

The Manulife Plan Member Secure Site



Troubleshooting FAQ

Why am I having trouble opening forms online?

Make sure the software you're using to open the form is compatible with the Secure Site. To ensure you have the right versions of the necessary software, refer to the 'Before you start' section.

My banking information has changed. How do I update it on the site?

If you've already signed up for Direct Deposit and your banking information has recently changed, you can update it right on the site. Simply click **Direct Deposit for claims** from the left navigation bar and enter your new banking information. Your next claim payment will automatically be deposited to your new account.

Why can't I find the claim I'm looking for under claims history?

The **Claims** link shows claims that are currently being processed. If after three weeks you still haven't seen your claim online, resubmit your claim and receipts and mark RESUBMISSION in the top right corner of the claim form.

I have a Life or Disability policy. Why can't I access the site?

The Manulife Plan Member Secure Site is only offered to members with Health and Dental benefits.

I have Health and Dental benefits. When I register, why do I see a message that tells me I'm not on file?

Be sure you're using the exact name you used at the time of enrolment. Any variation will result in the system not recognizing you.

How secure is the Site?

Personal information – such as your banking information – is never stored on the secure server. Data is always retrieved from Manulife's secure system network for display on the site. There is no way for the general public to access your personal information from the Internet.

I'm trying to log back in to the site but can't gain access. Why?

Make sure the password you entered is the same one you created when you registered for site access. If you can't remember your password click on e-mail my password reminder. Before you can create a new password you'll need to know your old one.

Let us guide you through the registration process

Use the online services offered on the Plan Member Secure Site to ease your benefits experience.

Before you start...

Updated requirements: This site is best viewed with a screen resolution setting of 1024x768 (or higher).

Recommended software for full site experience:

- Microsoft Internet Explorer 6.0 (or higher) with the 128 bit encryption pack, and,
- Adobe Acrobat Reader, version 7.0.

Other Notes:

Some site functionality is available to users of older versions of Internet Explorer and Adobe Acrobat Reader, including:

- Microsoft Internet Explorer 5.5 (or higher) with the 128 bit encryption pack, and,
- Adobe Acrobat Reader, version 5.0.5 up to 7.0 except version 5.1.

Currently, the following are not supported:

- Microsoft NT
- Mac OS
- Linux.

If you don't already have the recommended software, you can download it free from



Enjoy using the Manulife Plan Member Secure Site.

Simply powerful.
Powerfully simple.

Group Benefits secure sites are offered through Manulife Financial (The Manufacturers Life Insurance Company).

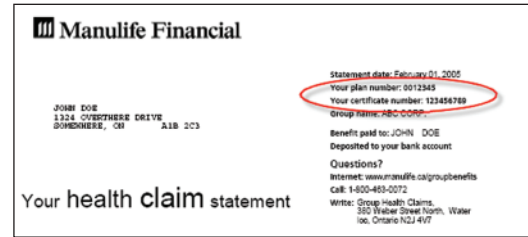
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Helping to bring your benefits into focus

Once registered you will be able to access your Internet account wherever there is Internet access.

1. Getting started...you'll need your plan contract number and your plan member certificate. These can be found on either your claim statement or on your benefits card. If you don't have these, contact your plan administrator.
2. Go to www.manulife.ca/groupbenefits, select **Plan Member** and enter your plan contract number. Select **Register** from the left hand side of the screen.



3. Fill in all of the information on the registration page. The name you use to register must be identical to the one you used on your initial enrolment application form or you won't be able to finish registering. Create a password and a password reminder phrase for your password. Your reminder phrase will help you remember your password if you forget it the next time you're trying to log in to the Plan Member Site. Be sure to enter your e-mail address so you will be able to take advantage of the electronic notification feature.

Click on Submit to finish your registration.

Depending on your plan, you may automatically receive your activation letter within a week of receiving your benefit kit. If so, follow the steps in the letter to register and activate your Internet account.

If you have not received a letter within a week of your benefit kit, follow the steps above to obtain your personal activation key by mail.

Site Services and Features

Simplify your benefit experience with the following features.

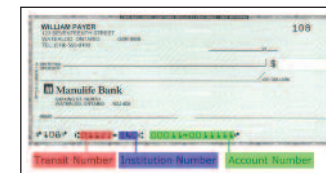
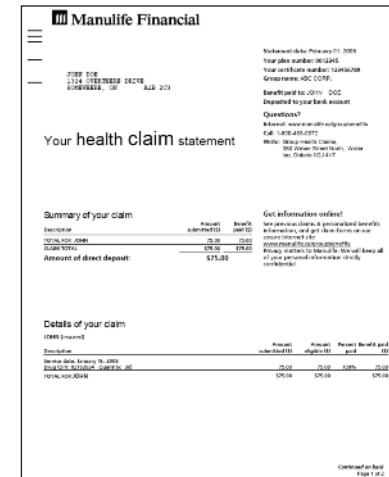
Receive your claims payments up to 70% faster with Direct Deposit

Reduce the time you wait for your reimbursement cheque by signing up to have your claims payments deposited directly into your personal bank account. Choose **Direct Deposit for claims** from the side navigation bar.

- You'll need your bank, transit and account numbers, printed on the bottom of your personal cheque;
- If you're not sure which numbers go where, simply click on the green **Help** button and a sample cheque will appear, showing you where to find the information;
- If you don't have a personal cheque, call your banking institution for this information;
- Remove or change personal banking information at any time.

When you sign up for direct deposit you'll also get the Electronic Claim Statement feature automatically, allowing you to access your claim statement online. Give us your e-mail address and we'll let you know that your claim is processed. This way, you'll know exactly how much your reimbursement will be.

Electronic claim statements can be used to submit to another benefits company if you plan to coordinate your benefits.



Check the status of your claim

Review past claims and check the status of recently submitted claims by choosing **Claims** from the side navigation bar.

Electronic Claim Statements can be found here. If you are looking for more details about your claim, select the blue **Info** button.

Service	Service Date	Status	Amount Submitted	Amount Paid	Benefit Paid	Statement Date	Details	E-Link
Health	29 Jun 2005	Paid to member Direct Deposit	\$75.00	\$75.00	\$75.00	30 Aug 2005	Info	PDF
Health	01 Jul 2005	Paid to member Direct Deposit	\$100.00	\$100.00	\$100.00	10 Aug 2005	Info	PDF
Dental	03 Nov 2005	Paid to member Direct Deposit	\$100.00	\$100.00	\$100.00	10 Aug 2005	Info	PDF
Health	10 Jan 2003	Paid to pharmacy	\$120.00	\$76.24	\$96.24	23 Jan 2003	Info	PDF

Go ahead, ask us a question

Asking a question has never been this easy. Send us an e-mail at your convenience. Choose **Send a note** from the side navigation bar or from within the details of one of your claims. You even get to choose how and where the Customer Service Representative contacts you with an answer.

Health information at your fingertips

Health eLinks gives you practical advice on health matters as well as reliable information you can use to maintain or improve your health. Health eLinks includes features like:

- a health library with a searchable drug database;
- a health risk assessment to help you identify potential health risks;
- a health file where you can store personal and family information and much more.