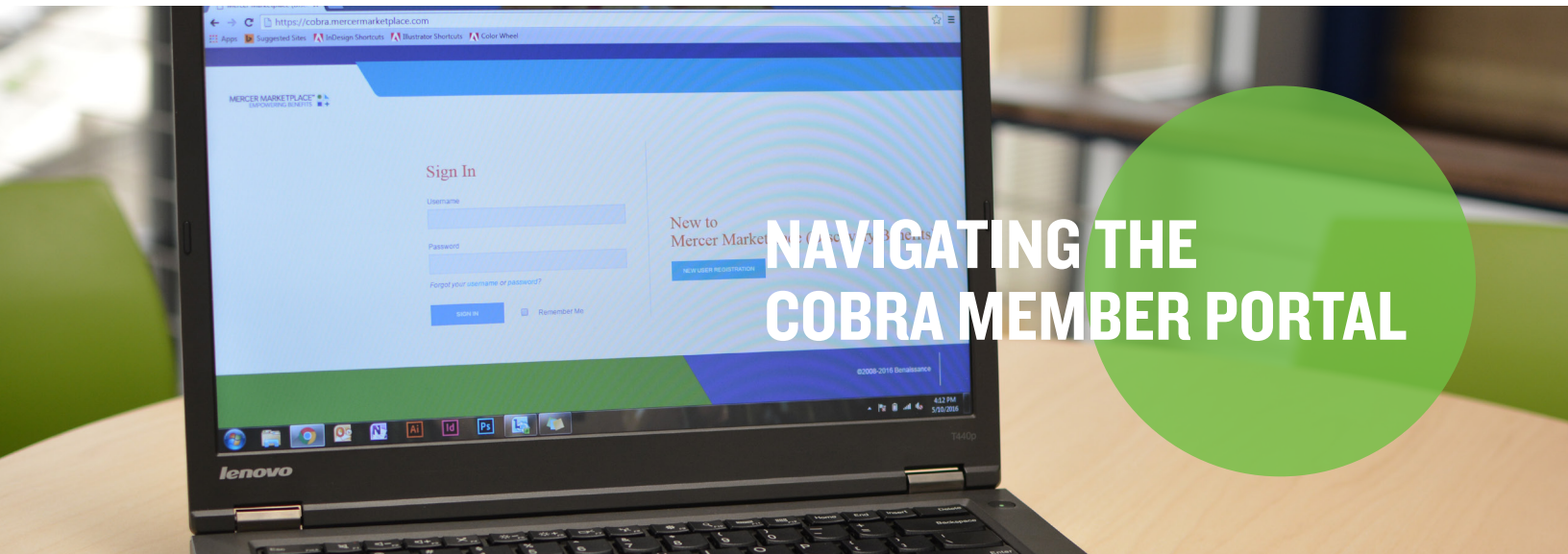


Guide to the COBRA Member Portal



Creating an Account for the First Time

Step 1: Visit cobra.mercermarketplace.com and click the “New User Registration” button.

Step 2: Enter your registration code and social security number. You can find your registration code in your COBRA election paperwork under the “New Member Login Notice” section. Then, click the “Submit Registration” button.

Step 3: Review the user agreement and check the box next to “I Accept.” Then, click the “Submit” button to accept the terms of the user agreement.

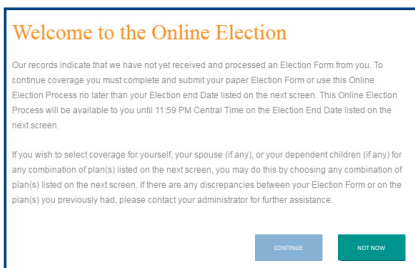
Step 4: Enter an email address and follow the instructions to create a username and password. Then, click the “Submit & Create Account” button.



Guide to the COBRA Member Portal, continued

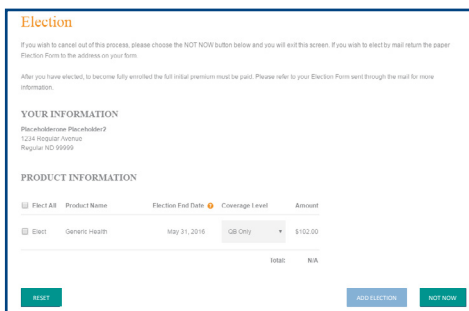
Making an Election for the First Time

Step 1: Once you have logged into your account for the first time, you'll see a message welcoming you to the online election. Click the "Continue" button to proceed with electing coverage.

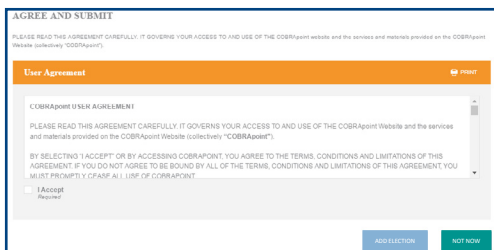


Please note: If you click "Not Now," you'll be redirected to a screen that will have you confirm whether you are canceling or continuing your online registration.

Step 2: Check the boxes next to the plans you want to elect and select the level of coverage from the drop-down menu under the "Coverage Level" column. You'll notice that the premium amounts adjust as you change the level of coverage for each plan. Once you've made your selections, click the "Add Election" button.

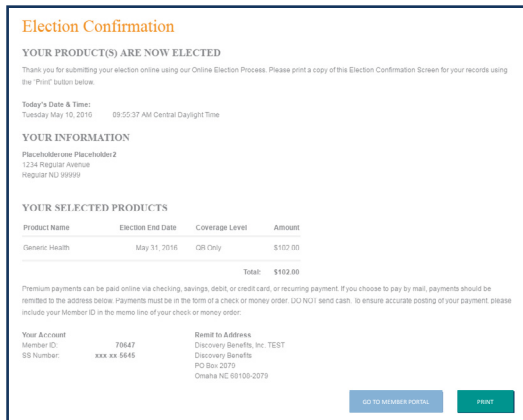


Step 3: Review the User Agreement, check the box next to "I Accept" and click the "Add Election" button.

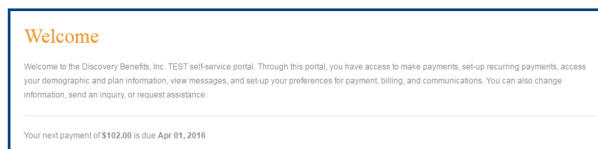


Please note: If you click "Not Now," you'll see a screen that displays a message indicating your election has not been processed. From that screen, you can choose to Continue Online Election or Sign Out.

Step 4: Next, you should see an election confirmation page showing that you've elected coverage. You can print this page for your records or proceed to your online account by clicking the "Go to Member Portal" button.



Step 5: Finally, you should now be looking at a welcome screen in your online member portal. From here, you can do things like pay online, review letters we've mailed to you, sign up for automatic payments or make changes to your contact information.



For any other questions, please call or chat online with our Participant Services team.

Hours of Operation	7 a.m. to 10 p.m. EST (M-F)
Toll-Free Phone Number	877-248-0510
Email Address	mercermarketplacebilling@serviceaccount.com