



[www.UMV4ME.com](http://www.UMV4ME.com) Portal Help

*Enhanced Ease of Doing Business with Union Mutual!*

Welcome to Union Mutual's Customer Portal. Please follow the steps below to help guide you in creating your new account with Union Mutual.

## How to Create a New Account

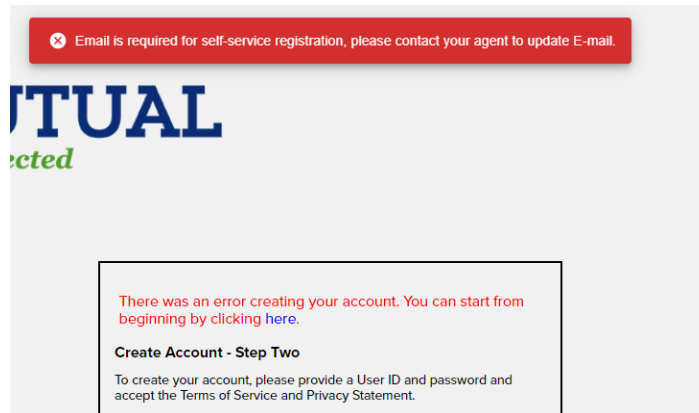
Visit [www.umv4me.com](http://www.umv4me.com)

**\*Due to recent enhancements all users must create a new account as of March 8, 2023.**

### 1. Click on create new account

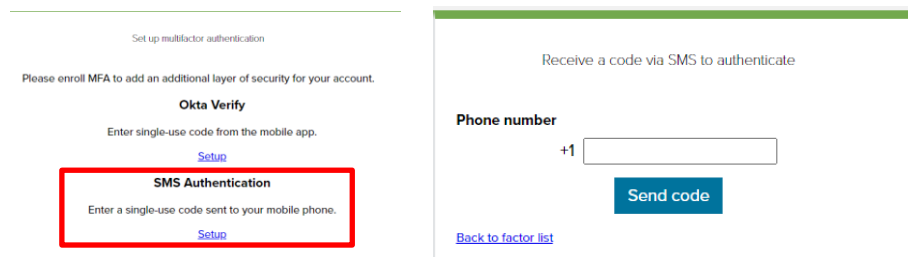
2. Enter Policy Number (letters and numbers only – do not include numbers after hyphen ex. HOP0123456)
3. Enter Phone Number & 5 Digit Billing Zip Code
  - Phone number and zip code provided when policy was written
4. Create User ID (min 3 characters) and Password (min 7 characters)
  - Password must contain at least – one number, one lower case and one upper case

If an error occurs when trying to create a portal account please contact your agent to update the email address associated with your policy. An email address will need to be added to your customer profile and policy for self-service registration.



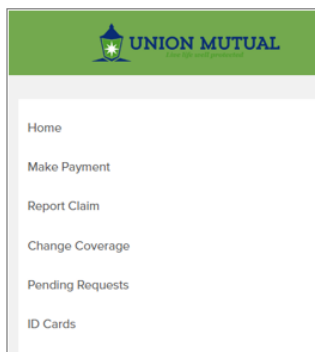
## 5. Set up MFA (Multifactor Authentication)

- Choose SMS Authentication and enter phone number to receive a code via text



## 6. Welcome - Home Screen

- To view options within the portal, view the side menu for features such as: – Customer Info, Make Payments, Report Claim, Make Changes, ID Cards



**For Customer Support:**  
Please contact us with any questions regarding this material at:  
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