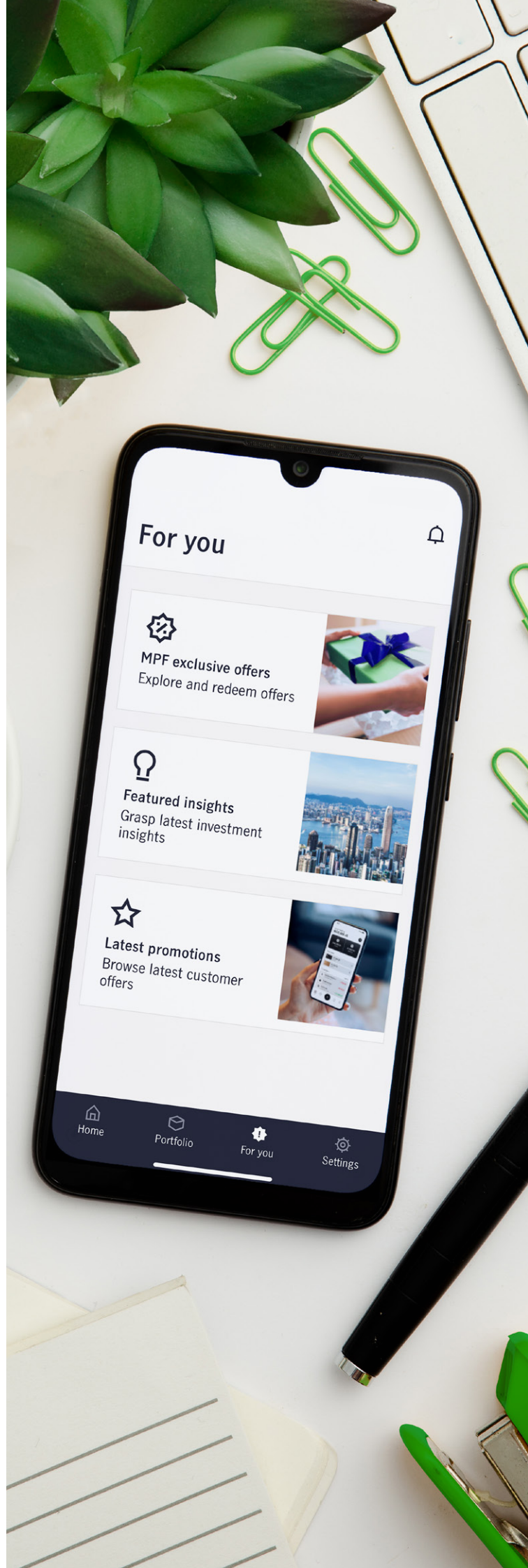


MPF/ORSO Member Online Service Guide



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.

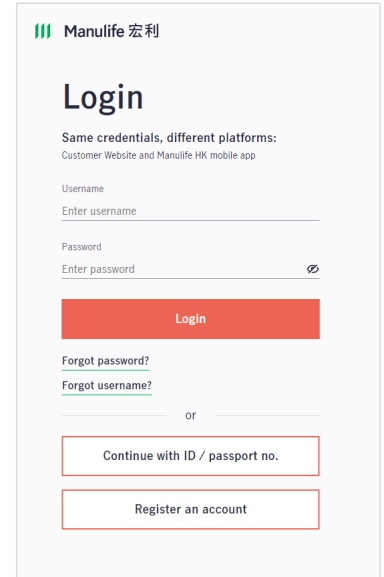
Getting started

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.



The screenshot shows the Manulife HK mobile app login interface. At the top, the Manulife logo and 'Manulife 宏利' are displayed. Below this is the 'Login' title. A note states 'Same credentials, different platforms: Customer Website and Manulife HK mobile app'. There are two input fields: 'Username' with the placeholder 'Enter username' and 'Password' with the placeholder 'Enter password' and an eye icon for toggling visibility. A red 'Login' button is positioned below the password field. Below the button are two links: 'Forgot password?' and 'Forgot username?'. A horizontal line with the word 'or' in the center separates these from two more buttons: 'Continue with ID / passport no.' and 'Register an account'.

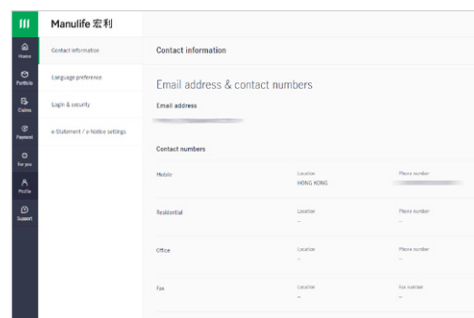
Customer website

Optimal user experience and clear interface bring you the convenience of managing your 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.

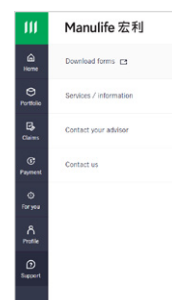


Contact information		
Email address & contact numbers		
Email address		
Contact numbers		
Mobile	Location HONG KONG	Phone number
Residential	Location	Phone number
Office	Location	Phone number
Fax	Location	Phone number

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).



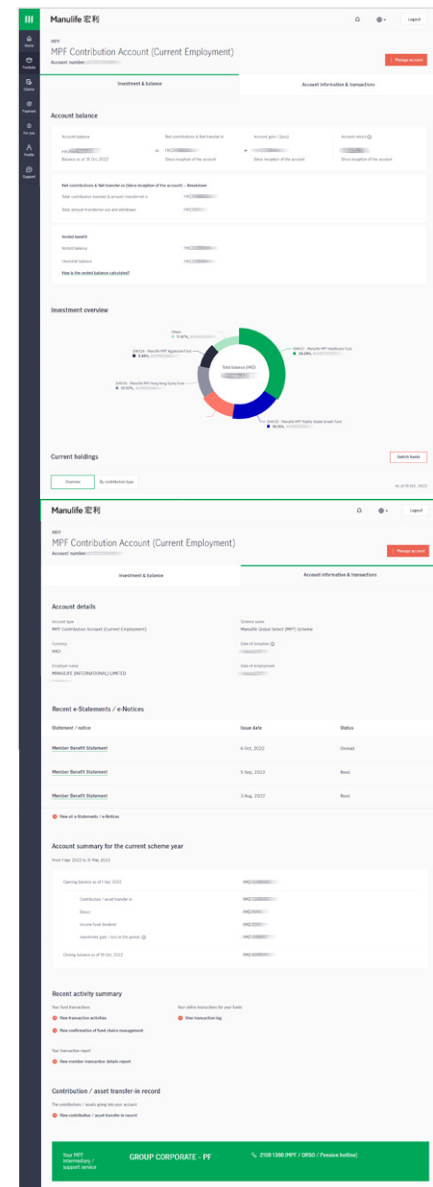
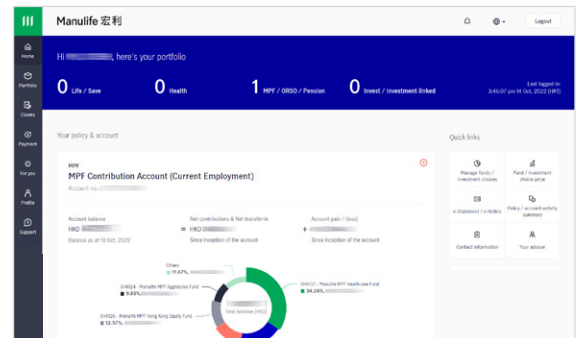
Manulife 宏利	
Home	Download forms
Portfolio	Services / information
Policy & account	Contact your advisor
Payment	Contact us
For you	
Privacy	
Support	

* 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 MPF contribution allocation, fund switching or change future investments instruction, etc.

For MPF/Pension members

Review your account information

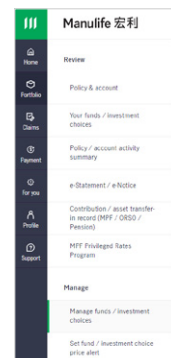
- **Investment & balance** shows your MPF/ORSO/pension account(s) details including total contribution amount, investment gain/loss since inception, account balance, etc. It also shows the unit holdings of your investment choice in your account.
- **Contribution Record** shows your contribution allocation 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



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**

A screenshot of the Manulife 宏利 'Manage funds / investment choices' page. The page is titled 'Manage funds / investment choices' and shows the user's 'MPF Contribution Account (Current Employment)' with an account number. Under 'Select instruction type', there are two options: 'Switch funds' (selected) and 'Change future investments'. The 'Switch funds' option includes a sub-link 'Switch the existing fund holdings in your account (excluding "Fund-to-fund switch" and "One-time rebalancing"). See "Important notes" below. Learn more'. The 'Change future investments' option includes a sub-link 'Change investment allocations for all your future monies (including regular contributions and assets transferred from another scheme) which have not been allocated to your account. See "Important notes" below. Learn more'. Below these options, there is a section for 'Important notes' with a link to 'View all'. At the bottom, there is a checkbox 'I have read and understood the above important notes.' and a 'Continue' button.

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-utilized funds.

MPF ORSO Macau Pension

Search fund

Click [here](#) to view fund details

NAV/unit

Current holding

SHK136 - Manulife MPF China Value Fund
HKD 24.962
As of 30/06/2022 | Current holding

SHK145 - Manulife MPF Tracking Fund
HKD 12.922
As of 30/06/2022 | Current holding

Other funds

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

MPF ORSO Macau Pension

SHK136 - Manulife MPF China Value Fund
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

SHK145 - Manulife MPF Hang Seng Index 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 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

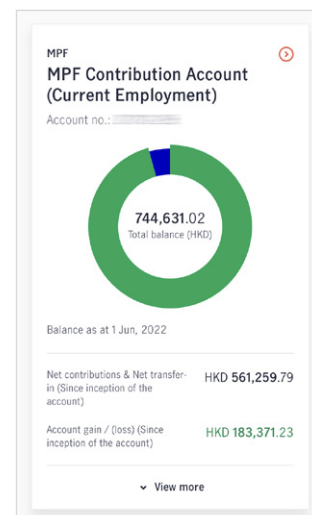
- With one set of username and password to access both customer website and mobile app
- Use biometric authentication for fast and convenient logins

The screenshot shows the 'Login' screen of the Manulife HK mobile app. It features a header with the title 'Login' and a subtitle 'Same credentials, different platforms: Customer Website and Manulife HK mobile app'. Below this are input fields for 'Username' and 'Password', each with a placeholder 'Enter username' and 'Enter password' respectively. A 'Login' button is positioned below the password field. Below the button is a red-bordered box containing a biometric icon and the text 'Login with biometric ID'. Further down are links for 'Forgot password?' and 'Forgot username?'. Below these links is an 'or' separator. At the bottom, there are two more red-bordered boxes: one with 'Continue with ID / passport no.' and another with 'Register an account'.



Easy-to-use interface for an improved experience

- Review 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

All policy(ies) / account(s)

For all eligible MPF, Wealth Management and Individual Insurance policy(ies) / account(s).

MPF

MPF Contribution Account (Current Employment)
Account no.: [redacted]

[Types of e-Statement / e-Notice](#)

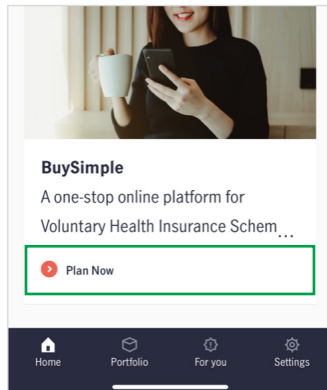


Application for Tax Deductible Voluntary Contributions (TVC)

- Adjust the contribution amount and frequency according to your own circumstances
- Free to choose between monthly and/or lump sum contributions

1

Click **“Plan Now”** on the **BuySimple** column on the homepage after login



2

Input **Personal information** and upload **Identity documents**

3

Select **Investment option**

4

Input **Contribution details**

5

Select contribution basis of **Monthly basis** or **Lump sum basis**

6

Input **Contact information**

7

Fill in the **Tax residency self-certification**

8

Agree to the **Declaration** and click “Submit” after providing **Signature** and **Make contributions** according to the instructions

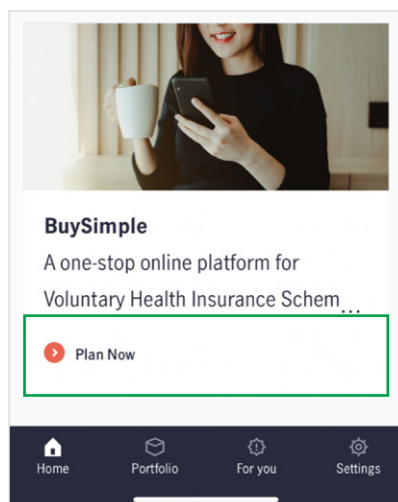


Change of existing Tax-Deductible Voluntary Contribution (TVC) basis

- Flexible contribution arrangements

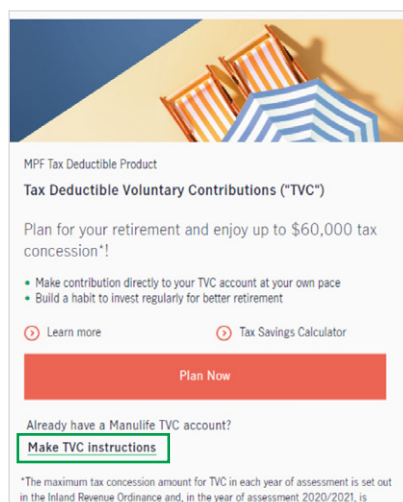
1

Click “**Plan Now**” on the **BuySimple** column on the homepage after login



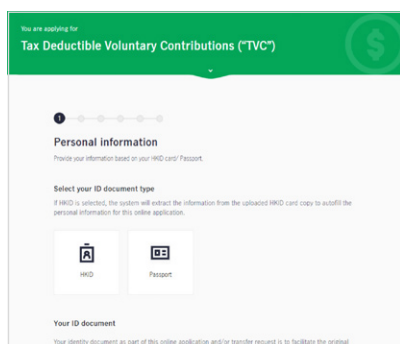
2

Select **Make TVC instructions** at **BuySimple** column and read the “Notes for Tax Deductible Voluntary Contributions (TVC) Instructions” followed



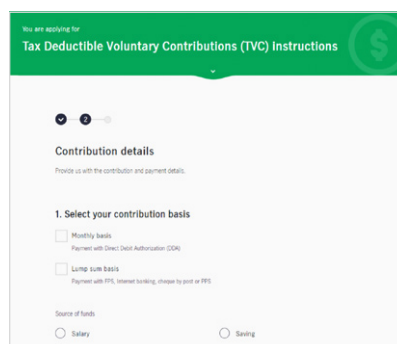
3

Upload your **Identification documents** and the system will auto-recognise and input the required information



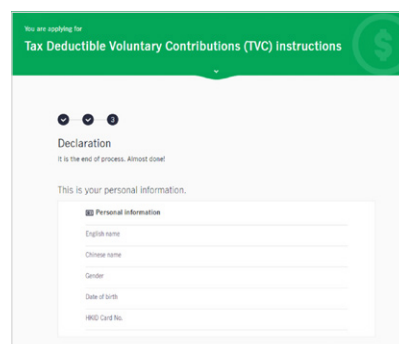
4

Change the contribution basis to **Monthly basis** or **Lump sum basis** and fill in the contribution details



5

Agree to the **Declaration** and click “Submit” after providing **Signature** and **Make contributions** according to the instructions





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 MPF and ORSO, please refer to the 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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