

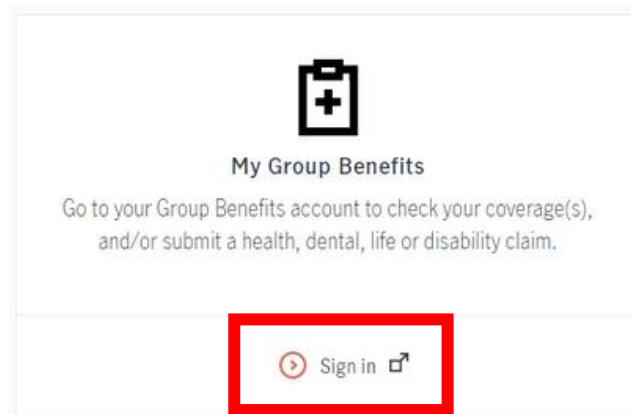
Registering for your Manulife online account:

NOTE THESE STEPS CANNOT BE COMPLETED UNTIL YOU HAVE RECEIVED YOUR MANULIFE CARDS IN THE MAIL.

STEP 1: From a web browser, proceed to Manulife.ca. From the top right hand corner click “Sign in”.

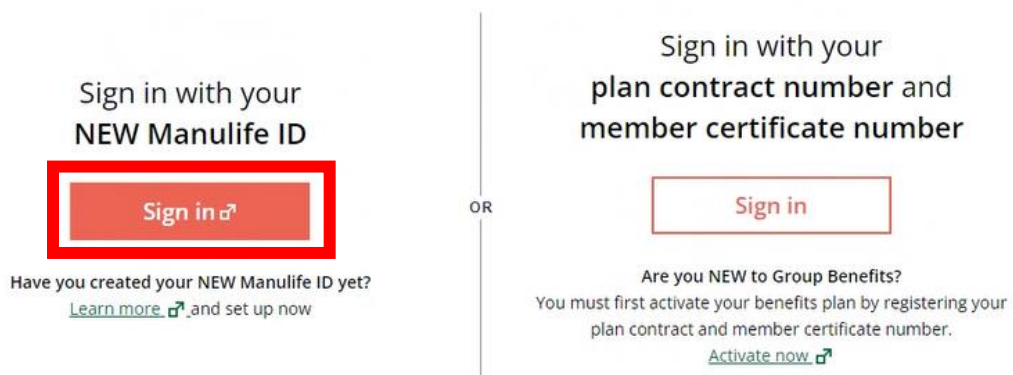


You are now redirected to the sign in page. Click on “Sign in” under “My Group Benefits” as pictured below.



Next, click on “Learn more” which is below the option to sign in with your NEW Manulife ID.

Sign in



Review the instructions and then proceed by clicking “Continue”.

Next click “**Set up your Manulife ID**” under *Let’s get started*.

Next, enter in your personal information, exactly as it is entered in Dayforce (the payroll system). Note: the e-mail may be your personal OR Fairmont e-mail address.

Set up your Manulife ID

Let's set up your single, secure ID. [Learn more about your Manulife ID](#)

Please fill out everything.

First name

Last name

Date of birth

Day (dd)

Month

Year (yyyy)

Email

Language for email

English

French

[Why are we asking for this information?](#)

Pick a username and password

Username

Do you have to use your email as a username? [Show more](#)

Username tips [Show more](#)

Password

Password tips [Show more](#)

Re-enter your password

Continue

After clicking "Continue", you will be redirected to proceed to the inbox of the e-mail address you provided to confirm your e-mail address.

Go to your email **to activate** your Manulife ID!

This is the most important step in setting up your Manulife ID.

Once you receive that e-mail, click on "Activate". You will then be directed to your internet browser to confirm your Manulife ID is activated. From there, click on "Sign in" and login with your Manulife ID credentials you just entered. You will be directed to add in a phone number for security purposes. Enter your number in the field, then wait for the one time code sent to your cell phone. Once complete click "Continue".

Why add a mobile number?

We use this mobile number to keep your Manulife ID secure. So we'd only use it for things like texting you a one-time code. With your permission, we may use it for other purposes.

Mobile number

Continue

STEP 2: Now that your Manulife ID is finalized, proceed to connect your group benefits plan to your Manulife ID.

Activate and Connect your group benefits plan

It looks like you're new to Manulife group benefits. Please complete your group benefits registration.

- This step is separate from your Manulife ID setup.
- We're requesting some new information here to activate your online access to your benefits plan.
- If you registered for group benefits before, click [here](#).



Important information

Fill out everything. Unless we've marked something optional.

You can find your plan contract and member certificate number on benefits card

Plan contract number

0122577

Member certificate number

I

First name

Last name

Date of birth

Day (dd)

Month

Year (yyyy)

Select

Email

Confirm email

By clicking Connect, you're confirming your identity as the owner of the account.

Connect

- Plan contract number = 0122577
- Member certificate = 200009999 (as listed on your Staff ID Card/Manulife Card)
- First Name = as registered in Dayforce (pay attention to hyphens/apostrophe)
- Last Name = as registered in Dayforce (pay attention to hyphens/apostrophe)
- Date of Birth = as registered in Dayforce
- E-mail address = can be your personal OR Fairmont e-mail

Click on "Connect" when you are complete and then "Continue".

STEP 3: You have successfully connected your group benefits to your Manulife ID! Now that you are logged in to your Manulife ID & your benefits are connected, the following will be displayed. Verify your Plan Number and Member certificate, then click "Go".

Your group benefits plans

Plan

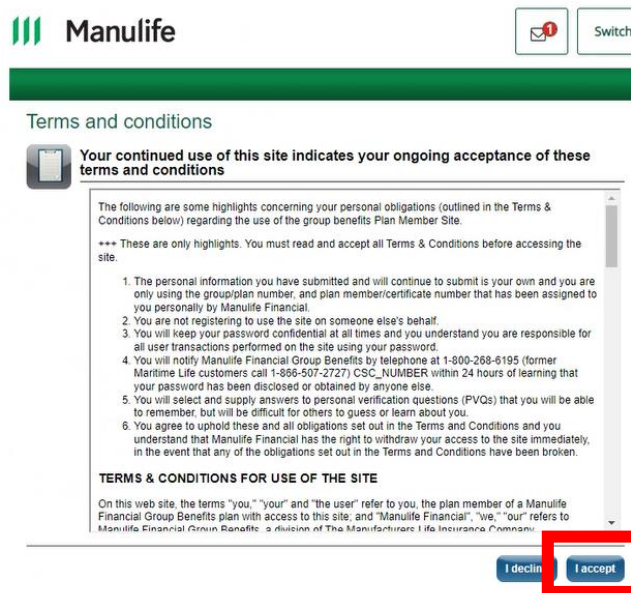
Plan number

122577

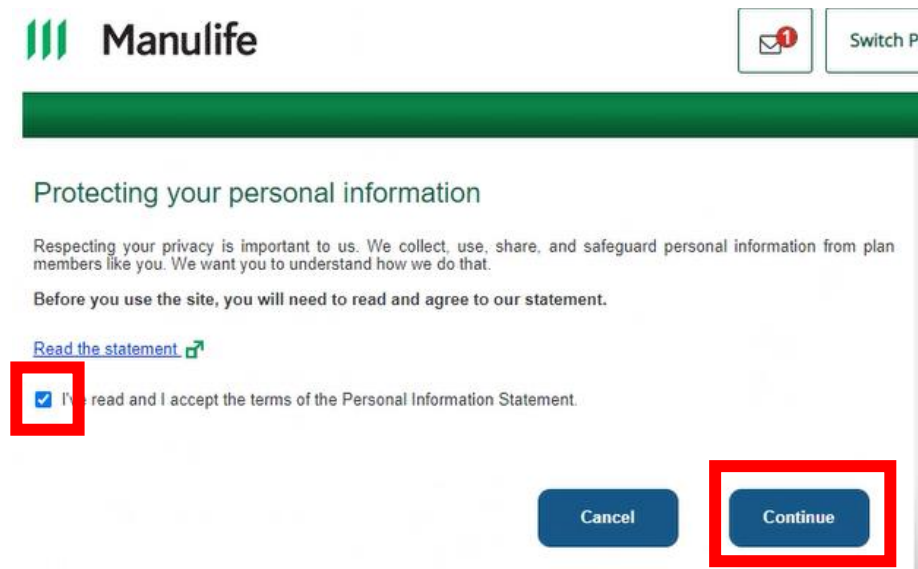
Member certificate

Go

STEP 4: Read and accept the terms & conditions by scrolling to the bottom and clicking “I Accept”.



STEP 5: Next, accept the terms of the personal information statement:

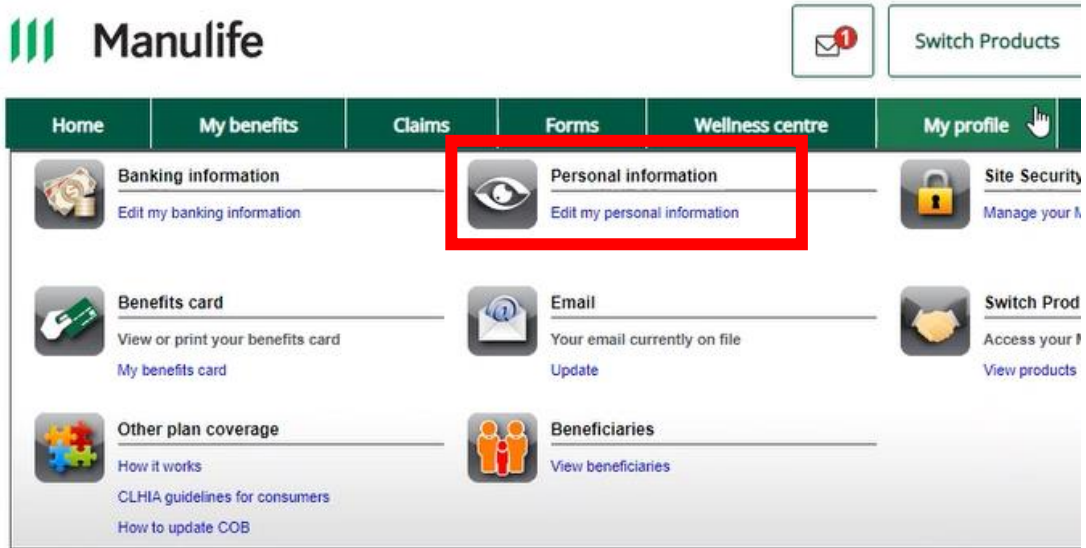


STEP 6: You have successfully created your Manulife online account! There are still a few more important steps to ensure you receive your money from Manulife after submitting a claim, updating your contact information, and assigning a beneficiary for your life insurance policies.

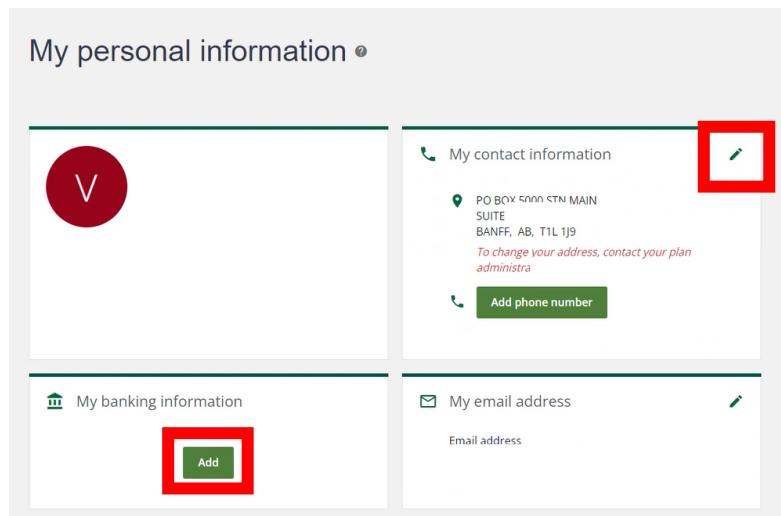
Next, hover over “My Benefits”. From here you can access a copy of your benefits policy with comprehensive coverage information. You can also access a copy of your digital benefits card in the event you lose your physical card.



STEP 7: Hover over “My Profile” and then under *Personal information* select “**Edit my personal information**”

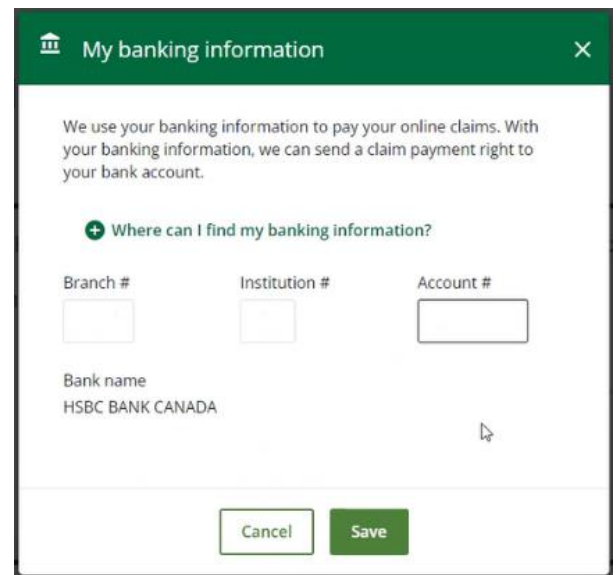


Next, verify your personal information displayed. You need to add your phone number and your banking information by clicking the pencil symbol/add button. Note: you can access your banking details from a void cheque, your online banking app, or by seeing your local bank branch.

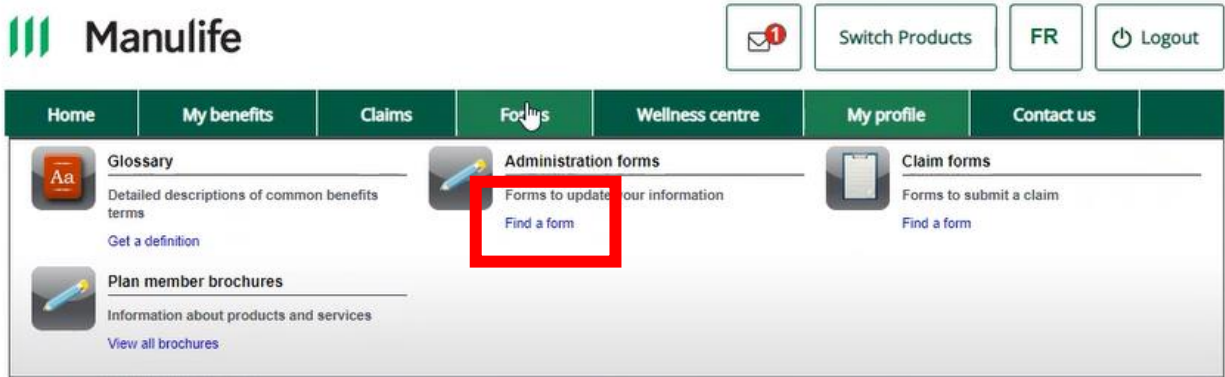


If you notice your mailing address is incorrect you must update it on Dayforce. Please refer to page 12 of the Benefits Handbook, or e-mail TCQuestions@fairmont.com for instructions on how to change your address on Dayforce.

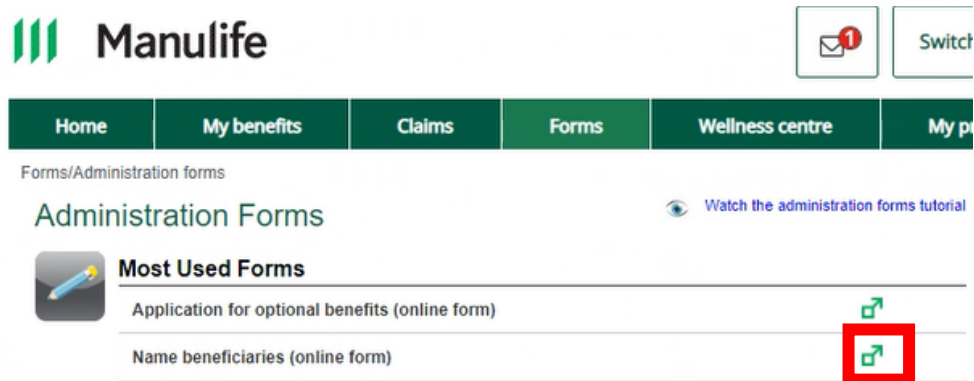
Note: adding your banking details is a mandatory step to receive reimbursement from Manulife.



STEP 8: Last, you need to assign a beneficiary. Hover over “Forms” and then select **Find a Form** under “Administration Forms”.

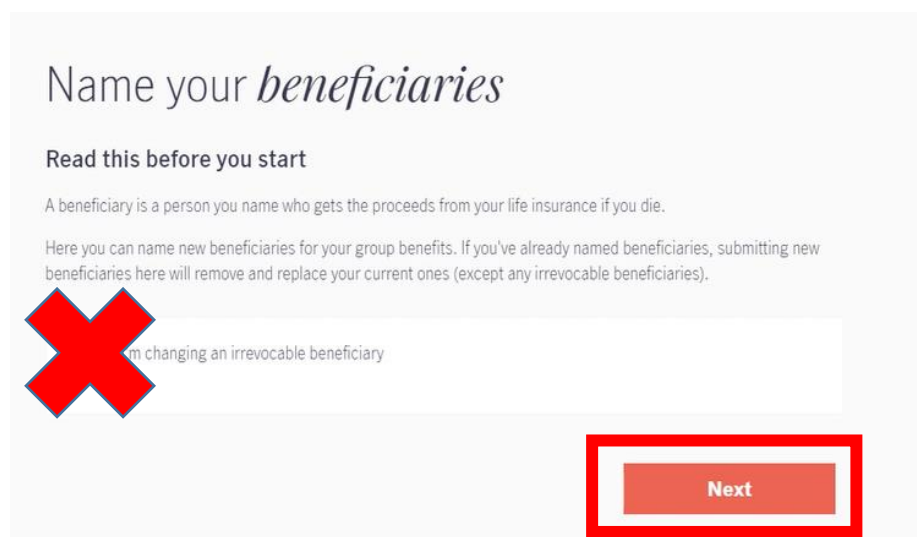


You will now select the “Name beneficiaries (online form)”.



Follow the prompts to name your beneficiaries. If you have questions about allocating beneficiaries, please refer to Page 15 of the Benefits Handbook or contact Manulife for assistance at +1 (800) 268-6195.

Next, **do not** check off “I’m changing an irrevocable beneficiary”. You should leave this blank and simply click “Next”.



You are now directed to enter your personal information (please enter Alberta as your province of residence). Once complete, click “Next”.

There is now a prompt asking if you want to use the same beneficiary choices for all benefits? Choosing yes is recommended as this will ensure your beneficiary applies to both the Basic Life Insurance Policy as well as the Accidental Death & Dismemberment Policy. **If you select no, you must also complete the form saved [HERE](#) and deliver it to the Main T&C Office (must be signed with a pen – i.e. “wet signature”) to allocate beneficiaries to the AD&D policy.** Click “Next” when complete.

Choose *life* benefits

Your life benefits

Fill out everything. Unless we mark something as optional.

Use the same beneficiary choices for all your life benefits?
If you only have one life insurance benefit, select “Yes.”

Yes No

Back Next

Next, the form will populate to name your **primary** beneficiaries. Input the information of the person(s) you wish to receive the death benefit.

Primary beneficiary

Fill out everything. Unless we mark something as optional.

First name Middle initial (optional)

Last name

Place of residence

Relationship to you

Date of birth
Year (YYYY) Month (MM) Day (DD)

What percentage do you want to give this beneficiary?
Percentages need to add up to 100% with no decimals.

Important: we recommend checking “No” to Do you want to make this beneficiary irrevocable? If you select yes, you need the beneficiaries consent to make future changes.

Irrevocability

Once you make a beneficiary irrevocable, the beneficiary’s consent is needed in writing before a change can be made again.

Do you want to make this beneficiary irrevocable?

Yes No

If you want only one beneficiary, enter 100% and click “Next”. If you want multiple, click [+ Add another primary beneficiary](#) and input their details and select “Next” when done entering multiple beneficiaries. Note: the total percentages must add up to 100%.

You are now prompted to name your **Secondary** beneficiaries. It is recommended you name secondary beneficiaries in the event your Primary beneficiaries cannot be located to prevent the death benefit from going to the estate.

Name *secondary* beneficiaries

If your primary beneficiaries die before you, your life insurance money goes to your secondary beneficiaries (also called contingent beneficiaries).

If none of your beneficiaries are alive when you die, your life insurance proceeds go to your estate.

Do you want to name secondary beneficiaries?

Yes No

Back Next

Assign **different** beneficiaries than those completed for primary, and click “Next” when finished.

You’re almost done. Type in your name and click “Next” to give your Authorization & Consent to confirm your beneficiary selections.

You understand that by typing in the box below, you're signing this form, which has the same effect as if you had provided a handwritten signature.

Type your first and last name in the box below.

I

Date signed

Year (YYYY) Month (MM) Day (DD)

2022 11 15

Back Next

You will be taken to a confirmation page to review and submit your beneficiary allocations. Click Submit once you are satisfied.