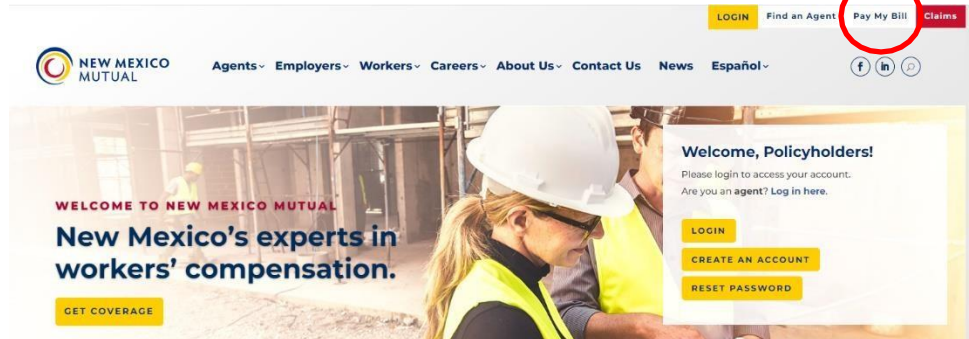


Set Up Your Online Pay My Bill Account

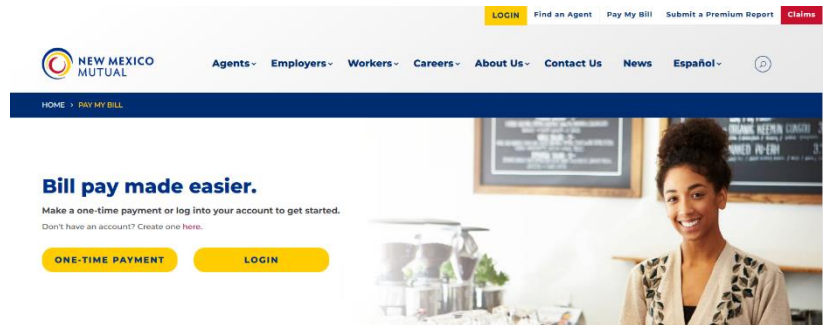
We are excited to announce the launch of our new billing system, Invoice Cloud. Below are instructions to help you navigate our new system. If you need assistance setting up your account, call us at (505) 343.7744.

Click "Pay My Bill" on the NewMexicoMutual.com homepage.



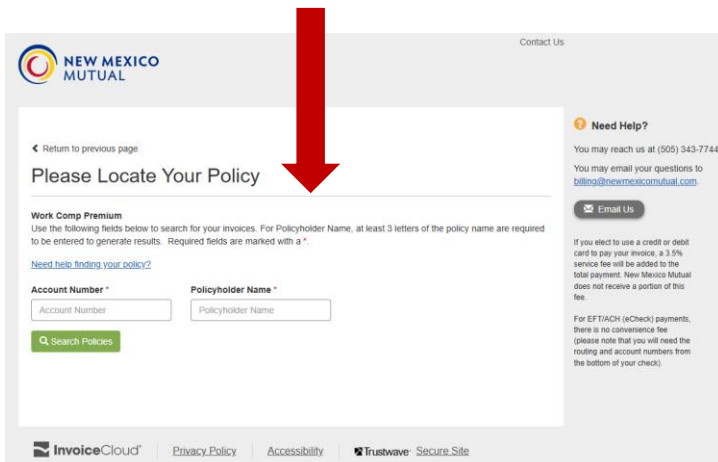
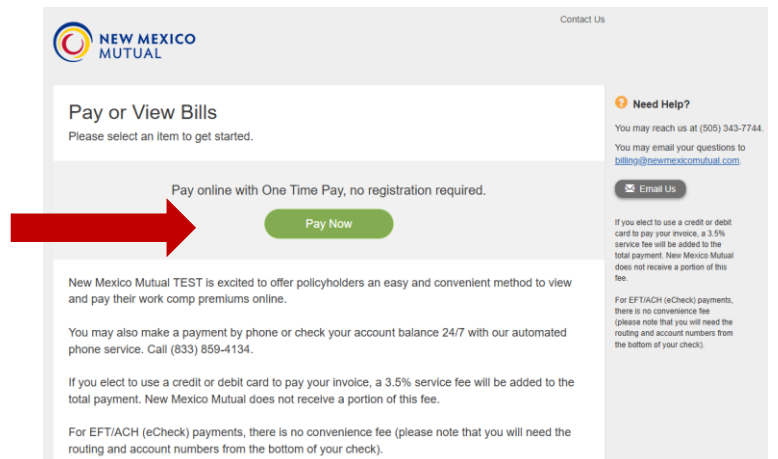
Payment Site

- You will then be redirected to our payment site.
- You can select either "One-Time Payment" or "Login"



One-Time Payment

- If you select One-Time Payment, you will be redirected to the One-Time Payment page.
- Click "Pay Now"
- You will be redirected to the "Locate Your Policy" page. You will need to enter your account number and at least 3 letters of the Policy Name.



Login

- If you select “Login” you will be redirected to the Policy Corner login page. If you do not have an account, you can create one by clicking “Create an Account.”



Please enter your username or email to login

We recently updated our systems and you may be required to update your password upon logging in. If you are prompted, please click the "Reset Password" button to get started.

If you need assistance, please call (505) 345-0127 or email marketing@newmexicomutual.com.

- Once you have successfully logged in to your Policy Corner account, you will be redirected to your Invoice Cloud portal.
- Within the portal, you will have different options to enroll in such as:
 1. AutoPay
 2. Paperless Billing
 3. Pay By Text

A screenshot of the New Mexico Mutual Policy Corner dashboard. The header includes the company logo and navigation links for 'My Policies', 'My Profile', and 'Support'. The main section is titled 'Your Policy At A Glance'. On the left, there's a sidebar with 'I Want To...' and links for 'Pay My Statements', 'Manage My Policies', 'Recent Open Statements', 'Recent Payments', 'Recent Closed Statements', and 'Upcoming Scheduled Payments'. The central area features a table of enrollment options: 'AutoPay', 'Paperless Billing', and 'Pay By Text', each with a 'Not Enrolled' status and a right arrow. This table is highlighted with a red rectangle. To the right of the table, there's a 'Need Help?' section with contact information and an 'Email Us' button. Below this, there's a note about EFT/ACH payments and a table showing recent invoice dates and account numbers.

Need Help?

You may reach us at (505) 343-7744.

You may email your questions to billing@newmexicomutual.com.

If you elect to use a credit or debit card to pay your invoice, a 3.5% service fee will be added to the total payment. New Mexico Mutual does not receive a portion of this fee.

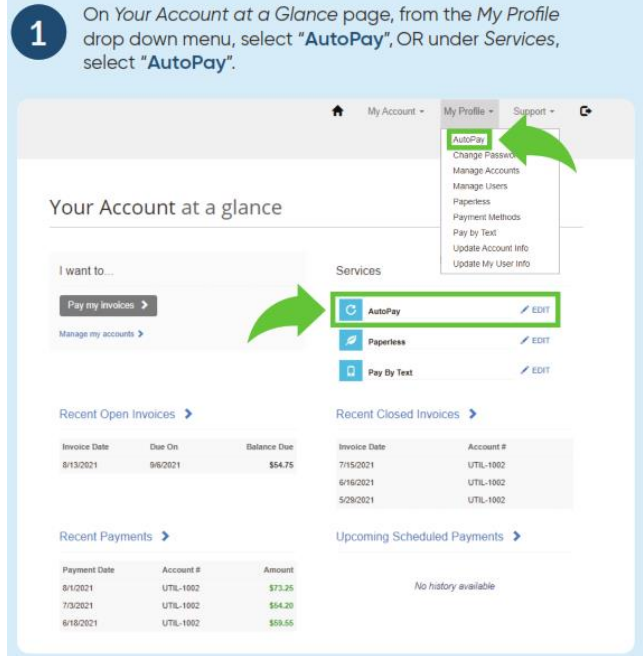
For EFT/ACH (eCheck) payments, there is no convenience fee (please note that you will need the routing and account numbers from the bottom of your check).

Invoice Date	Account #
3/22/2025	123456789
2/22/2025	123456789
1/22/2025	123456789

Enrolling in AutoPay

If you would like to enroll in AutoPay, select "Auto Pay" from the Invoice Cloud portal.

1 On *Your Account at a Glance* page, from the *My Profile* drop down menu, select "AutoPay", OR under *Services*, select "AutoPay".



The screenshot shows the 'Your Account at a glance' page. The 'My Profile' dropdown menu is open, showing options: AutoPay, Change Password, Manage Accounts, Manage Users, Paperless, Payment Methods, Pay by Text, Update Account Info, and Update My User Info. A green arrow points to 'AutoPay'. Below the dropdown, the 'Services' section lists 'AutoPay', 'Paperless', and 'Pay By Text', each with an 'EDIT' link. A green arrow points to 'AutoPay' in the 'Services' list. The page also displays sections for 'Recent Open Invoices', 'Recent Closed Invoices', 'Recent Payments', and 'Upcoming Scheduled Payments'.

Invoice Date	Due On	Balance Due
8/13/2021	9/6/2021	\$54.75

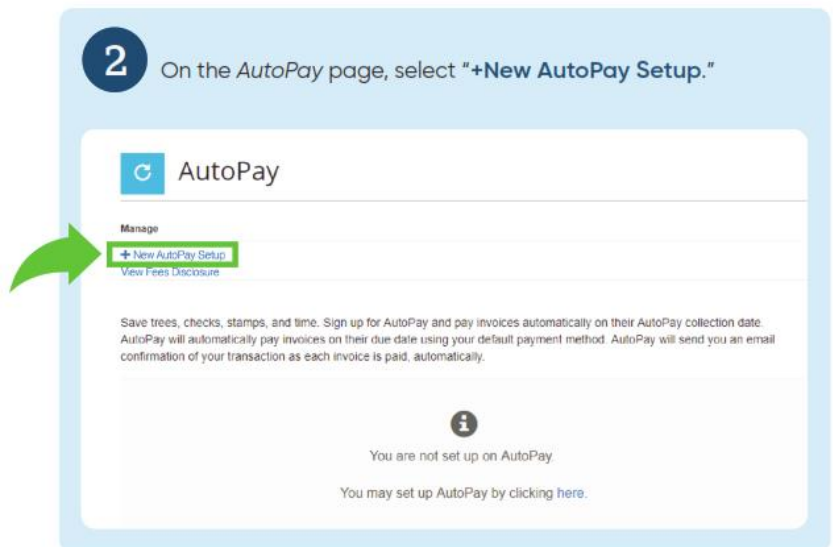
Invoice Date	Account #
7/15/2021	UTIL-1002
6/16/2021	UTIL-1002
5/28/2021	UTIL-1002

Payment Date	Account #	Amount
8/1/2021	UTIL-1002	\$73.25
7/3/2021	UTIL-1002	\$54.20
6/18/2021	UTIL-1002	\$59.55

No history available

- You will be redirected to the AutoPay page.
- You will select "+ New AutoPay Setup."

2 On the *AutoPay* page, select "+New AutoPay Setup."



The screenshot shows the 'AutoPay' page. The 'Manage' section has a button labeled '+ New AutoPay Setup' which is highlighted with a green box and a green arrow. Below it is a link for 'View Fees Disclosure'. The main content area contains text about saving time and money with AutoPay, and a message stating 'You are not set up on AutoPay. You may set up AutoPay by clicking here.'

Save trees, checks, stamps, and time. Sign up for AutoPay and pay invoices automatically on their AutoPay collection date. AutoPay will automatically pay invoices on their due date using your default payment method. AutoPay will send you an email confirmation of your transaction as each invoice is paid, automatically.

i

You are not set up on AutoPay.

You may set up AutoPay by clicking here.

Enroll in AutoPay (Continued)

- You will be redirected to the “New AutoPay Setup” Page.
- Verify the correct account is selected, as well as the correct invoice type and desired payment method. Select the radio button “Yes, put me on AutoPay”. By selecting “Yes”, you are agreeing to the Terms and Conditions. Click the “Save this AutoPay Setup” button.

On the *New AutoPay Setup* page, verify the correct account is selected, as well as the correct invoice type and desired payment method. Select the radio button “**Yes, put me on AutoPay**”. By selecting “**Yes**”, you are agreeing to the Terms and Conditions. Click the “**Save this AutoPay Setup**” button.

3

Return to previous page

New AutoPay Setup

Registering for AutoPay will void any prior scheduled payments. In order to prevent duplicate transactions, any scheduled payments which are pending for this account will be cancelled. AutoPay will then pay invoices on their due date using your default payment method.

Select an Account *
#UTIL-1004 - Thaddeus Madge

Invoice Type *
Utility Services

Use this payment method *
Visa ending in 1111

AutoPay Status *

☒ Yes, put me on AutoPay. By enabling AutoPay, I agree to the Invoice Cloud Payer Terms and Conditions.

☐ No, I do not want AutoPay

Standard service fees may be applied if applicable. Please view our [Fees Disclosure](#) for more information.

Save this AutoPay Setup

- After clicking “Save this AutoPay Setup” button, you will be returned to Invoice Cloud portal, where you will see a green checkmark confirming AutoPay is active.

- 4 After clicking the *Save this AutoPay Setup* button, you will be returned to *Your Account at a Glance* page, where you will see a *green checkmark* confirming AutoPay is active.

Your Account at a glance

I want to...

Pay my invoices >

Manage my accounts >

Services

AutoPay ☒

Paperless ☐ EDIT

Pay By Text ☐ EDIT

Recent Open Invoices >

Invoice Date	Due On	Balance Due
8/13/2021	9/6/2021	\$54.75

Recent Closed Invoices >

Invoice Date	Account #
7/15/2021	UTIL-1002
6/16/2021	UTIL-1002
5/29/2021	UTIL-1002

Recent Payments >

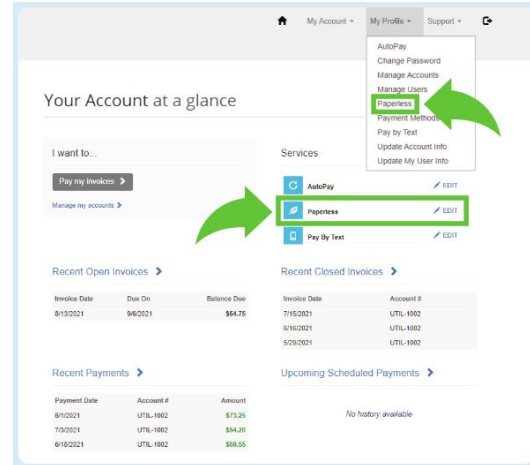
Payment Date	Account #	Amount
8/1/2021	UTIL-1002	\$73.25
7/3/2021	UTIL-1002	\$54.20
6/18/2021	UTIL-1002	\$58.55

Upcoming Scheduled Payments >

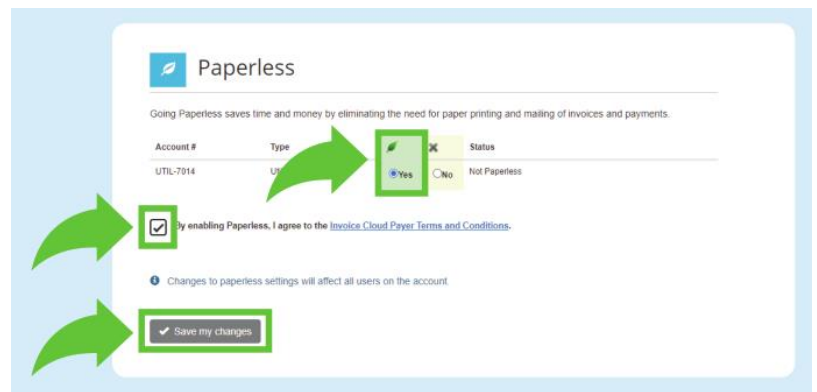
No history available

Enroll in Paperless Billing

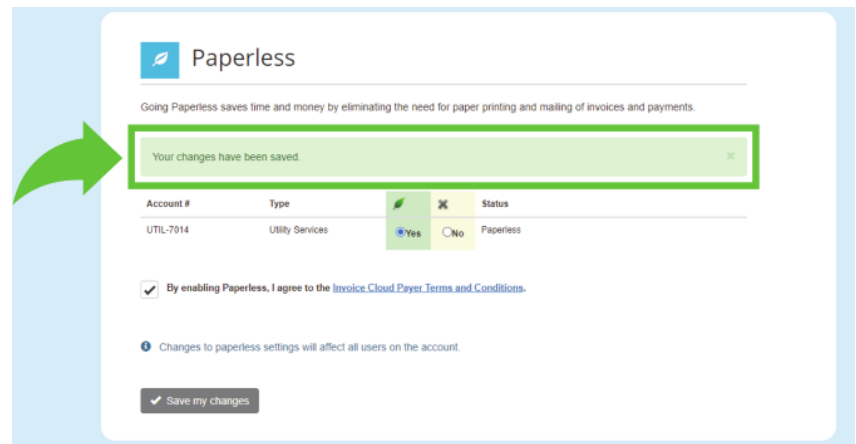
- If you would like to enroll in Paperless Billing, select “Paperless Billing” from the Invoice Cloud portal or from the “My Profile” drop down menu.



- On the “Paperless” page, select “Yes” for the account(s) you want to register for paperless billing. Check the box to “agree to the terms and conditions”. Then select “save my changes”.



- You will see a confirmation banner indicating “Your changes have been saved”.

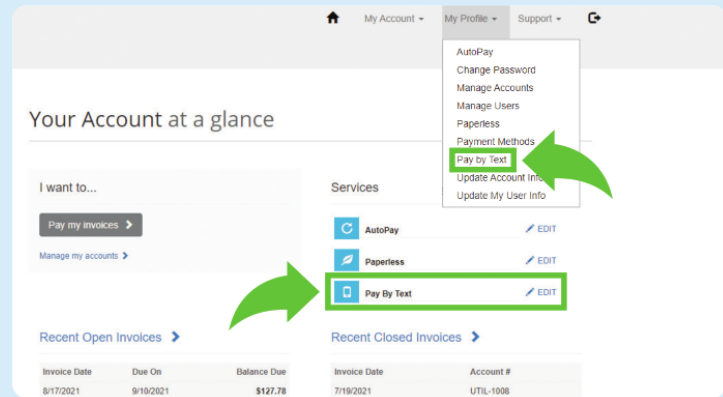


Enroll in Pay by Text

- If you would like to enroll in Pay by Text, select "Pay by Text" from the Invoice Cloud portal or from the "My Profile" drop down menu.

1

On *Your Account at a Glance* page, from the *My Profile* drop down menu, select **"Pay By Text"**, OR under *Services*, select **"Pay By Text"**.



- On the "Pay by Text" Page, check "Sign up for Pay by Text" and enter your mobile phone number. Then select "save my changes".

2

On the *Pay By Text* page, check, **"Sign up for Pay By Text"** and **"enter your mobile phone number"**. Then, select **"Save my changes"**.

The screenshot shows the 'Pay by Text' page. The 'Sign up for Pay By Text' checkbox is checked. Below it is a field to 'Enter a Phone Number *' with a placeholder 'XXX - XXX - XXXX'. A green arrow points to this field. Below the phone number field is a message: 'Message and data rates may apply. You may opt out of text delivery at any time by replying STOP to any Text message received from Invoice Cloud. Text HELP for more information.' At the bottom, the 'Save my changes' button is highlighted with a green box and arrow.

- On the "Pay by Text" page, you will receive confirmation that "Your information has been updated successfully". Next, check your mobile phone for a text to complete the process.

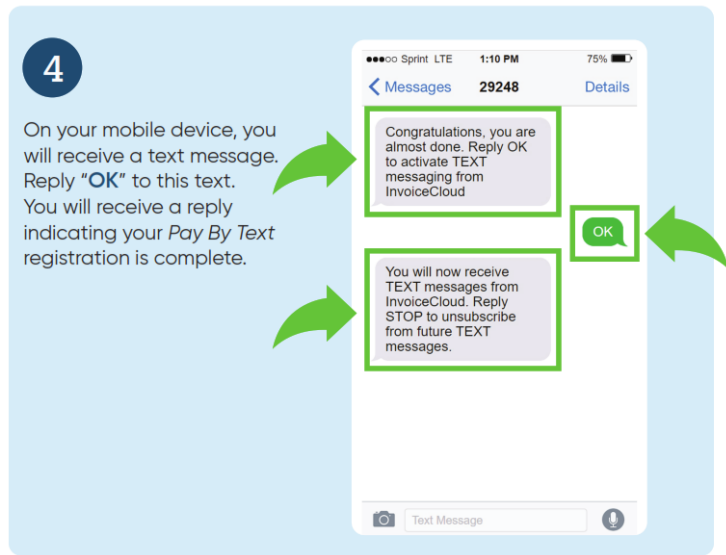
3

On the *Pay by Text* page, you will receive confirmation that **"Your information has been updated successfully"**. Next, check your mobile phone for a text to complete the process.

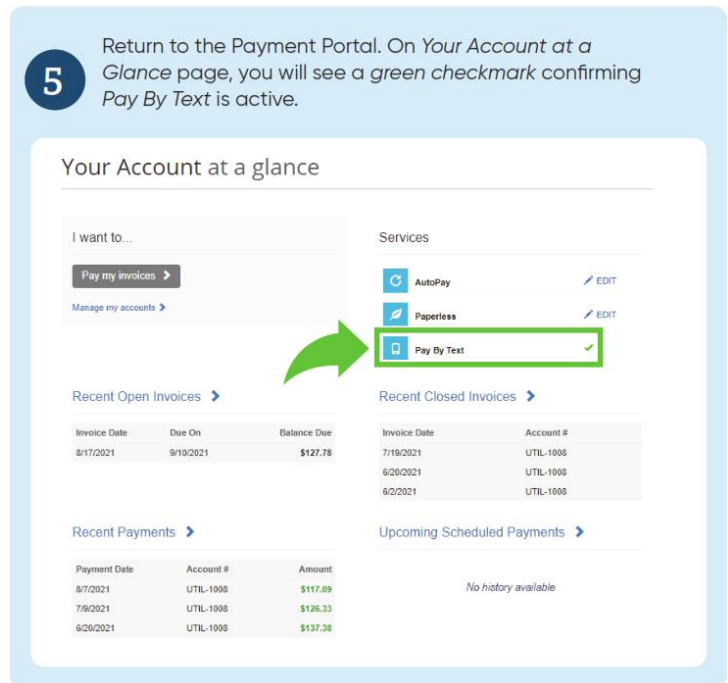
The screenshot shows the 'Pay by Text' page with a green confirmation message at the top: 'Your information has been updated successfully'. Below this is a red banner with the text: 'Please check your mobile phone and read the details in order to complete the registration process.' Below the banner is a field for 'Registered Phone Number *' with a placeholder '334 - 363 - 9999'. A green arrow points to the confirmation message, and another green arrow points to the red banner.

Enroll in Pay by Text (Continued)

- On your mobile device, you will receive a text message. Reply "OK" to this text. You will receive a reply indicating your Pay by Text registration is complete.



- Return to the Invoice Cloud portal. On your "Account at a Glance" page, you will see a green checkmark confirming Pay by Text is active.



For questions, or if you need assistance, please contact our Customer Engagement Department at (505) 343.7744 or billing@newmexicomutual.com.

Thank you!