

Group Benefits

How to obtain help and information.
Instructions for plan members.

Easy, self-serve options at **1-800-268-6195**

Getting the information you need in order to understand and use your group benefits plan is both fast and easy. Just call from a touch-tone telephone to get information about your benefits coverage or the status of a claim submission.

Whether you're calling the Customer Service Centre or logging on to the Plan Member Secure Site, we'll need the following information to serve you faster. *If you make an error when entering your numbers, the automated telephone attendant will notify you immediately.*

*Health plan contract number: _____

*Dental plan contract number: _____

*Personal plan member certificate number: _____

**Note: Your plan and certificate numbers are found on your group coverage ID card. Some plans have a single number for health and dental while others have two distinct contract numbers.*

New! Fast track claims information

Six out of every ten callers are looking for information about their last claim. So immediately after entering your plan and certificate numbers, the automated telephone attendant will give you the details of the most recent claim paid on your behalf. Call 1-800-268-6195 to get on the fast track.

The automated telephone attendant can answer most questions about your health and/or dental coverage and claims, but you also have the option to transfer to a knowledgeable Customer Service Representative (CSR).

The automated telephone attendant is available Monday to Friday from 7 a.m. until midnight, and Saturday from 7:30 a.m. until 4:30 p.m., Eastern Standard Time.

Customer Service Representatives can be reached weekdays from 8:30 a.m. until 4:30 p.m. local time (9:00 a.m. until 5:00 p.m. in Newfoundland).

TTY/TDD Customer Service for people who are deaf, deafened and hard of hearing
1-800-685-7793 (English) 1-888-792-0265 (French), available weekdays from 8:30 a.m.
until 4:30 p.m. local time (9:00 a.m. until 5:00 p.m. in Newfoundland).

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Easy, self-serve options at www.manulife.ca/groupbenefits

Getting the information you need in order to understand and use your group benefits plan is both fast and easy. Just log on to the secure Internet site for plan members to get information about your benefits coverage or the status of a claim submission.

Use the secure Internet site for plan members to review your coverage details, print claims forms and check to see if a claim has been processed. You can also sign-up to have claim payments deposited directly into your bank account and receive your claims statements electronically.

Site access

To begin using the secure site, follow these steps.

- Go to www.manulife.ca/groupbenefits
- Choose **Plan Member**
- Choose **Manulife Financial** and use the **Go** button to enter the site
- Select **Register**
- Enter your **plan contract number** (sometimes called policy, contract or group number)
- Enter your **plan member certificate number**
- Provide the **personal information** requested
- Choose a **password**

When the initial registration is complete, you'll have access to your plan's online forms and brochures. For your protection, the system will generate a personal activation code that will give you access to the full site. You'll receive the activation code in the mail within a few business days.

Electronic enrolment

Some companies also use the secure site to enroll (or re-enroll) for benefits. If your plan uses this feature, your plan administrator will give you more information on this process.

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