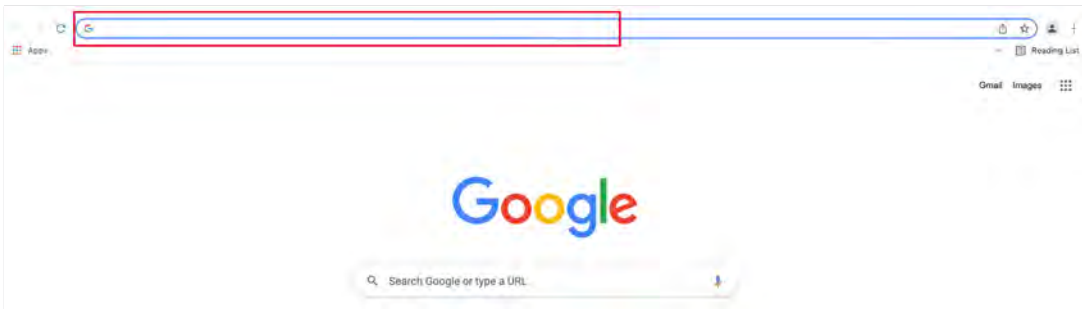


REGISTER FOR CUSTOMER ACCESS

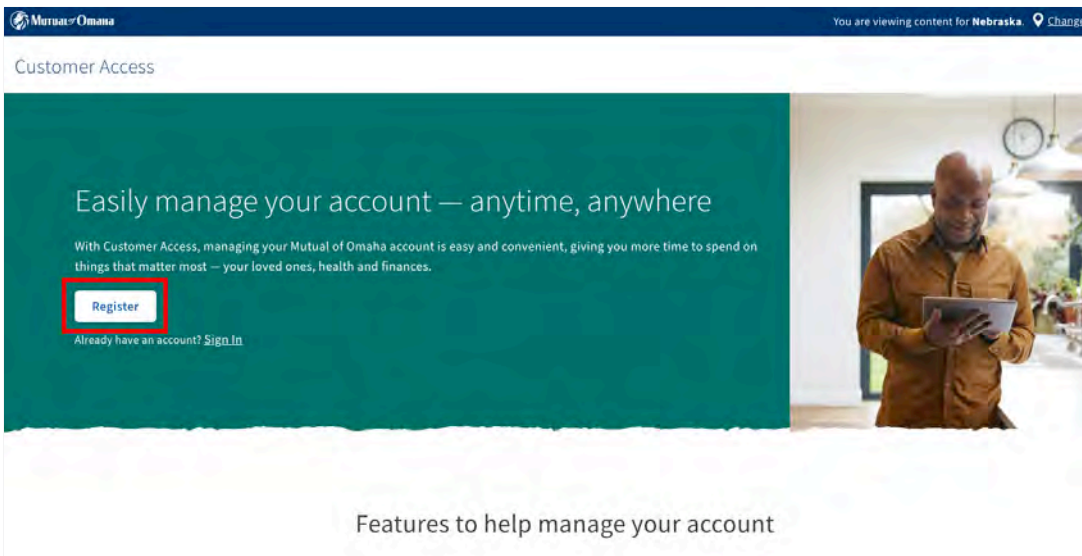
Customer Access is an easy way to manage your account. You can pay bills, update information, review your policies and more.

Register for your account by following these simple steps.

- 1 Open the Google Chrome browser (the Mutual of Omaha website works best on this browser). Type in **MutualofOmaha.com/access** in the search bar.

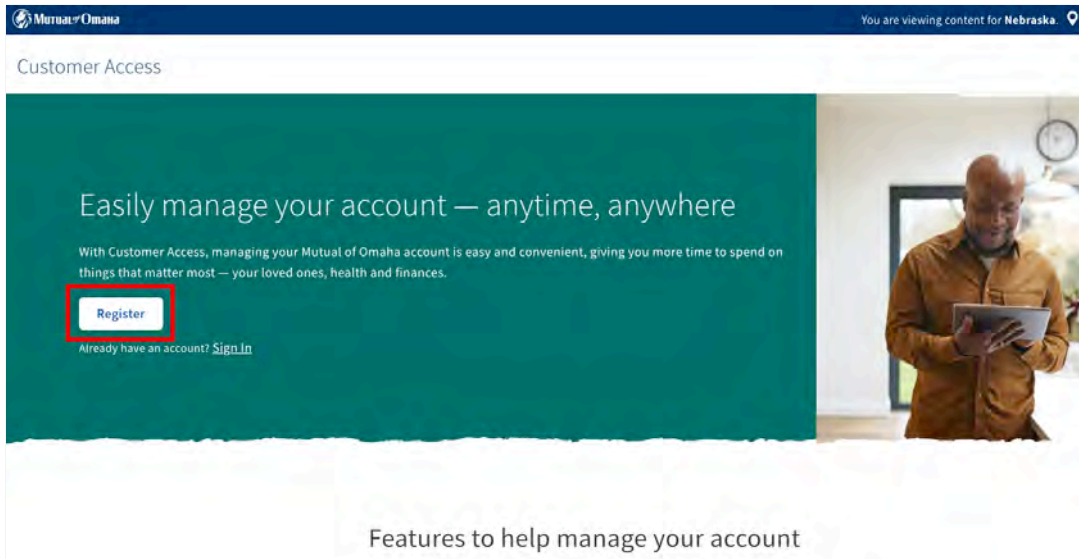


- 2 Visit **MutualofOmaha.com/access**.



Continue on next page >

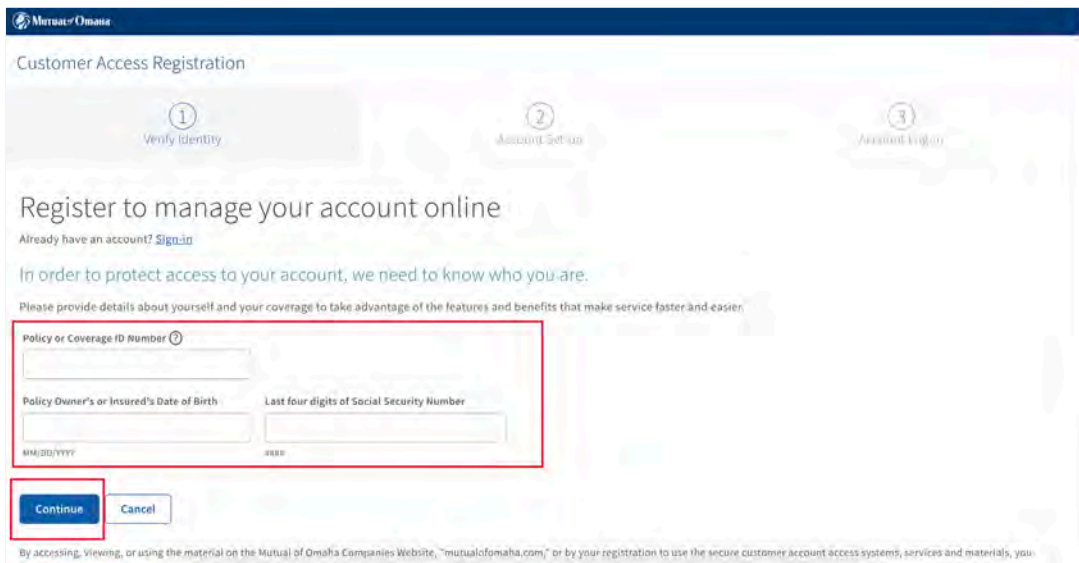
- 3 Click on **“Register”** button to get started.



- 4 To register your account, you'll need to provide the following information.
Enter your **policy or coverage ID number**, **date of birth**, and **last four digits of your social security number**. This helps us verify your identity.

Please note, if your social security number is not on file, you'll receive an error message stating your information doesn't match our system. If so, please call us at 800-775-6000.

After inputting your information, click on **“Continue.”**



Continue on next page >

5 You'll be asked for your **first and last name**, as well as your **email address**. Be sure to enter the email address that is on file with Mutual of Omaha.

Then, select a **username** and **password**.

- Your username must begin with a letter, have at least 5 characters and may not contain spaces — only letters and numbers.
- Your password must have at least 8 characters, including a number OR special character: !, @, #, \$, %, -, / (no spaces)

The screenshot shows the 'Customer Access Registration' form. It is divided into four main sections: 'Your Information', 'Account set up', 'Account Security', and 'Security Questions'. The 'Your Information' section has fields for First Name, Last Name, Email Address, and Confirm Email Address. The 'Account set up' section has fields for Username, Password, and Confirm Password. The 'Account Security' section has a heading 'Protecting your account is important to us.' and a sub-heading 'To help us protect your account's security, please provide the following.' The 'Security Questions' section has three dropdown menus for selecting questions and text input fields for answers. The 'Security image and Phrase' section has a 'Security image' dropdown menu and a 'Security phrase' text input field. A 'Continue' button is highlighted in red at the bottom left of the form.

Next, complete the **security questions**. You'll be asked for:

- 3 security questions
- A security image
- A security phrase

Each security question box has a drop down with multiple options. Your answers will need to be entered exactly the same in the future, including the same capitalization, punctuation and spaces.

The security image and phrase verifies that you're accessing an official Mutual of Omaha administered website. You may be asked to verify these images when providing sensitive information, as an additional way to protect your information.

Later, after you've registered, if you need to update your security questions or answers, go to the **"My Account"** tab under **"Security Settings"** in Customer Access.

Continue on next page >

- 6 After clicking "**Continue**," and your registration is successful, you'll be directed to your policy overview. You'll need to log in and enter your username and password. Then, you'll be able to manage your Customer Access Account.

Need additional assistance? Call us at **800-775-6000**.

