



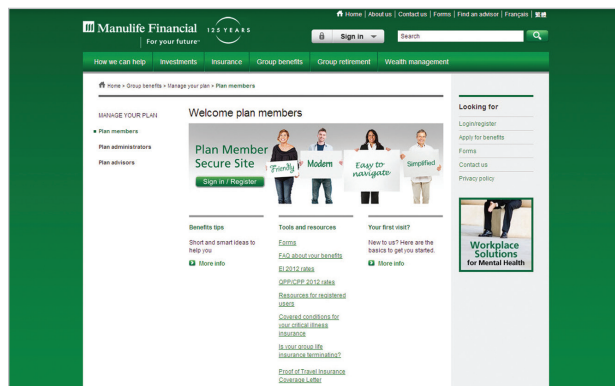
Group Benefits

Plan Member Secure Site Services and Features

All your benefits information is just a click away!

The Plan Member Secure Site gives you easy access to all your Group Benefits information including:

- The ability to receive your claims payments up to 70% faster with Direct Deposit
- At-a-glance view of your coverage information
- A quick view of the status of your five most recent claims plus a detailed historical view of your claims history and the ability to sort your claims by type (e.g. Status, Statement Date)
- Quick access to forms and brochures
- The ability to print a Benefits Card from anywhere in the world as long as you have Internet access.



Your most recent claims

| Benefit | Service date | Status | Amount submitted | Benefit paid subtotal | Benefit paid total | Statement date | Details | ECS |
|---------|----------------------------|-------------------------------|------------------|-----------------------|--------------------|----------------|---------|-----|
| Health | 01 Aug 2011 | Being processed | \$35.00 | \$0.00 | \$0.00 | | | |
| Health | 25 Jul 2011 to 26 Jul 2011 | Being processed | \$165.00 | \$0.00 | \$0.00 | | | |
| Health | 29 Jul 2011 to 30 Jul 2011 | Being processed | \$84.00 | \$34.00 | \$34.00 | | | |
| Health | 14 Feb 2011 | Paid to member Direct Deposit | \$505.00 | \$180.00 | \$180.00 | 14 Mar 2011 | | |
| Dental | 07 Mar 2011 | Paid to member Direct Deposit | \$218.00 | \$212.28 | \$212.28 | 08 Mar 2011 | | |

To view more claims, select the Quick Link for Search my claims.

Safe and Secure

All your personal information, such as your banking information, is always retrieved from Manulife's secure system network. There is no way for the general public to access your personal information from our website.

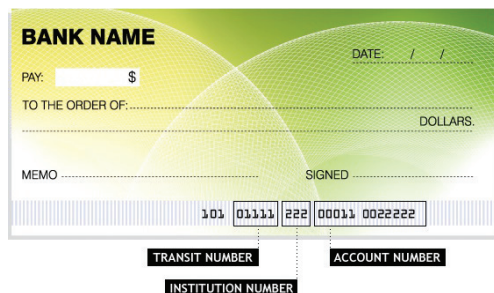
Getting started

Depending on your plan, you may automatically receive your activation key within a week of receiving your benefit kit. If so, follow the steps in the letter to register and activate your Internet account. If you have not received a letter within a week of your benefit kit, follow the *Getting Started* steps to obtain your personal activation key by mail.

1. You'll need your plan contract number and your plan member certificate which can be found on either your claim statement or on your benefits card. If you don't have these, contact your plan administrator.
2. Go to **www.manulife.ca**, hover over the sign in button located at the top of the screen, and select **Plan member** under **Group benefits** from the drop down menu.
3. Fill in all of the information on the registration page. Be sure to enter your email address so you will be able to take advantage of the electronic notification feature.

Signing up for Direct Deposit

Choose **My profile** from the top navigation, then **Update banking information**.



- You'll need your bank, transit and account numbers, printed on the bottom of your personal cheque.
- If you're not sure which numbers go where, simply click on the "Where can I find my banking information?" link and a sample cheque will appear, showing you where to find the information.
- If you don't have a personal cheque, call your banking institution for this information.
- You can remove or change your personal banking information at any time.

When you sign up for direct deposit you'll also receive the Electronic Claim Statement feature automatically, allowing you to access your claim statement online. Give us your e-mail address and we'll let you know that your claim is processed. This way, you'll know exactly how much your reimbursement will be. Electronic claim statements can be used to submit to another benefits company if you plan to coordinate your benefits with your spouse.

Enjoy using the Manulife Plan Member Secure Site.

Simply powerful. Powerfully simple.

Use the online services offered on the Plan Member Secure Site to ease your benefits experience.

Go ahead, ask us a question

Asking a question has never been this easy. Send us an e-mail at your convenience. Choose **Questions** in the top navigation, then **Send a note** under **Email us**. You even get to choose how and where the Customer Service Representative contacts you with an answer.

Health information at your fingertips

Health eLinks® gives you practical advice on health matters as well as reliable information you can use to maintain or improve your health. Health eLinks includes features like:

- a health library with a searchable drug database;
- a health risk assessment to help you identify potential health risks;
- the ability to create a personal health improvement program.

