



Manulife

Manulife Malaysia app

Everything you need, now on your mobile

Getting Started Guide



Discover *Manulife Malaysia* app key features



Click on a feature below to view the user guide



Account &
Login



Notifications &
Healthcare



Payments



Policy
Information



Profile Settings



Claims

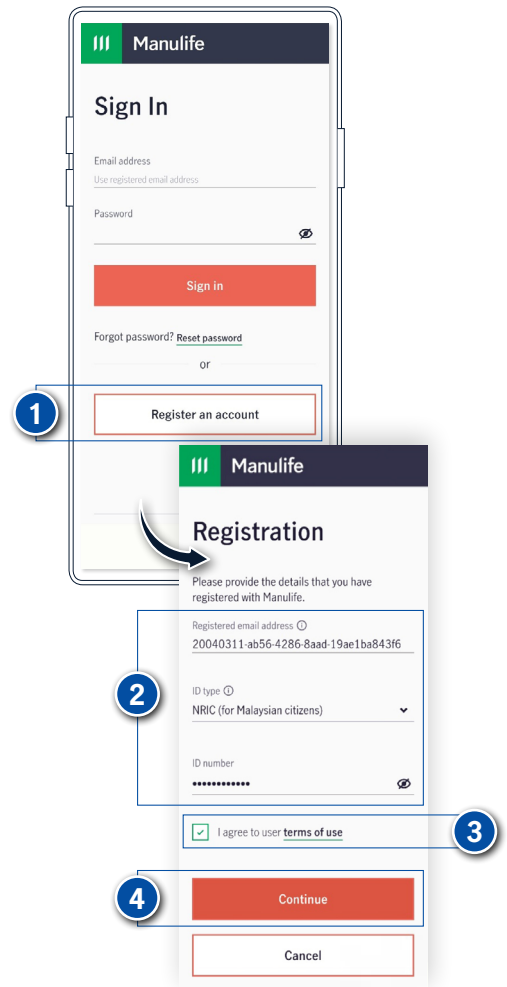
Managing your insurance policy has never been *simpler*,
all in one app.



Register a *new account*

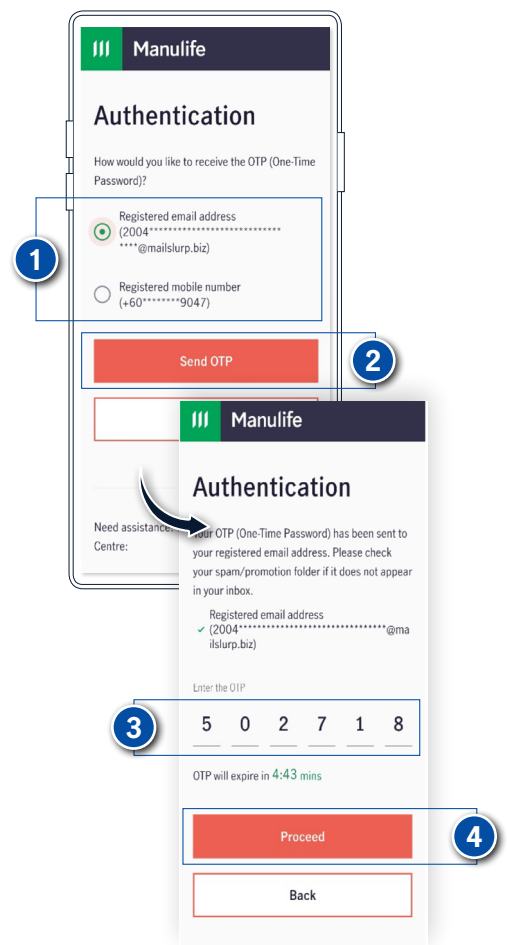
Step 1

1. Launch *Manulife Malaysia* app & tap “**Register an account**”
2. Fill in your registered email address, select ID type, and provide your ID number
3. Read and agree to the “**Terms of Use**” by checking the box
4. Tap “**Continue**”



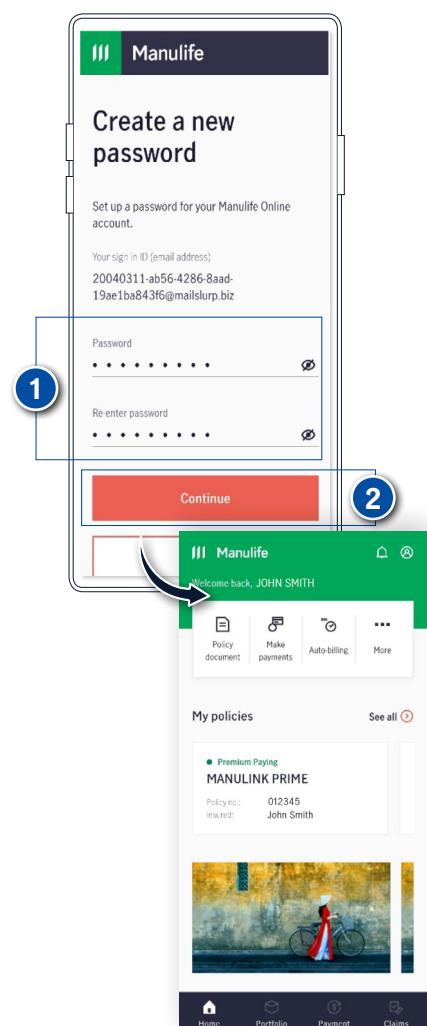
Step 2

1. Choose to receive the OTP with your registered email address or mobile number
2. Tap “**Send OTP**”
3. Enter OTP
4. Tap “**Proceed**”



Step 3

1. Create your new password
2. Tap “**Continue**”



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 Malaysia* app. This will be used as the **Primary email address** for all your policies.

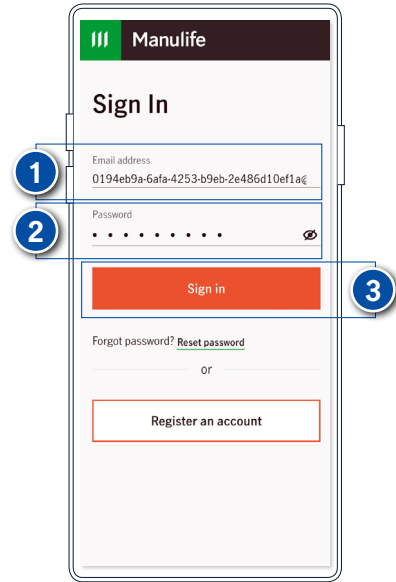


Login with *password*

Step 1

Registration

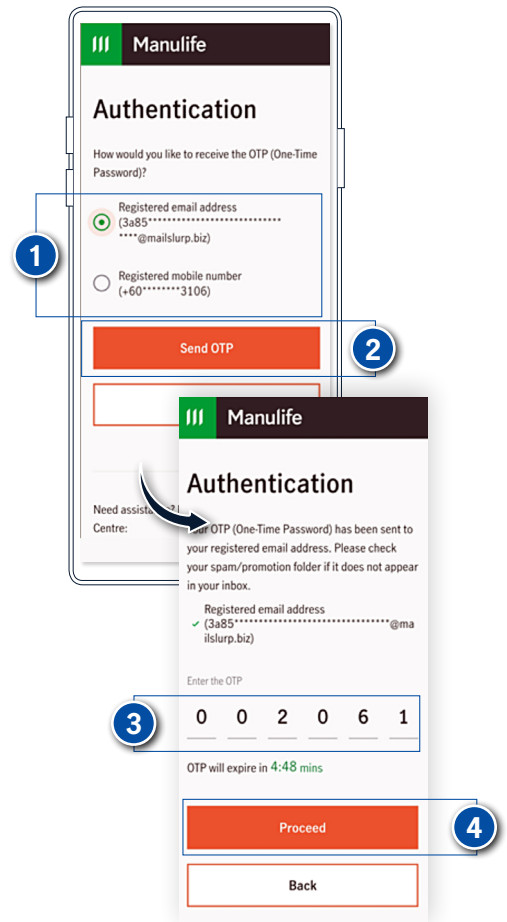
1. Launch *Manulife Malaysia* app, fill in your registered email address
2. Fill in your password
3. Tap “**Sign in**”



Step 2

Authentication

1. Choose to receive the OTP with your registered email address or mobile number
2. Tap “**Send OTP**”
3. Enter OTP
4. Tap “**Proceed**”



Important notes:

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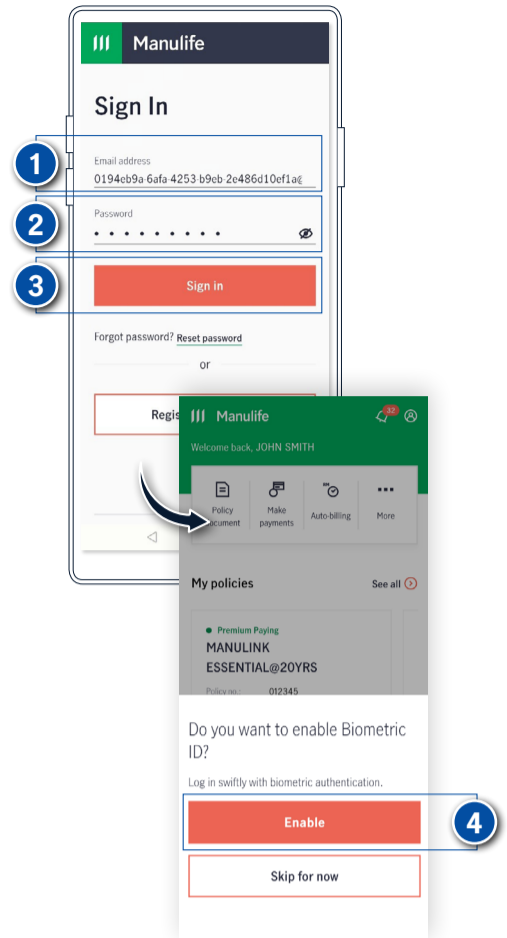


Enable *Biometric ID*

Step 1

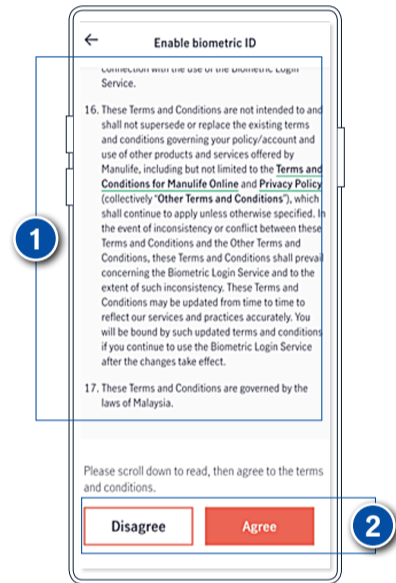
1. Launch *Manulife Malaysia* app, fill in your registered email address
2. Fill in your password
3. Tap “**Sign in**”
4. Tap “**Enable**” to proceed

Note: If you select ‘**Skip for now**,’ you can enable biometrics at any time through your settings



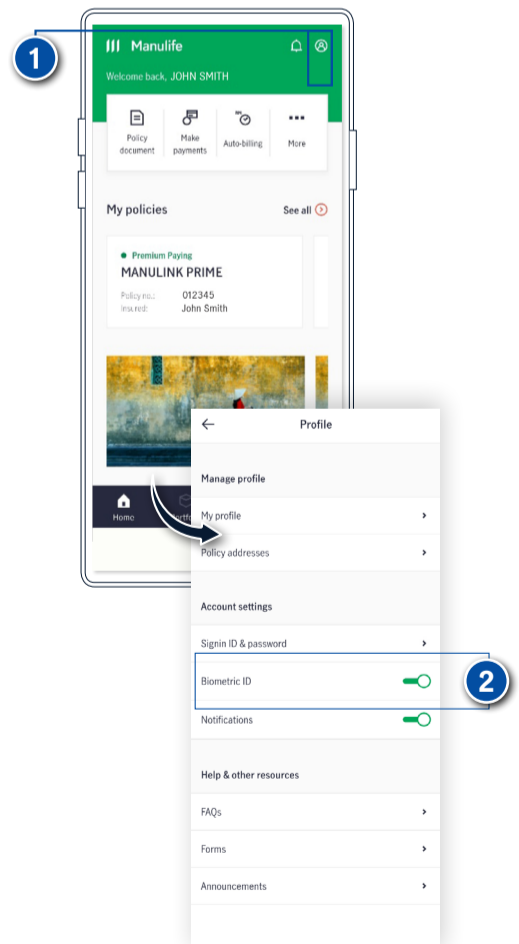
Step 2

1. Read the “**Terms and Conditions**”
2. Tap “**Agree**” to proceed



Step 3

1. Tap “**Profile**” icon
2. You will see the Biometric ID is now turn on.



Important notes:

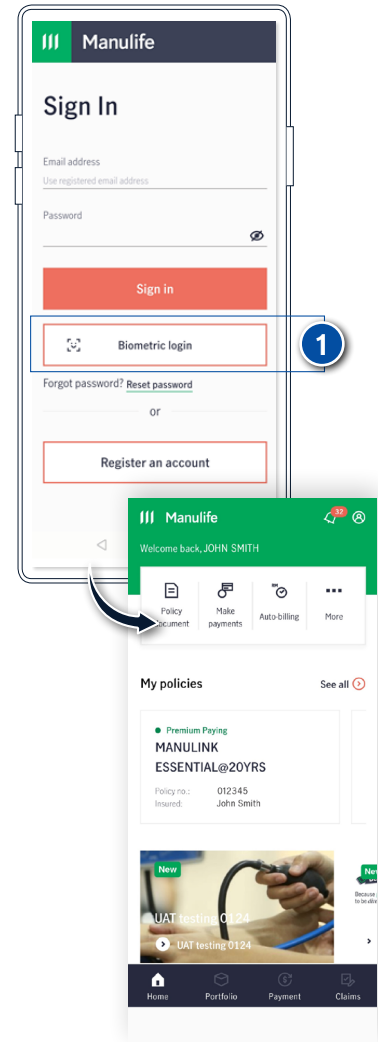
In the event that you have multiple email addresses recorded in our system, please update your **preferred email address as the login ID** before you access *Manulife Malaysia* app. This will be used as the **Primary email address** for all your policies.



Login with *Biometric ID*

Step 1

1. Launch *Manulife Malaysia* app, tap “**Biometric login**” to access the app



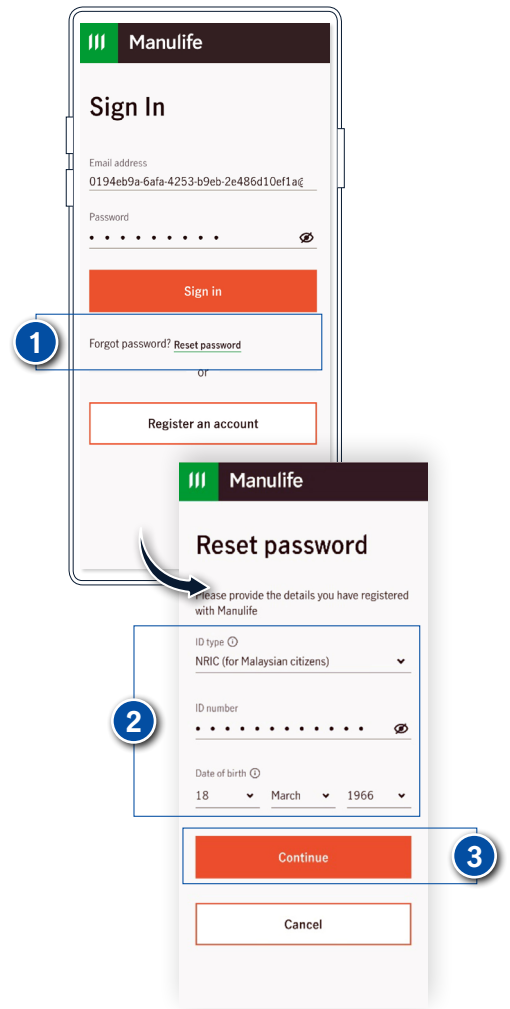
Important notes:

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 Malaysia* app. This will be used as the **Primary email address** for all your policies.

Reset your *password*

Step 1

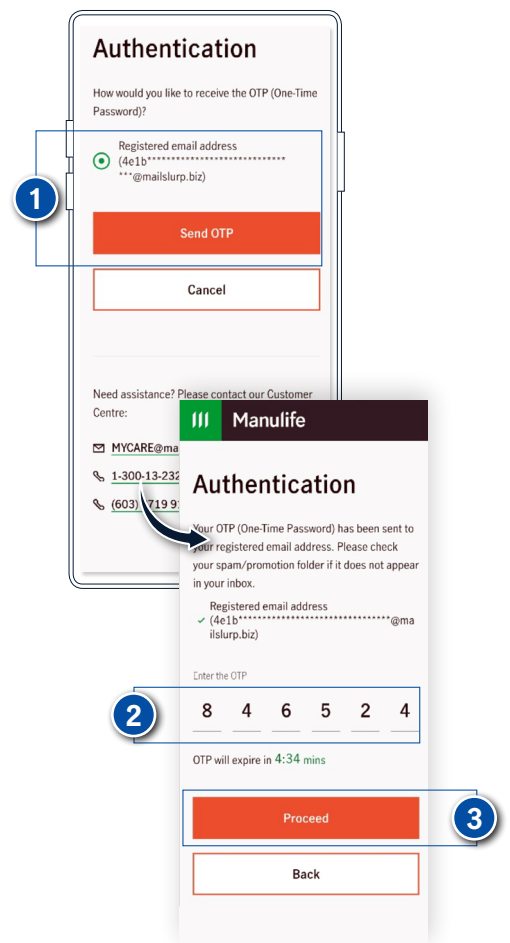
1. Launch *Manulife Malaysia* app, tap “**Reset password**”
2. Select your ID type and fill in ID number and date of birth
3. Tap “**Continue**”



Step 2

Authentication

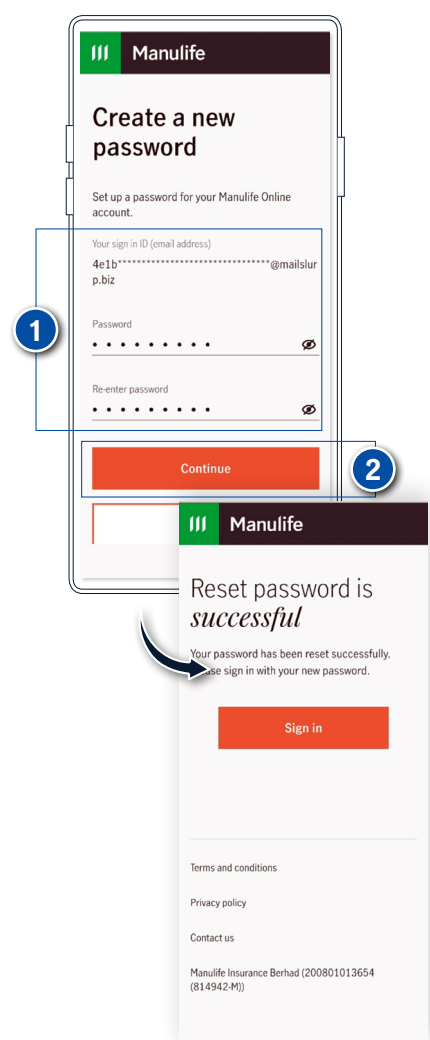
1. Your OTP will be auto generated and sent to your registered email address
2. Enter OTP
3. Tap “**Proceed**”



Step 3

Create your new password

1. Create your new password
2. Tap “**Continue**”
3. A message will be displayed upon successful submission



Important notes:

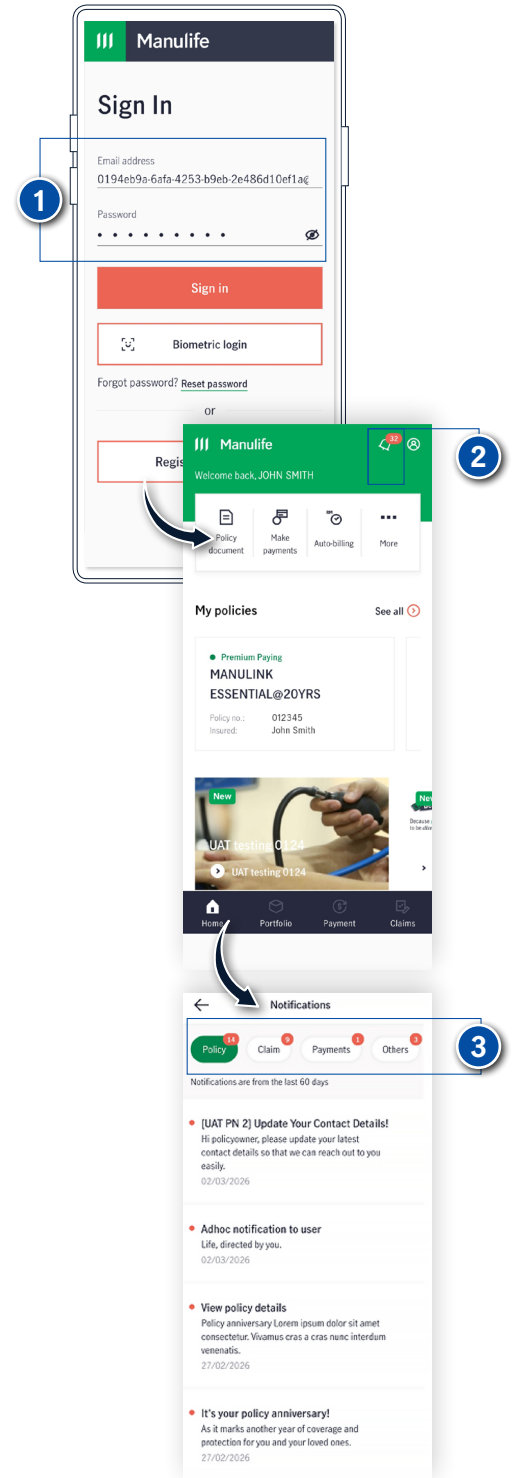
In the event that you have multiple email addresses recorded in our system, please update your **preferred email address as the login ID** before you access *Manulife Malaysia* app. This will be used as the **Primary email address** for all your policies.



View *notifications*

Step 1

1. Login to *Manulife Malaysia* app
2. Tap “Bell” icon
3. Tap “Policy”, “Claims”, “Payments” or “Others” to view the details



Important notes:

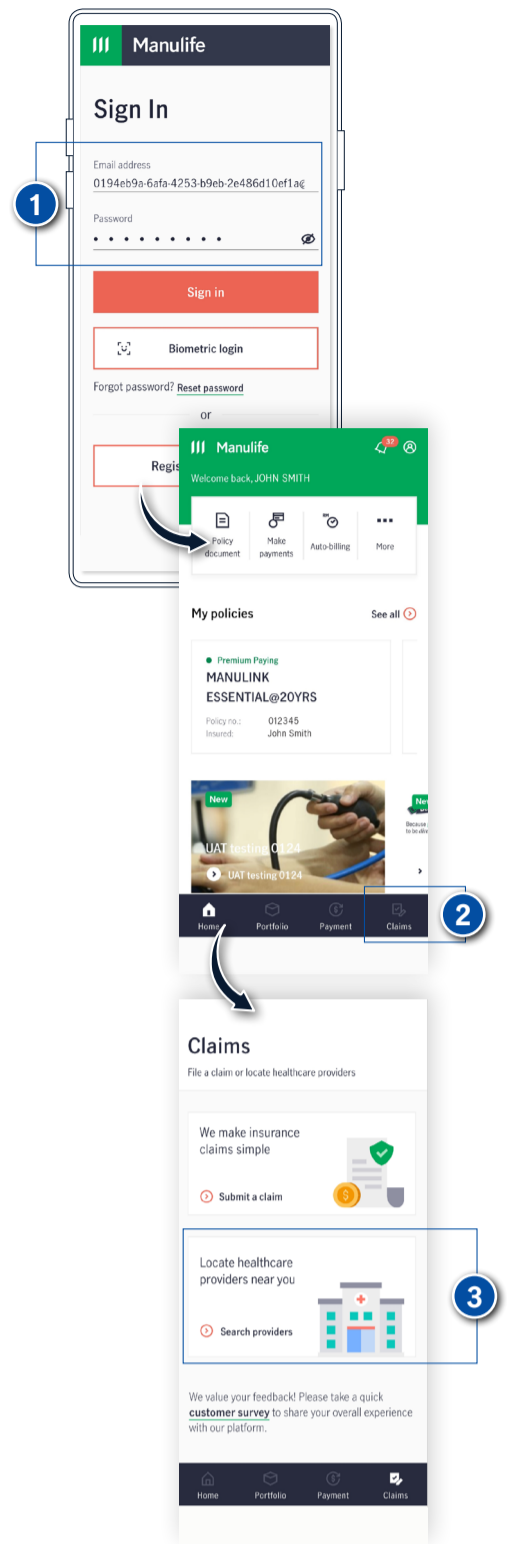
In the event that you have multiple email addresses recorded in our system, please update your **preferred email address as the login ID** before you access *Manulife Malaysia* app. This will be used as the **Primary email address** for all your policies.



Locate your *panel hospitals*

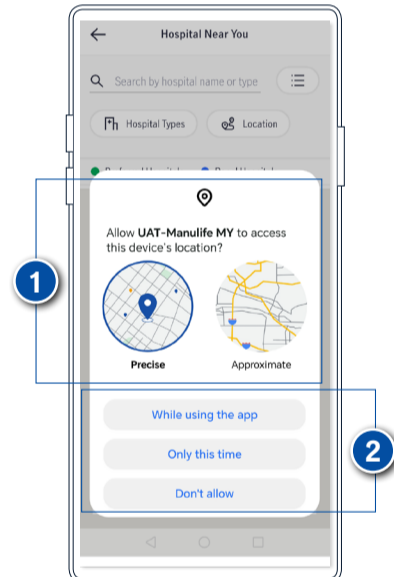
Step 1

1. Login to *Manulife Malaysia* app
2. Tap “Claims”
3. Tap “Search providers”



Step 2

1. A pop-up will appear requesting access to your location
2. Choose your preferred option to proceed



Step 3

1. A map with labeled panel hospitals will be displayed
2. Choose your desired hospital from the map
3. Tap “Get Directions”
4. Tap “Start”



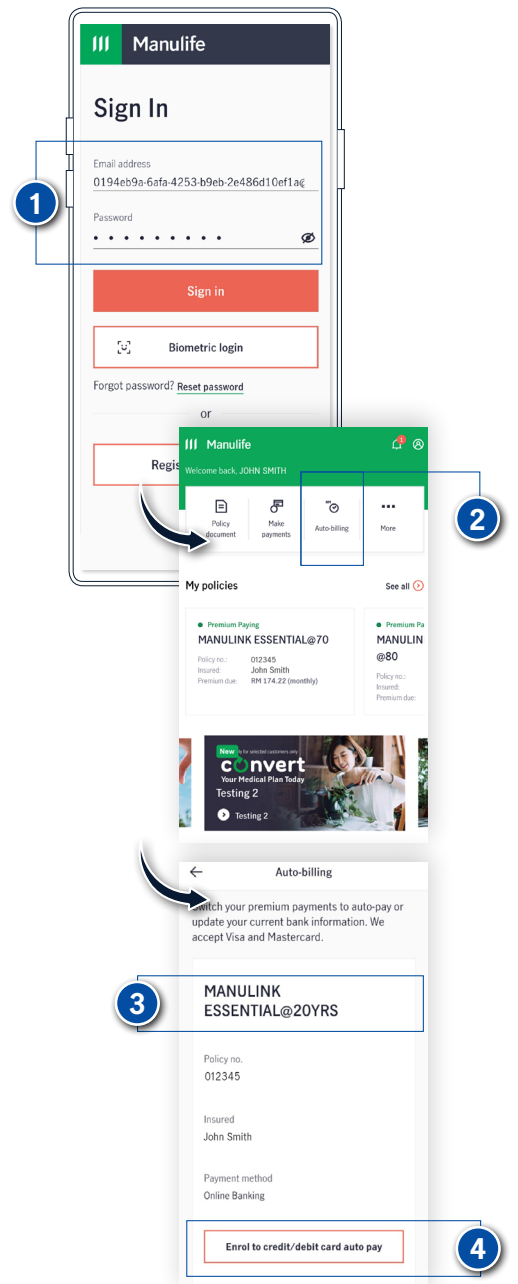
Important notes:

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 Malaysia* app. This will be used as the **Primary email address** for all your policies.

Make *auto-billing* (Policy Owner)

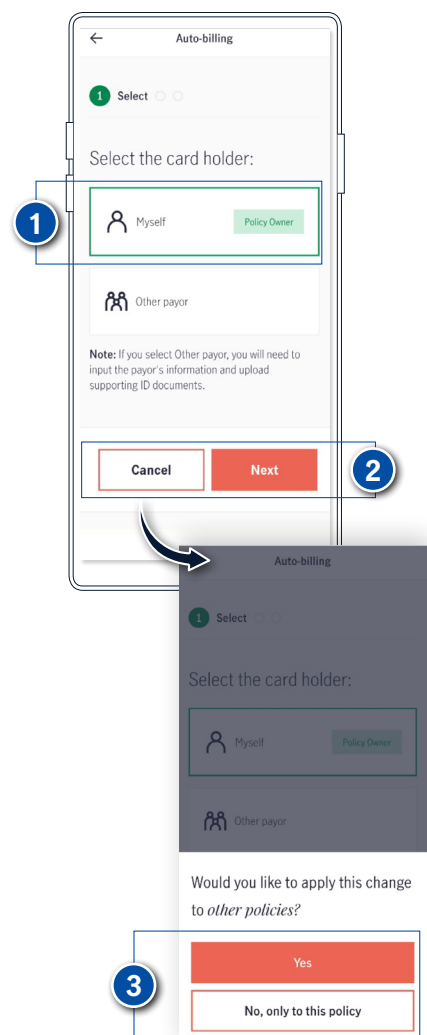
Step 1

1. Login to *Manulife Malaysia* app
2. Tap **“Auto-billing”**
3. Select the policy which you would like to make payment for
4. Tap **“Enrol to credit/debit card auto pay”**



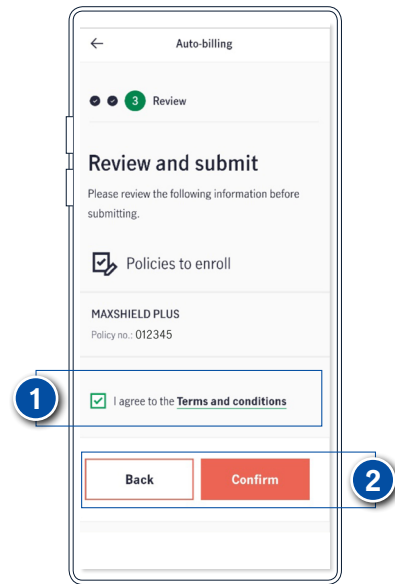
Step 2

1. Choose **“Myself”** (Policy Owner)
2. Tap **“Next”** to continue
3. Tap **“No, only this policy”** for the specific policy. You can view the selected policy details. Tap **“Yes”** to apply to multiple policies. You can view all your policies details



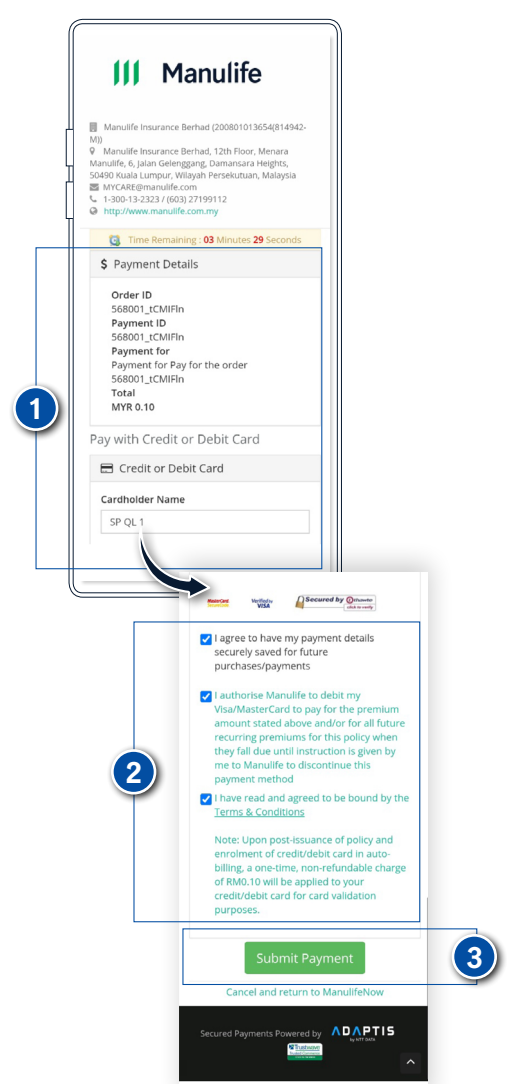
Step 3

1. Read and agree to the **“Terms and Conditions”** by checking the box
2. Tap **“Confirm”** to proceed



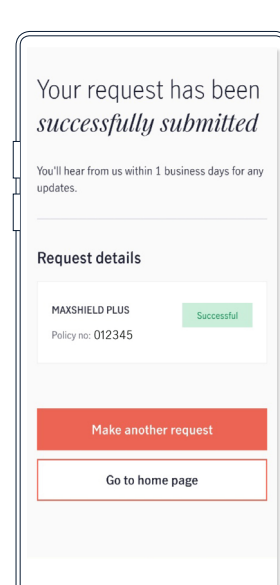
Step 4

1. Fill in your card details on the eGHL page
2. Review all details. Read and agree to the **“Terms and Conditions”** by checking the boxes
3. Tap **“Submit Payment”** to proceed



Step 5

1. A message will be displayed upon successful submission



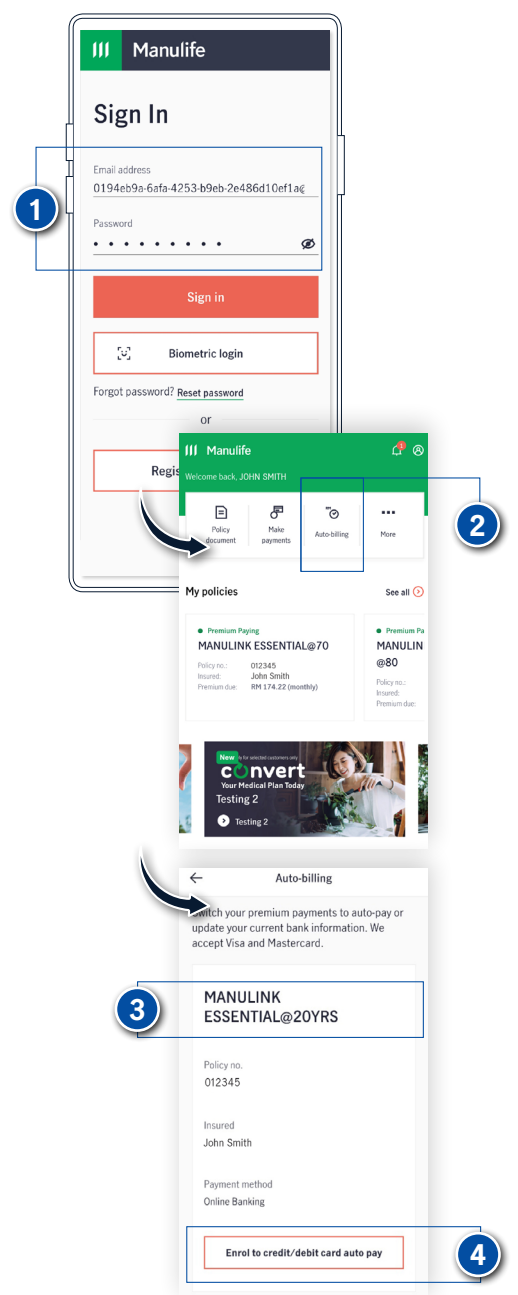
Important notes:

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Make *auto-billing* (Other Payor)

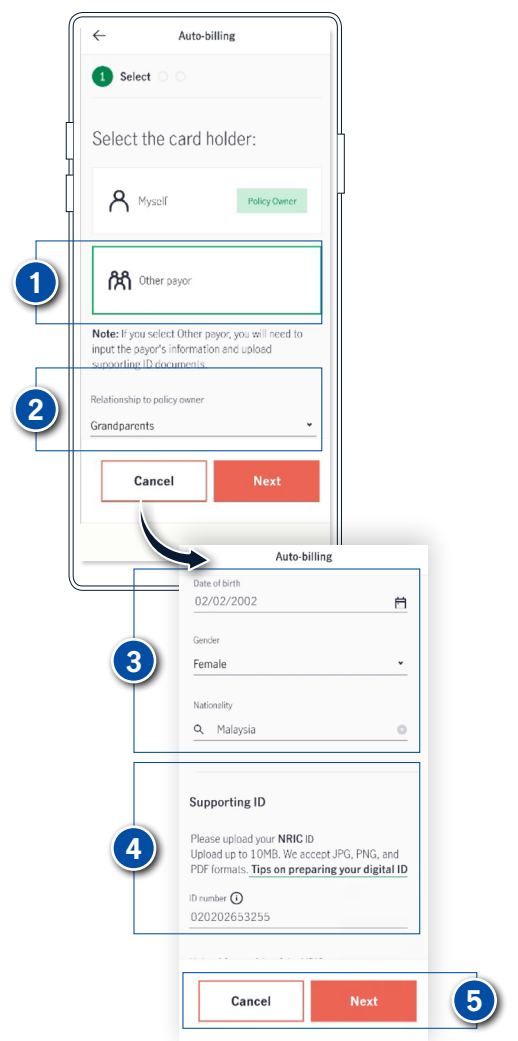
Step 1

1. Login to *Manulife Malaysia* app
2. Tap **“Auto-billing”**
3. Select the policy which you would like to make payment for
4. Tap **“Enrol to credit/debit card auto pay”**



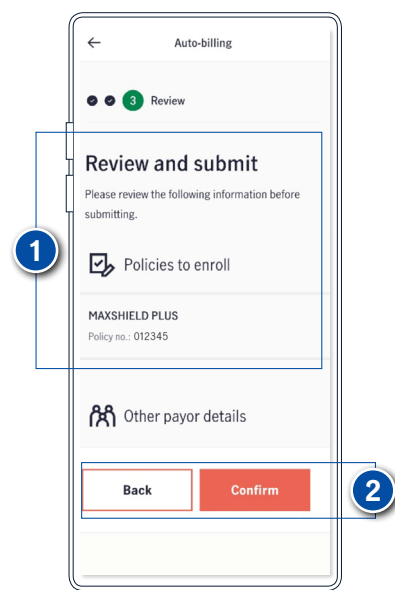
Step 2

1. Choose **“Other Payor”**
2. Select the permitted relationship from the dropdown list
3. Fill in the payor’s details as required
4. Upload the front and back of the NRIC for Malaysians, or upload passport copy for non-Malaysians
5. Tap **“Next”** to continue



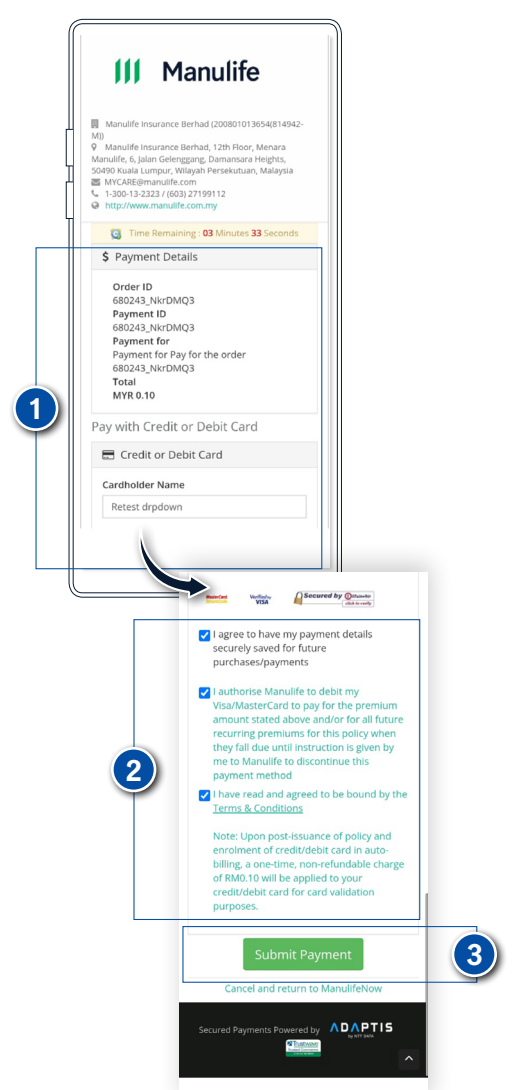
Step 3

1. Review all details. Read and agree to the **“Terms and Conditions”** by checking the box
2. Tap **“Confirm”** to proceed



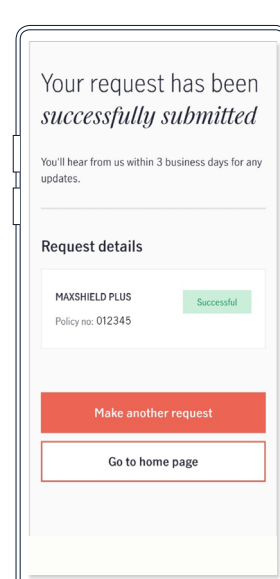
Step 4

1. Fill in your card details on the eGHL page
2. Read and agree to the **“Terms and Conditions”** by checking the boxes
3. Tap **“Submit Payment”** to proceed



Step 5

1. A message will be displayed upon successful submission



Important notes:

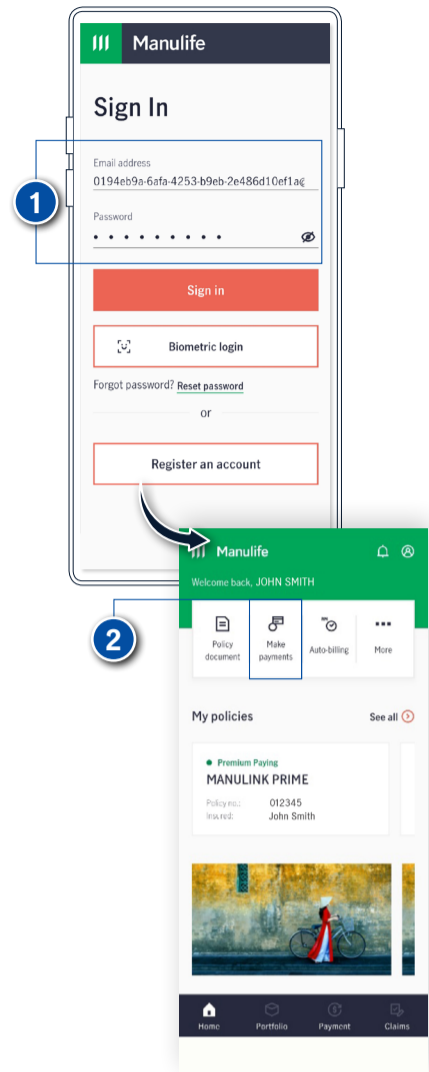
In the event that you have multiple email addresses recorded in our system, please update your **preferred email address as the login ID** before you access *Manulife Malaysia* app. This will be used as the **Primary email address** for all your policies.



Make *premium payments*

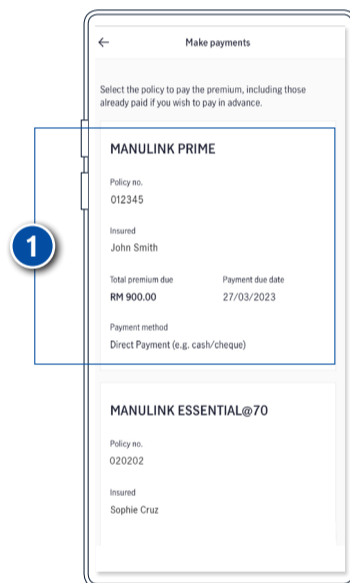
Step 1

1. Login to *Manulife Malaysia* app
2. Tap “**Make payments**”



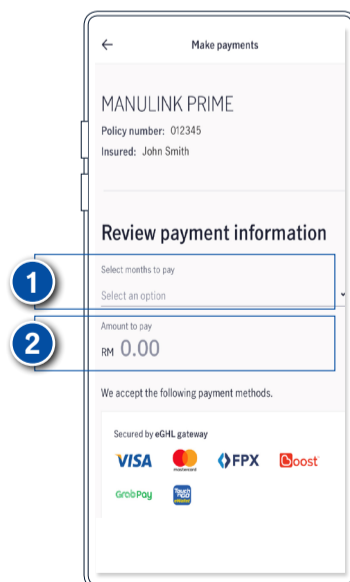
Step 2

1. Tap on the policy you want to make payment



Step 3

1. Click the dropdown list to select the months to pay option. Choose the number of months to view the total amount to pay
2. Review payment information
3. Follow the next instructions accordingly



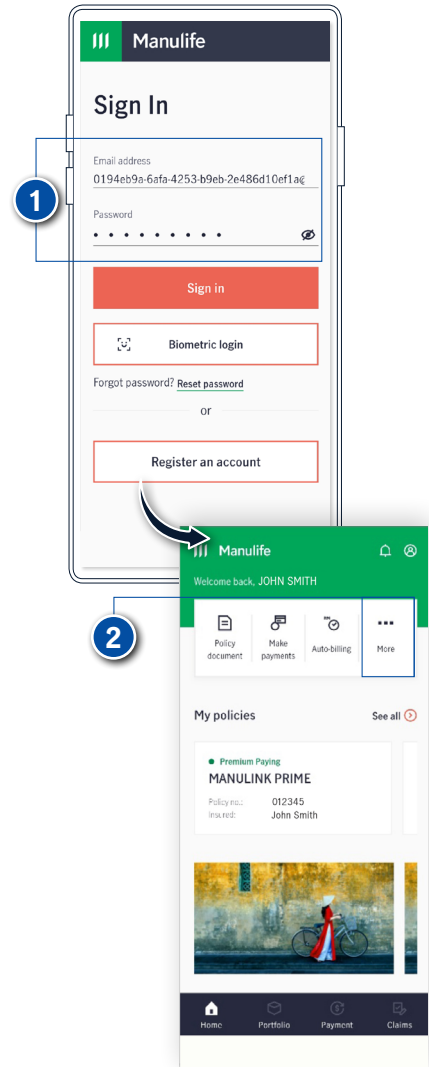
Important notes:

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 Malaysia* app. This will be used as the **Primary email address** for all your policies.

View *payment history*

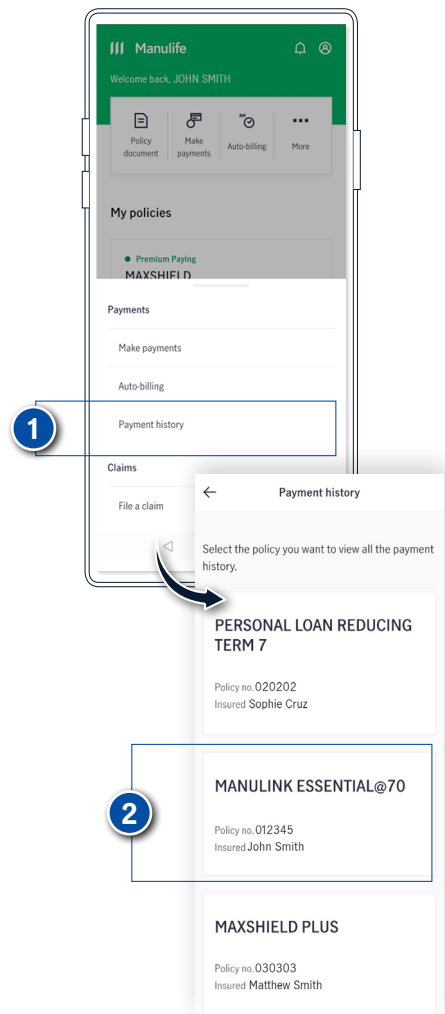
Step 1

1. Login to *Manulife Malaysia* app
2. Tap “**More**”



Step 2

1. Tap “**Payment History**”
2. Tap on the policy which you want to view the transaction histories



Important notes:

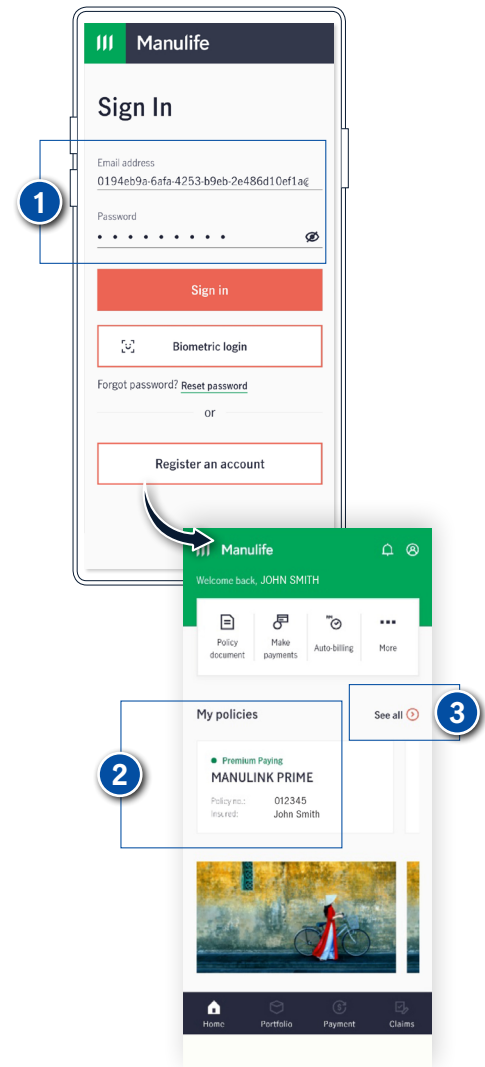
In the event that you have multiple email addresses recorded in our system, please update your **preferred email address as the login ID** before you access *Manulife Malaysia* app. This will be used as the **Primary email address** for all your policies.



Access *policy details*

Step 1

1. Login to *Manulife Malaysia* app
2. You will be able to see “**My policies**”
3. Tap “**See all**” to view all of your policies



Important notes:

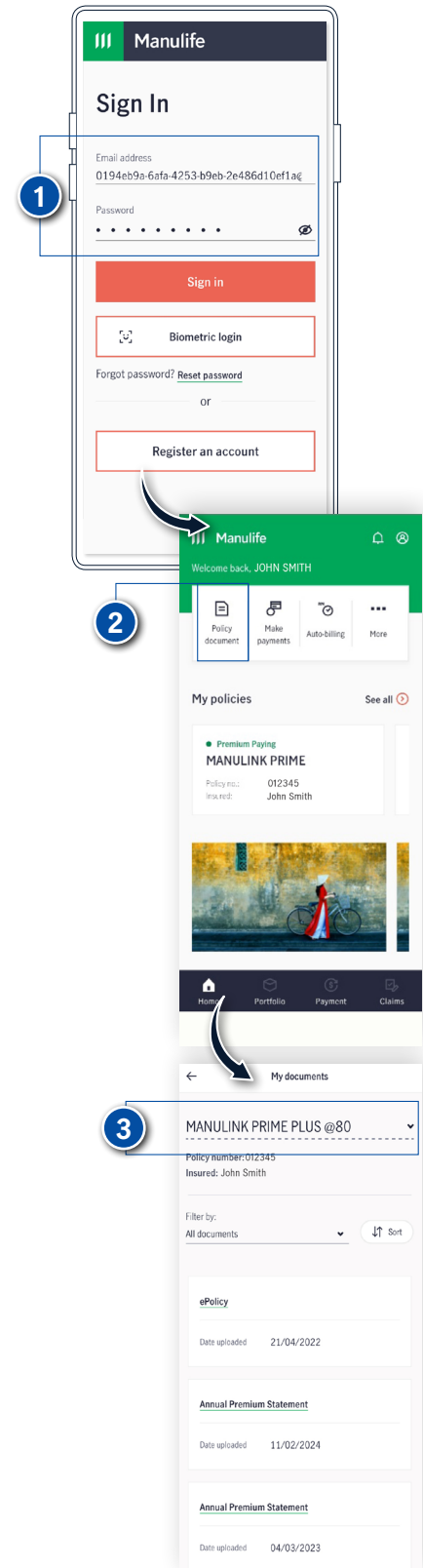
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View & download *policy documents*

Step 1

1. Login to *Manulife Malaysia* app
2. Tap “**Policy document**”
3. Tap on the policy which you want to view & download accordingly



Important notes:

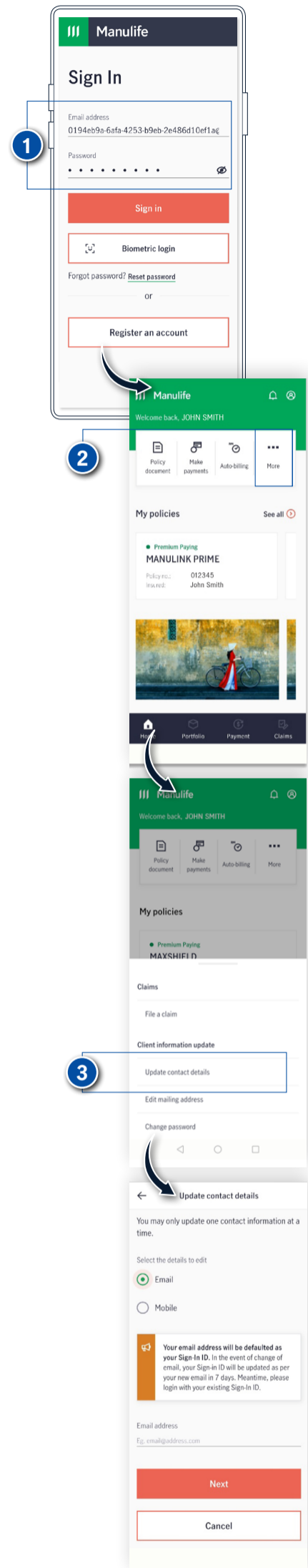
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Update *contact details*

Step 1

1. Login to *Manulife Malaysia* app
2. Tap “**More**”
3. Tap “**Update contact details**”
4. Follow the next instructions accordingly



Important notes:

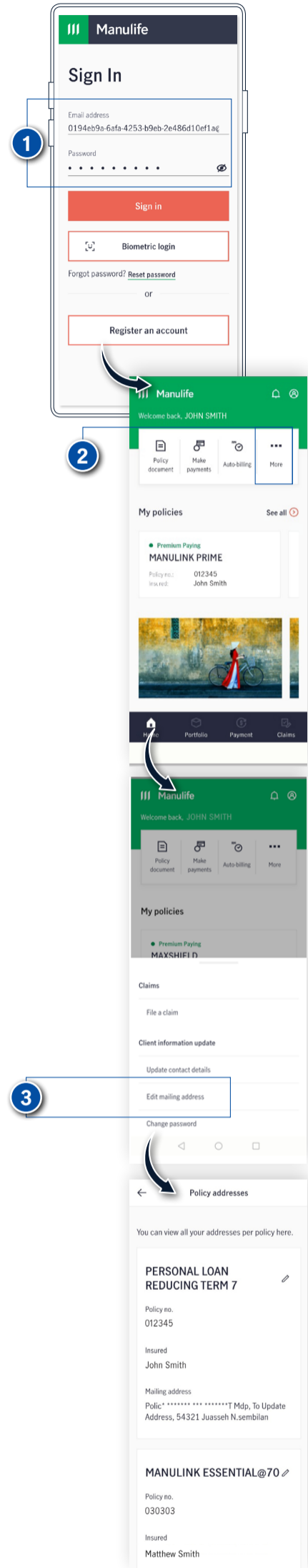
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Edit *mailing address*

Step 1

1. Login to *Manulife Malaysia* app
2. Tap “More”
3. Tap “Edit mailing address”
4. Tap “Edit”
5. Follow the next instructions accordingly



Important notes:

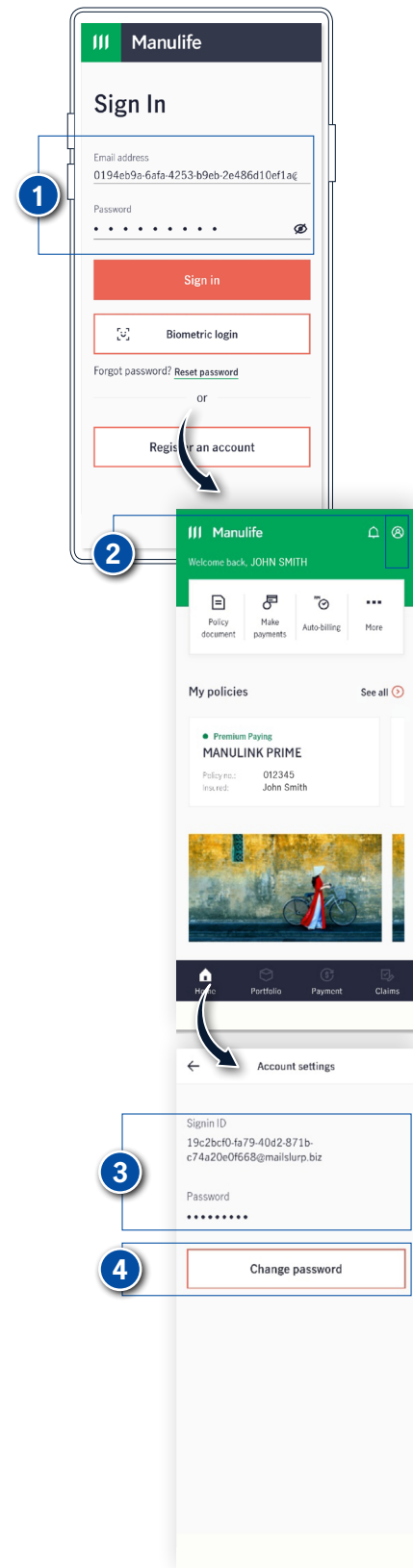
In the event that you have multiple email addresses recorded in our system, please update your **preferred email address as the login ID** before you access *Manulife Malaysia* app. This will be used as the **Primary email address** for all your policies.



Change *password*

Step 1

1. Login to *Manulife Malaysia* app
2. Tap “**Profile**” icon
3. Tap “**Signin ID & password**”
4. Tap “**Change password**”
5. Follow the next instructions accordingly



Important notes:

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Submit *claims* online

Step 1

1. Login to *Manulife Malaysia* app
2. Tap “**Claims**” icon
3. Follow the next instructions accordingly



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