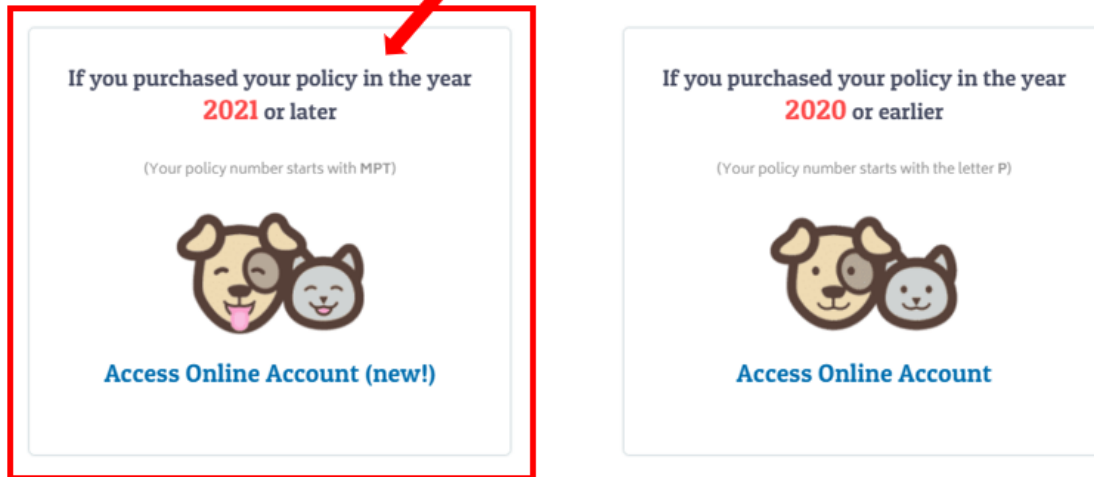

How To Set up your NEW Pet Portal Account:

When visiting our site to login, there are two options to choose from. Pet parents with policies **purchased AFTER 1/18/2021** or **RENEWED** after 1/18/2021 should select the **"Purchased in 2021 or later"** link on the **left** side as shown below.

Online Customer Portal

RENEWAL NOTICE: If your current plan is up for renewal in the next few months, be sure to call one of our agents to discuss your options before you renew. Many customers are opting to switch to our new plan which includes extra features like unlimited 24/7 vet chat, extra fast claims processing, new pricing options and more. Call one of our agents today at [888-820-7739](tel:888-820-7739). They can help you compare plans and determine whether you're better off switching to our new plans or staying on your existing plan.



You can also access the 2021 Login Site by clicking here: <https://portal.prudentpet.com/login>

Once you've arrived at the correct login page, select the blue **Create Account** icon where you can then add your email address and select a password.

- It is important to use the same email addressed used at the time of your enrollment
- You will need the numerical portion of your policy number which will begin with **MPT/XXXXXX**
 - **If your policy starts with a P, you will need to use the old login site here: [C&F Underwritten Policies](#)**

Once logged in, you will see the portal menu tabs including the **Red 24/7 VET CHAT** feature as shown below. You can file claims electronically under the **CLAIMS** tab, upload and view documents under the **DOCUMENTS** tab, as well as see your payment history, method and upcoming schedule under the **BILLING & PAYMENTS** tab.

