

Introducing Manulife ID for SecureServe customers

[The Manulife logo appears on screen and music fades in.]

[The video displays a white screen with text reading “Introducing Manulife ID – your key to all things Manulife”. Then text appears reading “It’s a single, secure username and password for everything you have with Manulife: all your services and products.”]

[The words change to read “Three easy steps! Step 1: Create your Manulife ID”.]

[The video shifts to a screenshot of the SecureServe landing page which introduces Manulife ID. An arrow animates onscreen and slowly moves over the Continue button. The arrow flashes on the Continue button.]

[The video shifts to the next webpage, explaining that customers should set up a Manulife ID before connecting to an existing SecureServe account. The page slowly scrolls to the bottom and zoom in to the “What you’ll need” section”. An arrow animates on screen and flashes on the “Set up your Manulife ID” button.]

[The webpage changes to the “Set up your Manulife ID” page. The page scrolls to the bottom, revealing form fields for first name, last name, date of birth and email address. As the page scrolls, the fields are filled in with sample details, as if they are being typed in. The final fields are for a customer to select a new username and password. These are also filled in with examples. An arrow animates on screen and slowly moves over the Continue button. The arrow flashes on the Continue button.]

[The video shifts to a white screen with the text “Step 2: Activate your Manulife ID.” The text “You’ve only got 15 minutes!” animates from the left.]

[The video shifts to a screenshot of a new webpage, with the heading “Go to your email to activate your Manulife ID!” The wording on the page repeats the email address that was provided in the previous step.]

[The screen changes to show an email inbox. A screenshot of the confirmation email from Manulife animates from the left. The email asks the recipient to click a button to activate their Manulife ID. An arrow animates on screen and slowly moves over the Activate button. The arrow flashes on the Activate button.]

[The screen changes to a webpage with wording confirming that the Manulife ID has now been created. An arrow animates on screen and slowly moves over the Sign in button. The arrow flashes on the Sign in button.]

[A screenshot of the Sign in page appears. Username and password appear within the fields on screen, as if being typed in. The arrow moves over the Sign in button. The arrow flashes on the Sign in button.]

[The screen changes to a webpage asking the customer to add a mobile number to the Manulife ID. In the form field that is displayed, a phone number appears as if being typed in. An arrow slowly moves over the Continue button. The arrow flashes on the Continue button.]

[The screen now changes to show page with the heading “Let’s confirm your mobile number.” A form appears with field for a one-time code that has been sent. A six-digit number appears as if being typed in. An arrow moves over the Continue button, and flashes.]

[The screen changes to a webpage with wording confirming that the mobile number has been added to the Manulife ID. An arrow moves over the Continue button, and flashes.]

[The video shifts to a screenshot of the setup confirmation page.]

[The screen reveals a white background. Text animates in reading “Congratulations! You’ve activated your Manulife ID! Step 3: Connect to SecureServe.”]

[A screenshot of a webpage appears, with the heading “Connect your existing account.” The page contains a form with fields for plan number, identification number and SecureServe password. As the page scrolls, these fields are filled in with numbers as if being typed in. An arrow slowly moves the Connect button and flashes.]

[The webpage changes to the SecureServe homepage, with a message superimposed over the top reading “We’ve connected your account. From now on, you will only need your Manulife ID to sign in.”]

[The video changes to a white screen with the text “You’re done! You can now use your Manulife ID to sign in to SecureServe. If you have other Manulife services, connect those too.”]

[The words fade and the Manulife logo appears, with copyright information at the bottom of the screen. The music fades.]