

How does a Customer obtain a **myLennar** account?

A **myLennar** account can be created by the Customer when shopping, or automatically created once a Purchase Agreement is signed.

A **myLennar** account is created using an email address. The USERNAME is automatically defaulted to be the same as the EMAIL ADDRESS.

To change:

- USERNAME: contact myLennar@lennar.com
- EMAIL ADDRESS for communications: self-service using **myLennar** account information



If a potential homeowner creates an account when they are **SHOPPING** for a home AND the same email address is used when they sign their Purchase Agreement, the account will automatically update to a **BUYER** account once the homesite status is changed from PURCHASE PENDING to SOLD. The system checks the email address of the **PRIMARY** contact to see if they already have a **myLennar** account.

If they don't already have a **myLennar** account, the system will automatically create one using the primary contact's email address listed on the Purchase Agreement. An email notification is sent to the primary contact with the login and password information.

If a Customer is unsure as to whether they have a **myLennar** account, they can visit Lennar.com, click on Login/Register, and then click on FORGOT YOUR PASSWORD? Whichever email address was given as their primary email address would be the one to use as the username to verify if an account is active.

If a Customer needs help, have them send a message to myLennar@lennar.com. If they have immediate questions, please have them call 800-532-6993 and ask for **myLennar** support.

