

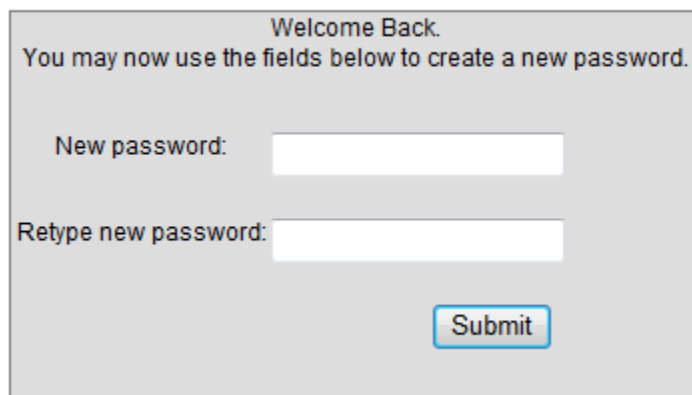
Forgot User ID/Password:

1. If you do not remember your password, enter your email address and click the “I forgot my password” link next to the Login button.



The screenshot shows the Maximus Online login interface. At the top, it says "Maximus | Online". Below that is a login form with fields for "User E-mail:" and "Password:". There is a checkbox for "Remember me on this computer". A "Login" button is present, along with a link that says "(I forgot my password)". At the bottom of the page, it says "Homeowners | Programs".

2. An email will be sent to you from noreply@virtualmga.com with a link. Click on the link or copy and paste it into your web browser.
3. You will be prompted to enter your new password. Click the Submit button.



The screenshot shows a "Welcome Back" message. Below the message, it says "You may now use the fields below to create a new password." There are two input fields: "New password:" and "Retype new password:". A "Submit" button is located at the bottom right of the form.

4. You will now be able to enter your User Email and NEW password to log in.