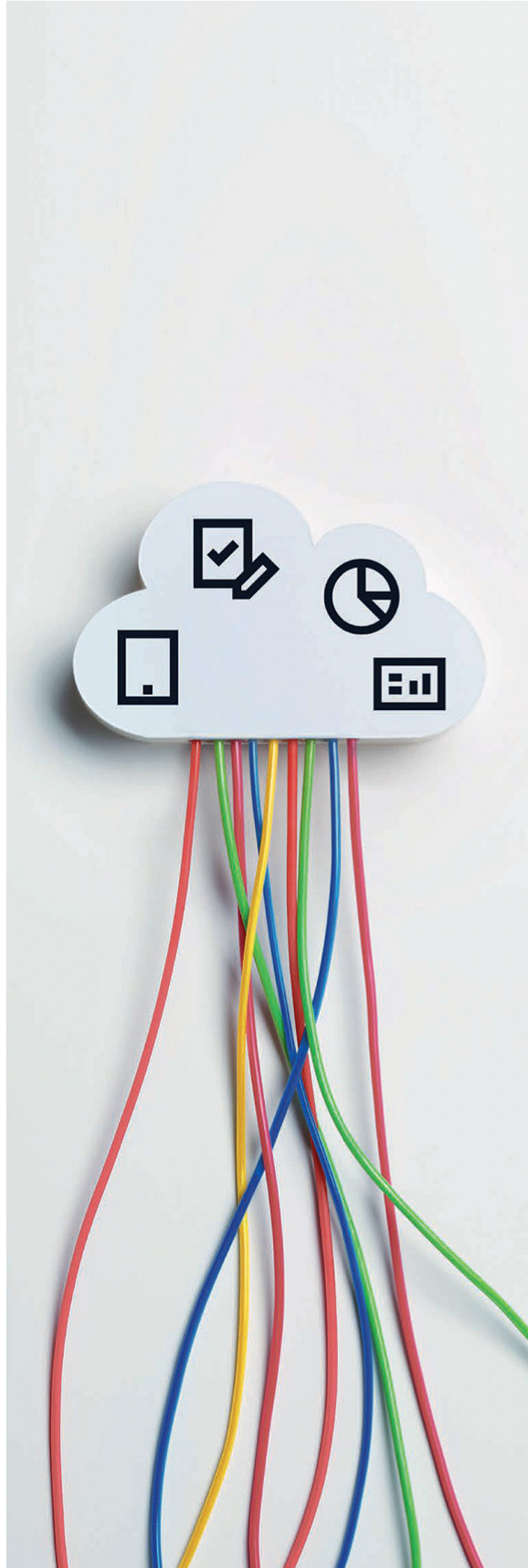


Member online service guide



Member online service

Manulife provides customer website and Manulife HK mobile app for an improved experience at your fingertips. With enhanced security and a more easy-to-use interface, you can plan and make decisions for your future with ease.

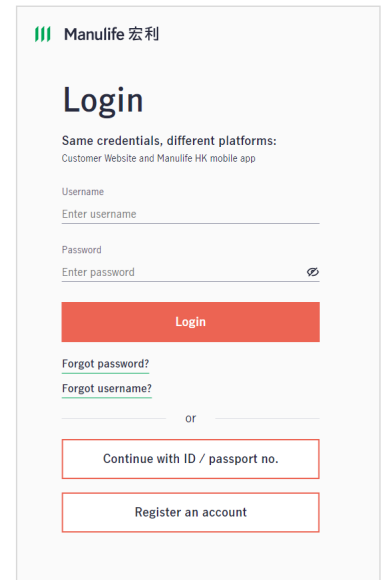
Getting started

With one set of username and password to access the customer website and mobile app. Go to www.manulife.com.hk, click **Login** at the top right corner and select **Personal customer login**. Mobile app users can simply open the app and login right away.

1. Enter your **Username** and **Password**
2. Select **SMS** or **email** to receive **One-time PIN (OTP)**
3. Input **OTP** to login

If you have forgotten your password, simply click the **Forgot password** link to reset your password.

First-time user should click the **Register an account** button to register for our online services. Then choose to receive the OTP for verification via your registered mobile number or email address for any subsequent login.



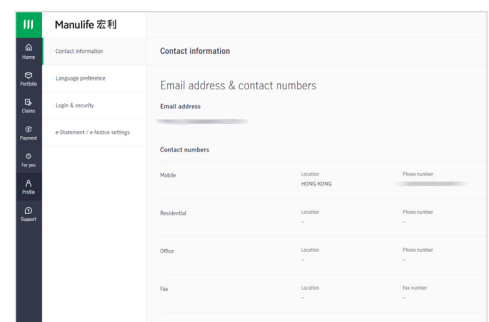
Customer website

Optimal user experience and clear interface bring you the convenience of managing your group life and health policy(ies), MPF and pension account(s) at ease.

Account setting

Under **Profile**, you can:

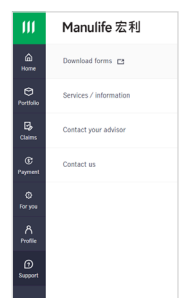
- Update contact information including your email address*, contact number and correspondence address;
- Change your Language preference;
- Change Username and password; and
- Opt for e-Statement and e-Notice services.



Support

You may download forms under **Support**, and get relevant contact information through **Contact your advisor**.

Under **Portfolio**, select **Policy & account** for more details of your MPF/ Pension account(s) and Group Life and Health policy(ies).



* To ensure receipt of e-Alerts, please update your email address and ensure it is always up-to-date. The e-Alerts will be sent after the completion of any claim settlement, MPF contribution allocation, fund switching or change future investments instruction, etc.

For Group Life and Health members

Policy Details provides an overview of your policy(ies), just click your policy number to view policy information, benefit plan, payment information and benefit coverage.

01

Policy Information shows Policy Number and Cert. No.

02

Benefit Plan shows current coverage period and start date.

03

Payment Information shows claims payment bank account number.

04

Benefit Coverage lists out the details of the plan benefit of each plan.

05

Search the **Panel doctors** information.

06

Exclusion allows you to check if there is any specific condition not covered under your policy, whenever applicable.

Benefit Schedule lists out your medical plan detail such as the maximum number of visit(s) per year, limit per visit, reimbursement percentage, etc.

ManuPlan
(Cert. No. [redacted])
VIEW OTHER POLICIES / ACCOUNTS

I WANT TO: VIEW MY POLICY OVERVIEW KNOW MY COVERAGE

ECCLAIMS SERVICE CLAIMS PROCEDURE

Policy Overview As of 05-Dec-2018

Policy Information 01

Plan Name: ManuPlan
Group Name: [redacted]
Account Name: [redacted]
Policy Number: [redacted] (Cert. No. [redacted])
Insured Name: [redacted]
Policy Currency: HKD
Plan Category: Employer Sponsored Plan
Policy Status: Active

Benefit Plan 02

Benefit Plan: 2
Current Coverage Period: From 01-Mar-2018 to 28-Feb-2019
Renewal: 01-Mar-2019

Payment Information 03

Claims Payment Bank Account Number: [redacted]

Benefit Coverage 04

Dependent Number	Name	Relationship	Benefit Start Date	Benefit End Date
1	[redacted]	Spouse	01-Apr-2016	...
2	[redacted]	Children	01-Apr-2016	...
3	[redacted]	Children	01-Apr-2016	...

Benefit Coverage

Benefits	Coverage	Remark
Term Life	HKD 1,296,000.00	...
Accidental Death & Disablement	HKD 1,296,000.00	...
Clinical	As per Benefit Schedule	Choice of doctors and serviced panel doctors.
Hospital & Surgical	As per Benefit Schedule	...
Dental	As per Benefit Schedule	Serviced by own choice of doctors.

Exclusion 06

More information on Exclusion

Notes:
- The above information is for reference only.

Benefit Schedule

Insured Name: [redacted]
Account Name: MANULIFE INTERNATIONAL LIMITED
Plan Name: ManuPlan
Plan Category: Employer Sponsored Plan
Policy Number: [redacted]
Plan: [redacted]
Effective Date: [redacted]

I want to view:

☒ All Benefits

- ☒ Critical Illness
- ☒ Clinical
- ☒ Hospital & Surgical
- ☒ Supplementary Major Medical
- ☒ Maternity
- ☒ Dental

PRINT

Critical Illness

Amount of Insurance: Flat amount
Termination age: [redacted]
No Evidence Limit: [redacted]

Clinical	Employee	Dependent
Dependent Cover	[redacted]	[redacted]
Card Type	[redacted]	[redacted]
Manulife Network Scheme Code	[redacted]	[redacted]
General Practitioner's Visit (GP) at the clinic or at home	[redacted]	[redacted]
Consultation and medication	[redacted]	[redacted]
Overall maximum visits per year	[redacted]	[redacted]
Per visit per day limit	[redacted]	[redacted]
Reimbursement Percentage	[redacted]	[redacted]
Deductible per network visit	[redacted]	[redacted]
Specialist's Visit (SP) at the clinic or at home Consultation and medication	[redacted]	[redacted]

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

Surgical Schedule

Insured Name: [REDACTED]
 Account Name: [REDACTED]
 Plan Name: ManuPlan
 Plan Category: Employer Sponsored Plan
 Policy Number: [REDACTED]

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
- > [ABSCCESS - See Tumors](#)
- > AMPUTATION
- > [ARTERIES AND VEINS](#)
- > [BILIARY TRACT](#)
- > BREAST
- > CHEST
- > [CYST-See Tumors](#)
- > DISLOCATION
- > [EXCISION OR FIXATION BY CUTTING](#)

e-Statement shows the claim payment records for the past 12 months.


My Portfolio > Group Life & Health > e-Statement

e-Statement

Select: [--- All Policies ---] [GO]

[--- All Statements ---]

Issue Date	Policy	Plan Name
02-May-2019	[REDACTED]	ManuPlan
29-Apr-2019	[REDACTED]	ManuPlan
12-Apr-2019	[REDACTED]	ManuPlan
10-Apr-2019	[REDACTED]	ManuPlan
04-Apr-2019	[REDACTED]	ManuPlan
26-Mar-2019	[REDACTED]	ManuPlan
12-Feb-2019	[REDACTED]	ManuPlan



PAYMENT ADVISE

ATN: [REDACTED]

Group Number: [REDACTED] Group Name: [REDACTED]

Location: [REDACTED] Claim Type: [REDACTED] Inven Date: [REDACTED]

Certificate Number: [REDACTED] Payment Method: [REDACTED] Payment Date: [REDACTED]

Certificate Name: [REDACTED] Policy: [REDACTED] Currency: [REDACTED]

Benefit Description	Received Date	Consolidation Date / Confirmed Period	No. of Service	Claimed Amount	Paid Amount	Shortfall Amount	Rate
CLAIMANT: [REDACTED]							
PRODUCT: CLINICAL							
CMP-HEBRI BONE/ACUP/TU/NA	29APR2019	26APR2019	1	290.00	261.00		
CMP-HEBRI BONE/ACUP/TU/NA	29APR2019	29APR2019	1	320.00	308.00		
				610.00	569.00		
GRAND TOTAL				610.00	569.00		

The grand total paid amount will be credited to your bank account with the A/C no. [REDACTED] in around 3-5 working days after the issuance of the payment advice.

Your experience is important to us and to help us improve, we have partnered with Nielsen, a 3rd party research agency. You may receive a short online survey in Nielsen regarding the above claim. We hope you will take a minute to share your thoughts. If you have opted out of Marketing Communications, you will not be contacted. Thank you.

Transaction Log shows the online submission record such as eclaims submission or change of bank account number via online.

My Portfolio > Group Life & Health > Transaction Log

Transaction Log

The following displays the record of your instruction(s) submitted online in the past 18 months.

Reference Number	Date/Time	Transaction Description	Status
[REDACTED]	29-Apr-2019 14:20:12	eClaims Submission	RECEIVED

Claims Inquiry list out all claims details for the past 12 months.

My Portfolio > Group Life & Health > Claims Inquiry

Claims Inquiry

Policy Number:

Claim Status:

Note:

1. Claims inquiry is not applicable to benefits serviced by panel doctors with unlimited usage.
2. Processed/Void claims processed in the latest 12 months will be shown.
3. The information provided below does not include claim(s) incurred and submitted but not yet received by Manulife or claim(s) which is/are being processed.

[SEARCH](#)

My Portfolio > Group Life & Health > Claims Inquiry

Claims Inquiry Details

Select another policy:

Claim Status:

[SEARCH](#)

Insured Name:

Account Name:

Plan Name:

Plan Category:

Policy Number:

[Printer Friendly Version](#)

Claims Inquiry

Note:

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

Date Incurred	Claim Number	Patient Name	Claim Type	Claim Status	Benefit Description	Claimed Amount	Paid Amount	Sho
29-Apr-2019			General	Processed	Chinese Medicine Practitioner's Visit (CMP) (Herbalist/Bonesetter /Acupuncture/Tui Na)	320.00	288.00	

Claims Payment Bank Account Number enables you to update your bank account number for claim reimbursement.

My Portfolio > Group Life & Health > Claims Payment Bank Account Number

Claims Payment Bank Account Number

Please select the location of your new bank account:

Please enter your new bank account number:
 Bank code Branch code Bank account number

Please select the policy(ies) for update:

☐ apply to all policies

Policy Number	Plan Name	Bank Account Number
<input type="checkbox"/>	ManuPlan	<input type="text" value=""/>

[SUBMIT](#) [RESET](#)

Emergency Services show you a guide to emergency assistance when travelling overseas and medical helpline service after office hours.

My Portfolio > Group Life & Health > Emergency Services

Emergency Services

24-hour Worldwide Assistance Service Hotline
 (852) 2854 2762

Key Features

- > Hotline Service: Medical, Travel and Legal Assistance
- > Transportation & Repatriation Arrangements:
 - > Medical evacuation
 - > Repatriation to country of residence
 - > Compassionate visit by a relative
 - > Transportation of the insured member's unattended children back to their country of residence
 - > Local burial
- > Advance Payment of Medical Deposits

Available to

- > All insured members with Group Medical Insurance Coverage and/or Group Life Insurance Coverage



Claims

eClaims services is an online platform for members¹ to submit claims, find a doctor and download medical card, to let you enjoy one-stop convenience.



Manulife eClaims¹

Manulife eClaims online medical claim service is applicable for outpatient claims and hospitalization claims² at any time and anywhere.



Find my Doctor¹

Provides comprehensive information on panel doctors.



My Medical Card¹

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

¹ Applicable to insured member of selected group insurance policies only. Manulife may, without prior notification, offer or suspend the service at its discretion

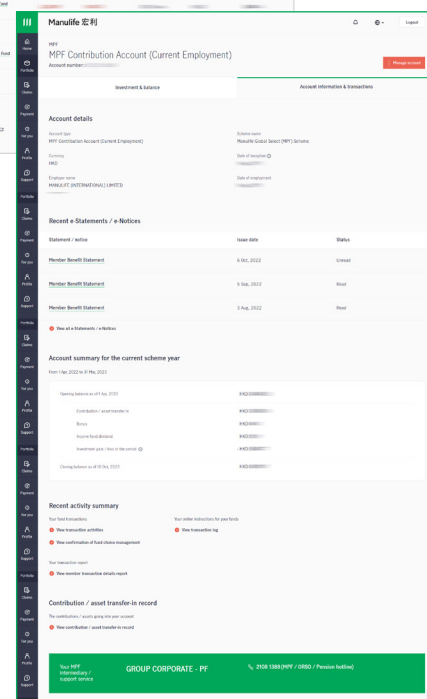
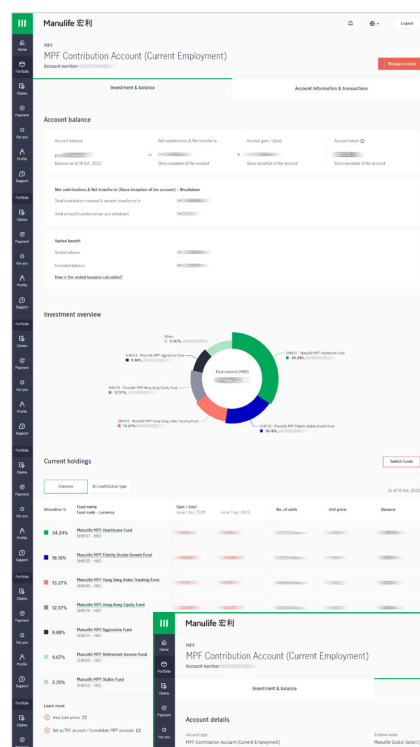
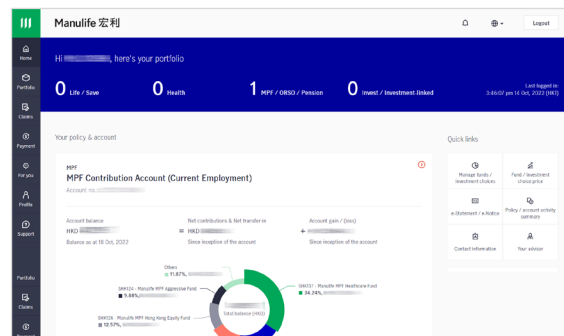
² Terms and conditions apply. Please visit www.claimsimple.hk

Manulife 宏利	
Home	Review
Portfolio	Group Life & Health claim history
Claims	Ways to claim
Payment	Manage
For you	Make a Group Life & Health claim
Profile	Update bank account number (Group Life & Health)
Support	

For MPF/Pension members

Review your account information

- **Investment & balance** shows your MPF/ORSO/pension account(s) details including total contribution amount, investment gain/loss since inception, account balance, etc. It also shows the unit holdings of your investment choice in your account.
- **Contribution Record** shows your contribution allocation details for the past 24 months.
- **Transaction Log** lists out online transaction activities of your MPF and ORSO account for the past 18 months.



Manage your account

- **Manage your funds³** allows you to make investment instructions according to your needs.

³ Subject to account type

Manulife 宏利

Manage funds / investment choices

MPF
MPF Contribution Account (Current Employment)
Account number: [REDACTED]

Select instruction type

For existing assets
☒ **Switch funds**
 Switch the existing fund holdings in your account (including "Fund-to-fund switch" and "One-time rebalancing"). See "Important notes" below. [Learn more](#)

For new investments
☐ **Change future investments**
 Change investment allocations for all your future moves (including regular contributions and assets transferred from another scheme) which have not been allocated to your account. See "Important notes" below. [Learn more](#)

Important notes:
 Apply to MPF / ORSO:
 For all persons, please [click here](#) to access the important notes.
 Apply to MPF / ORSO / Private Pension:
 Investment choice and asset investment options could fluctuate significantly. Fund prices may go down as well as up. There is no guarantee that, given the time required to implement fund switching instructions, the fund prices will be the same as when you made the investment choice. For the rest of important notes, view all

☐ I have read and understood the above important notes.

Continue

Switch funds

- **Switch out all funds (One-time rebalancing)**
set your preferred investment portfolio and we will arrange the switching of your funds of your selected fund(s) accordingly.
- **Switch out an individual fund (Fund-to-fund switch)**
switch any of your current holdings to other fund(s).
- **Change future investments**

Manulife 宏利

Switch funds
MPF Contribution Account (Current Employment)
Account number: [REDACTED]

Quarterly fund fact sheet

Switch out Switch in Review and submit

Select which fund(s) to switch into
Enter switch in % for the fund(s) you would like to switch in. [Learn more](#)

Switch out from
SHK024 - Manulife MPF Aggressive Fund

Total balance HKD 869,777.77
As of 30/06/2022

Showing 29 of 29 funds

Fund code	Fund name	Risk class	Fund type	Latest unit price reference	Switch in %
DIS148 / DIS149	Default Investment Strategy	Refer to the risk class of DIS148 / DIS149	Refer to the fund type of DIS148 / DIS149	---	---
DHK21	Manulife MPF Interest Fund	Low	Guaranteed Fund	---	50 %
SHK22	Manulife MPF Stable Fund	Low	Guaranteed Fund	---	50 %
SHK23	Manulife MPF Growth Fund	Low	Mixed Assets Fund	---	---
SHK25	Manulife MPF Conservative Fund	Low	Money Market Fund	---	---
SHK26	Manulife MPF Hong Kong Equity Fund	Low	Equity Fund	---	---
SHK27	Manulife MPF International Equity Fund	Low	Equity Fund	---	---
SHK28	Manulife MPF Pacific Asia Equity Fund	Low	Equity Fund	---	---
SHK29	Manulife MPF European Equity Fund	Low	Equity Fund	---	---
SHK30	Manulife MPF North American Equity Fund	Low	Equity Fund	---	---
SHK31	Manulife MPF Japan Equity Fund	Low	Equity Fund	---	---
SHK32	Manulife MPF Hong Kong Bond Fund	Low	Bond Fund	---	---
SHK33	Manulife MPF International Bond Fund	Low	Bond Fund	---	---
SHK34	Manulife MPF Fidelity Growth Fund	Low	Mixed Assets Fund	---	---
SHK35	Manulife MPF Fidelity Stable Growth Fund	Low	Mixed Assets Fund	---	---
SHK36	Manulife MPF China Value Fund	Low	Equity Fund	---	---
SHK37	Manulife MPF Healthcare Fund	Low	Equity Fund	---	---
SHK38	Manulife MPF Smart Retirement Fund	Low	Mixed Assets Fund	---	---

Other services

- **Fund Price Alert** enables you to set up instruction(s) of target until price(s). An e-alert will be sent to you via the push notification to the mobile device with the Manulife HK mobile app installed when the target unit price is reached.

Fund price alert not applicable to any non-united funds.

MPF ORSO Macau Pension

Click [here](#) to view reached or expired records.

MPF ORSO Macau Pension

NAV/unit

Current holding

SHK1
HKD 24.962
As of 30/06/2022 | Current holding

Target: HKD 25.000
Expiry date: 27/10/2022

Target: HKD 22.000
Expiry date: 27/10/2022

Target: HKD 24.900
Expiry date: 23/10/2022

Target: HKD 21.345
Expiry date: 12/11/2022

Other funds

SHK1
HKD 24.962
As of 30/06/2022 | Current holding

SHK1
Tracking Fund
HKD 12.922
As of 30/06/2022 | Current holding

Add alert

For MPF account only

- **e-Statement** allows you to view and download your monthly and annual member benefit statements.
- You can check your level of privilege under the **Privileged Rates Program**. Generally, the longer you stay and the more assets you maintain with Manulife, the better privileged rates you may enjoy.

e-Statement / e-Notice

MPF Contribution Account
(Current Employment)

Account no.: [REDACTED]

Filter by
All statements / notices

Sort

Notice to employers and members of the
Manulife Global Select (MPF) Scheme
(Dec 2021)

Policy / account All MPF accounts

Issue date 4 Dec, 2021

Status --

Notice to employers and members of the
Manulife Global Select (MPF) Scheme
(May 2021)

Policy / account All MPF accounts

Issue date 14 May, 2021



Manulife HK

Manulife HK mobile app

Manage your individual insurance policies and MPF/Pension/Investment Funds account(s) in the palm of your hand with the app. Manulife HK mobile app to let you view your account(s) anytime and anywhere, and make decision easier. Manulife HK mobile app is available in the App Store and Google Play for you to download.



Instant login

- With one set of username and password to access both customer website and mobile app
- Use biometric authentication for fast and convenient logins

The screenshot shows the 'Login' screen of the Manulife HK mobile app. It features a header 'Login' and a sub-header 'Same credentials, different platforms: Customer Website and Manulife HK mobile app'. Below this are input fields for 'Username' and 'Password'. A 'Login' button is positioned below the password field. A red-bordered box highlights the 'Login with biometric ID' option, which includes a biometric icon. Below this are links for 'Forgot password?' and 'Forgot username?'. A separator line with 'or' in the middle follows. Another red-bordered box highlights the 'Continue with ID / passport no.' option. At the bottom, a red-bordered box highlights the 'Register an account' option.



Easy-to-use interface for an improved experience

- Review individual insurance policy details, and MPF/Pension/Investment Funds account details (including current holdings and gain/loss)
- View and filter MPF/Pension contribution records





MPF/Pension⁴ fund management

- Set fund price alerts to better manage your investment portfolios
- Switch funds or change investment instructions with ease
- Manage your accounts at your fingertips

⁴ Subject to account type

Manage funds / investment choices

MPF
MPF Contribution Account (Current Employment)
Account number: [redacted]

Select instruction type

For existing assets

☒ Switch funds

Switch the existing fund holdings in your account (including "Fund-to-fund switch" and "One-time rebalancing"). See "Important notes" below. [Learn more](#)

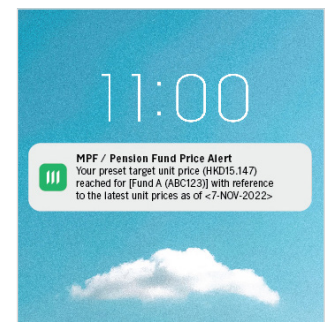
For new monies

☐ Change future investments



Get the latest updates and offers

- Set up push notifications for the latest information
- Browse and e-redeem the exclusive offers for MPF members



Convenient handling of electronic records

- Opt for and view e-Statements/e-Notices
- Update contact information

Product category Policy / account	Opt for e-Statement / e-Notice ①
All policy(ies) / account(s)	<input checked="" type="checkbox"/>
For all eligible MPF, Wealth Management and Individual Insurance policy(ies) / account(s).	
MPF	<input checked="" type="checkbox"/>
MPF Contribution Account (Current Employment) Account no.: [redacted]	
Types of e-Statement / e-Notice	
Wealth Management	<input checked="" type="checkbox"/>
Manulife Investment Solutions Policy no.: 2800140038 Life insured: WONG RVQN CNV4	



Download the Manulife HK mobile app and register your account, you can now manage your accounts faster and easier than ever.



Regarding the product details of Group Life & Health Insurance, MPF and ORSO, please refer to the relative policy provision/MPF Scheme Brochure and Key Scheme Information Document (KSID)/offering document of the scheme.

For enquiries, please email us via Contact Us on our website at www.manulife.com.hk



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To view our Privacy Policy, you can go to our website at www.manulife.com.hk. You may also request Manulife not to use your personal information for direct marketing purpose by writing to our Privacy Officer at 22/F, Tower A, Manulife Financial Centre, 223-231 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong or by calling our Customer Service Hotline at (852) 2108 1188.