

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:

- The option to go paperless for all investment documentations once you change your preferences. We will send you an email notification each time a document becomes available
- Profile management
- 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

Phone: 1-833-363-0699

General questions and navigation support:

Email: 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.



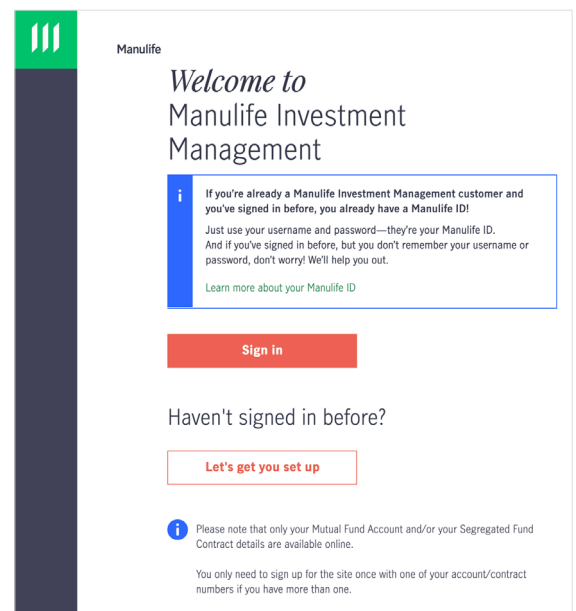
Welcome back
Signing in is easy!

Ready to sign in as
an existing user!

We improved our look and
our features.

www.manulife.ca/easy

Note: If it's been awhile and you forget either your password or username, you can click **Sign in**, then select **Forgot password/username** for some help.



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

Existing users

This screen explains that you already have a Manulife ID if you're a registered Manulife access client of:

- Manulife Investment Management,
- Manulife Securities,
- Manulife Vitality, or
- Retirement Redefined customer, and you've signed in before.

1. Click **Sign in** (www.manulife.ca/easy).

The screenshot shows the Manulife sign-in page. At the top, it says "Personal Advisors" and "Manulife". The main heading is "Sign in with your Manulife ID". Below this, it explains that the Manulife ID is a single, secure username and password. There are input fields for "Username" and "Password", with a "Remember username" checkbox and a "SHOW" button for the password. A red "Sign in" button is at the bottom. Below the button, there is a link for "Set up a Manulife ID" and a link for "What's a Manulife ID?".

If you think you are an existing user but you realize you have never viewed your account online, you can click **Set up a Manulife ID** and get started.

The screenshot shows a screen with the heading "Don't have a Manulife ID?". Below the heading is a red button labeled "Set up a Manulife ID". At the bottom, there is a link for "What's a Manulife ID?".

Once you sign into our new system, we need to verify if it's really you. We do this by sending an email to the pre-registered email account.

2. Click the **yellow box**. This will trigger an email which will be sent to you with a verifying one-time code.

The screenshot shows an email from Manulife with the heading "We need to send you a one-time code". It explains that the user's account is being changed and that they need to verify their identity. It says "Before you can sign in, we need to make sure you're you. So we're going to send you a one-time code. You've got 15 minutes to enter the code in the next step." At the bottom, there is a yellow button labeled "Email it to [redacted]@manulife.ca".

3. You will receive an **email with a code** within a few minutes.

Note: The code in the email is only valid for 15 minutes.

The screenshot shows an email from Manulife with the heading "Hi Your Name,". Below the heading, it says "Here's the code you need to give us." and displays the code "302972".

4. Once the email is received, **enter the code**

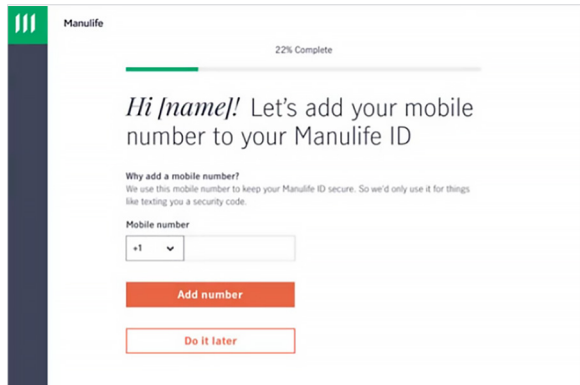
Note: If the code expires, you can request a new one. Select **Get a new code** below.

The screenshot shows the "Enter the code" screen. It says "Okay! We [texted or emailed] a one-time code to [email or mobile]." and "Remember, you've only got 15 minutes to use the code." Below this, there is a text input field for the code and a red "Continue" button. At the bottom, there is a link for "Get a new code" and a link for "Try another way". There is also a "Need help?" section with the phone number "1-833-363-0699" and the hours "Monday to Friday, 8 a.m. to 8 p.m. ET".

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 choose **Do it later**. By clicking this selection, you will be taken to your usual product dashboard.



1. Enter mobile number, then 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. The code will expire in 15 minutes.
3. You will enter the code you received on your mobile and click **Continue**.

You will be taken to the dashboard where you can see all products that you have used before as part of Manulife online access.

How to add your mobile number later

You will not be prompted to enter your mobile again as part of your regular sign-in process. If you wish to add it later when ready, go to the **Manage Your Manulife ID** page under **Profile** in the top right corner when logged in.



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