.



Congratulations! From this point forward, you'll be able to access your account when you “Sign-In” from our service homepage: eservice.cunamutual.com

