

# Employer Online Service Guide

Group Life and  
Health Insurance Plan



This Employer Online Service is designed to provide employers with simple and convenient access to their Group Life and Health insurance policy information. It is also an online management tool that allows employers to manage their account, employees' records and view claims details, and to obtain other customer services, anytime, anywhere.

## Getting started

Enter [www.manulife.com.hk](http://www.manulife.com.hk), click LOGIN at the top right corner and login as an Employer using your Manulife Customer Number (MCN) and Personal Identification Number (PIN). The MCN and PIN will be sent to you separately within 10 days after the insurance policy has been issued. The MCN also can be found on your Debit Note or Change Summary.

To get a new PIN subsequently, simply click "Request PIN" and make a request online, a new PIN will be mailed to your company correspondence address within 5 business days.

## One time password (OTP)

Select email or SMS to receive OTP, and input OTP to login.

# eStatement

You can read or download the Change Summary, Debit Note and Group Certificate Holders Listing.

Once the latest e-Statement is available online, e-Notifications will be sent to the registered email address or mobile number to notify you.

HONG KONG

Group Life & Health

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e-Statement

Group - Account No. 001-001

Group Name LIMITED

Account Name LIMITED

Note

1. e-Statement is only available from 04/2020 onwards and the retention period is 36 months.

2. We will send e-Alert notification to you once the latest e-Statement is uploaded. To enjoy this service, please update your email address and/or mobile phone number under "Administration Contact Information & Update".

Date #	Statement Type #	Bill Issued (Y/N)	Period Covered	Download PDF
17-Aug-2020	Change Summary	N	Up to 31-Jul-2021	<div><div>Unread</div></div>
27-Jul-2020	Debit Note with Group Certificate Holders Listing	Y	01-Aug-2020 - 31-Jul-2021	<div><div>Debit Note</div><div>Read</div><div>Group Certificate Holders Listing</div><div>Unread</div></div>
27-Jul-2020	Change Summary	Y	Up to 31-Jul-2020	<div><div>Read</div></div>



# Account Information

allows you to view your policy summary, claims and benefit details, and advisor information.

**Account Overview** shows the plan summary. Simply click the “Plan”/”Plan Description” to see policy details with head count statistics.

Head Count Statistics				
Group - Account No.	001-001-001	CO LTD		
Group Name	001-001-001	CO LTD		
Account Name	001-001-001	CO LTD		
As of 06-Sep-2018				
Plan 1 DIRECTOR				
Head Count by Benefit				
Benefit	Service Type	Total Head Count	Effective Date	Termination Date
Clinical	Serviced by own choice of doctors	1	01-Aug-1997	--
Hospital & Surgical	Hospital guarantee letter issued	1	01-Aug-1997	--
Supplementary Major Medical	--	1	01-Aug-1997	--
Term Life	--	1	01-Aug-1997	--
Head Count by Member Type				
Member Type	No. of Head Count			
Employee	1			
Total	1			

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Account Overview				
Group - Account No.:	001-001-001	CO LTD		
Group Name:	001-001-001	CO LTD		
Account Name:	001-001-001	CO LTD		
Policy Type:	ManuPlan (Employer Sponsored Plan)			
Currency:	HK dollar			
Effective Date:	01-Aug-1997			
Payment Mode:	Annual			
Next Renew Date:	01-Aug-2019			
Status:	Active			

2 Please select from the following plans for viewing headcount statistics:

Plan	Plan Description	Effective Date	Termination Date
1	DIRECTOR	01-Aug-1997	--
2	SR_EE	01-Aug-1997	--

**Claims Inquiry** provides claim details including claim status, shortfall amount (if applicable) and other information of each individual member for easy reference and follow up.

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Claims Inquiry Details				
Group - Account No.	001-001-001	LIMITED		
Group Name	001-001-001	LIMITED		
Account Name	001-001-001	LIMITED		

Printer Friendly Version

2 Certificate/Dependents

Certificate Number	Plan	Dependent Number	Name
1	EXECUTIVE OFFICER		

2 Claims Inquiry

Note:

- Claims inquiry is not applicable to benefits serviced by panel doctors with unlimited usage.
- All amounts are in policy currency.
- If Claims Status = "Processed" but without payment, please refer to any Remark Code for explanation.
- Processed/Void claims processed in the latest 12 months will be shown.
- The information provided below does not include claim(s) incurred and submitted but not yet received by Manulife & processed.

Date Incurred	Claim Number	Patient Name	Claim Type	Claim Status	Benefit Description	Claimed Amount
12-Sep-2020			General	Processed	Doctor's Visit	440.00
05-Sep-2020			General	Processed	Doctor's Visit	440.00
31-Aug-2020			General	Processed	Doctor's Visit	440.00

**Benefit Schedule** lists out the details of the plan benefits of each plan for you.

Benefit Schedule				
Group - Account No.	001-001-001	CO LTD		
Group Name	001-001-001	CO LTD		
Account Name	001-001-001	CO LTD		
Plan	1 DIRECTOR			
Currency	HK dollar			
Effective Date	01-Aug-2014			

All Benefits

☒ Term Life

☒ Clinical

☒ Hospital & Surgical

☒ Supplementary Major Medical

Term Life

Amount of Insurance / Flat amount \$10,000

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Benefit Schedule				
Group - Account No.	001-001-001	CO LTD		
Group Name	001-001-001	CO LTD		
Account Name	001-001-001	CO LTD		
Plan	1 DIRECTOR			
Currency	HK dollar			
Effective Date	01-Aug-2014			

I want to view:

☒ All Benefits

☒ Term Life

☒ Clinical

☒ Hospital & Surgical

☒ Supplementary Major Medical

PRINT

Term Life

You can view the surgical schedule under **Surgical Schedule**.

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Surgical Schedule				
Group - Account No.	001-001-001	CO LTD		
Group Name	001-001-001	CO LTD		
Account Name	001-001-001	CO LTD		

For a cutting operation, fracture or dislocation not listed in this Schedule and not expressly excepted herein or by the other terms of the policy the Company will pay a benefit, the amount of which is to be determined by comparable scheduled operations, fractures, or dislocations, as decided by the Company's Medical Officer whose decision will be final.

If X-Ray, radium or any other radioactive substances are used for treatment in place of any cutting operation listed below, the Company will, subject to all of the other provisions in the Hospital And Surgical Benefits Schedule, pay a benefit which is Reasonable and Customary for such treatment up to the amount provided by the Surgical Schedule for the replaced cutting operation.

> ABDOMEN

> ABSCESS - See Tumors

> AMPUTATION

> ARTERIES AND VEINS

> BILIARY TRACT

> BREAST

> CHEST

# Account Administration

allows you to execute member management online. You can update your member status at any time by following simple steps in the user-friendly tool to submit employee enrolment, termination, and information updates.

Enrolling new employee(s) and their dependent(s) online through **New Employee Enrolment**.

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### New Employee Enrolment

Group - Account No.

Group Name

Account Name

☒ Evidence of insurability is required if application is made more than 31 days after the dependent becomes eligible. Please indicate the following will be sent by post after the request is submitted on-line:  
Evidence of insurability ☐ (The Evidence of Insurability form is in Forms and Manuals section.)

☒ Please enter below for new employee enrolment and click the "Submit" button:

(Employee's name as printed on HKID/Passport)

Employee's Surname:

Employee's Given Name:

Employee's ☒ HKID:  (  )  
☐ Passport Number:

Sex: ☐ M ☐ F

## Employee & Dependent Enquiry & Update

lets you update employee details including employee termination, dependent addition, update bank account details, plan type and salary.

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### Employee & Dependent Details

☒ Please select from below:

[Employee Termination](#)

[Employee Update](#)

[Dependent Addition](#)

[Change of Contact Details Form](#)

Please note that all backdate coverage, changes or termination for a period in excess of 31 d; NOT be accepted.

[BACK](#)

**Forms & Manuals** provides you the Administration Guide, claim form or other frequently used administration forms.

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### Forms & Manuals

[Acrobat Reader](#) is required to view the forms & manuals

#### Manuals

☒ Administration Guide

Title	Download	File Size	Notes
Administration Guide (For Hong Kong policy)		318 KB	

#### Forms

☒ Application Forms

Title	Download	File Size	Notes
ManuPlan Employee Enrolment Form		560 KB	For group with less than 10 employees
ManuPlan Employee Enrolment Sheet (for 10 or above employees only)		431 KB	For group with 10 employees or above
ManuPlan (EasySurance Plan) Employee Enrolment Form		1069 KB	

**Transaction Log** allows you to view the submission record.\*

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### Transaction Log

Reference No.	Date/Time	Transaction Description	Status
	10-05-2018 16:03:34	New Employee Enrolment	RECEIVED
	12-02-2018 17:43:10	Employee Termination	RECEIVED
	12-02-2018 17:42:33	Employee Termination	RECEIVED
	12-02-2018 17:41:51	Employee Termination	RECEIVED
	12-02-2018 17:41:15	Employee Termination	RECEIVED

\*The retention periods vary with different types of records.

## Administration Contact Information & Update

allows you to update employer contact information and register email address and mobile phone number in order to receive OTP to login to employer online service and e-Notification once the latest e-Statement is available.

<b>E-STATEMENT</b>	Group - Account No.
e-Statement	Group Name
<b>ACCOUNT INFORMATION</b>	Account Name
Account Overview	
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<b>ACCOUNT ADMINISTRATION</b>	<b>Contact for Correspondence *</b> As of 12-Feb-2020
Change Username	Attention Person's Prefix (Mr/Ms/Mrs):
Change PIN	Attention Person's Name:
Employee & Dependent Enquiry & Update	Attention Person's Title:
New Employee Enrolment	Office Phone No.: Country/Area Code Phone No.
Salary Update	Extension:
<b>Administration Contact Information &amp; Update</b>	Mobile Phone No. ^: Country/Area Code Phone No.
Forms & Manuals	Email Address ^:
Transaction Log	Address:
	Flat/Floor/Building/Estate:
	Street No./Street Name:
	District:
	Location (Please select one): Please Select Others:
<b>REPORT</b>	^The contact information will be used to receive the one-time-PIN for e-GLH login verification and e-Alert notification (if applicable)
Payment Summary	
Group Certificate Holders Listing	
<b>OTHER SERVICES</b>	<b>Contact Person's Information *</b>
FAQ	If Contact Person's information is same as the Attention Person stated in above, please skip this part.
Emergency Services	Contact Person's Prefix (Mr/Ms/Mrs):
	Contact Person's Name:
	Contact Person's Title:
	Office Phone No.: Country/Area Code Phone No.
	Extension:
	Mobile Phone No. ^: Country/Area Code Phone No.
	Email Address ^:
	^The contact information will be used to receive the one-time-PIN for e-GLH login verification and e-Alert notification (if applicable)

## Report

allows you to view a payment summary and the latest member list.

You can view the claim payment records for the past 12 months in **Payment Summary**.

Advisor Information	<b>Payment Summary</b>
<b>ACCOUNT ADMINISTRATION</b>	Select another month: Aug 2018
Change Username	SEARCH
Change PIN	
Employee & Dependent Enquiry & Update	Issue Date: 09-08-2018
New Employee Enrolment	08-08-2018
Salary Update	07-08-2018
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<b>OTHER SERVICES</b>	
FAQ	
Emergency Services	

**Group Certificate Holders Listing** shows the current information of your employee(s) and their dependents as well as their plan coverage.

e-Statement	<b>GROUP CERTIFICATE HOLDERS LISTING</b>
<b>ACCOUNT INFORMATION</b>	GROUP NO. : 001-01
Account Overview	GROUP NAME : SERVICES LIMITED
Claims Inquiry	CURRENCY : HKD
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<b>Group Certificate Holders Listing</b>	

# Debit Note

allows you to view and print the premium details and change summary details.

**Account Balance** shows the current balance.

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Group - Account No.

-001-

Group Name

CO LTD

Account Name

CO LTD

Select another start date:

20-Jul-2018

Printer Friendly Version

As of 02-Aug-2018

Transaction Date	Transaction Description	Debit	Credit	Balance
20-Jul-2018	Balance forward			0.00
20-Jul-2018	Premium for period 01-Aug-2018 to 31-Jul-2019	213,321.00		213,321.00
20-Jul-2018	Change summary dated 15-Aug-2017		5,594.24	207,726.76
20-Jul-2018	Change summary dated 15-Dec-2017		3,947.93	203,778.83
20-Jul-2018	Change summary dated 15-Jan-2018	3,388.51		207,167.34
20-Jul-2018	Change summary dated 15-Feb-2018		16,729.15	190,438.19
20-Jul-2018	Change summary dated 15-May-2018		5,086.97	185,351.22
Total amount due:				185,351.22

**Premium Details** allows you to check the premium details for the past 36 months.

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Account Name

Date	Bill Type	Due Date	Period Covered
03-Aug-2020	Regular bill	01-Aug-2020	01-Aug-2020 - 31-Jul-2021
01-Aug-2019	Regular bill	01-Aug-2019	01-Aug-2019 - 31-Jul-2020
10-Aug-2018	Regular bill	01-Aug-2018	01-Aug-2018 - 31-Jul-2019

To settle the total outstanding premium, click [here](#) to view the "Total amount due" in the "Account Balance" section.

**Change Summary** lists out the monthly member change reports.\*

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Group Name

CO LTD

Account Name

CO LTD

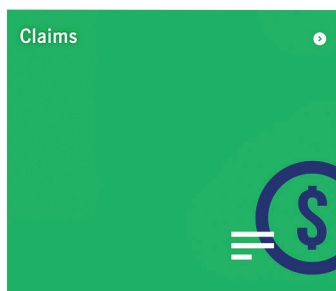
Change Summary Date	Adjustment Through Date	Bill Issued (Y/N)
15-May-2018	31-Jul-2018	Y
15-Feb-2018	31-Jul-2018	Y
15-Jan-2018	31-Jul-2018	Y
15-Dec-2017	31-Jul-2018	Y
15-Aug-2017	31-Jul-2018	Y
17-Jul-2017	31-Jul-2017	Y
15-Mar-2017	31-Jul-2017	Y

\*The retention periods vary with different types of records.



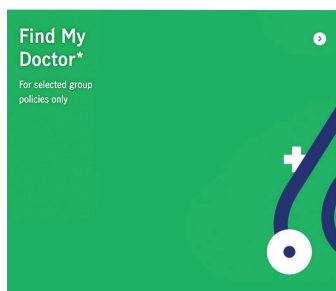
# eClaims

eClaims services is an online platform for your employee<sup>1</sup> to submit claims, find a doctor and download medical card, to enjoy one-stop convenience.



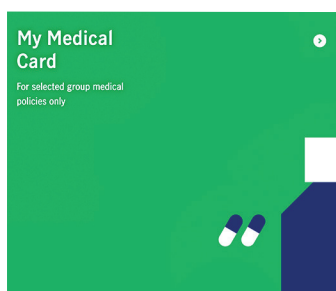
## Manulife eClaims<sup>1</sup>

Manulife eClaims online medical claim service is applicable for outpatient claims and hospitalization claims at any time and anywhere.



## Find My Doctor<sup>1</sup>

Provides comprehensive information on panel doctors.



## My Medical Card<sup>1</sup>

Employees can download and present My Medical Card at the network clinics for registration and verification.

<sup>1</sup> Applicable to insured member of selected group insurance policies only. Manulife may, without prior notification, offer or suspend the service at its discretion. Terms and conditions apply. Please visit [www.claimsimple.hk](http://www.claimsimple.hk)

**For enquiries, please call our Employer Hotline at (852) 2108 1234.**

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