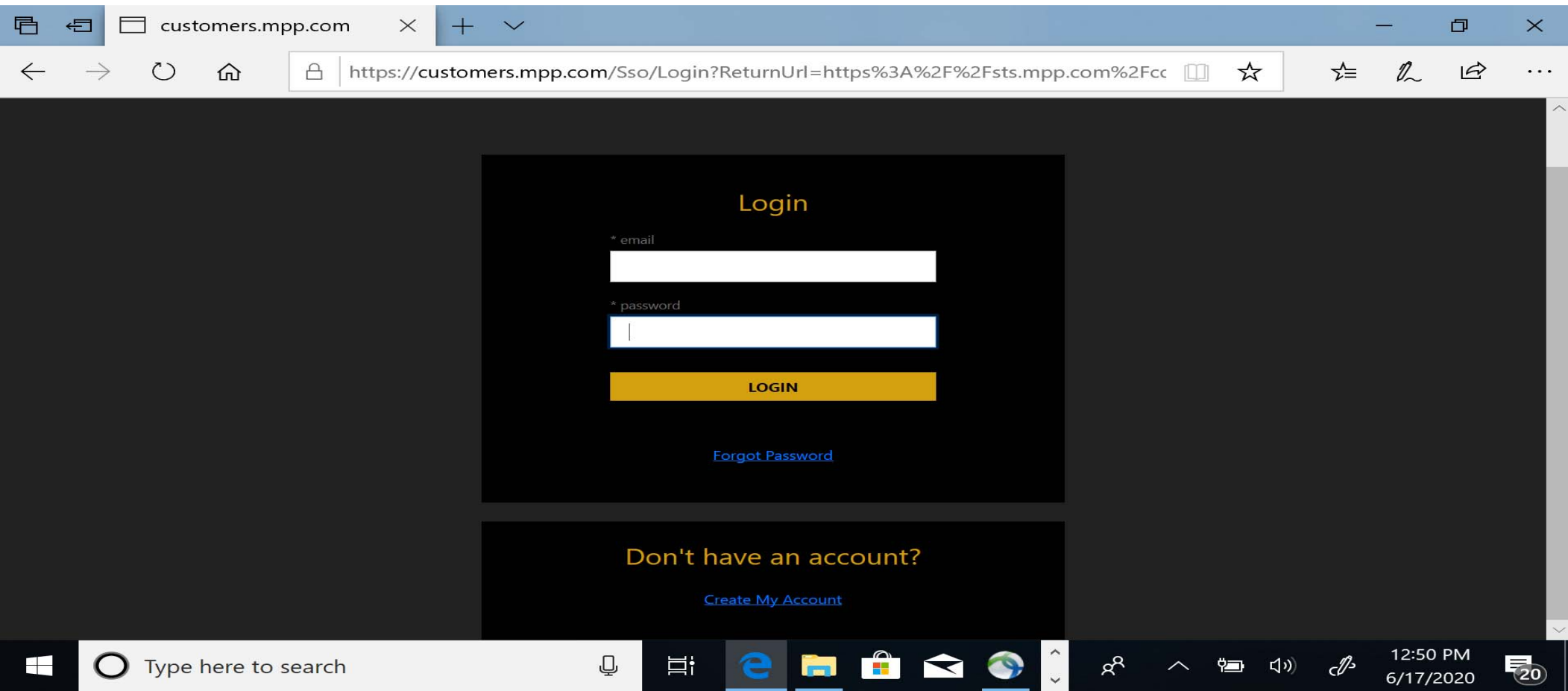




- Effective July 1, 2020, MPP customers will have the ability to access their account via a customer portal instead of receiving a provision booklet by mail. This will allow customers instant access once their application has been processed. Please direct them to customers.mpp.com.



First, customers will need to set up an account. Select Create My Account.

Browser tabs: Create Account

Address bar: <https://customers.mpp.com/sso/register>

MPP
MECHANICAL PROTECTION PLAN

Create Account

* email

* first name

* last name

Please verify your email is correct before clicking the Submit button.

[Cancel](#)

CREATE ACCOUNT

Windows taskbar: Type here to search, 12:59 PM 6/17/2020


Enter required information and click Create Account.

Once Account is requested, customer will see an account verification process:

- You've completed step one of two to create your account!
- We need to make sure the email address you provided us in step one is active. Click the link below to confirm your email address and be returned to our site for account setup step two.
- Confirm Email Address
- If you didn't make an account request, either disregard this email or contact us at support@mpp.com.
- Note: Link will expire in 24 hours.

customers.mpp.com Account Setup

https://customers.mpp.com/sso/account-setup/fb6731ca-5e88-4cbc-9e6a-08d812e846



Let's create your password

We have a few simple rules about creating passwords.

- Password length - Min 8, Max 64 characters
- Must contain special characters Ex- !@#\$%^&*()
- Spaces permitted, just not at start or end
- Cannot be account firstname + lastname, account
- Username, or other commonly used passwords.

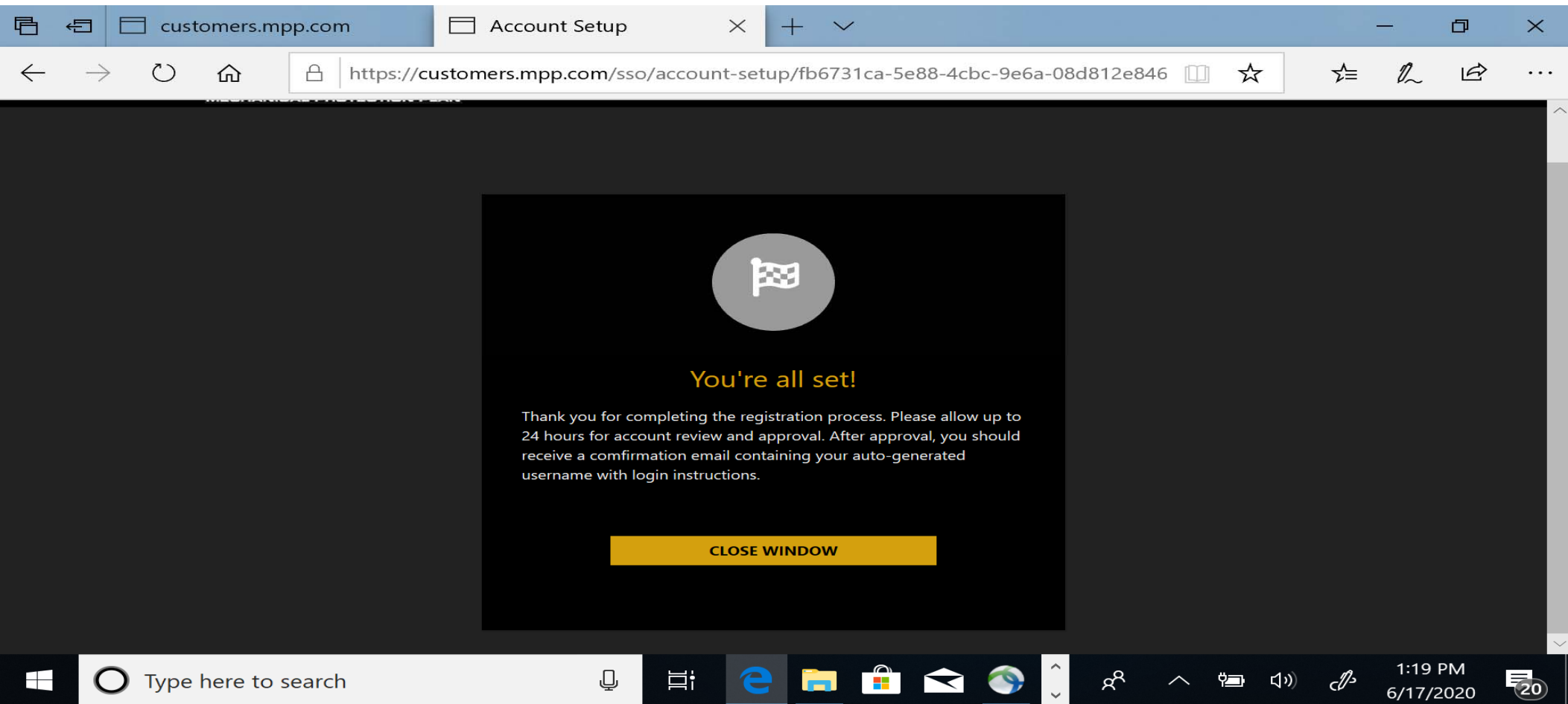
* password

LAST ONE!

Type here to search

1:14 PM 6/17/2020

Create password



Account is set up and verified, proceed to account information look-up

Customer Portal Search

https://customers.mpp.com/

Find My Vehicle(s)

First, we'll need some basic information to get started.

last six(6) digits of vin number

policy purchased date

last name

SEARCH

Type here to search

1:42 PM 6/17/2020

Customer enters last 6 of VIN, plan purchase date, and last name.

My Vehicles

last six(6) digits of vin number	policy purchased date	last name
XXXXXX	07/01/2020	Black

Good news! We found the vehicle you searched for and associated it to your account.

X

2 vehicle associated to your account

Volvo Xc90 T6 (VIN:*****XXXXXX)

Purchase Date:	07/01/2020	Dealer:	FRIENDLY VOLVO	Sales:	(888) 555-0123
Miles:		Address:	1234 N CENTER	Service:	(888) 555-2345
Customer:	9		PLANET, KS 66061	Website:	(888) 555-2345
	JoeBlack	City, State, Zip:			www.friendlyvolvo.com

AGREEMENT	STATUS	TERM	DEDUCTIBLE ¹	EXPIRES ²
NEW PLATINUM®	Active	96 months or 125000 mi	\$100.00	07/01/2028 or 125000 mi

Honda Civic Ex (VIN:*****XXXXXX)

Purchase Date:	07/01/2020	Dealer:	SUPERIOR HONDA	Sales:	(800) 555-9801
Miles:		Address:	777 LUCKY LANE	Service:	(800) 555-6789
Customer:	11		LAS VEGAS, TX 76017	Website:	(800) 555-6789
	JoeBlack	City, State, Zip:			www.superiorhonda.com

AGREEMENT	STATUS	TERM	DEDUCTIBLE ¹	EXPIRES ²
NEW PLATINUM®	Active	84 months or 100000 mi	\$0.00	07/01/2027 or 100000 mi

1. DEDUCTIBLE - means the amount that YOU must pay for covered repairs per repair visit. If the Disappearing Deductible option is shown above, the DEDUCTIBLE will be waived on covered FAILURES repaired at the selling Dealer named above. The DEDUCTIBLE will apply to all other covered FAILURES repaired at any other repair facility.
2. Your coverage expires on the Expiration Date or Expiration Mileage, whichever occurs first, noted above. For contracts with no mileage limits, your coverage will expire on the Expiration Date.

Once vehicle coverage is located, it will be attached to the customer's account. Customer can add all ACTIVE accounts they have with MPP. Should they have any questions, they may contact Customer Service at 1-800-747-4400.



[Customers.mpp.com](https://customers.mpp.com)