



my.unionmutual.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 my.unionmutual.com

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

1. Click on create new account

Welcome to Union Mutual's Customer Portal!

Due to some recent enhancements to our customer portal, **all users must create a new account** and re-enter any credit card and/or bank account information, to pay your bill.

For help setting up your account, or paying your bill, please contact our Customer Support department at: 1-800-300-5261

For more information, including billing options, please click [here](#) for our FAQs.

Sign in with your User ID and Password

User ID

Password

Remember me

Sign In

[Need help signing in?](#)

Don't have an account? [Create New Account](#)

Want to pay your bill without creating an account or signing in?

Pay Bill

Want to report a claim without signing in?

Report Claim

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

Create Account **Step One**

Please answer the following security questions:

Policy Number* Please enter the policy number

Phone Number* Please enter the phone number

Zip* Please enter the zip code

Register

Create Account **Step Two**

To create your account, please provide a User ID and password and accept the Terms of Service and Privacy Statement.

User ID

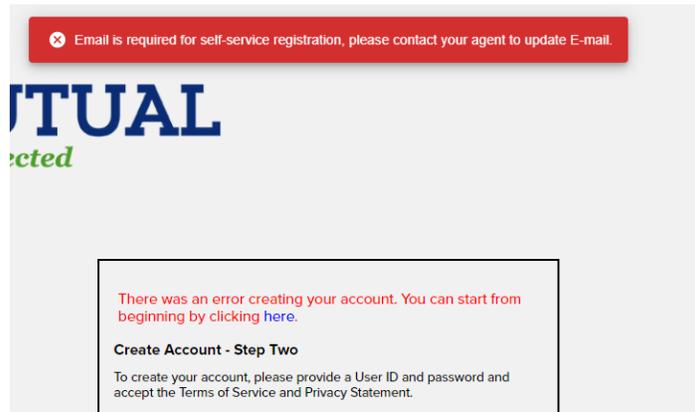
Password

Confirm Password

I have read and accept the [Terms of Service](#) and [Privacy Statement](#).

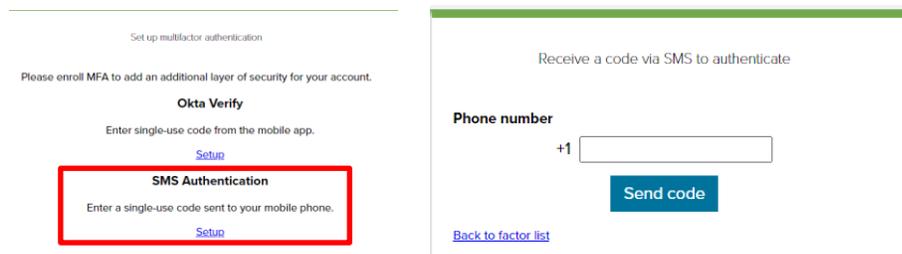
Create Account

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.



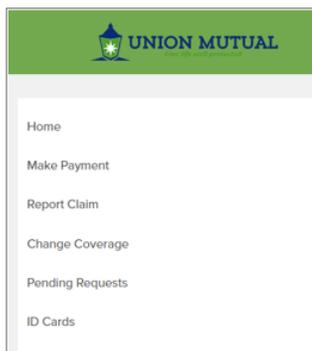
5. Set up MFA (Multifactor Authentication)

- 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:
1-800-300-5261 Ext. 723
Fax: 802-229-5509
EMAIL: unionexpress@unionmutual.com