

Step-By-Step to Opt-In via SMS or Email

Eligible customers will receive a notification via SMS or Email from 07 October 2022 onwards to participate in the campaign.

- Step 1** : Click on the link in the text message.
"The link in the SMS or Email is unique to you, please do not forward to others"
- Step 2** : Enter your date of birth in the following format [DDMmmYYYY], e.g. if your birthday is on 01 August 1995, your password will be 01Aug1995.
- Step 3** : The link will route you to a webpage and you will see the notification letter.
- Step 4** : Click "Next", and you will see your policy details in the campaign form and you are encouraged to update your latest mobile number and/or email address.
- Step 5** : Click "Next", then click on "Submit" at the end of the page if you wish to opt-in for the Manulife Medical Coverage Campaign.
- Step 6** : Manulife will process your opt-in request accordingly. Once your request is approved, you will receive a policy endorsement. The enhanced benefit(s) will start to take effect from the request approval date.

Step-By-Step to Opt-In via Physical Letter

For eligible customers that cannot be reached via SMS or Email, a letter will be sent to the correspondence address available in our records from 07 October 2022 onwards.

- Step 1** : Please complete the Reply Slip enclosed with the Letter.
Note: To obtain your policy number kindly refer to your policy contract or eLITE (customer portal). Alternatively, you may reach out to your servicing agent for more info.
- Step 2** : Return the completed Reply Slip:

By mail:
Customer Service
Level 12, Menara Manulife,
No. 6, Jalan Gelenggang,
Damansara Heights,
50490 Kuala Lumpur.

Or

Email a scanned copy of your slip to MYCARE@manulife.com with the subject, "Reply Slip: Manulife Medical Coverage Campaign"
- Step 3** : Manulife will process your opt-in request accordingly. Once your request is approved, you will receive a policy endorsement. The enhanced benefit(s) will start to take effect from the request approval date.