

TITLE: Guided tour of the group benefits site

ONSCREEN TEXT: [Welcome to the Manulife Group Benefits Site.]

SCRIPT: Welcome to the Manulife Group Benefits Site.

ONSCREEN TEXT: [Groups Benefits Site]

SCRIPT: Before we get started,

ONSCREEN TEXT: [Have you signed up for site access?]

SCRIPT: have you signed up for site access?

ONSCREEN TEXT: [Click the Register now button]

SCRIPT: If you haven't, click "Register Now."

You'll need to enter your plan contract number, certificate number, and some personal information.

You can find this information in your welcome letter or your benefits card if you have one.

ONSCREEN TEXT: [sign in to your account]

SCRIPT:

Once you're all set up, easily sign-in to your account.

ONSCREEN TEXT: [If you're already signed up,]

SCRIPT: If you're already signed up,

ONSCREEN TEXT: [enter your plan, contact number]

SCRIPT: simply enter your plan contract number,

ONSCREEN TEXT: [certificate number and password]

SCRIPT:

certificate number, and password to sign-in to your account.

The Homepage is where you'll find most of the information you'll need.

ONSCREEN TEXT: [Oui!]

SCRIPT:

If you'd like to switch to French before you go any further, you can do it from here.

Send us your claims from payment: If it's your first time, we'll walk you through it.

Get a digital copy of your benefits card.

Send us your Prior Authorization or Beneficiary change forms.

Find a full list of documents you can send us when you click on it.

ONSCREEN TEXT: [History of your most recent health and dental claims]

SCRIPT:

You can also find a history of your most recent health and dental claims.

For each entry, you'll see the type of service that was provided, who the service was for, and the status of the claim.

Here you'll see how much you claimed and how much your plan covered.

If you have questions about a specific claim, you can contact us by emailing us through here.

ONSCREEN TEXT: [Highlight the exclamation mark]

SCRIPT:

If you see this icon, don't worry, we just need to get a bit more information about your claim.

Click on the icon to see what we need from you.

You'll be able to send it to us from here.

Once we receive it we'll take a look at the claim again.

ONSCREEN TEXT: [Scroll to claims history section]

SCRIPT:

You can also find coverage information.

Switch between tabs to see your different coverage.

ONSCREEN TEXT: [scroll down to My benefits section]

SCRIPT:

You may also find additional coverage information and access to tools such as the Health Risk Assessment or the Financial Wellness Assessment down here.

ONSCREEN TEXT: [Make sure to check them out!]

SCRIPT:

If you do, make sure to check them out!

And depending on your plan set up you may be able to easily update your personal information, banking information, change your password, etc.

Now, back to the top.

In the top menu, you'll find a lot of the same information we just went over at the bottom of the page.

But we want to point out the forms tab.

This is where you'll want to go for a beneficiary change form, or an Optional Life application form.

You can complete them and send them back to us through the send documents feature below.

Here you'll also find how to get a hold of us.

ONSCREEN TEXT: [You can send us a note or give us a call]

SCRIPT:

You can send us a note or give us a call.

Lastly, if your company has a retirement program with us, you'll also find a link to your retirement savings account.

Well, that's all for now.

ONSCREEN TEXT: Manulife logo