

MIM Overview Video

Introduction

This video is for Manulife Investment Management investors who own a Manulife mutual fund or segregated fund contract and want to access their accounts online through Manulife online access. It's a step-by-step walk through on how to set up your Manulife ID, activate your Manulife Investment Management account, view your documents, and change your preferences. Manulife online access can be accessed via laptop, mobile, or tablet.

00:00-00:03

Upbeat music plays in the background and Manulife logo appears on the screen.

00:04-00:09

A new scene fades in with the texts "Anytime, anywhere access to your details online" and "is now available for segregated fund contracts and mutual fund accounts" appearing on the left side of the screen. The text eventually fades out.

00:09-00:13

New text "Registering for online access is easy" enters from the left. Then, a mouse icon fades in on the right and fades out before a checkmark icon scales in. The checkmark icon slides to the center while the text moves behind the icon, and the checkmark icon scales up and fades out.

00:13-00:16

"Let's get started!" text slides into the scene.

00:16-00:44

Manulife Investment Management sign in page appears on the right side of the scene while the text "Go to: [Manulife.ca/easy](https://www.manulife.ca/easy)" enters on the left side of the scene and fades out after. A computer icon and the text "Sign up." fades on the left side of the scene and fades out.

As the cursor clicks "Set up your Manulife ID", a set-up page fades in and "Fill out your information" text appears on the left. The cursor fills in all the information for the "First name", "Last name", "Date of birth", and "Email". The set-up page scrolls down and a "Set your username and password" text fades in on the left. Then, the cursor proceeds to fill in the information "evangel" for the "Username". The text "Click on show more under password to get some tips on setting a secure password" then fades in on the left. As the cursor clicks "Show more", a couple of password tips appear in the dropdown menu. Cursor then proceeds to fill in "Password" and "Re-enter your password". It then clicks on the "Continue" button.

00:44-00:50

An activation email fades in on the right and a "Wait for the activation email" text fades in, followed by the text "We'll send you an email to activate your Manulife ID". Then, the cursor clicks on the "Activate" button.

00:50-00:54

A new landing page fades in followed by the text "Manulife ID has been created" and "You will receive an email confirming your Manulife ID setup is now complete".

00:54-01:06

An email screenshot fades in on the right followed by the text “Now that your Manulife ID has been created and confirmed” on the left. Text fades out and is replaced by “You are ready to Sign in and connect your Manulife Investment Management account.” and “This is only for access to Manulife Mutual Funds and Segregated Fund contracts”.

01:06-01:12

The sign-in page fades in followed by a “Let’s Sign in and activate your Manulife Investment Management account” text. The cursor fills in the “Username” then clicks on the “Remember username” checkbox. The cursor proceeds to fill in the password and clicks on the “Sign in” button.

01:12-01:17

A new page and the text “Increase security” fade in. The cursor types in “3456789” for the mobile number and clicks on the “Add number” button.

01:17-01:23

An email confirmation fades in followed by the texts “Email will be sent your way” and “to confirm that addition or change of mobile number”.

01:23-01:27

A new page fades in followed by a “You will receive a text with a security code” text. The cursor proceeds to type in “451795” for the code and then clicks on the “Continue” button.

01:27-01:31

A new page and “Security set up” text fades in, then the cursor clicks on the “Continue” button.

01:31-01:34

A page that connects your products to your Manulife ID appears along with the text “Let’s activate your Manulife Investment Management account”. The cursor proceeds to type in “G1A OA2” for “Enter your postal or zip code”. The cursor then clicks on the “Find my products” button.

01:34-01:45

A new page and “Activate your account” text fade in. The cursor clicks on the “Activate button” of Manulife Investments Management that reveals the text “Additional information is required”. The previous text fades out and the text “You will need your Account/Contract number and your social insurance number ready.” fades in. The cursor proceeds to type in “11928058” for the “Account/Contract Number” and clicks the “Last 4 digits of your Social Insurance Number”. It then types the last 4 digits and clicks on the “Continue” button. After that, the terms and conditions box and “Read the Terms and Conditions” text fade in. Lastly, the cursor clicks the Agree button.

01:45-01:48

A new page and the text “We will activate your account providing your online access within 48 hours” fade in.

01:48-01:51

A page confirming the online access and the text “and send you an email when set-up is complete” fade in.

01:51-01:56

A welcome page and “Sign in” text fade in. Then, the cursor clicks the “Sign in” button.

01:56–02:10

A new page and the text “Go completely paperless” text fade in. The cursor hovers the “Update your preferences” button. The previous text fades out and is replaced by a “Latest investor documents available for download here” text. As the cursor clicks the “Profile” button, a dropdown menu appears, and the cursor clicks on the “Documents”. The page scrolls down and zooms in on the “Latest documents” box and the cursor hovers on the PDF statement in Latest Documents. The previous text fades out and is replaced by the text “From your Portfolio Summary page, you can.” The cursor then proceeds to click on the “Segregated Fund contracts” button.

02:10–02:31

A new page fades in and blurs out as soon as the Holdings box scales in at the center of the page. The “See current holdings” then fades in. The holdings page scales down to its place while the Trades and Transactions box scales up. “See current holdings” fades out and is replaced by a “View pending trades” text. It then fades out and is replaced by an “Access trading history” text. The Trades and Transactions box scales down to its place. The cursor clicks the Fund button, then “Access trading history” text is replaced by a “Click on Fund tab to see account details” text. The page blurs out and the Fund Price box scales in at the center of the page and scales down to its place right after. The screen fades out after.

02:31–02:33

A smile icon and dark navy background fade in. The smile icon slides to the right and a “Start enjoying the online experience” text fades in at the right side of the screen. The smile icon and text then fade out.

02:33–02:42

The text “Access your accounts anytime, anywhere, from your laptop” enters at the left side of the screen; a laptop icon fades in at the right side of the screen. After that, “Your laptop” text fades out and then “your tablet” fades in. The laptop icon flips and turns into a tablet icon. Then, “your tablet” text fades out followed by the text “your mobile.” fading in. The tablet icon flips and turns into a mobile icon.

02:42–02:46

A green background fades in, then a mouse icon pulls up at the right side of the screen. The text “Register now at www.manulife.ca/easy” fades in at the left side of the screen. Lastly, the icon, text, and green background fade out.

02:46–02:51

The Manulife dark navy logo animation fades in.

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