

HOW TO:
Establish a Texas Mutual Online Policyholder Login Account

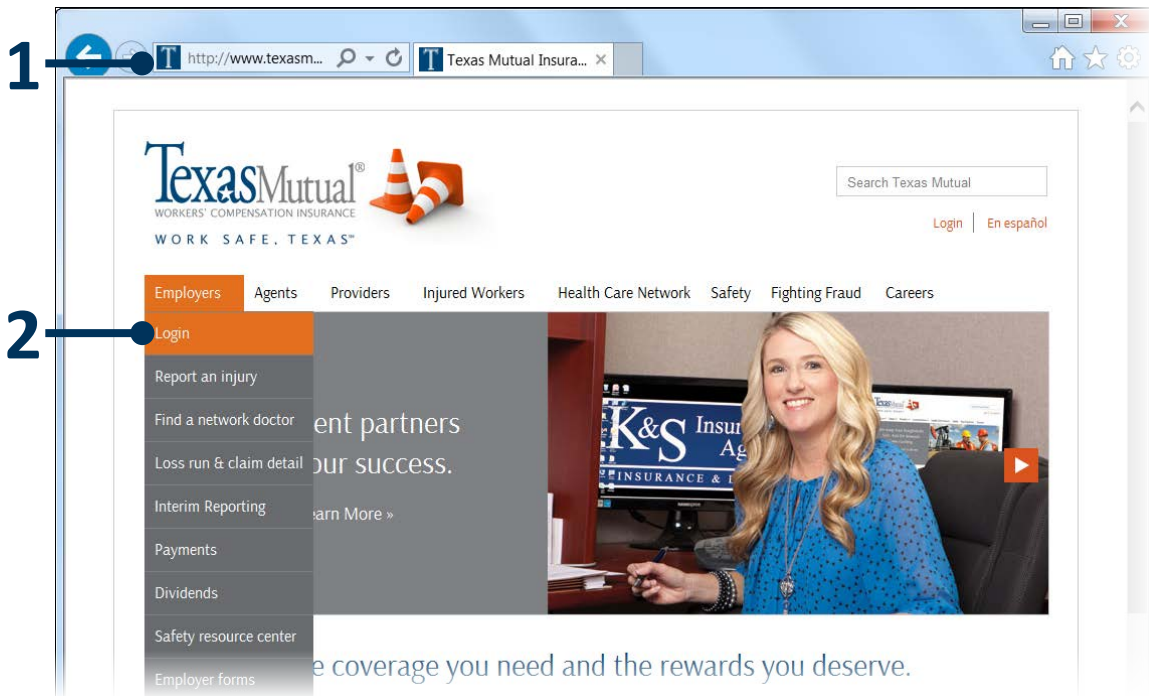
Texas Mutual allows policyholders the ability to access select electronic records and to provide access to authorized Users. Texas Mutual[®] online services provide the User with access to policy management information and allow the User to submit certain information to the Company including payments.

Pre-Requisites

- ✓ **Policy Information:** Texas Mutual policy number, company FEIN, and list of individuals to have access to online services. The policy must be active to process the online application.

Process Steps

- **Go to Texas Mutual's Log in**



➤ Complete the Texas Mutual® Online Application

1

[Need an account?](#)

This is a private computer system containing confidential information. Texas Mutual Insurance Company (the "company") strictly prohibits unauthorized access. Unauthorized access means using the company's computers, systems, networks, data, or software without the company's consent. Unauthorized access is a criminal offense. Unless the company has given you authorized access, you may not access this computer system.

Application For New Online Account

2

Customer Information

First Name*	<input type="text" value="Safe"/>	Phone*	<input type="text" value="(512) 123-4567"/>
Middle Initial	<input type="text"/>	Email Address*	<input type="text" value="ee01@texascompany.com"/>
Last Name*	<input type="text" value="Employee"/>	Confirm Email*	<input type="text" value="ee01@texascompany.com"/>
Job Title*	<input type="text" value="Safety Director"/>		

3

Account Information

Account Type* Agent Policyholder

What do you want to do on *Texas Mutual*[®] online services?*

Security Question*

Answer*

4

Company Information

Policy Number*	<input type="text" value="0000000000"/>	<input type="button" value="?"/> What is my Policy Number?	Company Name*	<input type="text" value="Texas Company"/> <input type="button" value="x"/>
Company FEIN*	<input type="text" value="123456789"/>		Agent of Record	<input type="text"/>

5

An email will be forwarded that shows the password.

Subject: Notice 2: Texas Mutual Online Services

Dear :

We have created an online services account for you at texasmutual.com under . For security purposes, we provided your assigned username to you in a separate e-mail notification. Using the assigned username and the password listed below, please go to www.texasmutual.com and click on "loss run & claim detail" to logon to your online services account.

Password:

Note: Username and password are case sensitive and should be typed as provided above.

We have assigned you a provisional account until you logon for the first time. The system will prompt you to change your password.

Helpful Hints

- Fields marked with an asterisk (*) are mandatory.
- A Texas Mutual representative will contact you to assign authorized users and their privileged access.
- Passwords are case sensitive. The system will prompt you to change the temporary password the first time you login.

Frequently Asked Questions

- When are the Texas Mutual® Online services available?

Registered users can access the *Texas Mutual*® online services between 6 a.m. and 9 p.m. daily.

- Is there a limit to the number of authorized users that I can select?

There is no limit on the number of individuals who can be assigned a login account.

- What is a FEIN?

The FEIN is your federal employer identification number.

- What are the types of privileges and access controls that I can assign to authorized users?
 - Policy Inquiry – user can view policy information
 - Claim Detail Screen – user can see claims filed along with payment details
 - Policy Summary – user can view coverage and endorsement information
 - Online Endorsements – user can create and submit endorsements online
 - Loss Runs and Analysis – user can generate loss runs and loss analysis
 - Claim Diaries – user can view claim notes
 - Dividends Inquiry – user can view dividend amounts paid
 - Online Interim Audit – user can file interim reports online
 - Safety Resources and File Injury Reports – user can access the safety resource center and file injury reports

Related “HOW TO” References

- HOW TO: Access the Safety Resource Center
- HOW TO: Access the Safety Resource Catalog
- HOW TO: Setup & Track Employee Access to Free Safety Resources