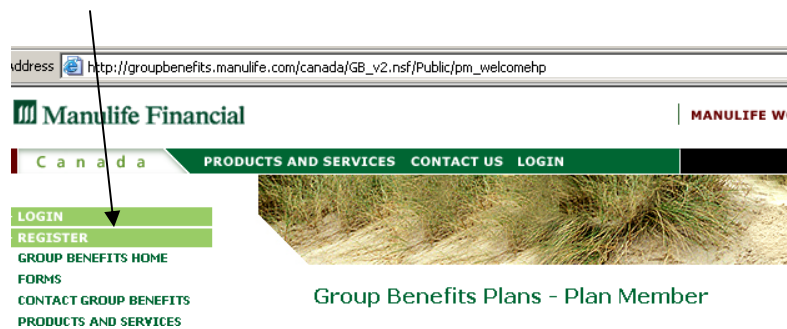


Register for the Manulife Plan Member Secure Site to Access Your Benefits Claims Information

Through Manulife's secure Plan Member site, you can view your extended health and dental coverage, send a note to Manulife, and view your most recent claims and coverage history as well as access plan member services, such as Newsletters, Health Articles, and complete a Wellness Assessment.

1. **Go to: www.manulife.ca/groupbenefits/member**
2. To register, you will need the following information:
 - Plan Contract #: **83239**
 - Member Certificate #: **this is your Employee ID**
 - Date of Birth
 - A password and password reminder phrase
3. Click on **REGISTER**



4. Enter all fields in the next screen and click **Submit**.
 - a. Plan Contract #: **83239**
 - b. Member Certificate #: **enter your Employee ID**

PLAN MEMBER SITE
Group Benefits
Login
Register

Register to use Plan Member e-Services

You must be a plan member to register for our Plan Member e-Services. If you're not a member, do not attempt to register.

Our registration and activation process is designed to protect your private information. You only need to complete this process once. After that, you can access Plan Member e-Services at any time.

Plan contract # : [HELP](#)

Member certificate # : [HELP](#)

First name :

Last name :

Gender : Male Female

Date of birth : 1 January

E-mail address : [HELP](#)

Step 2 - Choose a password between 6 and 20 characters

Password : [HELP](#)

Re-enter Password :

Step 3 - Choose a password reminder phrase (up to 50 characters)

Reminder phrase : [HELP](#)

By clicking 'Submit', you are confirming your identity as the person above.

5. You have been successfully registered for the Manulife Plan Member Secure Site!
6. After you click Submit, the screen below will display. You may call **1-800-575-2200 to get your activation key** immediately. You will be asked for your Policy Number (83239) and your Member Certificate (Employee ID). You may be asked for other information to confirm your identity before Manulife provides you with the **Activation Key**.

Thank you! You have successfully registered.

You will receive your activation key in the mail within 3-5 business days that will unlock your benefit information.

If you've already received your activation key, [login here](#).

For a preview of the site, [login here](#).

7. Once you receive the activation key, click on **login here** to complete your account activation and access the Manulife Plan Member Secure Site.
8. On the next screen,
 - a. Key in your Plan Contract #: **83239**
 - b. Your Member Certificate#: (your **Employee ID**)
 - c. Key your **Password**
 - d. Click on the **Submit** button.
9. The first time you log in, the following screen will display. Key in your Activation Code (**ALL CAPITALS**) and click the Submit button.

CANADA | **BANKING** | **GROUP PLANS** | **INSURANCE** | **INVESTMENTS** | **MANULIFEDIRECT** | **LOGOUT**

HOME
PLAN MEMBER e-SERVICES
 Welcome

TERMS AND CONDITIONS
GLOSSARY
HELP

You are now in the secure site

Activate your account

Activate your account now to unlock all of the online features available to your plan.
 Please enter the activation key that you received with your letter.

Activation Key: **HELP** **Lost your activation key? CLICK HERE**

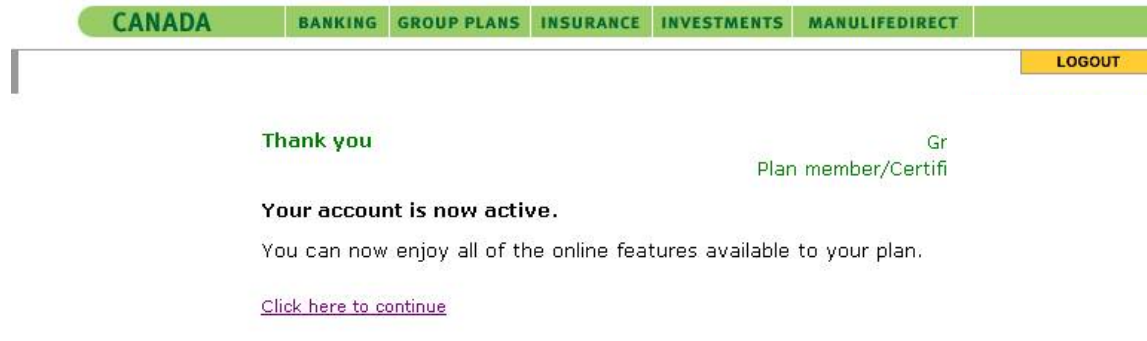
Submit

After you activate your account you will be able to enjoy the following features:

- Your personal coverage overview/Confirmation Statement
- Your claims history

A window containing the Terms and Conditions for use of the site will display. You must accept the terms and conditions in order to access the Manulife site.

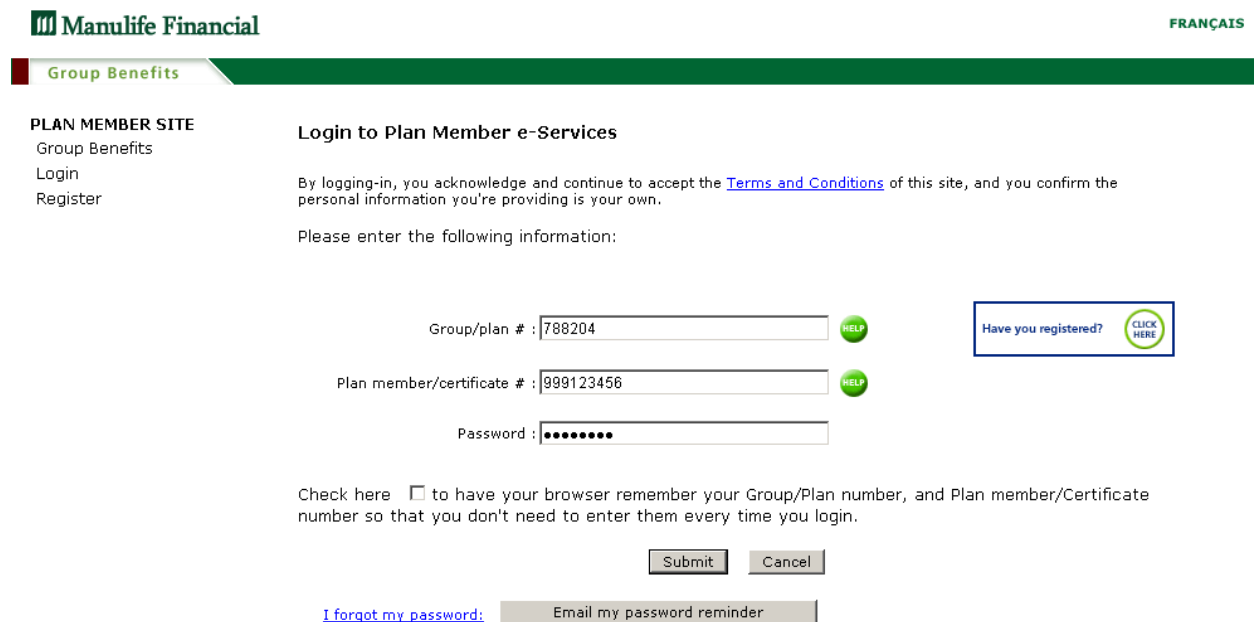
10. Your account is now active! Click on the link to proceed to **PLAN MEMBER e-SERVICES**.



Accessing PLAN MEMBER e-SERVICES

In addition to viewing extended health and dental claims history and claims, you also can access a free **Wellness Assessment**, Health Library and more.

1. Click on **Login** to view the screen below.
2. Enter the required information.
 - a. Plan Contract #: **83239**
 - b. Your Member Certificate#: : **your Employee ID**
 - c. Enter your password



Having trouble? Call the Manulife Help Line at 1-800-575-2200 or Employee Relations at 604-527-5390.