

Manulife Online User Guide



Get started with Manulife Online key features:



R Click on a title to view the respective page

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Managing your insurance policy has never been <i>simpler</i> .	

Please visit www.manulife.com.my/contactupdate to update your preferred email or call our Customer Careline at 03 2719 9112 / 1300 13 2323 for assistance.



Step 2

Registration

1. Visit Manulife Malaysia Website

1. Fill in your registered email, select

ID type, and provide your ID number 2. Read and agree to the "Terms of Use"

- 2. Click "Login to Manulife Online"
- 3. Select "Register an account"





3. Click "Continue"





Authentication

- 1. Choose to receive the OTP with your registered email address or mobile number
- 2. Click "Send OTP"
- 3. Enter OTP
- 4. Click "Proceed"



Create a new password

- 1. Create your new password
- 2. Click "Continue"



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	/ Manulife
	Create a new password
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1	Passori
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Important notes:

In the event that you have multiple email addresses recorded in our system, please update your **preferred email address as the login ID** before you access Manulife Online. This will be used as the **Primary email address** for all your policies.





1. Login to <u>Manulife Online</u> and click "Reset password"





Enter your details

- 1. Key in your registered email address and date of birth
- 2. Click "Continue"





Authentication

- 1. Your OTP will be auto generated and sent to your registered email address
- 2. Enter OTP
- 3. Click "Proceed"





Create your new password

- 1. Create your new password
- 2. Click "Continue"





- 1. After login, select **Payment** from navigation menu
- 2. Choose "Make a payment"
- 3. Select a policy for which you want to pay premiums



Step 2

View premium information

- Check the details (Eg: Due date, premium amount, payment mode and method)
- 2. Click "Pay premium" to continue



Step 3

Verify premium information

- 1. Read and agree to the "Terms and Conditions"
- 2. Click "Continue to payment" to proceed



Step 4

Payment page

- 1. Fill up your payment details
- 2. Click "Submit Payment"
- 3. View your premium payment confirmation





- 1. After login, select **Payment** from navigation menu
- 2. Choose "Payment history"



Step 2

Review premium history

1. Select a policy which you want to view the transaction histories

Note:

• The payment history page will present premiums received from 1st January 2022 onwards



Filter transaction dates

1. Click on "Select period" to filter your payment history

Note:

• The payment function here is for non auto billing payment. For all payment made regardless of payment method, it might take up to 48 hours to be reflected in the payment history

How to access your *policy details*?

Step 1

- 1. After login, select **Portfolio** from navigation menu
- 2. Select "My policies"
- 3. Choose a policy you want to view

Step 2

View your policy details

- 1. Policy information
- 2. Financial information (For Ordinary Life Plan) or Fund details (For Investment-Linked Plan)
- 3. Payment information

How to view and download your *policy documents*?

Step 1

- 1. After login, select **Portfolio** from navigation menu
- 2. Select "Policy documents"
- 3. Choose a policy you would like to view or download

Step 2

View & download your policy documents

1. Click on the policy document to start download

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Contact Us	Supplementary ePulicy	25/07/2023
	Sugglementary ePolicy	30/03/2023
	Annual Premium Statement	30/03/2023
	Annual Sastainability Notice	23/05/2023

- 1. After login, select **Profile** from navigation menu
- 2. Select "My profile"
 - You will be able to view
 - Contact information
 - Personal information
 - ID information

Step 2

Change your contact information

- 1. Click "Edit" if you would like to make changes
- 2. Click "Email" or "Mobile" and update your contact information

Notes:

- Any changes you make will apply to all policies
- Please wait for 10 seconds before submitting a new request to avoid any disruption

- 1. After login, select **Profile** from navigation menu
- 2. Select "Policy addresses"
- 3. Click "Edit" to make changes to your mailing address

Step 2

Change your mailing address

- 1. Update your latest mailing address
- 2. Select "Confirm" to submit

Step 3

Confirm on the changes made

- 1. Select "Submit" to proceed
- 2. A message will be prompted upon successful submission

- 1. After login, select **Profile** from navigation menu
- 2. Select "Account Settings"
- 3. Click "Change password" to make changes to your password

Step 2

Change your password

- 1. Enter your old and new password
- 2. Review and click "Save" to proceed

Note:

• New password will be reflected in 1 working day

- 1. After login, select **Claims** from navigation menu
- 2. Click "Login to claimsimple"

Step 2

Submit your claim

- 1. Select your claim type
- 2. Read and agree to the "Terms and Conditions"
- 3. Click "Continue" to proceed

Provide your details

- 1. Choose your identification
- 2. Key in your ID number, date of birth, select "Bank Transfer" and click "Continue"
- 3. Solve the Captcha puzzle

Step 4

Submit claim document

- 1. Upload required documents
- Key in your mobile number to receive your eClaim acknowledgment receipt
- 3. Click "Done"

Recurring premium payment via credit/debit card

(A) Submit "Update / Enrol to credit/debit card" request

Option 1

Step 1

- 1. After login, select **Portfolio** from navigation menu
- 2. Choose "My policies"
- 3. Select the policy which you would like to make payment for

Step 2

- 1. Click "Manage" to continue
- 2a. For existing **Auto Billing** payment method, please select **"Update** credit/debit card auto pay "
- 2b. For the setup of Auto Billing payment method, please select "Enrol to credit/debit card auto pay"

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Option 2

Step 1

- 1. After login, select **Portfolio** from navigation menu
- 2. Choose "My policies"
- 3. Select the policy which you would like to make payment for

Step 2

- 1. Click on "Payment Information"
- 2. Click on "Update credit/debit card

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Option 3

Step 1

- 1. After login, select **Payment** from navigation menu
- 2. Choose "Manage recurring payments"
- 3a. For existing **Auto Billing** payment method, please select **"Update credit/debit card auto pay "**
- 3b. For the setup of **Auto Billing** payment method, please select "Enrol to credit/debit card auto pay"

Recurring premium payment via credit/debit card

(B) Update the payor's credit/debit card details

Self payor

Step 1

- 1. Choose "Myself" (Policy Owner)
- 2. Click "Next" to continue

Verify information

- 1. Click "No, only this policy" for the specific policy. You can view the selected policy details
- 2. Click "Yes" to apply to multiple policies. You can view all your policies details
- 3. Read and agree to the "Terms and Conditions" by checking the box
- 4. Click "Confirm" to proceed

Step 3

Fill in card details

- 1. Fill in your card details on the eGHL page
- 2. Read and agree to the "Terms and Conditions" by checking the boxes
- 3. Click "Submit Payment" to proceed

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Step 4

Confirmation on card details submission

1. A message will be displayed upon successful submission

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Recurring premium payment via credit/debit card

(B) Update the payor's credit/debit card details

Other payor

Step 1

- 1. Choose "Other payor"
- 2. Select the permitted relationship from the dropdown list
- 3. Click "Next" to continue

Step 2

Fill in card details

- 1. Fill in the payor's details as required
- 2. Upload the front and back of the NRIC for Malaysians, or upload passport copy for non-Malaysians, click "Next" to continue
- 3. Click "Next" to continue

Step 3

Review & submit

- 1. Review all details
- 2. Read and agree to the "Terms and Conditions" by checking the box
- 3. Click "Confirm" to proceed

Step 4

Fill in card details

- 1. Fill in your card details on the eGHL page
- 2. Read and agree to the "Terms and Conditions" by checking the box
- 3. Click "Submit Payment" to proceed

Confirmation on card details submission

1. A message will be displayed upon successful submission

111 Manulife		Sign Out
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You are unable to request at this time

Non-in force or fully paid policies

You are unable to request at this time

Selected policy request submitted through Manulife Online is in progress status

You are unable to request at this time

Selected policy is pending for other activity in backend system

You do not have a valid policy

Only the policy is in the account, and it is currently pending other activities in the backend system

Your request was unsuccessful

Submitted with invalid card details on the eGHL page

Ш	Manulife	Sign Out.
	Manage recurring payments	
Second Contract National National Second Sec	Your request was <i>unsuccessful</i> .	

Panduan Pengguna Manulife Online

Bermula dengan ciri-ciri utama Manulife Online:

R Klik pada tajuk untuk melihat halaman masing-masing

8	Q
(S)	
8	
Mengurus polisi insurans anda tidak pernah <i>semudah</i> ini.	

Sila layari www.manulife.com.my/contactupdate untuk mengemas kini e-mel pilihan anda atau hubungi Talian Khidmat Pelanggan kami di 03 2719 9112 / 1300 13 2323 untuk bantuan.

Bagaimana untuk mendaftar akaun baharu & daftar masuk?

Langkah 1

- 1. Layari Laman Web Manulife Malaysia
- 2. Klik "Login to Manulife Online"
- 3. Pilih "Register an account"

Pendaftaran

- 1. Isi e-mel yang telah didaftarkan, pilih jenis ID, dan isi nombor ID anda
- 2. Baca dan setuju "Terms of Use"
- 3. Klik "Continue"

Pengesahan

- Pilih untuk menerima OTP melalui e-mel yang telah didaftarkan atau nombor telefon bimbit anda
- 2. Klik "Send OTP"
- 3. Masukkan OTP
- 4. Klik "Proceed"

Langkah 4

Cipta kata laluan baharu

- 1. Cipta kata laluan baharu anda
- 2. Klik "Continue"

Nota penting:

Sekiranya anda mempunyai beberapa alamat e-mel yang direkodkan dalam sistem kami, sila kemas kini **e-mel pilihan anda sebagai ID daftar** masuk sebelum anda mengakses Manulife Online. Ini akan digunakan sebagai **e-mel utama** untuk semua polisi anda.

Bagaimana untuk menetap semula *kata laluan* anda?

Langkah 1

1. Daftar masuk ke <u>Manulife Online</u> dan klik "Reset password"

Masukkan butiran anda

- Masukkan e-mel yang telah didaftarkan dan tarikh kelahiran anda
- 2. Klik "Continue"

Langkah 3

Pengesahan

- 1. OTP anda akan dijana secara automatik dan dihantar ke e-mel yang telah didaftarkan
- 2. Masukkan OTP
- 3. Klik "Proceed"

Langkah 4

Cipta kata laluan baharu anda

- 1. Cipta kata laluan baharu anda
- 2. Klik "Continue"

Bagaimana untuk membuat pembayaran premium anda?

Langkah 1

- 1. Selepas daftar masuk, pilih **Payment** dari menu navigasi
- 2. Pilih "Make a payment"
- 3. Pilih polisi yang anda ingin membayar premium

Langkah 2

Lihat maklumat premium

- Semak butiran premium (Contoh: Tarikh akhir, jumlah premium dan cara pembayaran)
- 2. Klik "Pay premium" untuk meneruskan

Langkah 3

Sahkan maklumat premium

- 1. Baca dan setuju "Terms and Conditions"
- 2. Klik "Continue to payment" untuk meneruskan

Langkah 4

Halaman pembayaran

- 1. Isi maklumat pembayaran anda
- 2. Klik "Submit Payment"
- 3. Lihat pengesahan pembayaran premium anda

Bagaimana untuk menyemak rekod pembayaran anda?

Langkah 1

- 1. Selepas daftar masuk, pilih **Payment** dari menu navigasi
- 2. Pilih "Payment history"

Langkah 2

Semak rekod pembayaran

1. Pilih polisi yang anda ingin melihat rekod transaksi

Nota:

 Halaman rekod pembayaran akan menunjukkan premium yang diterima mulai 1 Januari 2022

Pilih tarikh transaksi

1. Klik "Select period" untuk memilih rekod pembayaran anda

Nota:

• Fungsi pembayaran di sini adalah untuk pembayaran bukan dengan kaedah "auto billing". Bagi semua pembayaran yang dibuat tanpa mengira cara pembayaran, ia mungkin mengambil masa sehingga 48 jam untuk dicerminkan dalam rekod pembayaran

Bagaimana untuk mengakses butiran polisi anda?

Langkah 1

- 1. Selepas daftar masuk, pilih **Portfolio** dari menu navigasi
- 2. Pilih "My policies"
- 3. Pilih polisi yang anda ingin lihat

Langkah 2

Lihat butiran polisi anda

- 1. Maklumat polisi
- 2. Maklumat kewangan (Untuk Pelan Hayat Biasa) atau maklumat Dana (Untuk Pelan Berkaitan Pelaburan)
- 3. Maklumat pembayaran

Langkah 1

- 1. Selepas daftar masuk, pilih **Portfolio** dari menu navigasi
- 2. Pilih "Policy documents"
- 3. Pilih polisi yang anda ingin lihat atau muat turun

Langkah 2

Lihat & muat turun dokumen polisi anda

1. Klik dokumen polisi untuk memulakan muat turun

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		Annual Premium Statement	30/03/2023
		Annual Sastainability Notice	23/05/2023

Bagaimana untuk melihat dan mengemas kini *butiran profil* anda?

Langkah 1

- 1. Selepas daftar masuk, pilih **Profile** dari menu navigasi
- 2. Pilih "My profile"
 - Anda akan dapat melihat
 - Maklumat hubungan
 - Maklumat peribadi
 - Maklumat ID

Langkah 2

Tukar maklumat hubungan anda

- 1. Klik "Edit" jika anda ingin membuat penukaran
- 2. Klik "Email" atau "Mobile" dan kemas kini maklumat hubungan anda

Nota:

- Sebarang penukaran akan digunakan untuk semua polisi anda
- Sila tunggu selama 10 saat sebelum menghantar permintaan baharu untuk mengelakkan sebarang gangguan

Bagaimana untuk menukar *alamat surat-menyurat* anda?

Langkah 1

- 1. Selepas daftar masuk, pilih **Profile** dari menu navigasi
- 2. Pilih "Policy addresses"
- Klik "Edit" untuk membuat penukaran alamat surat-menyurat anda

Langkah 2

Tukar alamat surat-menyurat anda

- 1. Kemas kini alamat surat-menyurat terkini anda
- 2. Pilih "Confirm" untuk menghantar

Langkah 3

Sahkan penukaran yang dibuat

- 1. Pilih "Submit" untuk meneruskan
- 2. Mesej akan dipaparkan selepas penghantaran berjaya

Langkah 1

- 1. Selepas daftar masuk, pilih **Profile** dari menu navigasi
- 2. Pilih "Account Settings"
- 3. Klik "Change password" untuk menukar kata laluan anda

Langkah 2

Tukar kata laluan anda

- 1. Masukkan kata laluan lama dan baharu anda
- 2. Semak dan klik "Save" untuk meneruskan

Nota:

• Kata laluan baharu akan dikemas kini dalam tempoh 1 hari bekerja

Langkah 1

- 1. Selepas daftar masuk, pilih **Claims** dari menu navigasi
- 2. Klik "Login to claimsimple"

Langkah 2

Hantar tuntutan anda

- 1. Pilih jenis tuntutan anda
- 2. Baca dan bersetuju dengan "Terms and Conditions"
- 3. Klik "Continue" untuk meneruskan

Langkah 3

Berikan butiran anda

- 1. Pilih jenis pengenalan anda
- Masukkan nombor ID, tarikh lahir anda, pilih "Bank Transfer" dan klik "Continue"
- 3. Selesaikan ujian Captcha

Langkah 4

Hantar dokumen tuntutan

- 1. Muat naik dokumen yang diperlukan
- Masukkan nombor telefon bimbit anda untuk menerima resit pengesahan tuntutan elektronik anda
- 3. Klik "Done"

Pembayaran premium berulang dengan kad kredit/debit

(A) Hantar permohonan untuk "Update / Enrol to credit/debit card"

Pilihan 1

Langkah 1

- 1. Selepas daftar masuk, pilih **Portfolio** dari menu navigasi
- 2. Pilih "My policies"
- 3. Pilih polisi yang anda ingin membuat pembayaran

Langkah 2

- 1. Klik "Manage" untuk meneruskan
- 2a. Sila pilih **"Update credit/ debit card auto pay"** untuk kaedah pembayaran **Pengebilan Automatik** yang sedia ada
- 2b. Sila pilih **"Enrol to credit/ debit card auto pay"** untuk kaedah pembayaran **Pengebilan Automatik**

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Pilihan 2

Langkah 1

- Selepas daftar masuk, pilih Portfolio dari menu navigasi
- 2. Pilih "My policies"
- 3. Pilih polisi yang anda ingin membuat pembayaran

Langkah 2

- 1. Klik "Payment Information"
- 2. Klik "Update credit/debit card auto

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Pilihan 3

Langkah 1

- 1. Selepas daftar masuk, pilih **Payment** dari menu navigasi
- 2. Pilih "Manage recurring payments"
- 3a. Sila pilih "Update credit/ debit card auto pay" untuk kaedah pembayaran Pengebilan Automatik yang sedia ada
- 3b. Sila pilih **"Enrol to credit/ debit card auto pay"** untuk kaedah pembayaran **Pengebilan Automatik**

Pembayaran premium berulang dengan kad kredit/debit

(B) Kemaskini butiran kad kredit/debit pembayar

Pembayar Sendiri

Langkah 1

- 1. Pilih "Myself" (Pemilik Polisi)
- 2. Klik "Next" untuk meneruskan

Langkah 2

Sahkan maklumat

- Klik "No, only this policy" untuk polisi tertentu. Anda boleh melihat maklumat polisi yang dipilih
- 2. Klik "Yes" untuk memilih beberapa polisi. Anda boleh melihat maklumat bagi semua polisi anda
- Membaca dan bersetuju kepada "Terms and Conditions" dengan menandakan kotak pilihan
- 4. Klik "Confirm" untuk meneruskan

Langkah 3

Isikan butiran kad

- 1. Isikan butiran kad anda pada halaman eGHL
- Membaca dan bersetuju kepada "Terms and Conditions" dengan menandakan kotak pilihan
- 3. Klik "Submit Payment" untuk meneruskan

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Langkah 4

Pengesahan penghantaran butiran kad

1. Mesej pengesahan akan dipaparkan setelah penghantaran berjaya

Pembayaran premium berulang dengan kad kredit/debit

(B) Kemaskini butiran kad kredit/debit pembayar

Pembayar lain

Langkah 1

- 1. Pilih "Other payor"
- 2. Pilih perhubungan yang dibenarkan daripada senarai juntai bawah
- 3. Klik "Next" untuk meneruskan

Langkah 2

Isikan butiran kad

- 1. Lengkapkan butiran pembayar seperti yang diperlukan
- Muat naik salinan depan dan belakang Kad Pengenalan (NRIC) bagi warganegara Malaysia, atau muat naik salinan pasport untuk bukan warganegara Malaysia, klik "Next" untuk meneruskan
- 3. Klik "Next" untuk meneruskan

Langkah 3

Semak & hantar

- 1. Semak semua butiran
- Membaca dan bersetuju kepada "Terms and Conditions" dengan menandakan kotak pilihan
- 3. Klik "Confirm" untuk meneruskan

Langkah 4

Isikan butiran kad

- 1. Isikan butiran kad anda pada halaman eGHL
- Membaca dan bersetuju kepada "Terms and Conditions" dengan menandakan kotak pilihan
- 3. Klik "Submit Payment" untuk meneruskan

Langkah 5

Pengesahan penghantaran butiran kad

1. Mesej pengesahan akan dipaparkan setelah penghantaran berjaya

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Permohonan anda tidak dapat diproses pada masa ini

Polisi tidak berkuat kuasa atau telah dibayar sepenuhnya

Permohonan anda tidak dapat diproses pada masa ini

Permohonan untuk polisi yang dipilih dihantarkan melalui Manulife Online sedang diproses

Permohonan anda tidak dapat diproses pada masa ini

Polisi yang dipilih sedang menunggu tindakan lanjut pada sistem backend

Anda tidak mempunyai polisi yang sah

Hanya polisi yang terdapat dalam akaun, dan sedang menunggu tindakan lanjut pada sistem backend

Permohonan anda tidak berjaya

Butiran kad yang dihantar melalui halaman eGHL adalah tidak sah

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Manulife Online 使用手册

启用以下的 Manulife Online 主要功能:

▲ 点击标题以查看相关页面

请浏览 www.manulife.com.my/contactupdate 以更新您的电邮,或致电我们的客户服务热线 03 2719 9112 / 1300 13 2323 寻求帮助。

- 1. 浏览 Manulife Malaysia 网站
- 2. 点击"Login to Manulife Online"
- 3. 选择 "Register an account"

注册

- 1. 填写您注册的电邮,选择 ID 类型, 并提供您的 ID 号码
- 2. 阅读并同意 "Terms of Use"
- 3. 点击"Continue"

步骤3

认证程序

- 1. 选择通过您注册的电邮或手机号码 接收 OTP
- 2. 点击 "Send OTP"
- 3. 输入 OTP
- 4. 点击"Proceed"

步骤4

创建新密码

- 1. 创建您的新密码
- 2. 点击 "Continue"

重要提示:

如果您在我们的系统中有好几个电邮记录,请在登录 Manulife Online之前更新**您首选的电邮作为登录 ID**。这将作为所有保单的**主要 电邮。**

1. 登录 <u>Manulife Online</u> 然后 点击 "Reset password"

输入您的资料

- 1. 输入您注册的电邮和出生日期
- 2. 点击 "Continue"

步骤3

认证程序

- 1. 您的 OTP 将自动创建并发送至您注 册的电邮
- 2. 输入 OTP
- 3. 点击"Proceed"

步骤4

创建您的新密码

- 1. 创建您的新密码
- 2. 点击 "Continue"

- 1. 登录后,从导航栏中选择 Payment
- 2. 选择 "Make a payment"
- 3. 选择您需要支付保费的保单

步骤2

查看保费详情

- 检查保费资料(例如:截止日期、保 费金额、支付方式和方法)
- 2. 点击 "Pay premium" 以继续下一个 步骤

步骤3

验证保费详情

- 1. 阅读并同意 "Terms and Conditions"
- 点击 "Continue to payment" 以继 续下一个步骤

步骤4

支付页面

- 1. 填写您的支付资料
- 2. 点击 "Submit Payment"
- 3. 查看及确认您的保费支付资料

- 1. 登录后,从导航栏中选择 Payment
- 2. 选择 "Payment history"

检查支付记录

1. 选择您想要检查的保单交易记录

备注:

•支付记录页面将呈现自2022年1月1日以来所 登记的保费

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© Pageneret	Payment history	Select the policy you want to view all the payment history.					
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步骤3

筛选交易日期

1. 点击 "Select period" 以筛选您的支 付记录

备注:

 此处的支付功能适用于非自动扣费支付。无 论使用任何一种支付方式,支付交易可能需 要长达48小时才能反映在您的支付记录

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如何获取您的保单详情?

步骤1

- 1. 登录后,从导航栏中选择 Portfolio
- 2. 选择 "My policies"
- 3. 选择您想查看的保单

步骤2

查看您的保单详情

- 1. 保单资料
- 财务资料(适用于普通人寿计划)或 基金详情(适用于投资联结保险计 划)
- 3. 支付资料

- 1. 登录后,从导航栏中选择 Portfolio
- 2. 选择 "Policy documents"
- 3. 选择您想要查看或下载的保单

步骤2

查看和下载您的保单文件

1. 点击保单文件以开始下载

- 1. 登录后,从导航栏中选择 Profile
- 2. 选择"My profile"
 - 您将能够查看
 - 联络资料
 - 个人资料
 - 身份资料

步骤2

更改您的联络资料

- 1. 若您想进行更改,点击"Edit"
- 选择 "Email" 或 "Mobile" 并更新您 的联络资料

备注:

- •您所做的任何更改将适用于所有保单
- •请在提交新请求前等待10秒,以避免任何 中断

- 1. 登录后,从导航栏中选择 Profile
- 2. 选择 "Policy addresses"
- 3. 点击 "Edit" 以更改您的邮寄地址

步骤2

更改您的邮寄地址

- 1. 更新您的最新邮寄地址
- 2. 选择 "Confirm" 以进行提交

步骤3

确认所做的更改

- 1. 选择 "Submit" 以进行下一个步骤
- 2. 成功提交后会显示一则通知信息

- 1. 登录后,从导航栏中选择 Profile
- 2. 选择 "Account Settings"
- 3. 点击 "Change password" 以更改您的密码

步骤2

更改您的密码

- 1. 输入您的旧密码和新密码
- 2. 检查和点击 "Save" 以进行下一个 步骤

备注:

•新密码将在1个工作日内更新

- 1. 登录后,从导航栏中选择 Claims
- 2. 点击 "Login to claimsimple"

提交您的索赔

- 1. 选择您的索赔类型
- 2. 阅读并同意 "Terms and Conditions"
- 点击 "Continue" 以进行下一个 步骤

步骤3

提供您的详情

- 1. 选择您的身份鉴定
- 输入您的身份证号码、出生日 期,选择 "Bank Transfer"再点 击 "Continue"
- 3. 解锁验证码拼图

步骤4

提交索赔文件

- 1. 上传所需文件
- 输入您的手机号码以接收您的电子 索赔确认收据
- 3. 点击 "Done"

通过信用卡/借记卡定期缴付保费

(A) 提交"Update / Enrol to credit/debit card"申请

选项1

步骤1

- 1. 登录后,从导航栏中选择 Portfolio
- 2. 选择"My policies"
- 3. 选择您要缴付保费的保单

步骤2

- 1. 点击 "Manage" 以继续下一个步骤
- 2a. 若已设置自动缴付保费方式,请 选择"Update credit/debit card auto pay"
- 2b. 若需要设置自动缴付保费方式, 请选择 "Enrol to credit/debit card auto pay"

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选项2

步骤1

- 1. 登录后,从导航栏中选择 Portfolio
- 2. 选择"My policies"
- 3. 选择您要缴付保费的保单

步骤2

- 1. 点击 "Payment Information"
- 2. 点击 "Update credit/debit card

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auto pay

选项3

步骤1

- 1. 登录后,从导航栏中选择 Payment
- 2. 选择 "Manage recurring payments"
- 3a. 若已设置自动缴付保费方式,请 选择"Update credit/debit card auto pay"
- 3b. 若需要设置自动缴付保费方式, 请选择 "Enrol to credit/debit card auto pay"

(B) 更新付款人的信用卡/借记卡资料

自付者

步骤1

- 1. 选择 "Myself" (保单持有人)
- 2. 点击"Next"以继续下一个步骤

确认资料

- 1. 点击"No, only this policy"以选择 指定保单,然后您可以查阅所选保 单的详细资料
- 2. 点击"Yes"以同时选择多份保单, 然后您可以查阅所有保单的详细 资料
- 3. 通过勾选方框确认您已经阅读并 同意 "Terms and Conditions"
- 4. 点击 "Confirm" 以继续下一个步骤

填写信用卡/借记卡资料

- 1. 在 eGHL 页面填写您的信用卡/ 借记卡资料
- 2. 通过勾选方框确认您已经阅读并 同意 "Terms and Conditions"
- 3. 点击 "Submit Payment" 以继续 下一个步骤

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步骤4

确认已提交信用卡/借记卡资料

1. 确认信息将在提交成功后显示

■ 通过信用卡/借记卡定期缴付保费

(B) 更新付款人的信用卡/借记卡资料

其他付款人

步骤1

- 1. 选择"Other payor"
- 2. 从下拉列表中选择允许的关系
- 3. 点击 "Next" 以继续下一个步骤

步骤2

填写信用卡/借记卡资料

- 1. 填写所需的付款人资料
- 2. 马来西亚公民请上传身份证 (正反面) 而非马来西亚公民请上传护照复印 件,点击"Next"以继续下一个步骤
- 3. 点击 "Next" 以继续下一个步骤

步骤3

检阅并提交

- 1. 检阅所有资料
- 2. 通过勾选方框确认您已经阅读并 同意 "Terms and Conditions"
- 3. 点击 "Confirm" 以继续下一个步骤

填写信用卡/借记卡资料

- 1. 在 eGHL 页面填写您的信用卡/ 借记卡资料
- 2. 通过勾选方框确认您已经阅读并 同意 "Terms and Conditions"
- 点击 "Submit Payment" 以继续下 一个步骤

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确认已提交信用卡/借记卡资料

1. 确认信息将在提交成功后显示

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您目前无法提交申请

未生效或已全额缴付的保单

您目前无法提交申请

通过 Manulife Online 提交所选保单的 申请正在处理中

您目前无法提交申请

所选保单在后端系统等待进一步的处 理

您没有有效的保单

账户中仅有保单,且目前正在后端系统 等待进一步的处理

您的申请未能成功

您在 eGHL 页面提交了不正确的信用 卡/借记卡资料

