

## The Manulife online access experience:

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

- 24/7, mobile-friendly, easy-to-navigate online account access
- All individual, joint, and non-individual contracts and accounts will display account balances, transactions, 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](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 investments, please continue to contact your advisor.



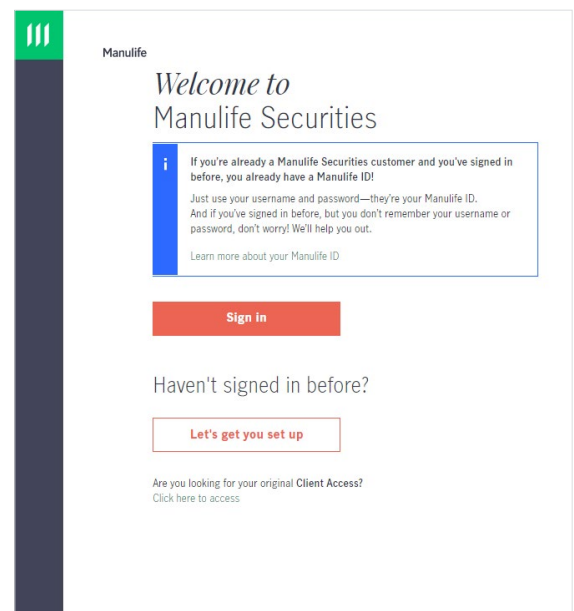
**Welcome back**  
**Signing in is easy!**

**Ready to sign in as  
an existing user!**

We improved our look and  
our features.

[www.manulife.ca/easy](http://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 online 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](http://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 are links for "Don't have a Manulife ID?", "Set up a Manulife ID", and "What's a Manulife ID?".

If you thought you were 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 button that says "Set up a Manulife ID" in red text on a white background with a red border. Below the button is a link that says "What's a Manulife ID?".

Once you sign into our new system, we need to verify 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 a message from Manulife stating "We need to send you a one-time code". It includes a warning to keep information safe and a yellow button labeled "Email it to [redacted]@[redacted].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 verification message from Manulife. It features a key icon and says "Hi Your Name, Here's the code you need to give us. 302972".

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

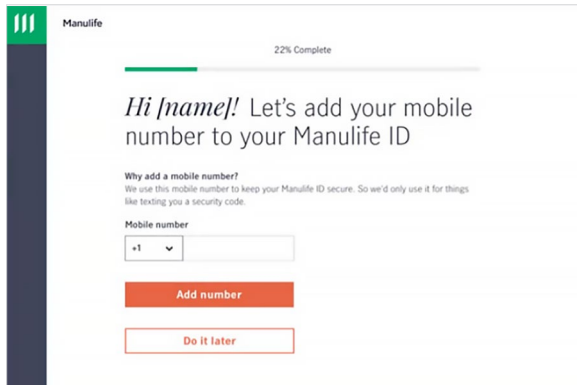
**Note:** If the code expires, you can request a new one. Select **Get a new code** below.

The screenshot shows the "Enter the code" verification page. It includes instructions on how to use the code and a text input field for the code. There is a "Get a new code" link and a red "Continue" button. At the bottom, there is a "Need help?" section with contact information.

## 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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