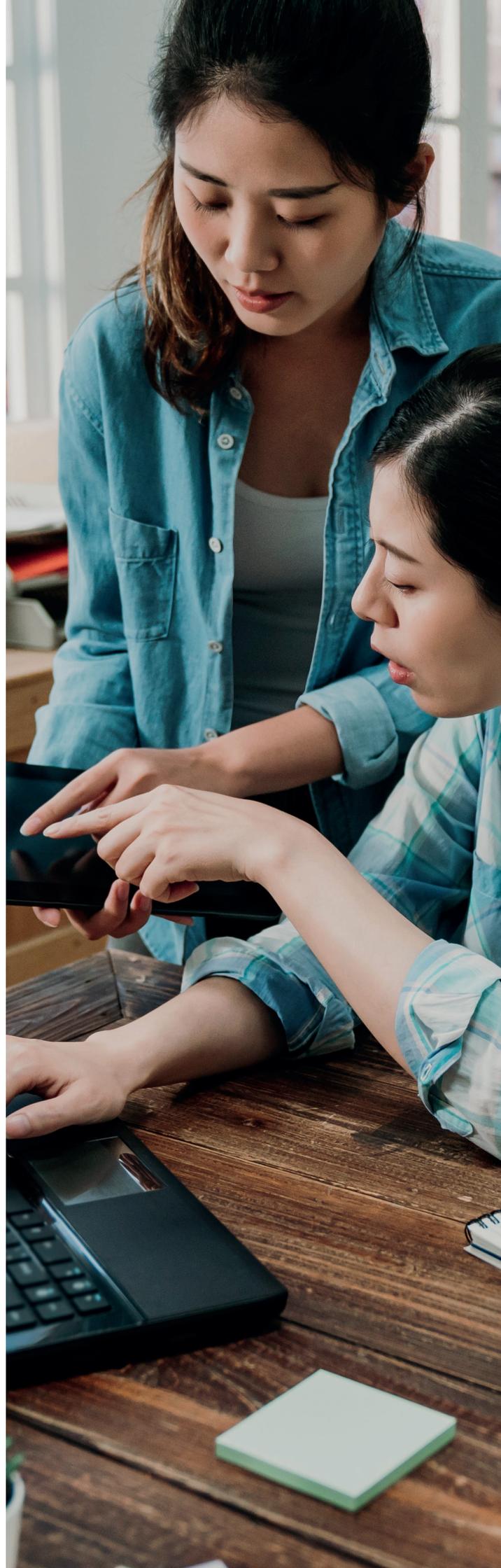


Employer Online Service Guide

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.

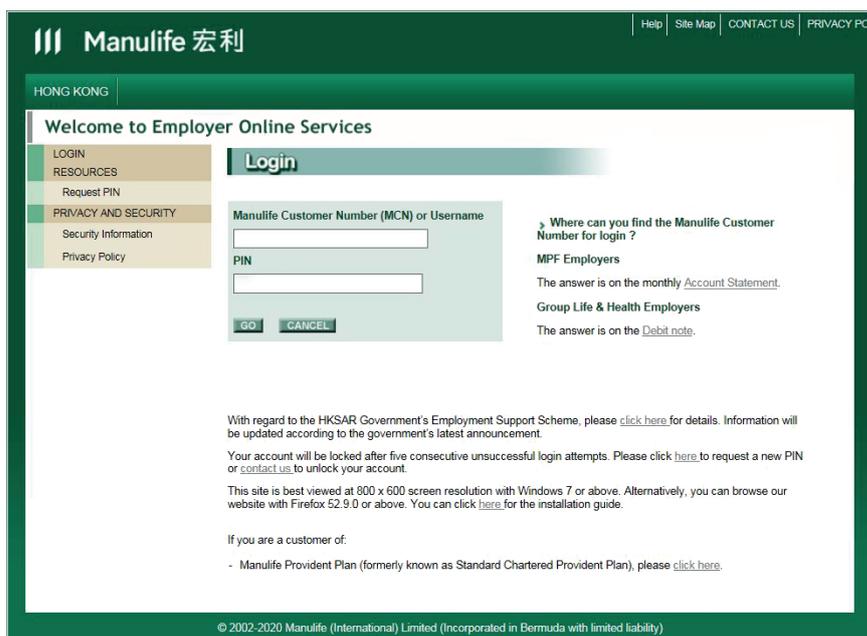
Getting started

Enter www.manulife.com.hk, 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)

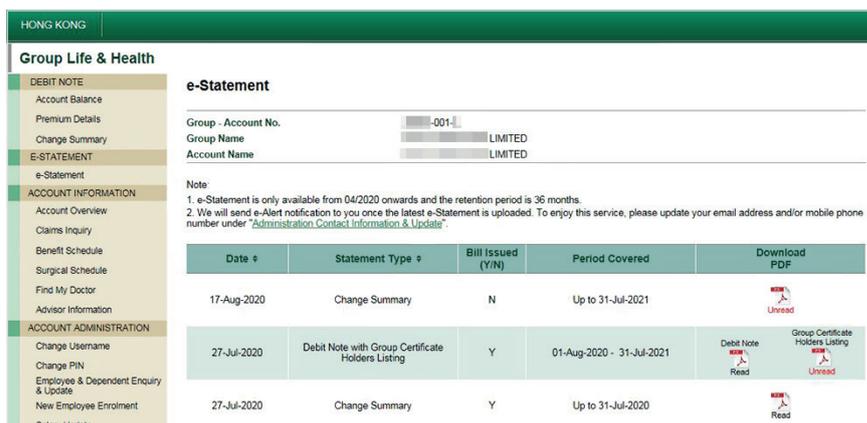
Select email or SMS to receive OTP, and input OTP to login.



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.



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

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. [REDACTED]-001-R
 Group Name [REDACTED] CO LTD
 Account Name [REDACTED] CO LTD

As of 06-Sep-2018

Plan 1 DIRECTOR

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	--

Member Type	No. of Head Count
Employee	1
Total	1

Group Life & Health

- DEBIT NOTE
 - Account Balance
 - Premium Details
 - Change Summary
- E-STATEMENT
 - e-Statement
- ACCOUNT INFORMATION
 - Account Overview**
 - Claims Inquiry
 - Benefit Schedule
 - Surgical Schedule
 - Find My Doctor
 - Advisor Information
- ACCOUNT ADMINISTRATION
 - Change Username

Account Overview

Group - Account No.: [REDACTED]-001-
 Group Name: [REDACTED] CO LTD
 Account Name: [REDACTED] 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

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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- e-Statement

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REPORT

Claims Inquiry Details

Group - Account No. [REDACTED]-001-
 Group Name [REDACTED] LIMITED
 Account Name [REDACTED] LIMITED

[Printer Friendly Version](#)

Certificate/Dependents

Certificate Number	Plan	Dependent Number	Name
[REDACTED]	1 EXECUTIVE OFFICER	[REDACTED]	[REDACTED]

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	[REDACTED]	[REDACTED]	General	Processed	Doctor's Visit	440.00
05-Sep-2020	[REDACTED]	[REDACTED]	General	Processed	Doctor's Visit	440.00
31-Aug-2020	[REDACTED]	[REDACTED]	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. [REDACTED]
 Group Name [REDACTED] CO LTD
 Account Name [REDACTED] 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

DEBIT NOTE

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Benefit Schedule

Group - Account No. [REDACTED]-001-
 Group Name [REDACTED] CO LTD
 Account Name [REDACTED] 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**.

DEBIT NOTE

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Surgical Schedule

Group - Account No. [REDACTED]-001-
 Group Name [REDACTED] CO LTD
 Account Name [REDACTED] 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.

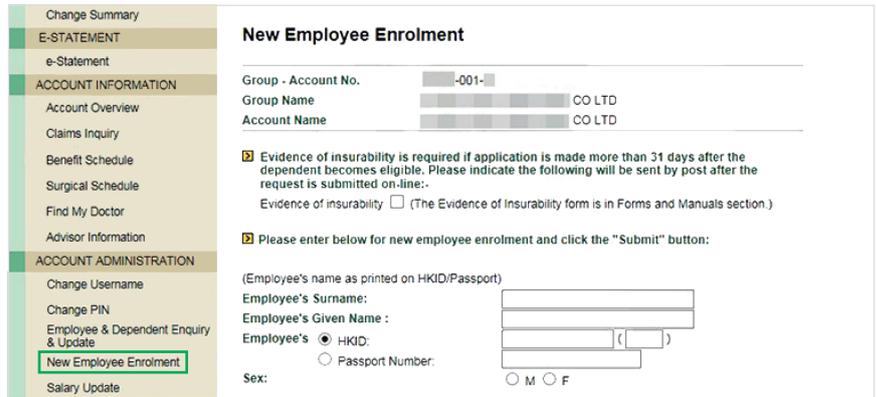
If X-Ray, radium or any other radioactive substances are used for treatment in place of any cutting operation listed below, the Company will, subject to all of the other provisions in the Hospital And Surgical Benefits Schedule, pay a benefit which is Reasonable and Customary for such treatment up to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

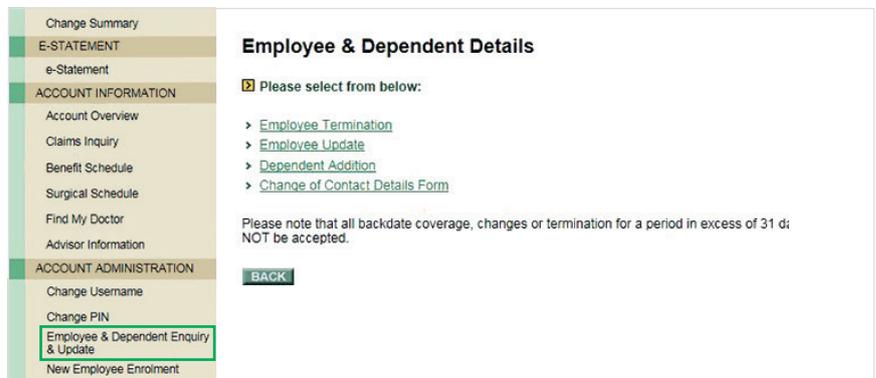
allows you to execute member management online. You can update your member status at any time by following simple steps in the user-friendly tool to submit employee enrolment, termination, and information updates.

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

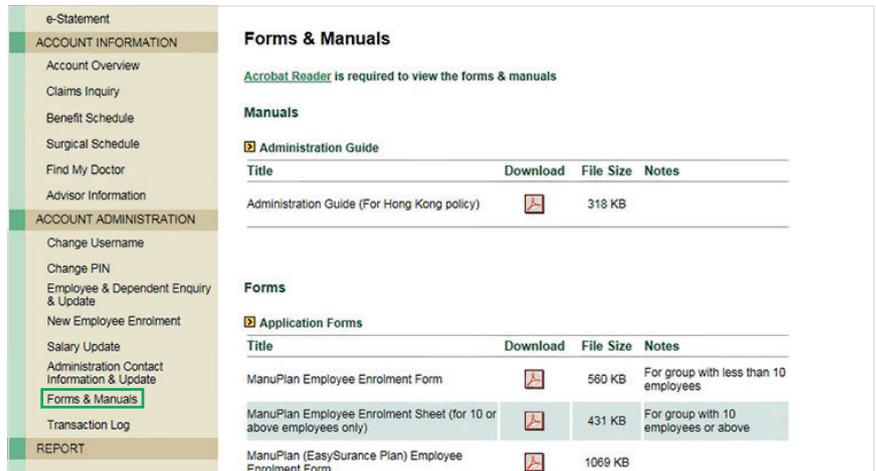


Employee & Dependent Enquiry & Update

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



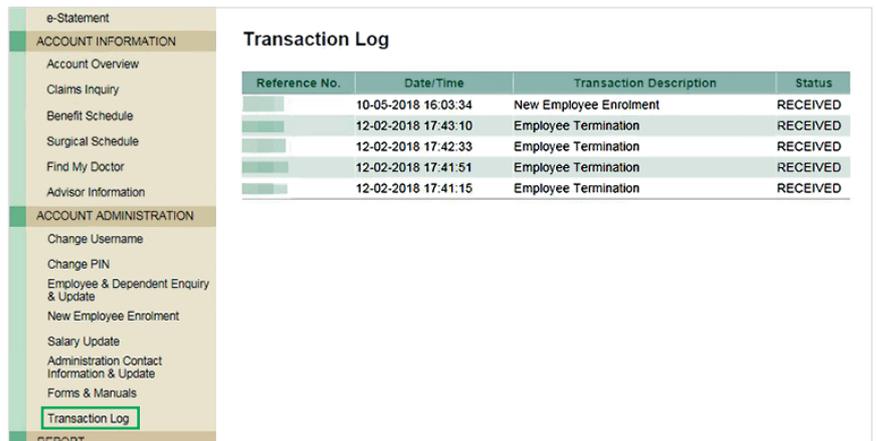
Forms & Manuals provides you the Administration Guide, claim form or other frequently used administration forms.



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

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.*



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

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- Administration Contact Information & Update
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- REPORT
- Payment Summary
- Group Certificate Holders Listing
- OTHER SERVICES
- FAQ
- Emergency Services

Group - Account No.
Group Name
Account Name

As of 12-Feb-2020

Contact for Correspondence *

Attention Person's Prefix (Mr/Ms/Mrs):

Attention Person's Name:

Attention Person's Title:

Office Phone No.: Country/Area Code Phone No.

Extension:

Mobile Phone No. ^: Country/Area Code Phone No.

Email Address*:

Address:

Flat/Floor/Building/Estate:

Street No./Street Name:

District:

Location (Please select one): Please Select Others:

^The contact information will be used to receive the one-time-PIN for e-GLH login verification and e-Alert notification (if applicable)

Contact Person's Information *

If Contact Person's information is same as the Attention Person stated in above, please skip this part.

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**.

Manulife PAYMENT SUMMARY

ADMIN UNIT : LIMITED DATE: 09-AUG-2018
BRANCH NUMBER : PAGE: 1
AGENT NUMBER :
AGENT NAME :
AGENT LOCATION : MFC 022
ATN :
GROUP NUMBER : 001-00 GROUP NAME : LIMITED
LOCATION : CURRENCY : HKD
MANULIFE CUSTOMER NUMBER :
CONSULTATION DATE: CHARGED AMOUNT PAID PAYMENT BANK CLAIM
NUMBER ISS. INSURER'S NAME PRODUCT PERIOD AMOUNT AMOUNT BEHIND PAYEE ACCT NO. TYPE
5 S 22AUG2018-22AUG2018 14,526.00 14,526.00 AUTOPAY EMPLOYEE
CERTIFICATE TOTAL 14,526.00
GRAND TOTAL 14,526.00
*** END OF REPORT ***

- Advisor Information
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- OTHER SERVICES
- FAQ
- Emergency Services

Payment Summary

Select another month:

Issue Date: [09-08-2018](#)
[08-08-2018](#)
[07-08-2018](#)

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

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- REPORT
- Payment Summary
- Group Certificate Holders Listing

Manulife GROUP CERTIFICATE HOLDERS LISTING

GROUP NO. : 001-00
GROUP NAME : SERVICES LIMITED
CURRENCY : HKD

CERT NO.	DEP NO.	CERTIFICATE/DEP NAME	PLAN	DATE OF BIRTH	SEX	REL	PRODUCT	BENEFIT AMOUNT	CLIN	DENT	HOSP	EMA
14		00000	2	09AUG	F	S	TL	1,000	X	X	X	X
3	1	20001	2	20JUL	F	S	TL	1,000	X	X	X	X
36	2	21001	2	09FEB	F	C	TL	1,000	X	X	X	X
2	1	09FEB	2	09FEB	M	S	TL	1,000	X	X	X	X
4	1	26JAN	2	26JAN	F	S	TL	1,000	X	X	X	X
33	1	10SEP	2	10SEP	F	S	TL	1,000	X	X	X	X
8	1	20DEC	2	20DEC	M	S	TL	1,000	X	X	X	X
21	1	26JUL	2	26JUL	M	S	TL	1,000	X	X	X	X
6	2	26JUL	2	26JUL	F	C	TL	1,000	X	X	X	X
5	1	05MAY	2	05MAY	F	S	TL	1,000	X	X	X	X
7	1	10DEC	1	10DEC	F	S	TL	1,000	X	X	X	X
2	1	26APR	2	26APR	M	S	TL	1,000	X	X	X	X
20	1	30JAN	2	30JAN	F	S	TL	1,000	X	X	X	X
1	1	15FEB	2	15FEB	F	C	TL	1,000	X	X	X	X
45	1	02JAN	3	02JAN	F	C	TL	1,000	X	X	X	X

Debit Note

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

Account Balance shows the current balance.

Group Life & Health

DEBIT NOTE

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[Premium Details](#)

[Change Summary](#)

E-STATEMENT

[e-Statement](#)

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Account Balance

Group - Account No.

Group Name

Account Name

Select another start date:

[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.

Group Life & Health

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Premium Details

Group - Account No.

Group Name

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.*

Group Life & Health

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Change Summary

Group - Account No.

Group Name

Account Name

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 employee¹ to submit claims, find a doctor and download medical card, to enjoy one-stop convenience.



Manulife eClaims¹

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



Find My Doctor¹

Provides comprehensive information on panel doctors.



My Medical Card¹

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

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

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 Manulife 宏利