

## The Manulife online access experience:

Manulife Investment Management customers can now register for Manulife online access and benefit from:

- 24/7, mobile-friendly, easy-to-navigate access to their segregated fund contracts and mutual fund accounts.
- All individual, joint, and non-individual contracts and accounts will display account balances, transactions, recent historical values, advisor contact information, annual, mid-year statements, and more.

## The Manulife online access site provides you Faster, Easier, and Safer access to all your investment documents.

### It offers:

- Self-registration and profile management
- The option to go paperless for all investment documents—just change your preferences. We will send you an email notification each time a document becomes available
- A modern, intuitive interface—optimized for viewing on laptop, tablet, and mobile devices
- Access to dedicated contact centres for registration, technical, and navigation support

## For technical questions

Assistance is available Monday to Friday, 8 a.m. to 6 p.m. (ET).

### Registration and technical support

**Email:** [onlinesupport@manulife.com](mailto:onlinesupport@manulife.com)

**Phone:** 1-833-363-0699

### General questions and navigation support:

**Email:** [manulife\\_investments@manulife.com](mailto:manulife_investments@manulife.com)

**Phone:** 1-888-790-4387

For questions about your mutual fund investments or segregated fund contracts, please continue to contact your advisor.

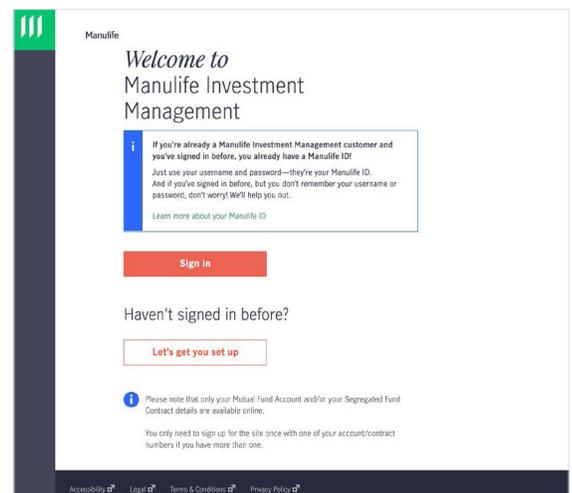


## Registration is easy!

Get started today and go to:  
[www.manulife.ca/easy](http://www.manulife.ca/easy)

Ready to sign up as  
a new user!

**Note:** If you have viewed your investments online before, you already have a Manulife ID and **do NOT need** to sign up. You are **an existing user and can click Sign in** and use your existing username and password.



For more information, you can click on the link:  
**What's a Manulife ID**

## New users

As a new user, you will enter your name, date of birth, and email. You will be required to pick a unique username and password.

**Note:** There are links below with **Show more** that will provide tips on the different steps.

The screenshot shows the 'Set up Manulife ID' registration page. It includes fields for First name, Last name, Date of birth (Day, Month, Year), and Email address. Below these is a section for 'Pick a username and password' with fields for Username, Password, and Re-enter your password. A 'Show less' button is visible at the bottom of the form.

## Username tip under Show more

Do you have to use your email as a username?

No, you don't have to use your email as your username! In fact, it's better not to.

Here's why:

- if you share an email with someone, like your spouse, only one of you can use it as their username
- if you change the email you use with your Manulife ID, you'll need to remember to update your username, too, or they won't match

Show less

More tips available on the **Set up** Manulife ID web page.

## Password tip under Show more

If you click **Show more** under password tip, the following information will be presented regarding password requirements:

Your password needs to follow these guidelines:

- between **8** and **64** characters long
- use at least one **uppercase** letter
- use at least one **lowercase** letter
- use at least one of these **special characters**: !"#%&()\*+,-./:;<=>?@[ ]^`}
- use at least one **number**
- **don't use a space**

Show less

## Setting up multi-factor authentication

Once you complete the required fields to set up your Manulife ID, the next step is the multi-factor authentication.

The screenshot shows an email confirmation message. It says 'We just sent you an email, Your Name' and includes a 'Why is it so important?' section. At the bottom, there is a 'Confirm my email address' button with a green arrow pointing to it.

1. You will receive an activation email within 15 minutes.

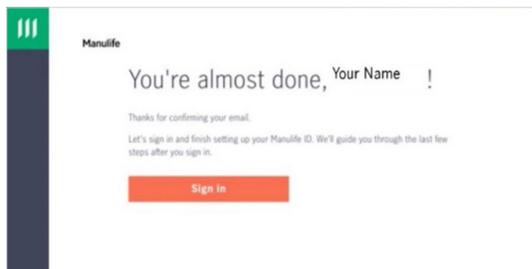
**Note:** Be sure to check your spam or junk folder if the email does not arrive in your inbox as expected.

2. You must action this email within 15 minutes by clicking the **Confirm my email address** button to validate your account.

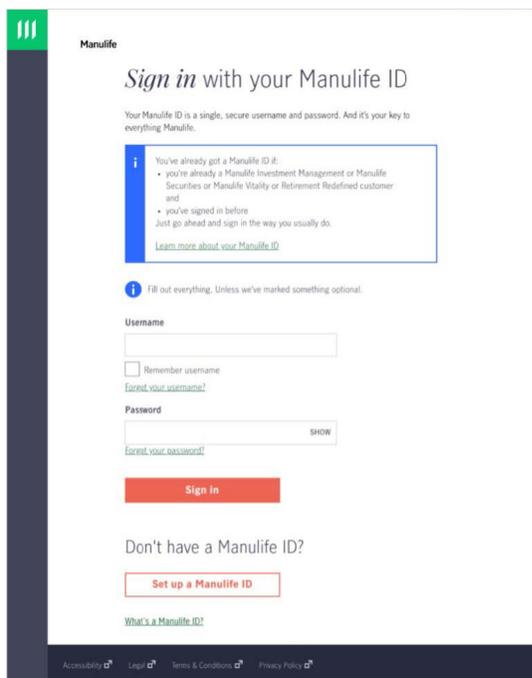
The screenshot shows an email confirmation message. It says 'Hi Your Name' and 'Let's confirm the email you're going to use with your Manulife ID'. It includes a 'Click the link below to confirm your email. And remember, you've only got 15 minutes to use this link, so don't wait!' section. At the bottom, there is a 'Confirm my email address' button with a green arrow pointing to it.

## Getting ready to connect your products

Once you click the **Confirm my email address** button in the email, you will be brought back to the site and prompted to sign in with the new credentials you just created.



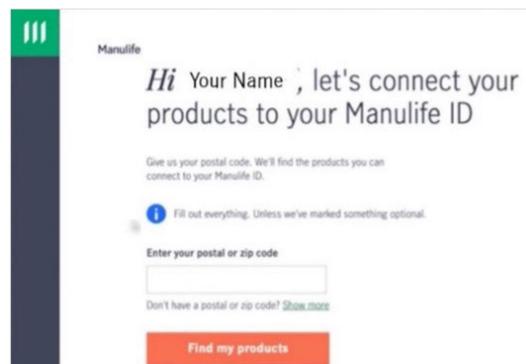
Enter the credentials you just set up.



## Add a mobile number

Once signed in with your new credentials, you will be prompted to add a mobile number.

**Note:** This is an optional step. You can select to **Do it later**.



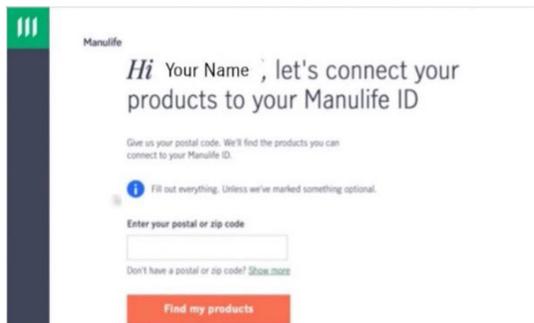
1. Enter your mobile number, click **Add number**.
2. A verification text with a code will be sent to your mobile number. This code will be required in order to proceed. You will only have 15 minutes to use the code (just like the email verification process outlined above).
3. **Enter the code** sent to your mobile and click **Continue**.

Congratulations, your Manulife ID is created. Now let's connect your product.

**Note:** If a mobile number is not entered or you choose the **Do it later** option, you will be taken to the next screen **You're done**. Then, click **continue**.

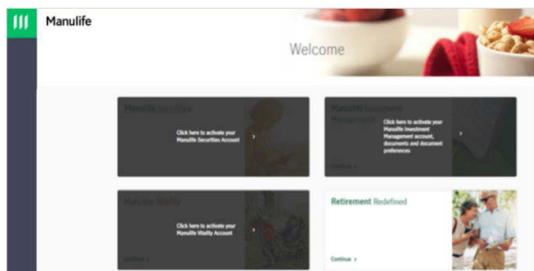
# Connecting your Manulife Investment Management products

1. For your products to appear on the dashboard, you will start by **entering** your mailing address postal code.

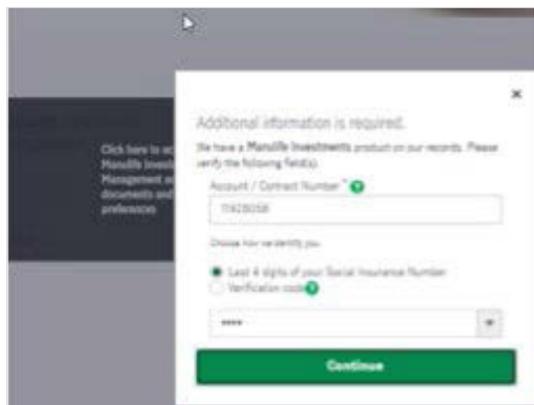


Your postal code, name, and date of birth will identify the Manulife mutual fund accounts and/or segregated fund contracts that need to be activated. This is shown on the welcome dashboard with grey squares.

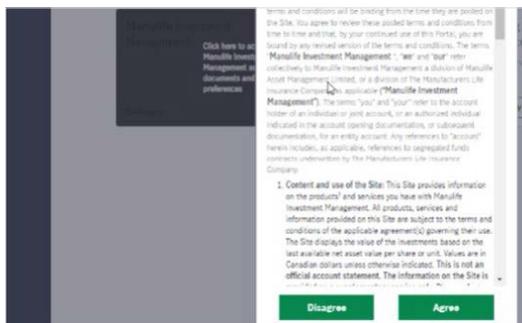
2. **Click** on the grey square to activate that product.



3. Once you click on the grey square to activate your product, you will be asked for the **account or contract number** and the last four digits of your **SIN (Social Insurance Number)**.



4. You will be asked to agree to the **Terms and Conditions**.



## Ready in 24 hours

We'll set up your account online within 24 hours.

## Registration is complete

When you sign in 24 hours later, your product links will be there.



## Activation is easy

You will need to know information specific to the product you are activating. If you do not know that information, you can contact support directly.

- Manulife Investment Management: 1-888-790-4387
- Manulife Securities: 1-800-991-2121
- Manulife Vitality: 1-888-626-8543



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