

TITLE: Send documents

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SCRIPT:

Hi there, my name is Sabrina and I'm on the Group Benefits team here at Manulife.

From time to time, you may need to send us personal information or documents to help us manage your Group Benefits plan.

Today, I will show you how you can quickly and securely send confidential documents to us through the Plan member secure site.

First, sign in to the Plan member secure site.

You can get there through manulife.ca.

Once you've signed in, choose "Contact us".

And then "Send documents".

Then you upload the document you want to send to us.

You can attach a PDF or even a picture of a document.

Just choose your document and select a category from the menu.

This helps us direct you to the right team at Manulife so that they can quickly look after it for you.

If your document doesn't fit any of these categories, choose "Other administration forms".

Just add in a short description of your document and then click "Send".

Once you've uploaded your file, you'll get a confirmation that it's been sent to us.

And that's how you can send us a document using the website.

Stay tuned to discover more enhancements at your fingertips!

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