Manulife

Manulife Online
User Guide

Get started with **Manulife Online** key features:

Click on a title to view the respective page

How to register for *new account* & *login*?

How to reset your *password*?

How to make your *premium payment*?

How to check your *payment history*?

How to access your *policy details*?

How to view and download your *policy documents*?

How to view and edit your *profile details*?

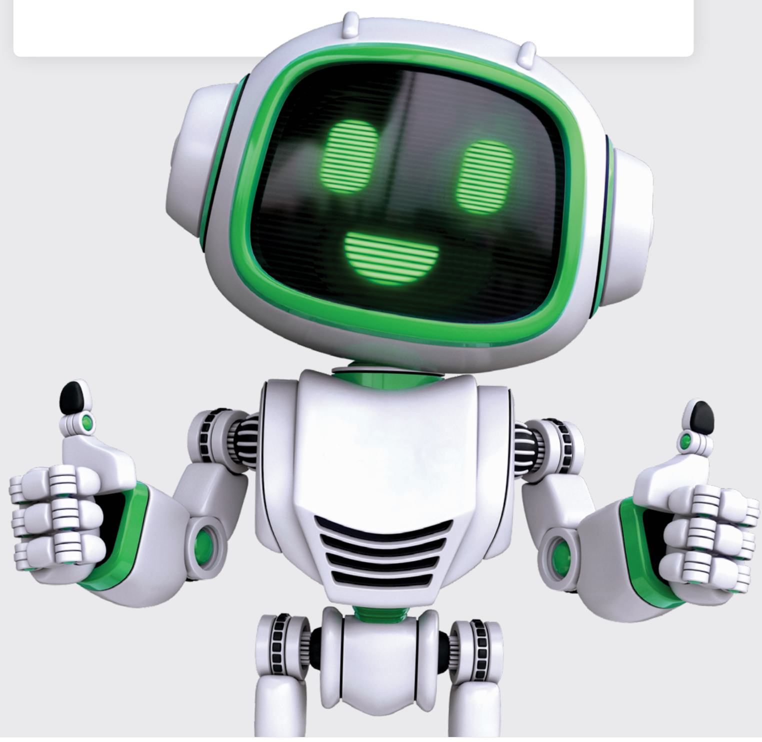
How to change your *mailing address*?

How to change your *password*?

How to make your *claims*?

Recurring premium payment via *credit/debit card* (Part A & B)

Examples of *unsuccessfully processed requests*



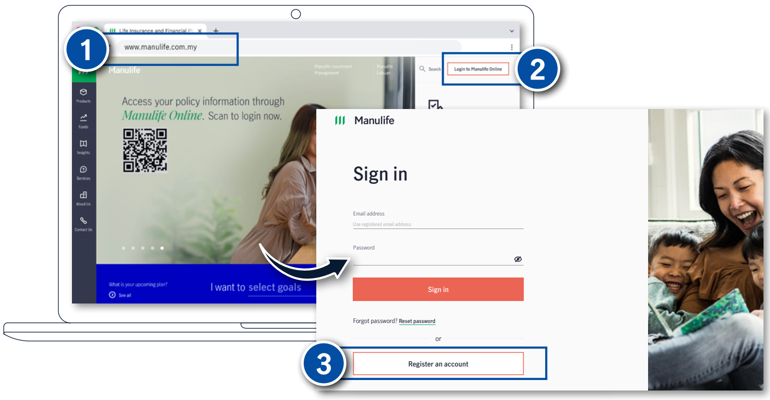
Managing your insurance policy has never been *simpler.*

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.

How to register for *new account* & *login*?

Step 1

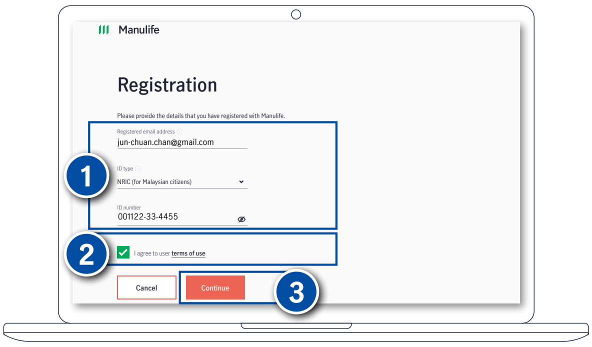
1. Visit **Manulife Malaysia Website**
2. Click "Login to Manulife Online"
3. Select "Register an account"



Step 2

Registration

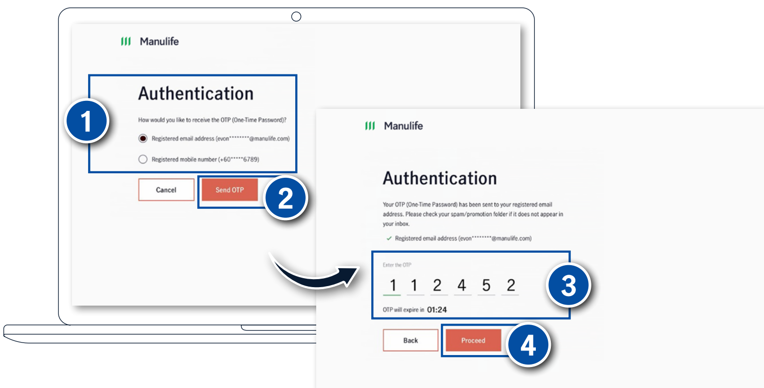
1. Fill in your registered email, select ID type, and provide your ID number
2. Read and agree to the "Terms of Use"
3. Click "Continue"



Step 3

Authentication

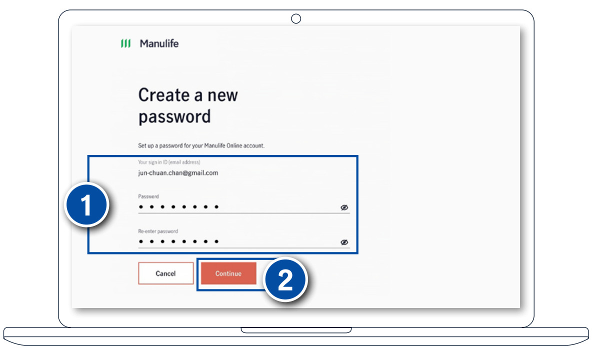
1. Choose to receive the OTP with your registered email address or mobile number
2. Click "Send OTP"
3. Enter OTP
4. Click "Proceed"



Step 4

Create a new password

1. Create your new password
2. Click "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 Online. This will be used as the **Primary email address** for all your policies.

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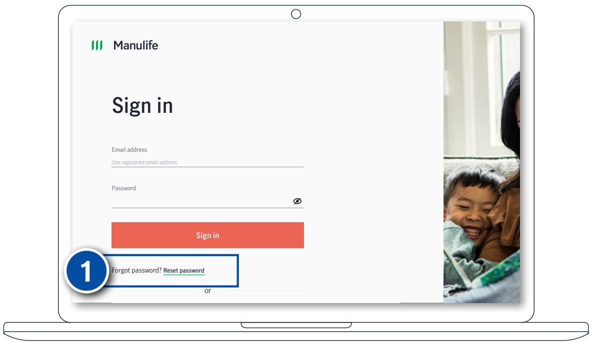
How to reset your *password*?

Step 1

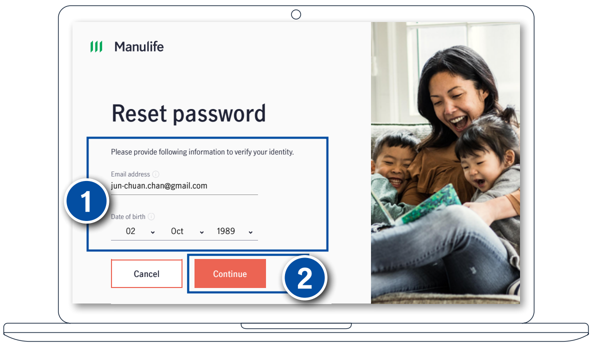
1. Login to **Manulife Online** and click “Reset password”



Step 2

Enter your details

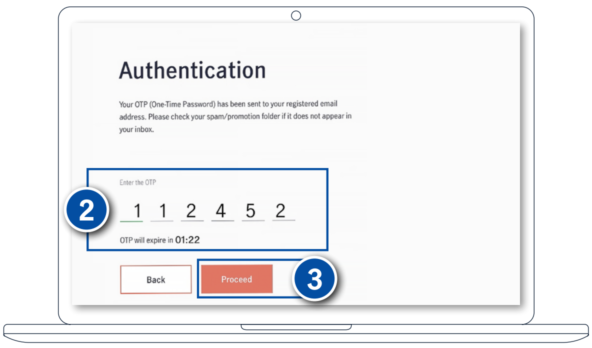
1. Key in your registered email address and date of birth
2. Click “Continue”



Step 3

Authentication

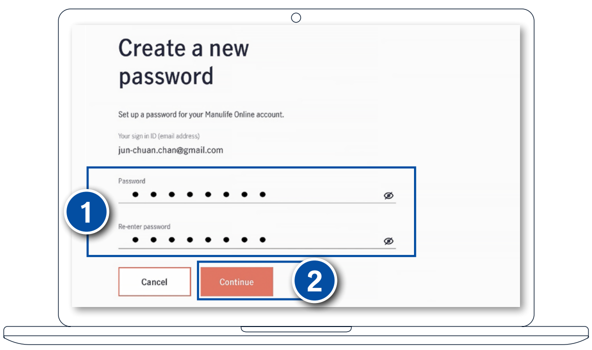
1. Your OTP will be auto generated and sent to your registered email address
2. Enter OTP
3. Click “Proceed”



Step 4

Create your new password

1. Create your new password
2. Click “Continue”



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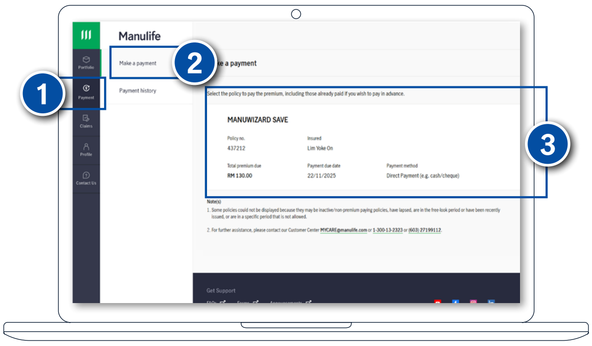
How to make your *premium payment*?

Step 1

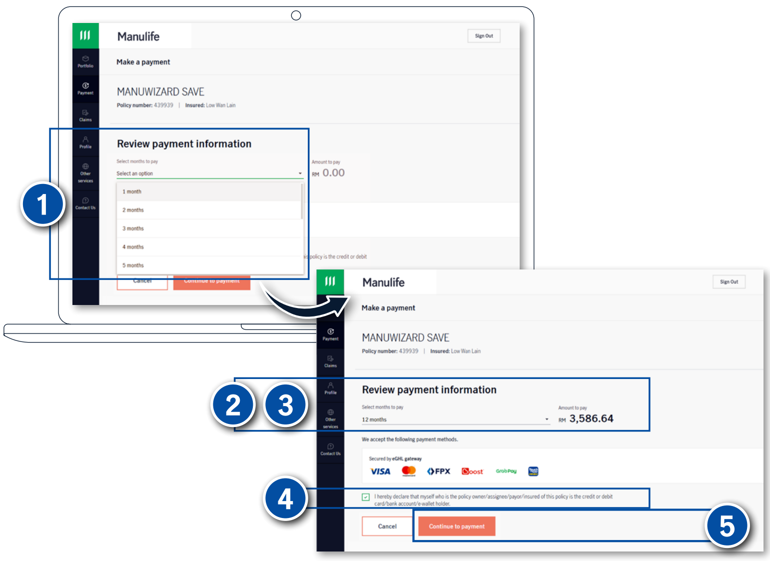
1. After login, select **Payment** from navigation menu
2. Choose “Make a payment”
3. Select a policy for which you want to pay premiums



Step 2

Select payment option

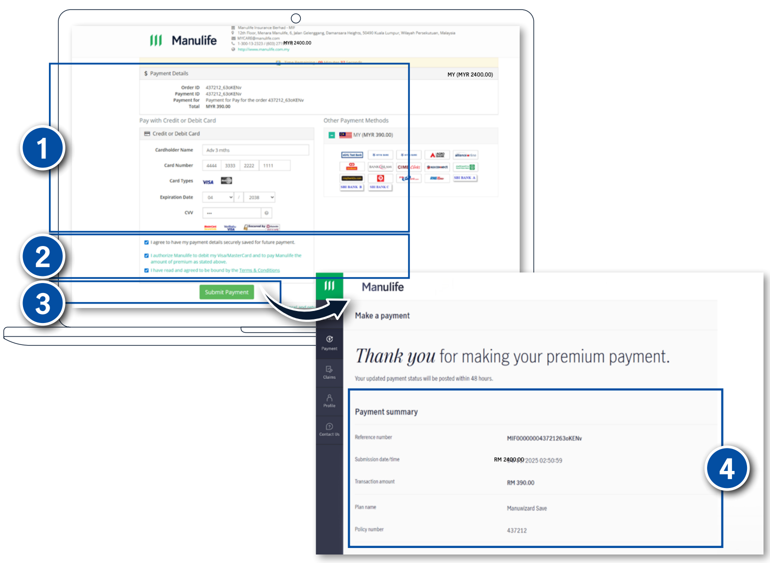
1. Click the dropdown list to select the months to pay option
2. Choose the number of months to view the total amount to pay
3. Review payment information
4. Tick the declaration checkbox
5. Click “Continue to payment” to proceed



Step 3

Payment page

1. Fill in your payment details
2. Tick all three required checkboxes to confirm your acknowledgement
3. Click “Submit Payment”
4. View your premium payment confirmation



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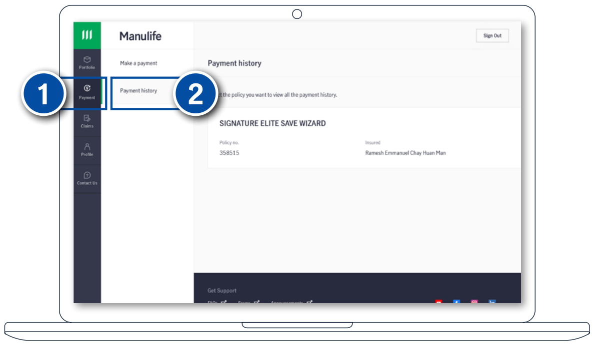
How to check your *payment history*?

Step 1

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

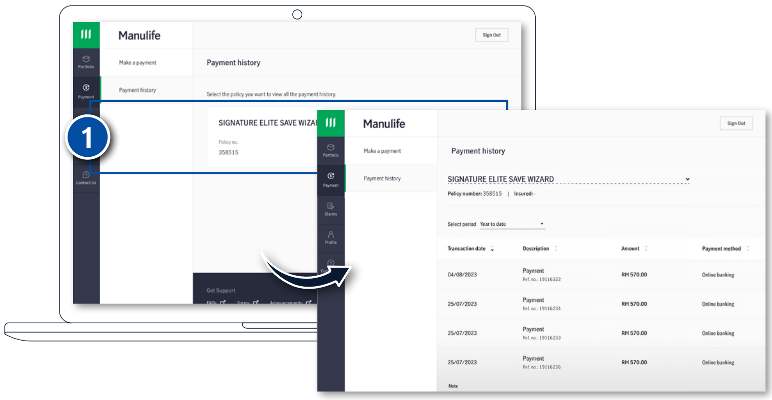


Step 2

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

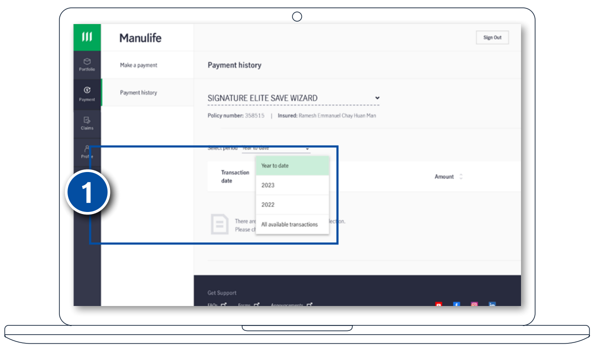


Step 3

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



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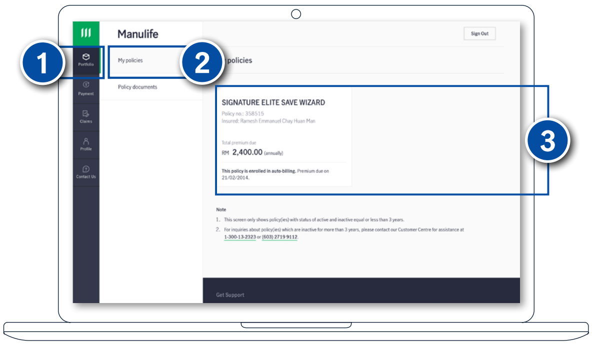
How to access your *policy details*?

Step 1

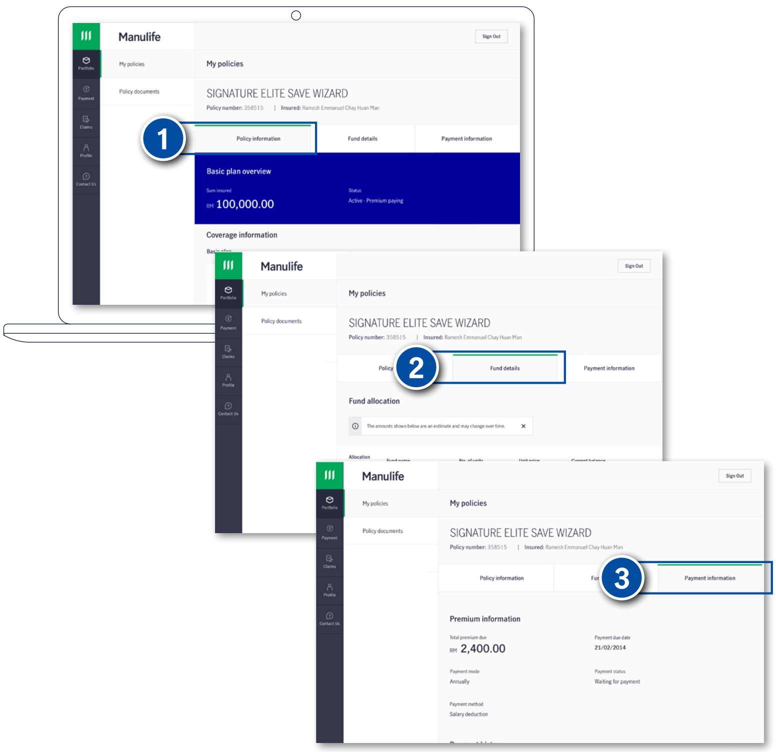
1. After login, select **Portfolio** from navigation menu
2. Select "My policies"
3. Choose a policy you want to view



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



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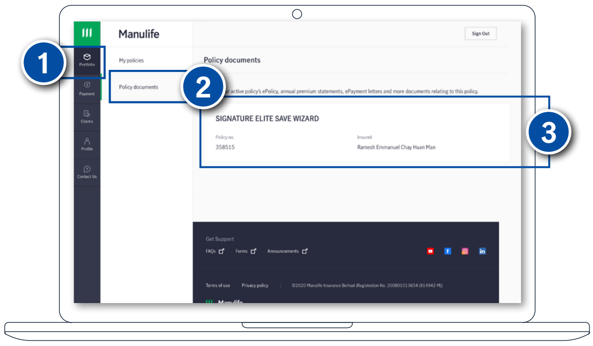
How to view and download your *policy documents*?

Step 1

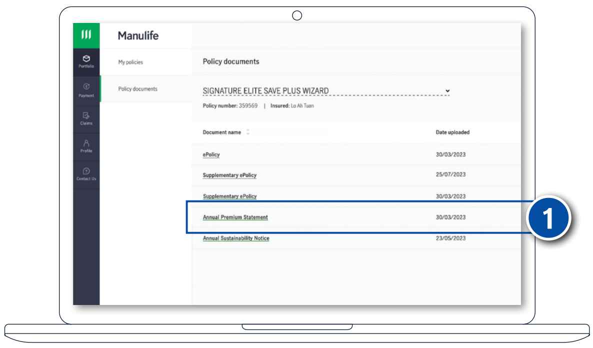
1. After login, select **Portfolio** from navigation menu
2. Select "Policy documents"
3. Choose a policy you would like to view or download



Step 2

View & download your policy documents

1. Click on the policy document to start download



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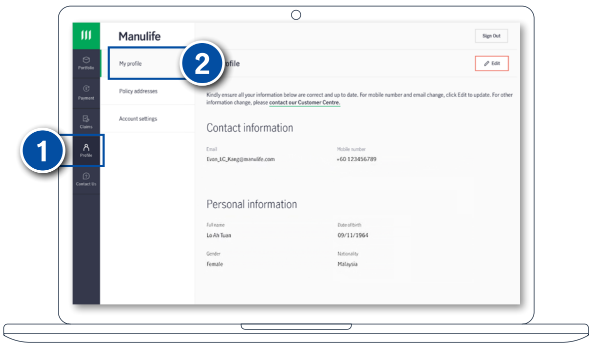
How to view and edit your *profile details*?

Step 1

1. After login, select **Profile** from navigation menu
2. Select "My profile"

   You will be able to view
   - Contact information
   - Personal information
   - ID information

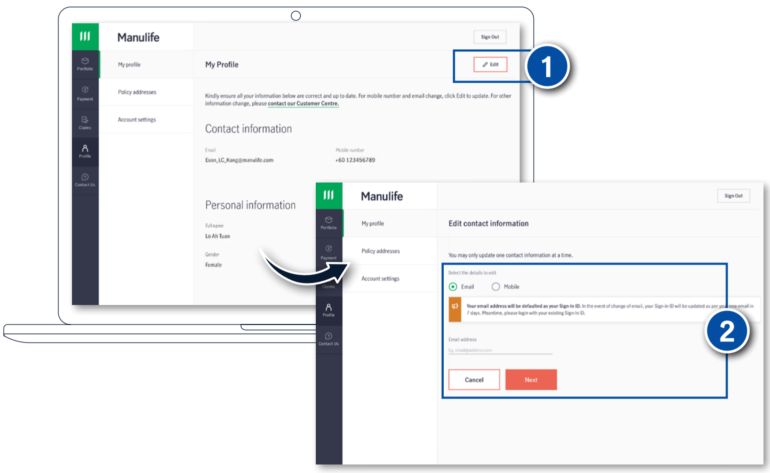


Step 2

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



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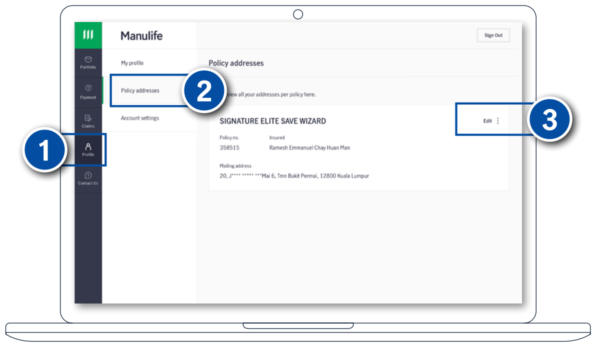
How to change your *mailing address*?

Step 1

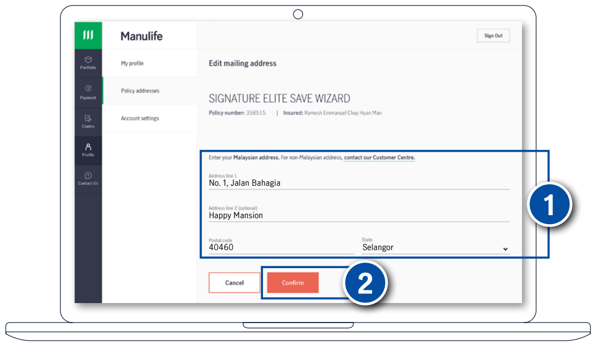
1. After login, select **Profile** from navigation menu
2. Select "Policy addresses"
3. Click "Edit" to make changes to your mailing address



Step 2

Change your mailing address

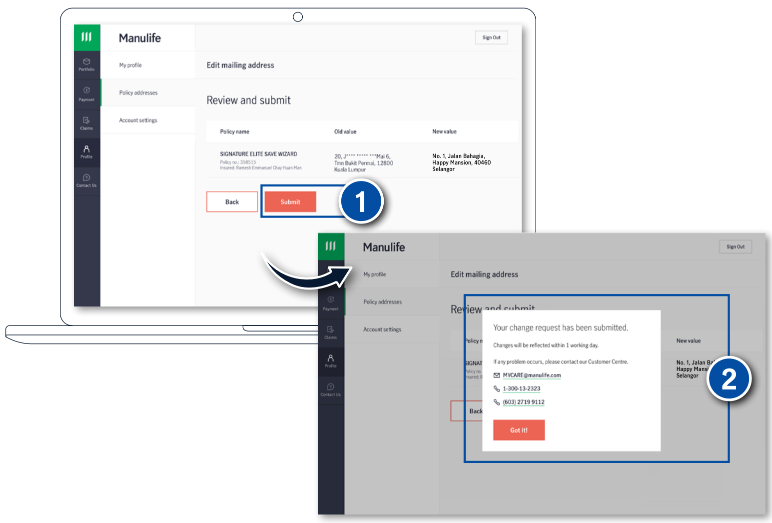
1. Update your latest mailing address
2. Select "Confirm" to submit



Step 3

Confirm on the changes made

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



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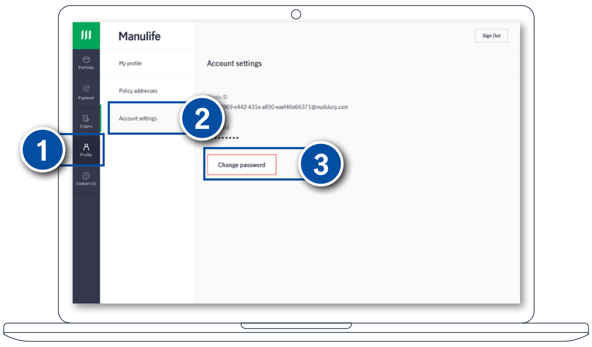
How to change your *password*?

Step 1

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

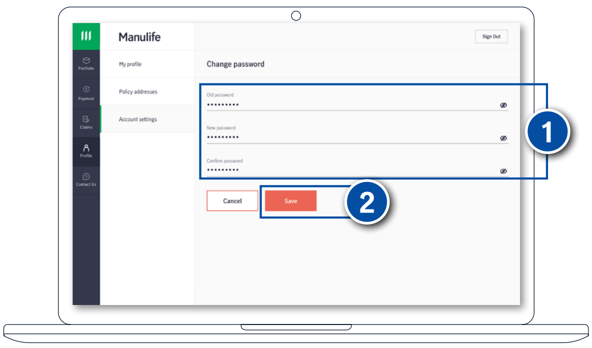


Step 2

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



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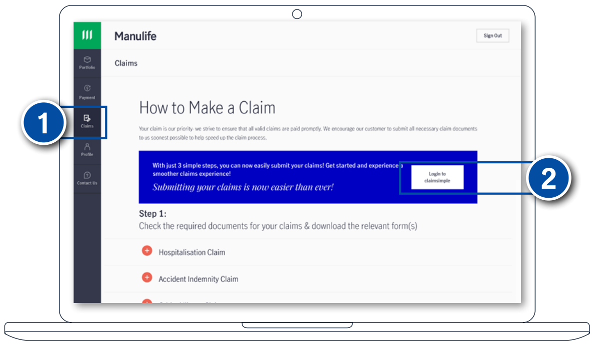
How to make your *claims*?

Step 1

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



Step 2

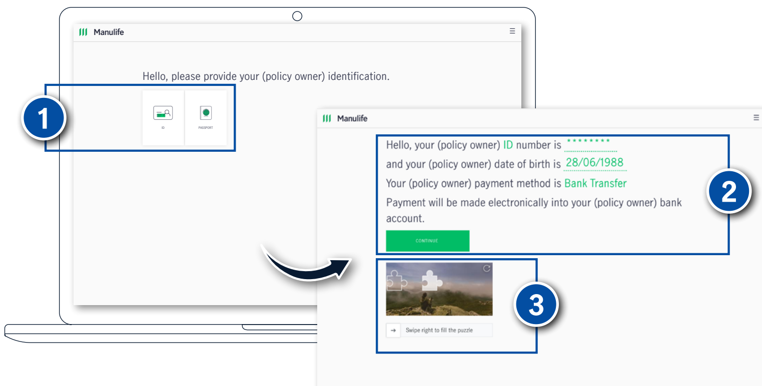
Submit your claim

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

Step 3

Provide your details

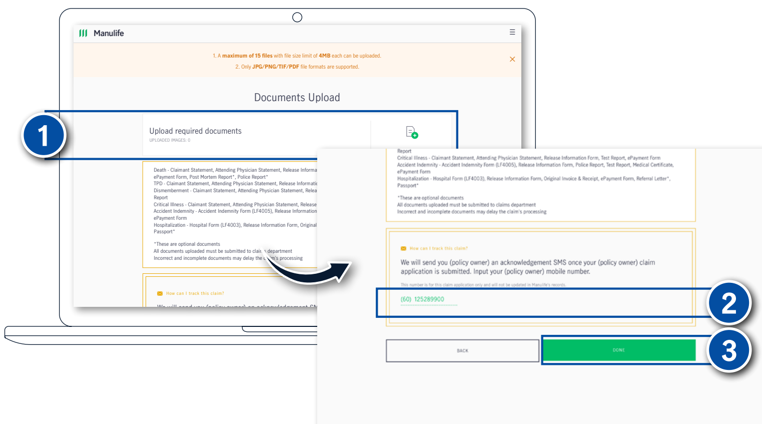
1. Choose your identification
2. Key in your ID number, date of birth, select "Bank Transfer" and click "Continue"
3. Solve the Captcha puzzle



Step 4

Submit claim document

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



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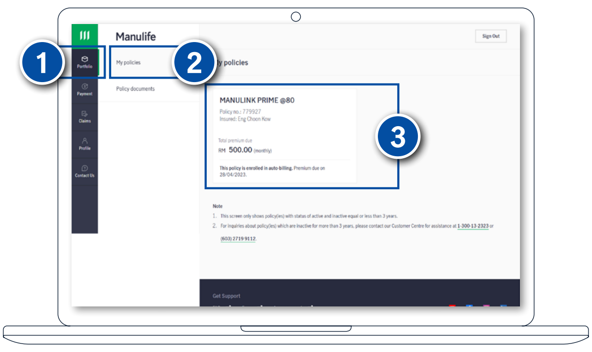
Recurring premium payment via *credit/debit card*

(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

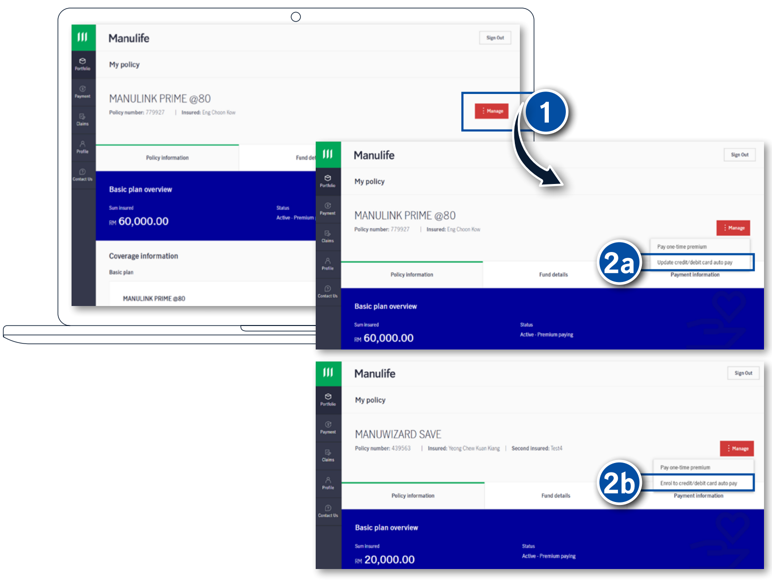


Step 2

1. Click “Manage” to continue

2a. For existing **Auto Billing** payment method, please select **“Update credit/debit card auto pay ”**

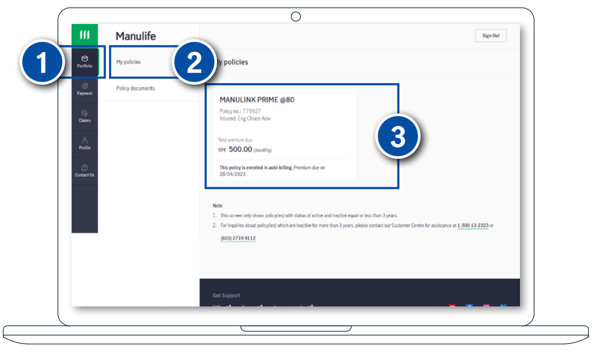
2b. For the setup of **Auto Billing** payment method, please select **“Enrol to credit/debit card auto pay”**



Option 2

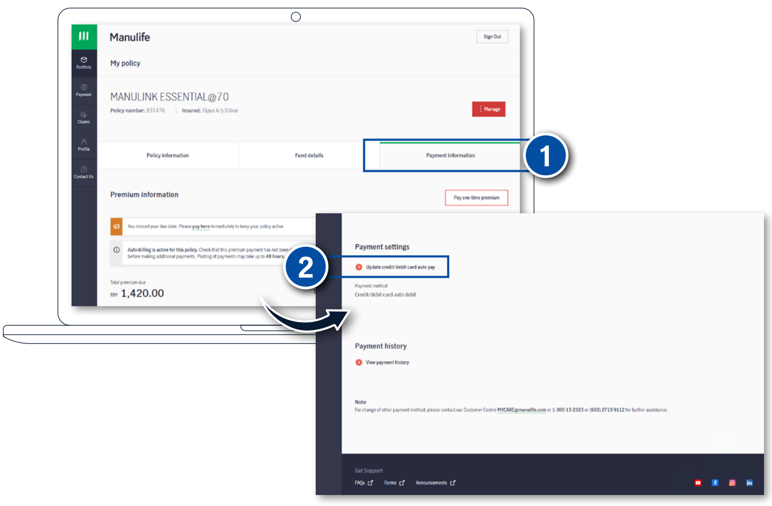
Step 1

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 auto pay”



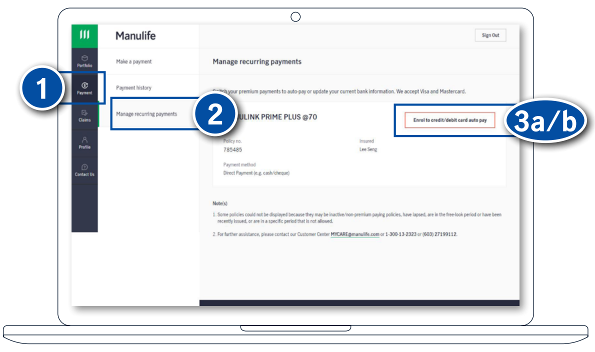
Option 3

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”**



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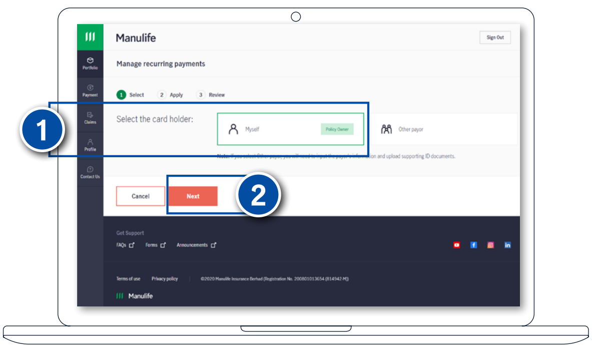
Recurring premium payment via *credit/debit card*

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

Self payor

Step 1

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



Step 2

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

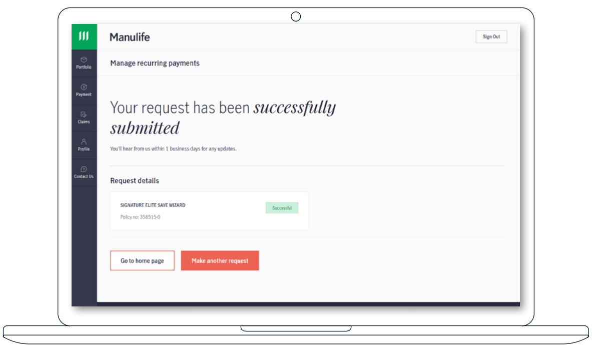
Fill in card details

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

Step 4

Confirmation on card details submission

1. A message will be displayed upon successful submission



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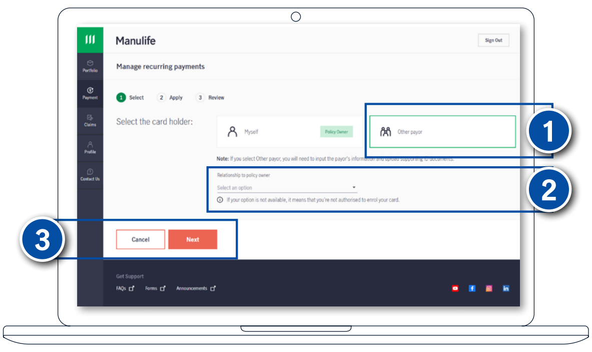
Recurring premium payment via *credit/debit card*

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

Other payor

Step 1

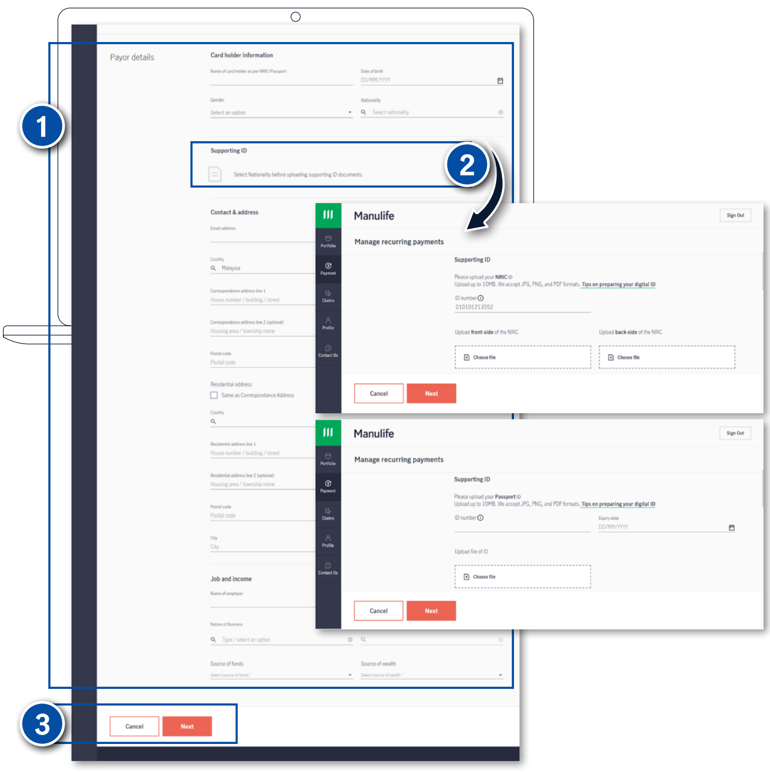
1. Choose "Other payor"
2. Select the permitted relationship from the dropdown list
3. Click "Next" to continue



Step 2

Fill in card details

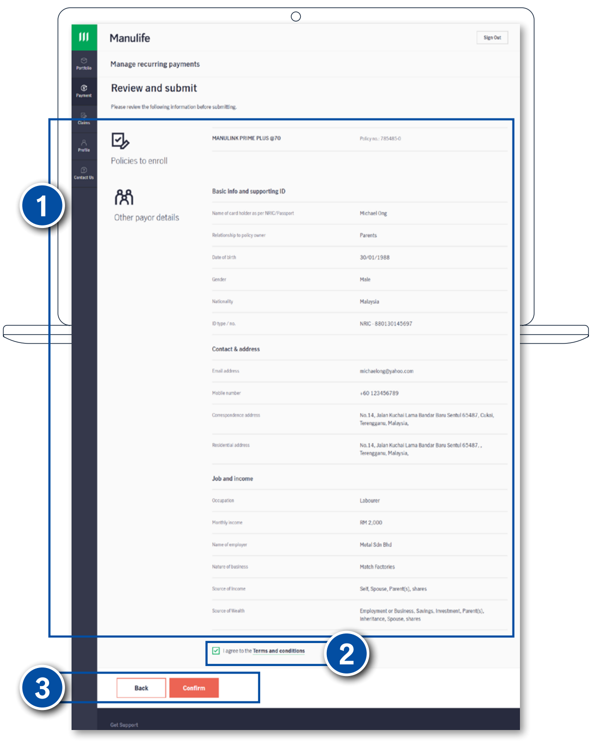
1. Fill in the payor's details as required
2. Upload the front and back of the NRIC for Malaysians, or upload passport copy for non-Malaysians, click "Next" to continue
3. Click "Next" to continue



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

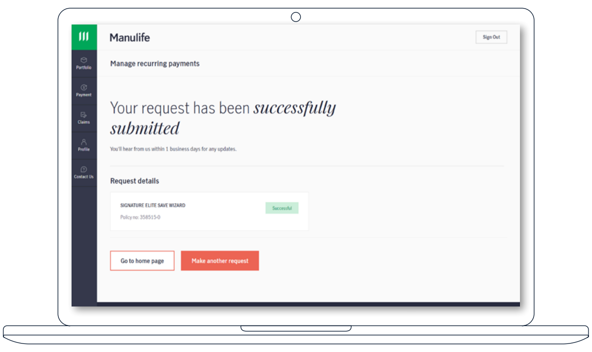
Fill in card details

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

Step 5

Confirmation on card details submission

1. A message will be displayed upon successful submission



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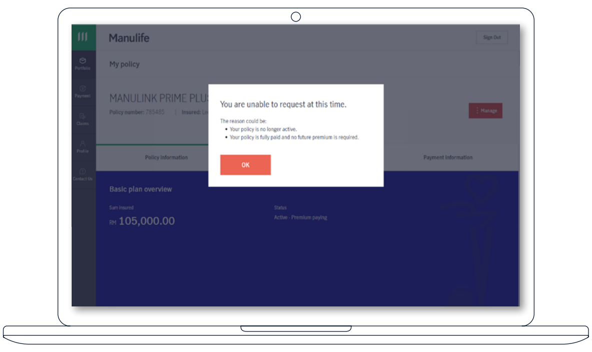
Examples of *unsuccessfully processed requests*

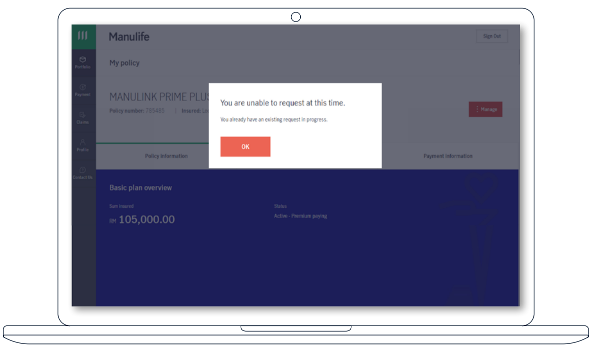
You are unable to request at this time

Non-in force or fully paid policies



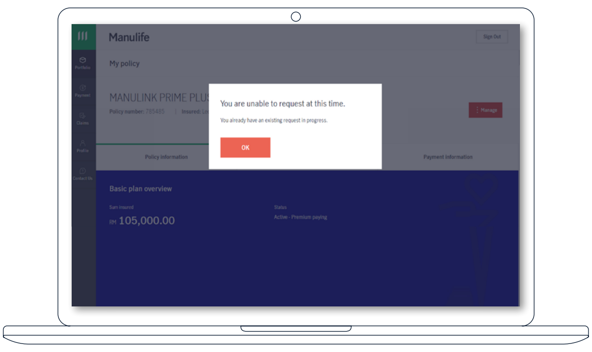
You are unable to request at this time

Selected policy request submitted through Manulife Online is in progress status



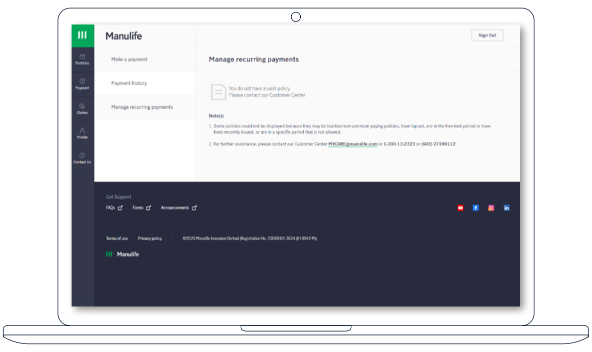
You are unable to request at this time

Selected policy is pending for other activity in backend system



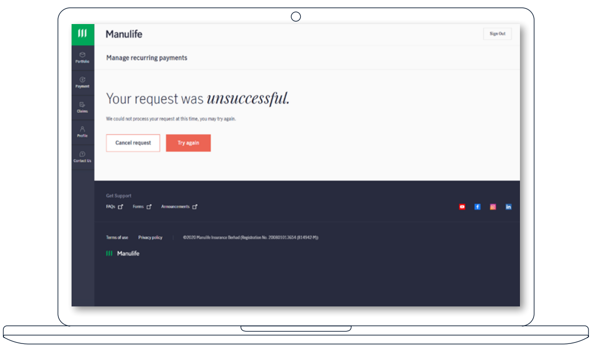
You do not have a valid policy

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



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Manulife

Panduan Pengguna
Manulife Online

Bermula dengan ciri-ciri utama **Manulife Online**:

Klik pada tajuk untuk melihat halaman masing-masing

Bagaimana untuk mendaftar *akaun baharu* & *daftar masuk*?

Bagaimana untuk menetap semula *kata laluan* anda?

Bagaimana untuk membuat *pembayaran premium* anda?

Bagaimana untuk menyemak *rekod pembayaran* anda?

Bagaimana untuk mengakses *butiran polisi* anda?

Bagaimana untuk melihat dan memuat turun *dokumen polisi* anda?

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

Bagaimana untuk menukar *alamat surat-menyurat* anda?

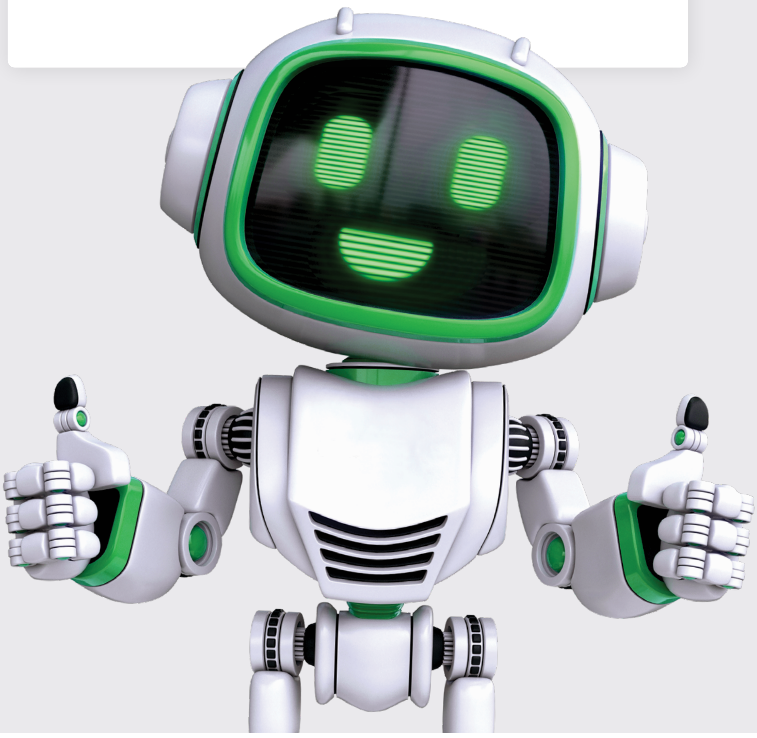
Bagaimana untuk menukar *kata laluan* anda?

Bagaimana untuk membuat *tuntutan* anda?

Pembayaran premium berulang dengan *kad kredit/debit* (Bahagian A & B)

Contoh *permohonan yang tidak berjaya diproses*

Mengurus polisi insurans anda tidak pernah *semudah* ini.

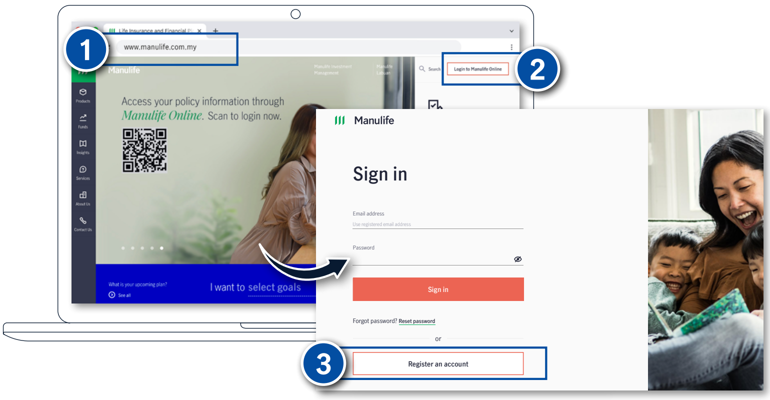


Sila layari **www.manulife.com.my/contactupdate** untuk mengemas kini e-mel pilihan anda atau hubungi Talian Khidmat Pelanggan kami di **03 2719 9112 / 1300 13 2323** untuk bantuan.

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"



Langkah 2

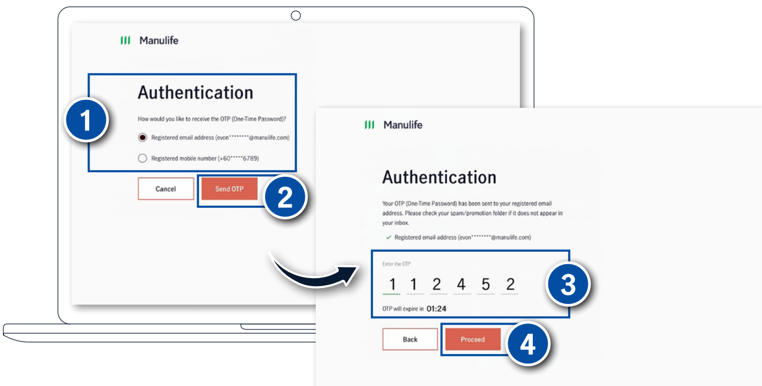
Pendaftaran

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"

Langkah 3

Pengesahan

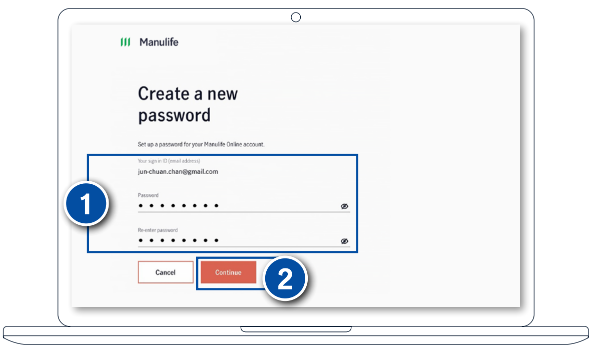
1. Pilih untuk menerima OTP melalui e-mel yang telah didaftarkan atau nombor telefon bimbit anda
2. Klik "Send OTP"
3. Masukkan OTP
4. Klik "Proceed"



Langkah 4

Cipta kata laluan baharu

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



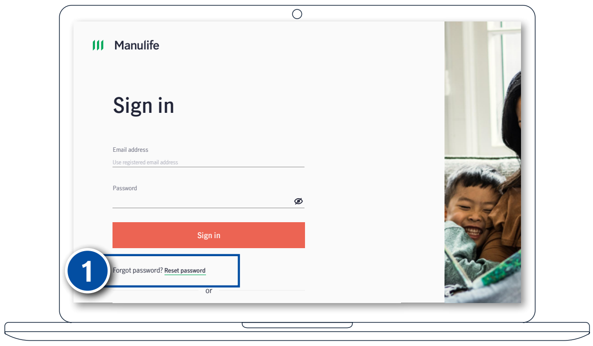
Nota penting:
Sekiranya anda mempunyai beberapa alamat e-mel yang direkodkan dalam sistem kami, sila kemas kini **e-mel pilihan anda sebagai ID daftar** masuk sebelum anda mengakses Manulife Online. Ini akan digunakan sebagai **e-mel utama** untuk semua polisi anda.

Kembali ke halaman "Ciri-ciri utama Manulife Online"

Bagaimana untuk menetap semula *kata laluan* anda?

Langkah 1

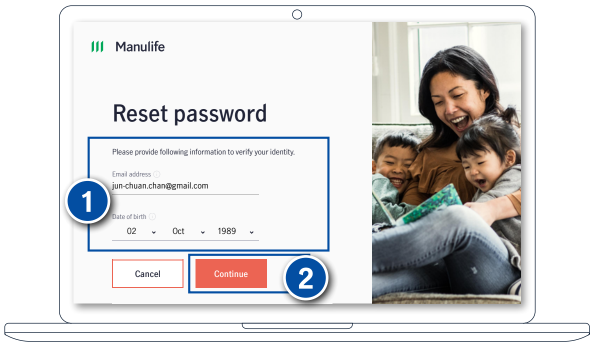
1. Daftar masuk ke **Manulife Online** dan klik “Reset password”



Langkah 2

Masukkan butiran anda

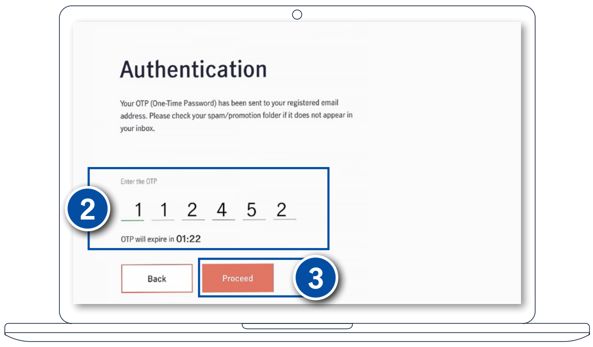
1. Masukkan e-mel yang telah didaftarkan dan tarikh kelahiran anda
2. Klik “Continue”



Langkah 3

Pengesahan

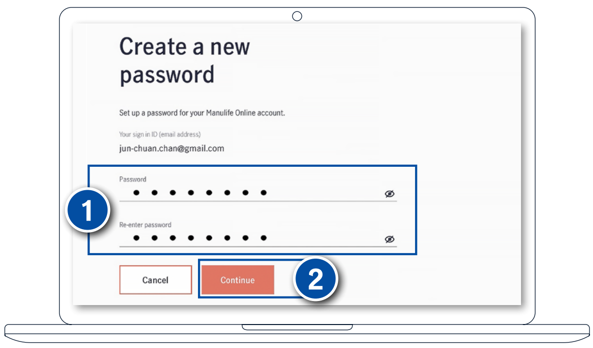
1. OTP anda akan dijana secara automatik dan dihantar ke e-mel yang telah didaftarkan
2. Masukkan OTP
3. Klik “Proceed”



Langkah 4

Cipta kata laluan baharu anda

1. Cipta kata laluan baharu anda
2. Klik “Continue”

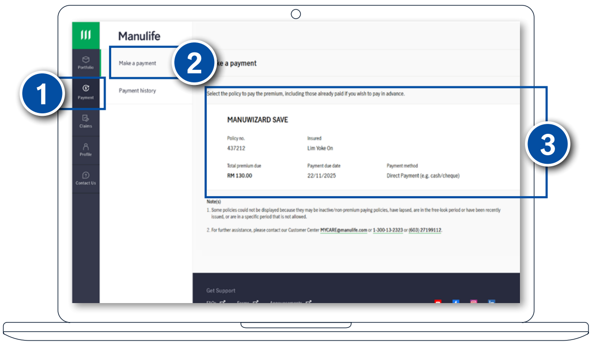


Kembali ke halaman “Ciri-ciri utama Manulife Online”

Bagaimana untuk membuat *pembayaran premium* anda?

Langkah 1

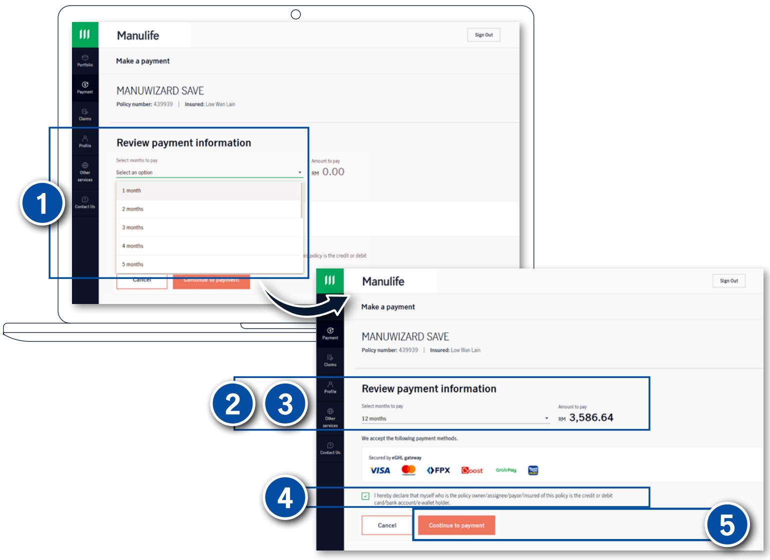
1. Selepas daftar masuk, pilih **Payment** dari menu navigasi
2. Pilih “Make a payment”
3. Pilih polisi yang anda ingin membayar premium



Langkah 2

Pilih pilihan pembayaran

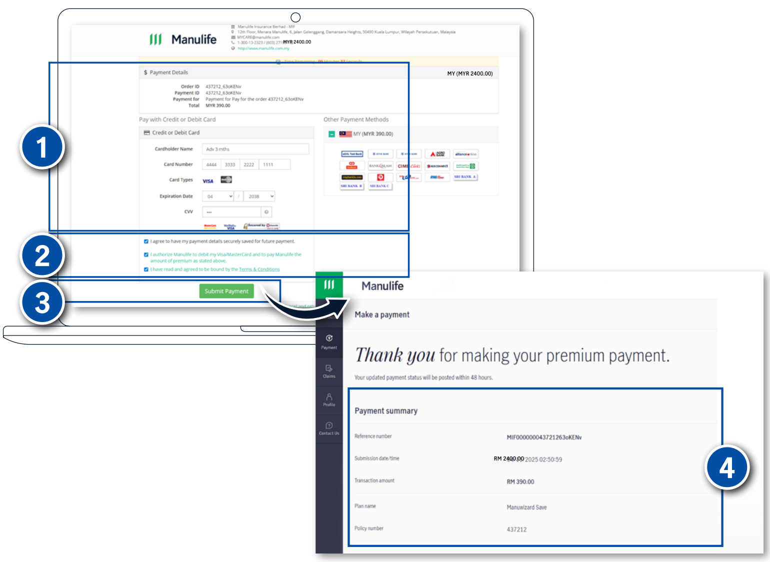
1. Klik senarai untuk melihat bilangan bulan untuk dibayar
2. Pilih bilangan bulan untuk melihat jumlah keseluruhan yang perlu dibayar
3. Semak maklumat pembayaran
4. Tandakan kotak semak pengisytiharan
5. Klik “Continue to payment” untuk meneruskan



Langkah 3

Halaman pembayaran

1. Isi maklumat pembayaran anda
2. Tandakan ketiga-tiga kotak pilihan yang diperlukan untuk mengesahkan pengakuan anda.
3. Klik “Submit Payment”
4. Lihat pengesahan pembayaran premium anda

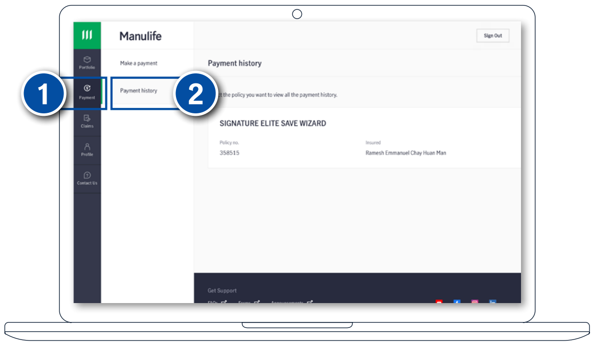


Kembali ke halaman “Ciri-ciri utama Manulife Online”

Bagaimana untuk menyemak *rekod pembayaran* anda?

Langkah 1

1. Selepas daftar masuk, pilih **Payment** dari menu navigasi
2. Pilih “Payment history”



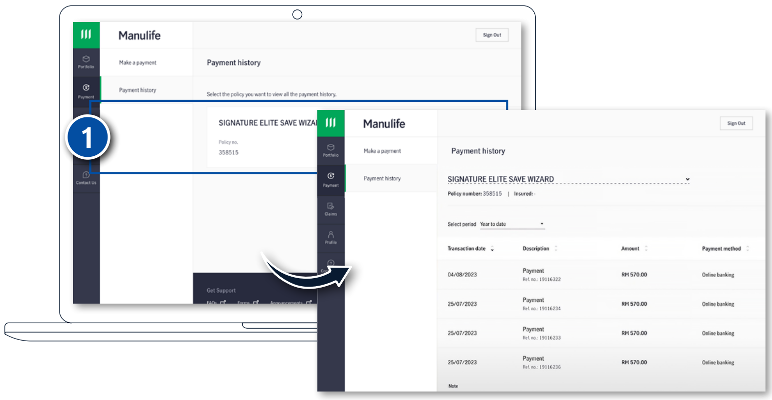
Langkah 2

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



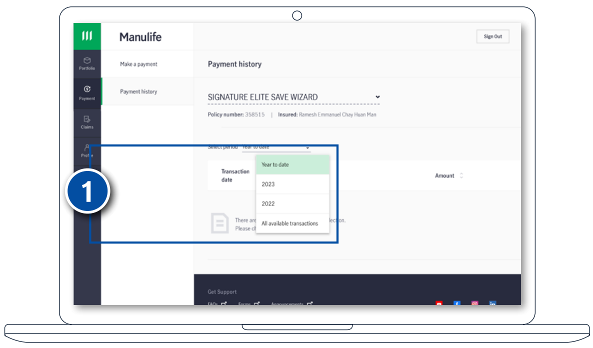
Langkah 3

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

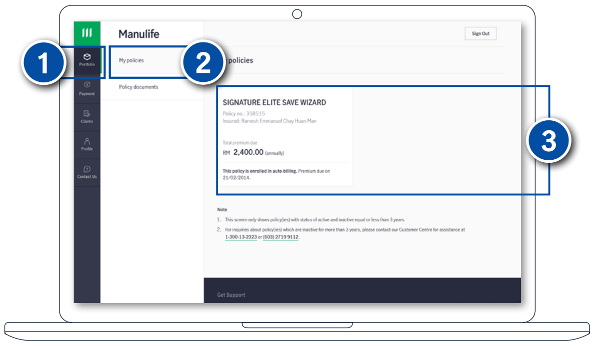


Kembali ke halaman “Ciri-ciri utama Manulife Online”

Bagaimana untuk mengakses *butiran polisi* anda?

Langkah 1

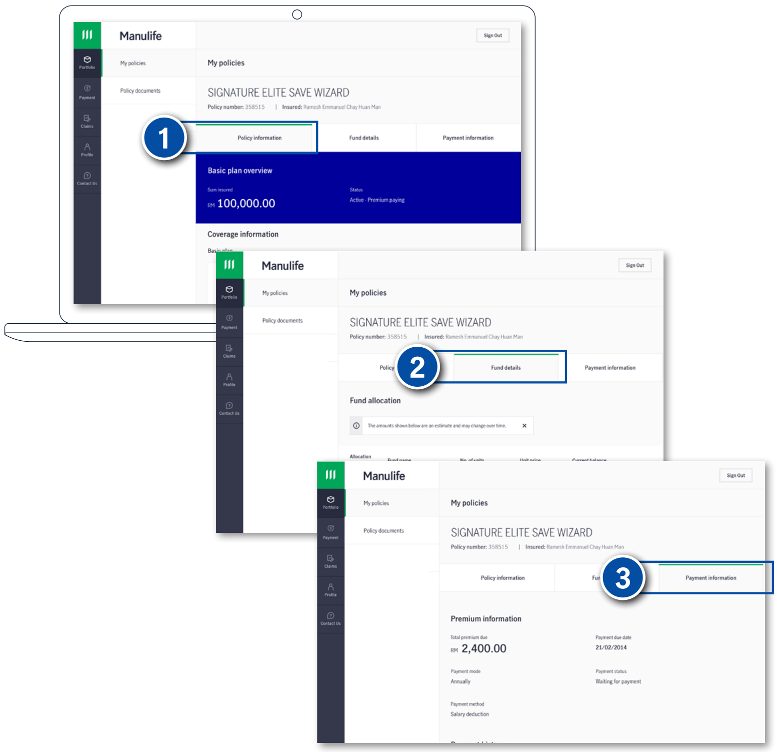
1. Selepas daftar masuk, pilih **Portfolio** dari menu navigasi
2. Pilih “My policies”
3. Pilih polisi yang anda ingin lihat



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

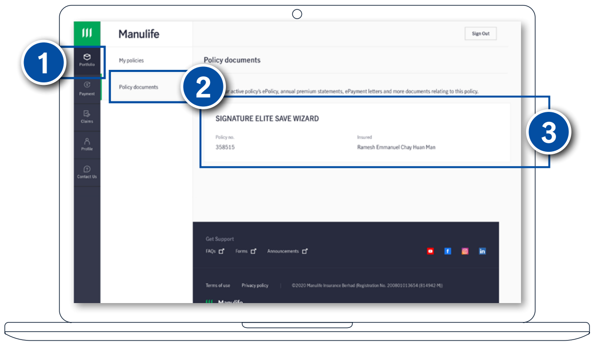


Kembali ke halaman “Ciri-ciri utama Manulife Online”

Bagaimana untuk melihat dan memuat turun *dokumen polisi* anda?

Langkah 1

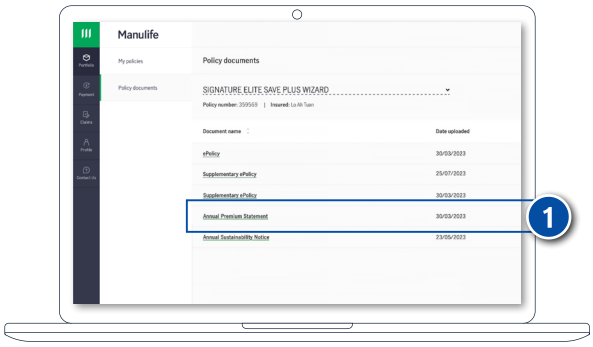
1. Selepas daftar masuk, pilih **Portfolio** dari menu navigasi
2. Pilih "Policy documents"
3. Pilih polisi yang anda ingin lihat atau muat turun



Langkah 2

Lihat & muat turun dokumen polisi anda

1. Klik dokumen polisi untuk memulakan muat turun



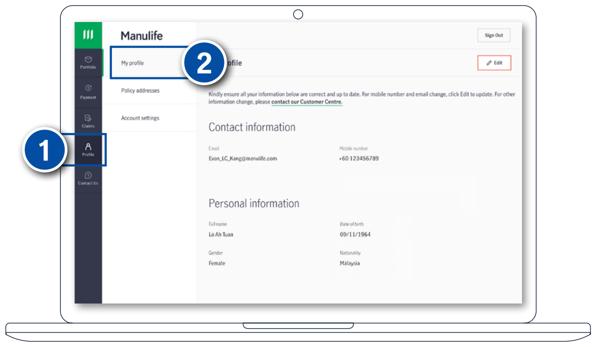
Kembali ke halaman "Ciri-ciri utama Manulife Online"

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

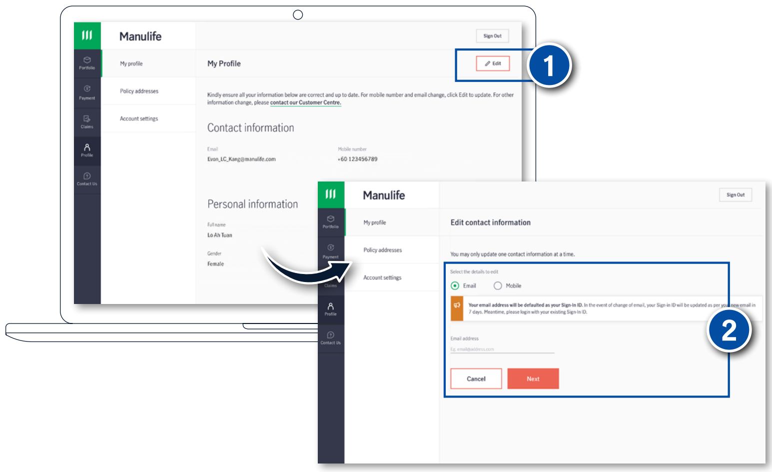


Langkah 2

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

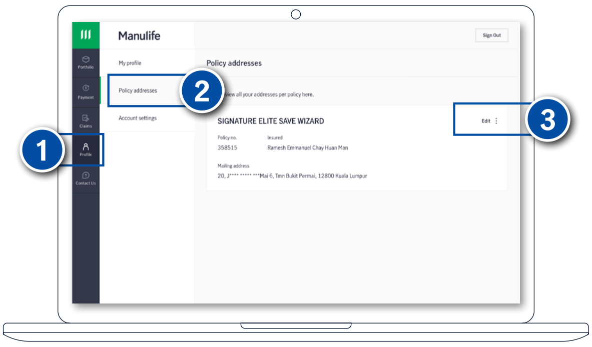


Kembali ke halaman “Ciri-ciri utama Manulife Online”

Bagaimana untuk menukar *alamat surat-menyurat* anda?

Langkah 1

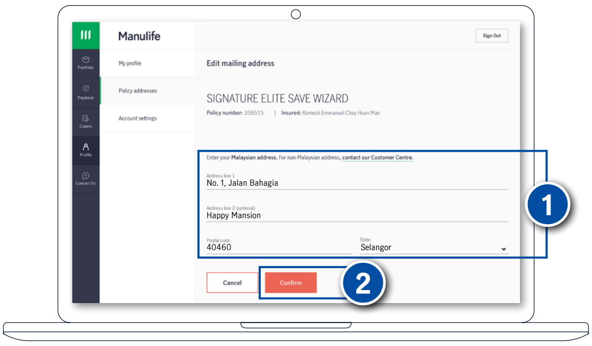
1. Selepas daftar masuk, pilih **Profile** dari menu navigasi
2. Pilih “Policy addresses”
3. Klik “Edit” untuk membuat penukaran alamat surat-menyurat anda



Langkah 2

Tukar alamat surat-menyurat anda

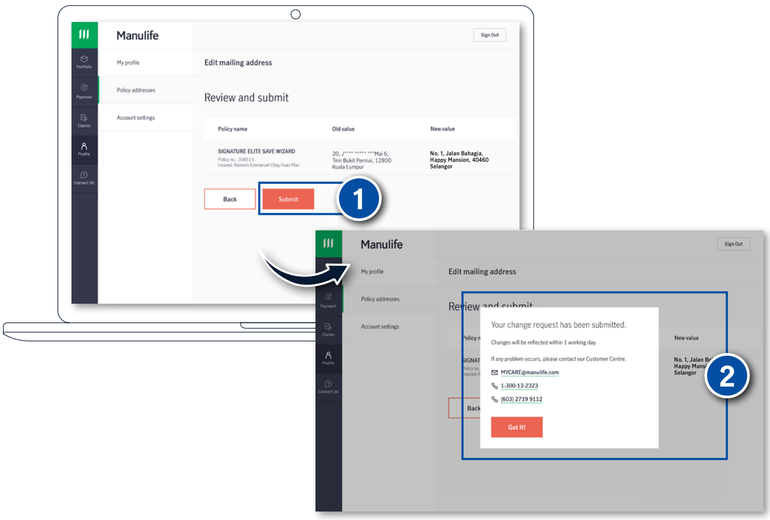
1. Kemas kini alamat surat-menyurat terkini anda
2. Pilih “Confirm” untuk menghantar



Langkah 3

Sahkan penukaran yang dibuat

1. Pilih “Submit” untuk meneruskan
2. Mesej akan dipaparkan selepas penghantaran berjaya

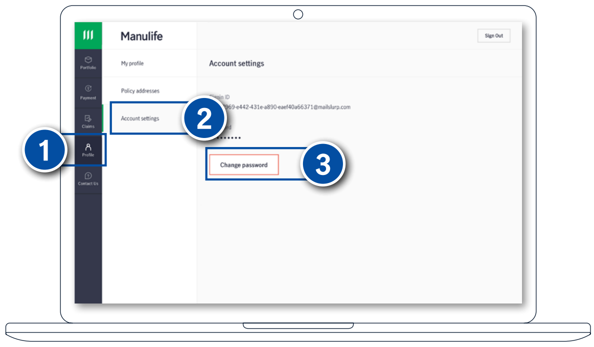


Kembali ke halaman “Ciri-ciri utama Manulife Online”

Bagaimana untuk menukar *kata laluan* anda?

Langkah 1

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

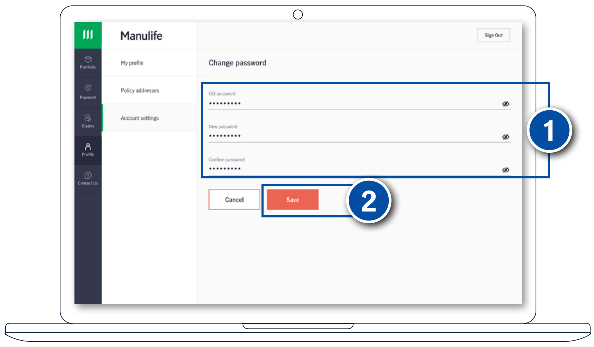


Langkah 2

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

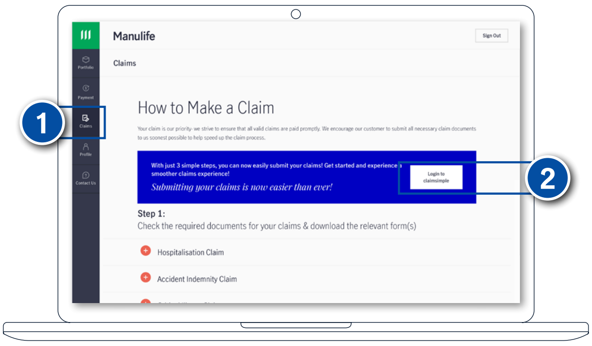


Kembali ke halaman “Ciri-ciri utama Manulife Online”

Bagaimana untuk membuat *tuntutan* anda?

Langkah 1

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



Langkah 2

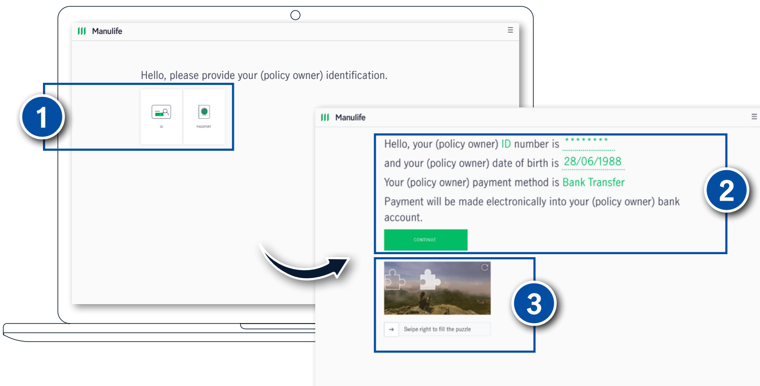
Hantar tuntutan anda

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

Langkah 3

Berikan butiran anda

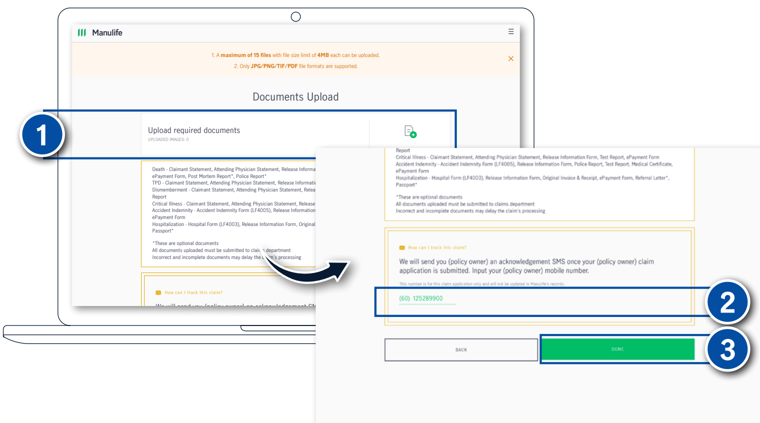
1. Pilih jenis pengenalan anda
2. Masukkan nombor ID, tarikh lahir anda, pilih “Bank Transfer” dan klik “Continue”
3. Selesaikan ujian Captcha



Langkah 4

Hantar dokumen tuntutan

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



Kembali ke halaman “Ciri-ciri utama Manulife Online”

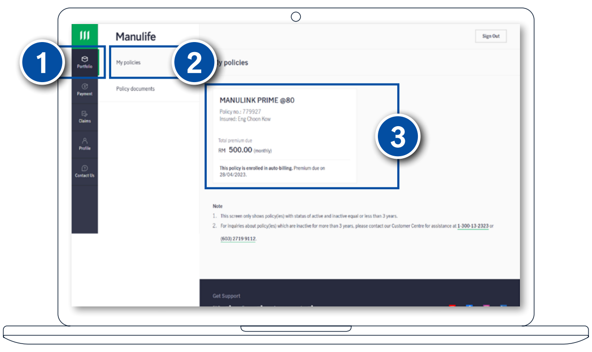
Pembayaran premium berulang dengan *kad kredit/debit*

(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

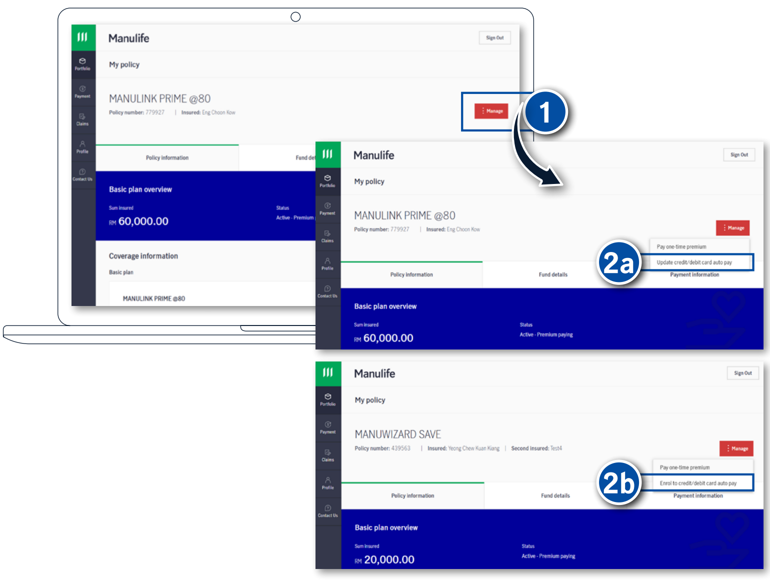


Langkah 2

1. Klik “Manage” untuk meneruskan

2a. Sila pilih **“Update credit/ debit card auto pay”** untuk kaedah pembayaran **Pengebilan Automatik** yang sedia ada

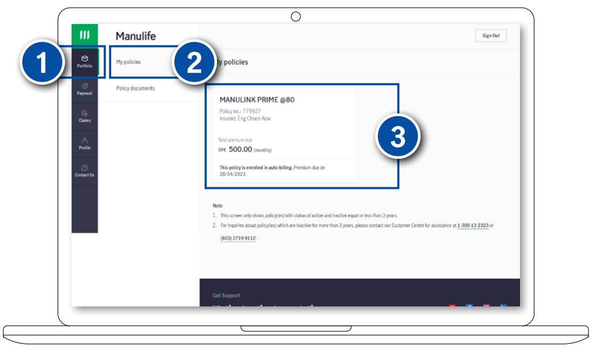
2b. Sila pilih **“Enrol to credit/ debit card auto pay”** untuk kaedah pembayaran **Pengebilan Automatik**



Pilihan 2

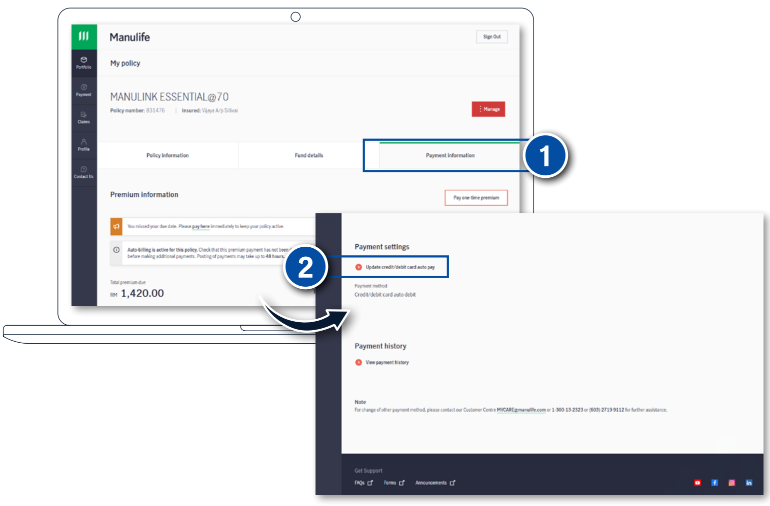
Langkah 1

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 “Payment Information”
2. Klik “Update credit/debit card auto pay”



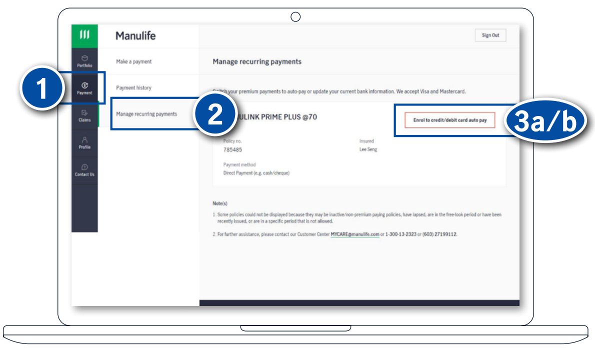
Pilihan 3

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**



Kembali ke halaman “Ciri-ciri utama Manulife Online”

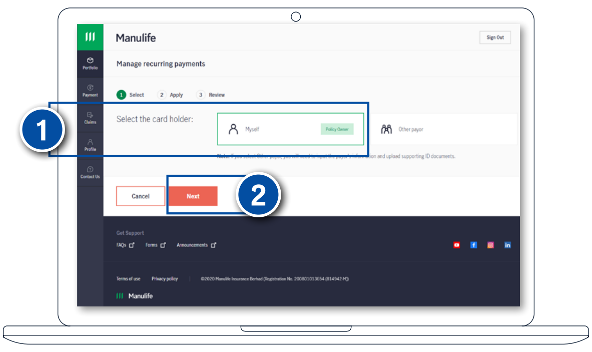
Pembayaran premium berulang dengan *kad kredit/debit*

(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

1. 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
3. Membaca dan bersetuju kepada “Terms and Conditions” dengan menandakan kotak pilihan
4. Klik “Confirm” untuk meneruskan

Langkah 3

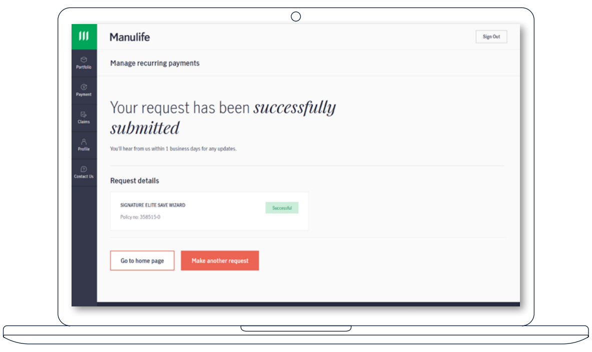
Isikan butiran kad

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

Langkah 4

Pengesahan penghantaran butiran kad

1. Mesej pengesahan akan dipaparkan setelah penghantaran berjaya



Kembali ke halaman “Ciri-ciri utama Manulife Online”

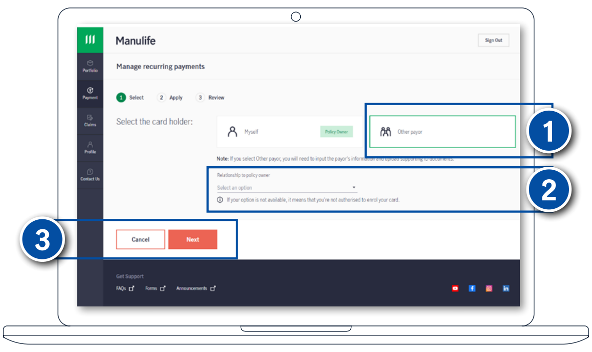
Pembayaran premium berulang dengan *kad kredit/debit*

(B) Kemaskini **butiran kad kredit/debit pembayar**

Pembayar lain

Langkah 1

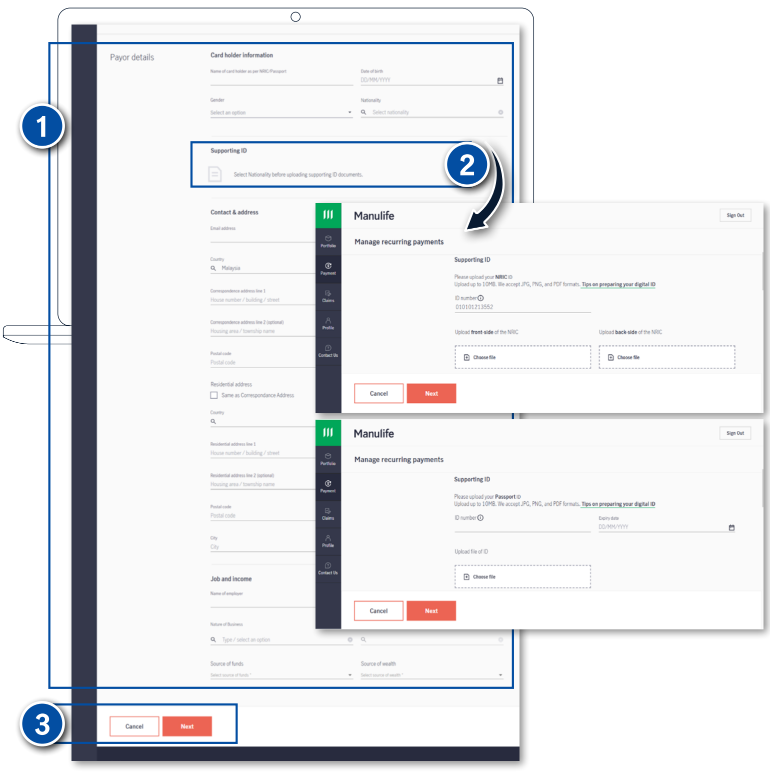
1. Pilih “Other payor”
2. Pilih perhubungan yang dibenarkan daripada senarai juntai bawah
3. Klik “Next” untuk meneruskan



Langkah 2

Isikan butiran kad

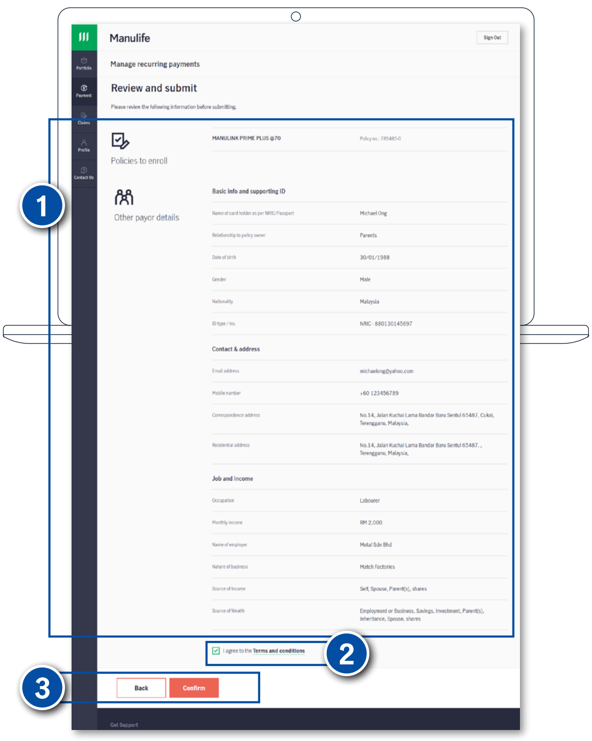
1. Lengkapkan butiran pembayar seperti yang diperlukan
2. Muat naik salinan depan dan belakang Kad Pengenalan (NRIC) bagi warganegara Malaysia, atau muat naik salinan pasport untuk bukan warganegara Malaysia, klik “Next” untuk meneruskan
3. Klik “Next” untuk meneruskan



Langkah 3

Semak & hantar

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



Langkah 4

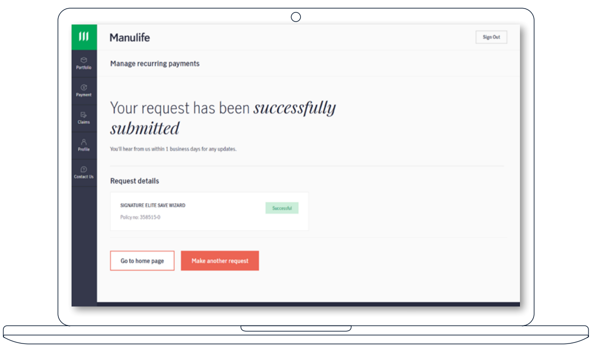
Isikan butiran kad

1. Isikan butiran kad anda pada halaman eGHL
2. 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

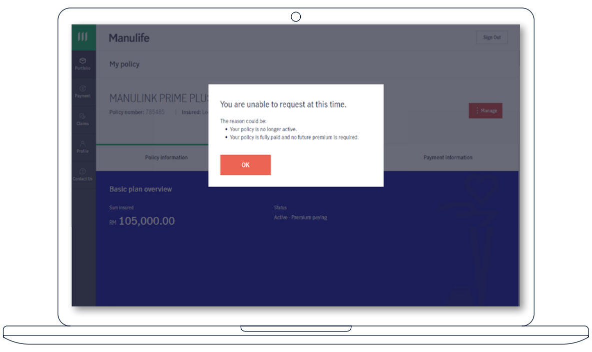


Kembali ke halaman “Ciri-ciri utama Manulife Online”

Contoh *permohonan yang tidak berjaya diproses*

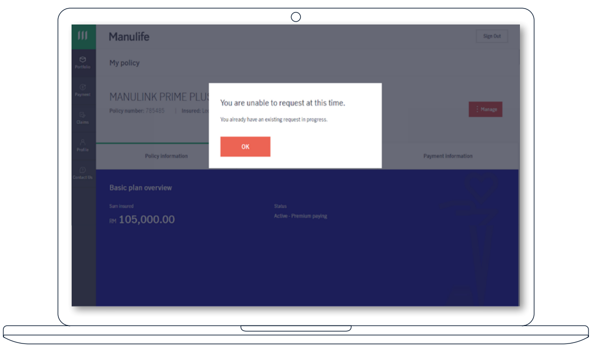
Permohonan anda tidak dapat diproses pada masa ini

Polisi tidak berkuat kuasa atau telah dibayar sepenuhnya



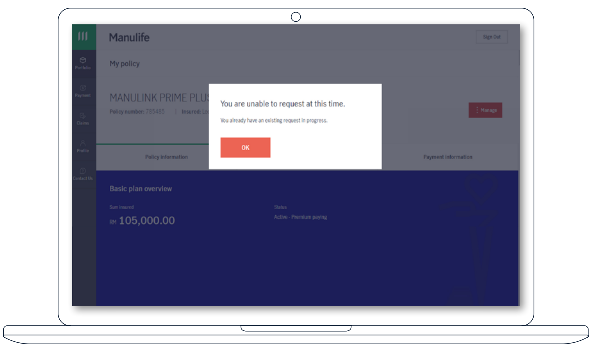
Permohonan anda tidak dapat diproses pada masa ini

Permohonan untuk polisi yang dipilih dihantarkan melalui Manulife Online sedang diproses



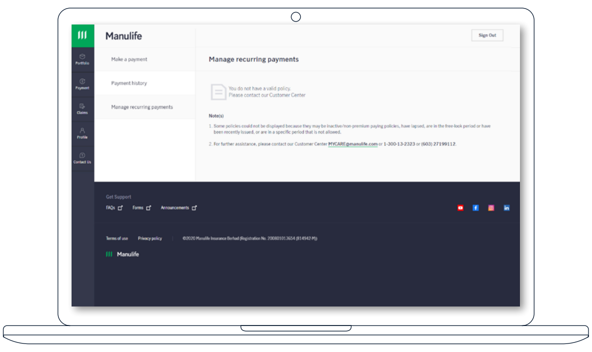
Permohonan anda tidak dapat diproses pada masa ini

Polisi yang dipilih sedang menunggu tindakan lanjut pada sistem backend



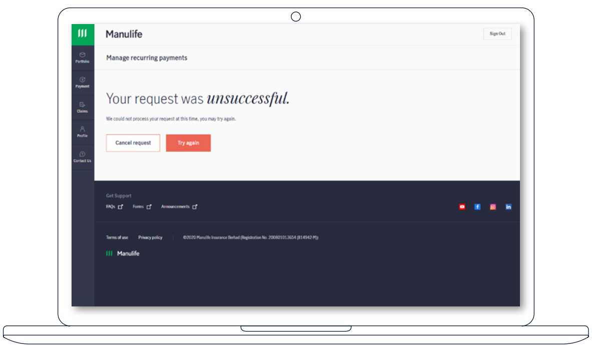
Anda tidak mempunyai polisi yang sah

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



Kembali ke halaman "Ciri-ciri utama Manulife Online"

Manulife

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

如何注册**新账户**和**登录账户**?

如何重新设置您的**账户密码**?

如何支付您的**保费**?

如何检查您的**支付记录**?

如何获取您的**保单详情**?

如何查看和下载您的**保单文件**?

如何查看和编辑您的**个人资料详情**?

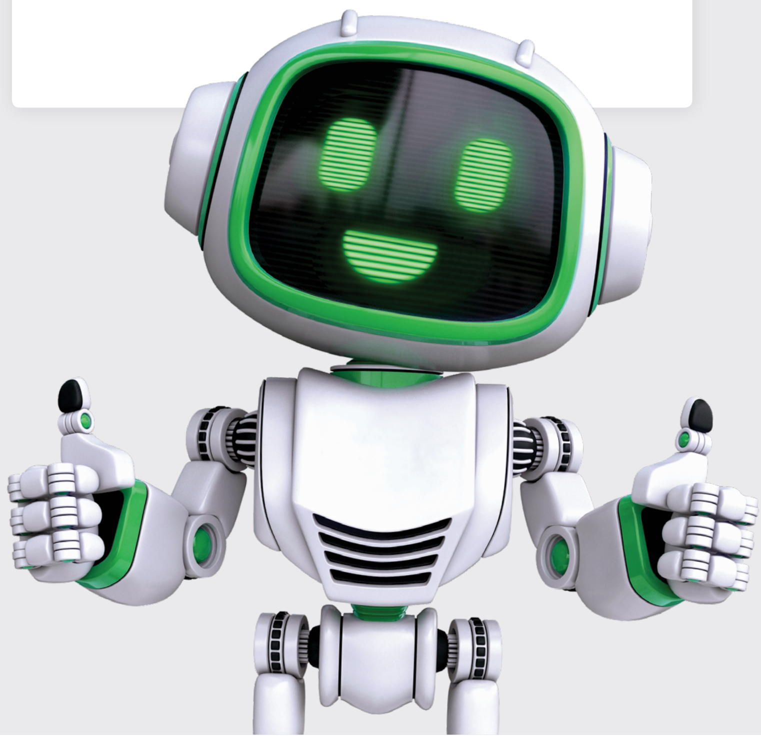
如何更改您的**邮寄地址**?

如何更改您的**密码**?

如何提出您的**索赔**?

通过**信用卡/借记卡**定期缴付保费
(A 部分和 B 部分)

未能成功申请举例



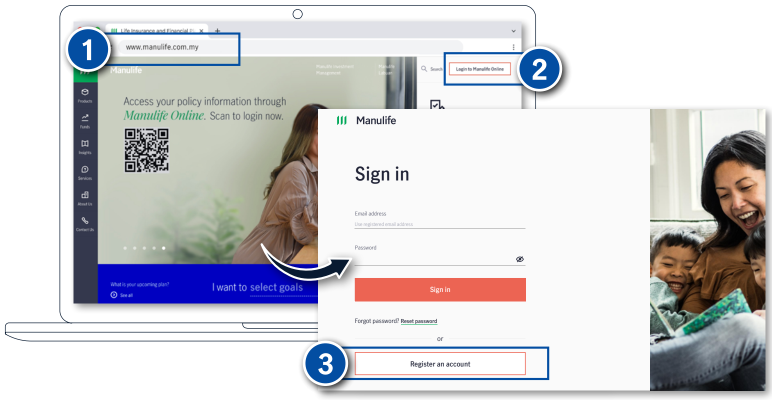
管理您的保单从未如此**简易**。

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。

如何注册新账户和登录账户?

步骤1

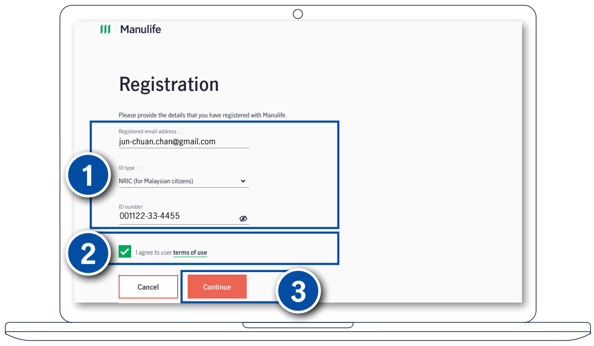
1. 浏览 **Manulife Malaysia 网站**
2. 点击 “Login to Manulife Online”
3. 选择 “Register an account”



步骤2

注册

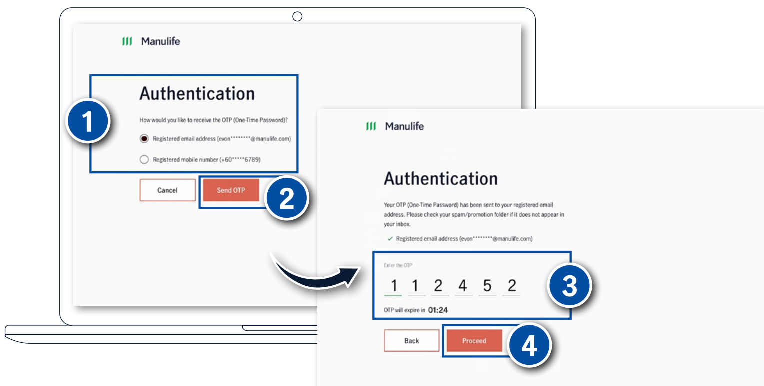
1. 填写您注册的电邮，选择 ID 类型，并提供您的 ID 号码
2. 阅读并同意 “Terms of Use”
3. 点击 “Continue”



步骤3

认证程序

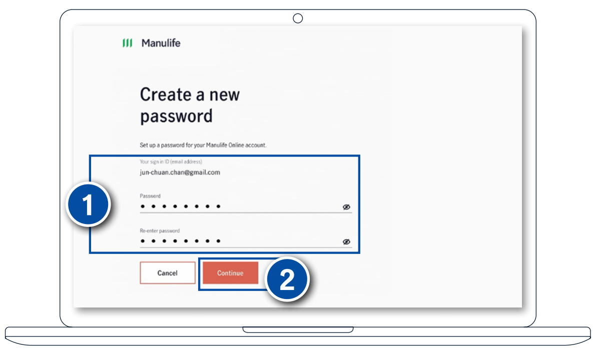
1. 选择通过您注册的电邮或手机号码接收 OTP
2. 点击 “Send OTP”
3. 输入 OTP
4. 点击 “Proceed”



步骤4

创建新密码

1. 创建您的新密码
2. 点击 “Continue”



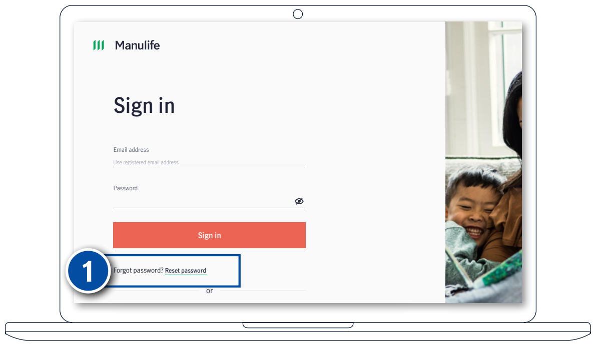
重要提示:
如果您在我们的系统中有好几个电邮记录，请在登录 Manulife Online之前更新**您首选的电邮作为登录 ID**。这将作为所有保单的**主要电邮**。

返回 “Manulife Online 主要功能 ” 页面

如何重新设置您的**账户密码**?

步骤1

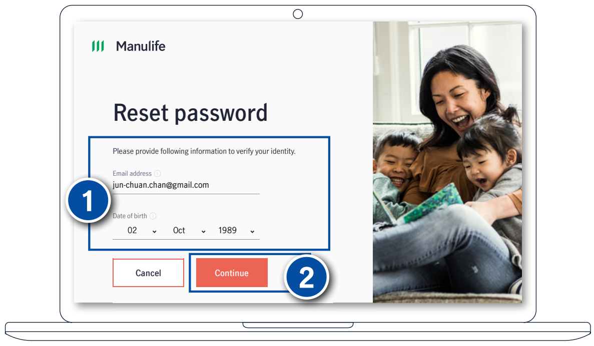
1. 登录 Manulife Online 然后
   点击 “Reset password”



步骤2

输入您的资料

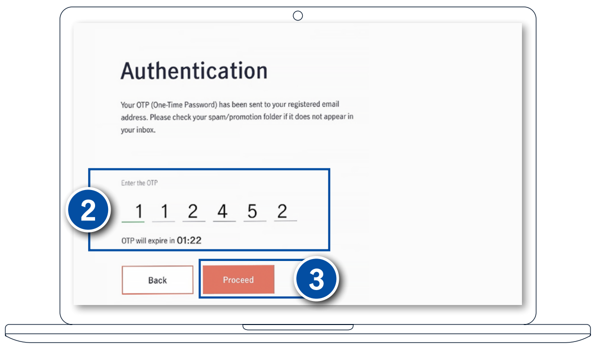
1. 输入您注册的电邮和出生日期
2. 点击 “Continue”



步骤3

认证程序

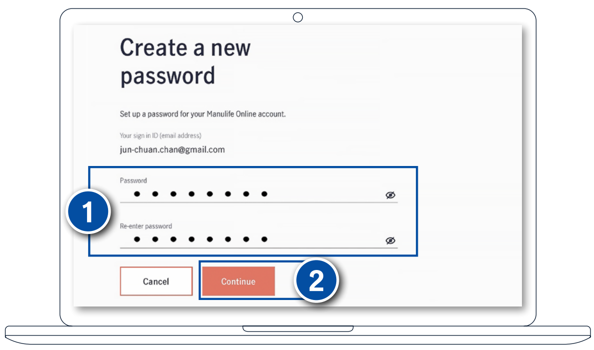
1. 您的 OTP 将自动创建并发送至您注册的电邮
2. 输入 OTP
3. 点击 “Proceed”



步骤4

创建您的新密码

1. 创建您的新密码
2. 点击 “Continue”

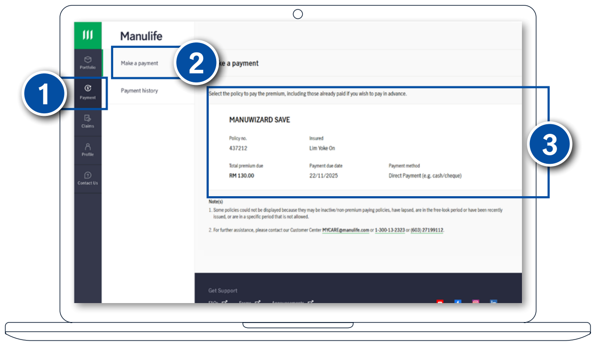


返回 “Manulife Online 主要功能 ” 页面

如何支付您的保费？

步骤1

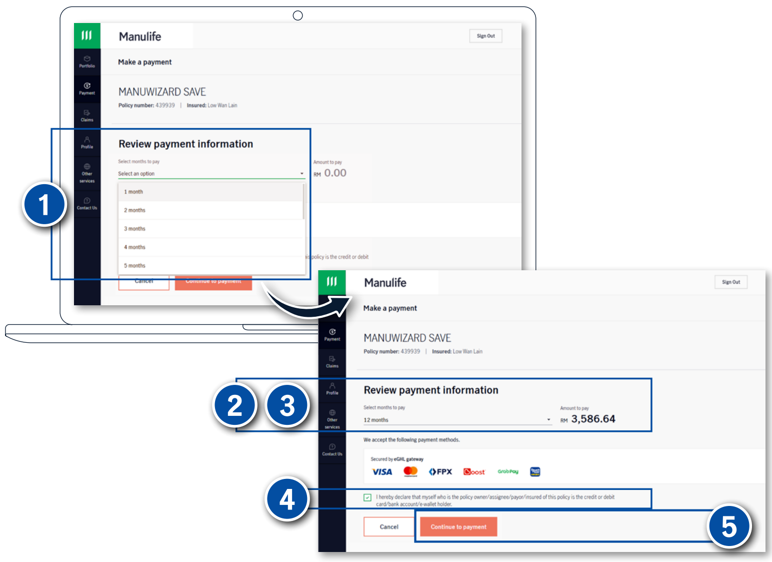
1. 登录后，从导航栏中选择 **Payment**
2. 选择 “Make a payment”
3. 选择您需要支付保费的保单



步骤2

选择支付选项

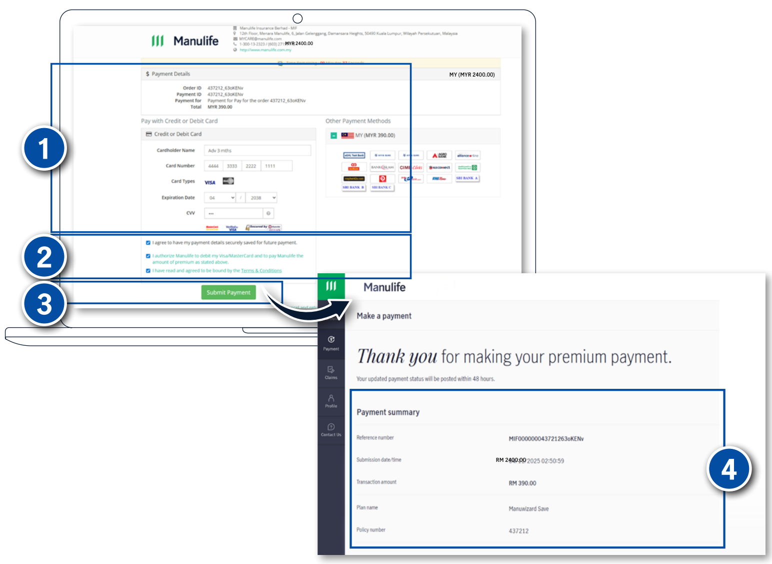
1. 点击下拉列表以选择支付月数
2. 选择月数以查看需支付的总额
3. 查看支付详情
4. 勾选声明复选框
5. 点击 “Continue to payment” 以继续下一个步骤



步骤3

支付页面

1. 填写您的支付资料
2. 勾选所有三个必填复选框以确认您已阅读并理解
3. 点击 “Submit Payment”
4. 查看及确认您的保费支付资料

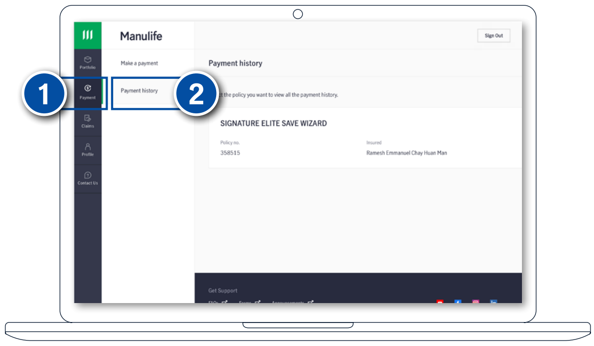


返回 “Manulife Online 主要功能 ” 页面

如何检查您的**支付记录**?

步骤1

1. 登录后，从导航栏中选择 **Payment**
2. 选择 “Payment history”

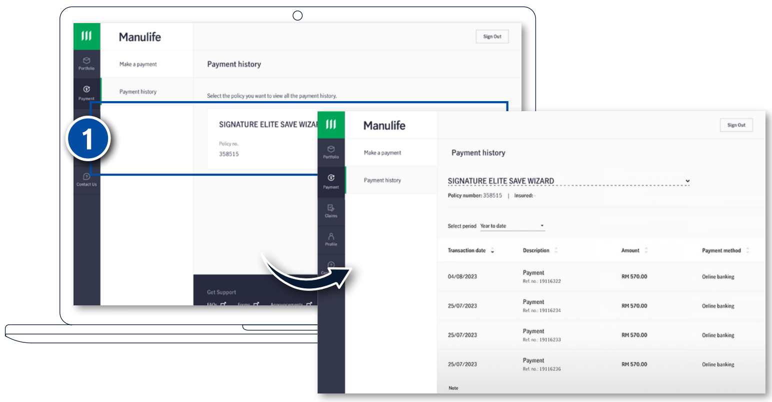


步骤2

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

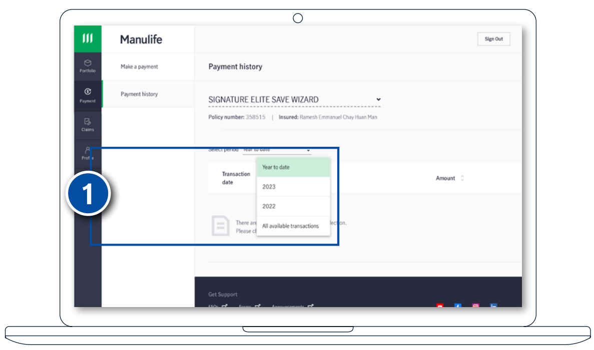


步骤3

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

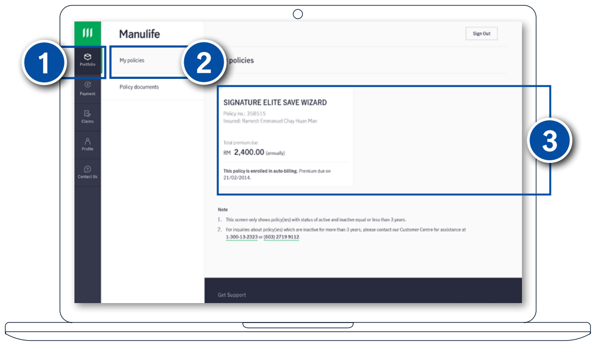


返回 “Manulife Online 主要功能 ” 页面

如何获取您的**保单详情**?

步骤1

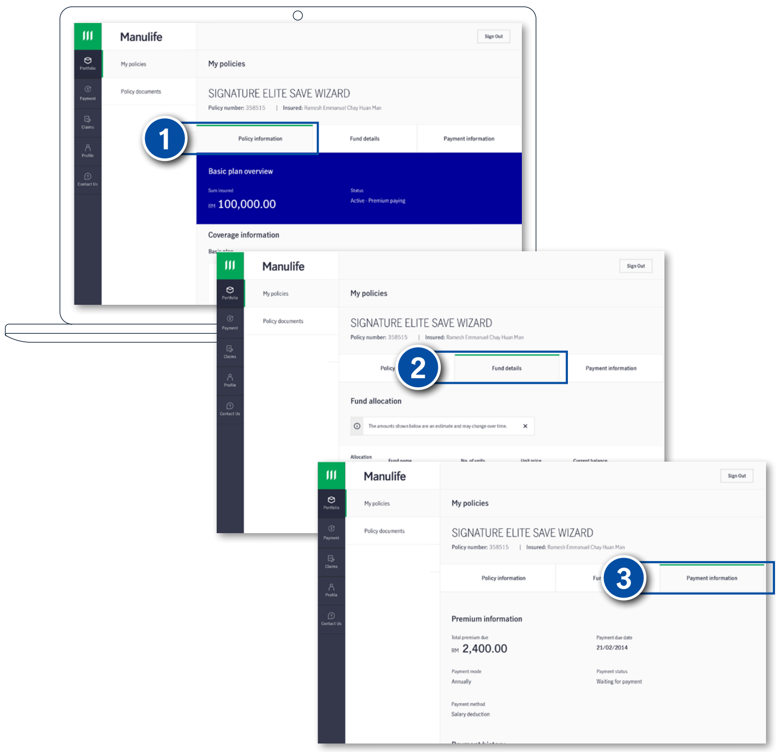
1. 登录后，从导航栏中选择 **Portfolio**
2. 选择 “My policies”
3. 选择您想查看的保单



步骤2

查看您的保单详情

1. 保单资料
2. 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

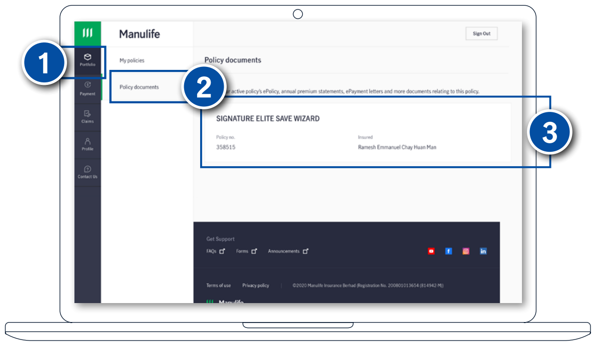


返回 “Manulife Online 主要功能” 页面

如何查看和下载您的保单文件?

步骤1

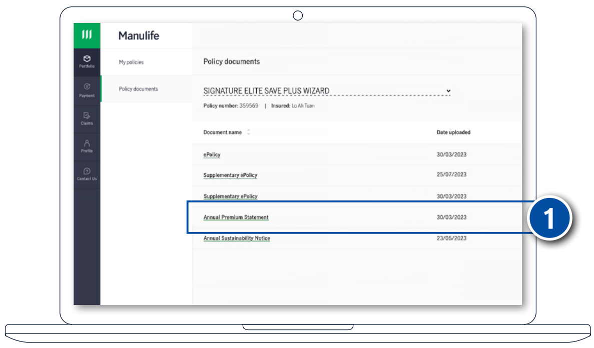
1. 登录后，从导航栏中选择 **Portfolio**
2. 选择“Policy documents”
3. 选择您想要查看或下载的保单



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



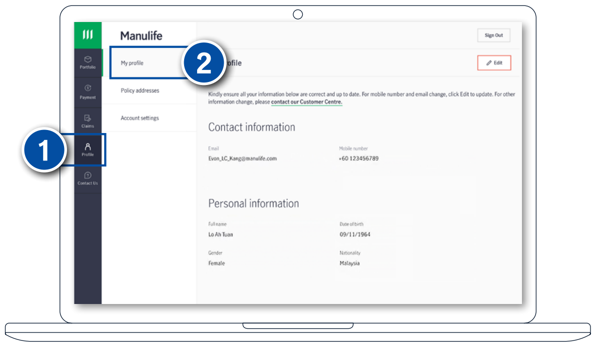
返回“Manulife Online 主要功能”页面

如何查看和编辑您的**个人资料详情**?

步骤1

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

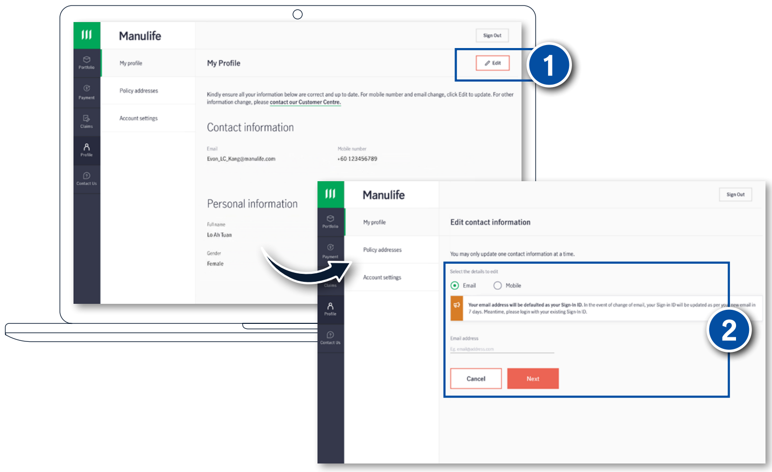


步骤2

更改您的联络资料

1. 若您想进行更改，点击 “Edit”
2. 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

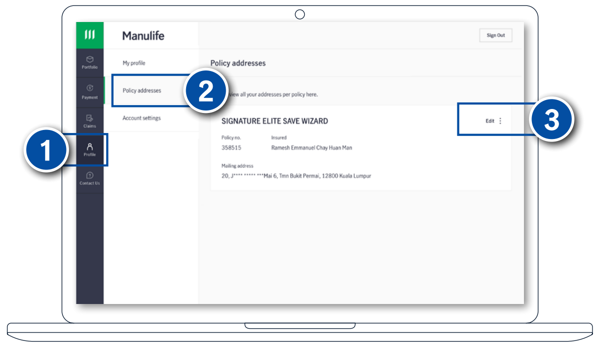


返回 “Manulife Online 主要功能 ” 页面

如何更改您的**邮寄地址**？

步骤1

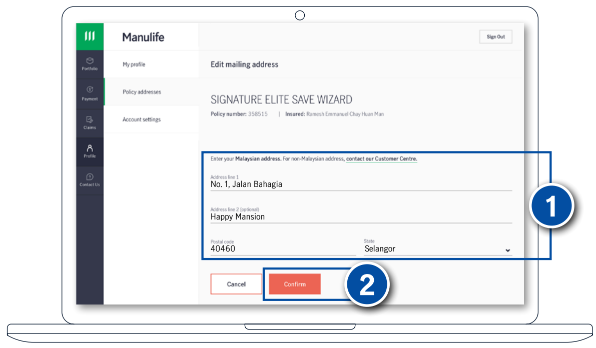
1. 登录后，从导航栏中选择 **Profile**
2. 选择 “Policy addresses”
3. 点击 “Edit” 以更改您的邮寄地址



步骤2

更改您的邮寄地址

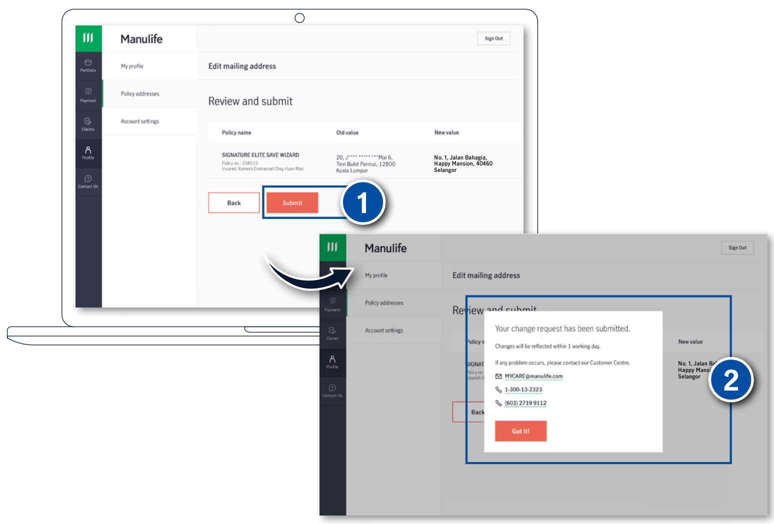
1. 更新您的最新邮寄地址
2. 选择 “Confirm” 以进行提交



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

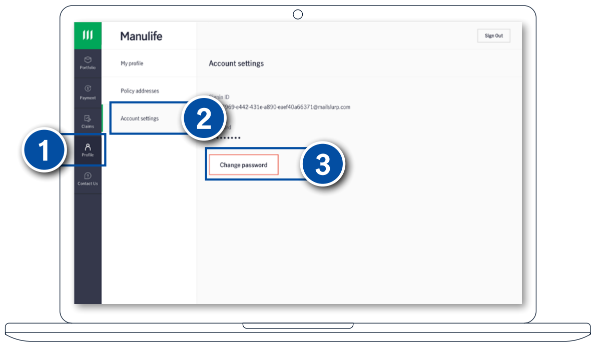


返回 “Manulife Online 主要功能” 页面

如何更改您的**密码**?

步骤1

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

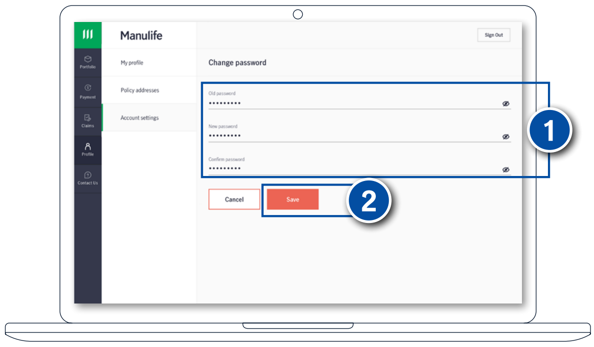


步骤2

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

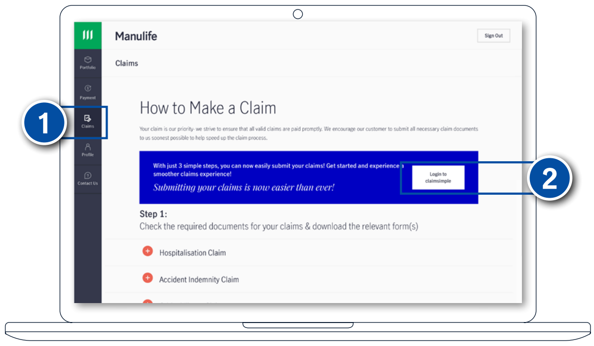


返回 “Manulife Online 主要功能 ” 页面

如何提出您的索赔?

步骤1

1. 登录后，从导航栏中选择 **Claims**
2. 点击 “Login to claimsimple”



步骤2

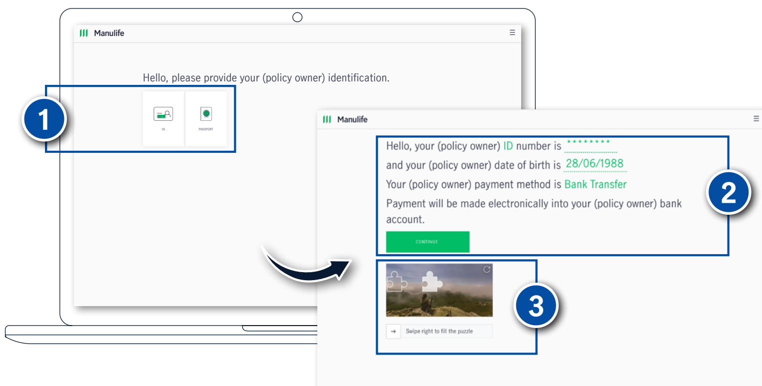
提交您的索赔

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

步骤3

提供您的详情

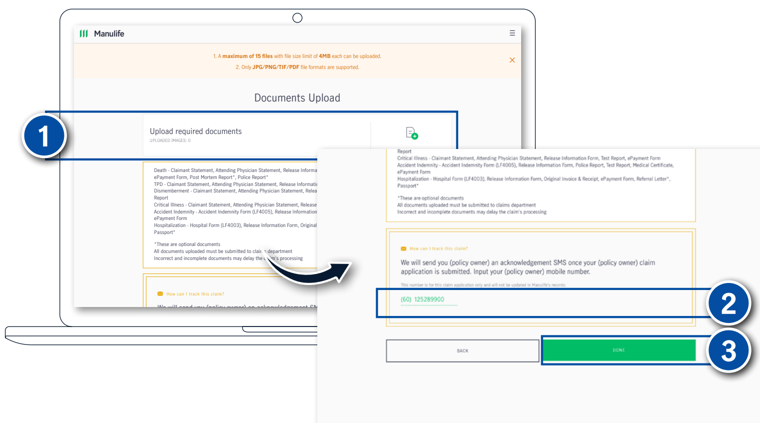
1. 选择您的身份鉴定
2. 输入您的身份证号码、出生日期，选择 “Bank Transfer” 再点击 “Continue”
3. 解锁验证码拼图



步骤4

提交索赔文件

1. 上传所需文件
2. 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”



返回 “Manulife Online 主要功能” 页面

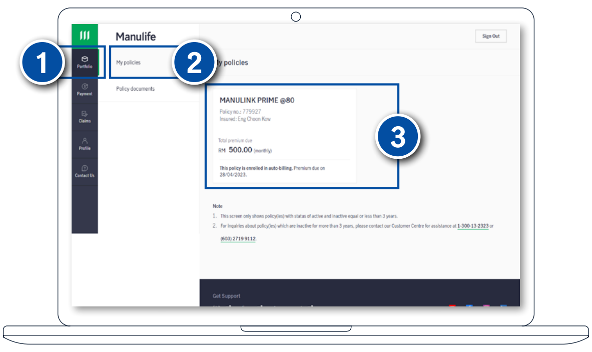
通过**信用卡/借记卡**定期缴付保费

(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

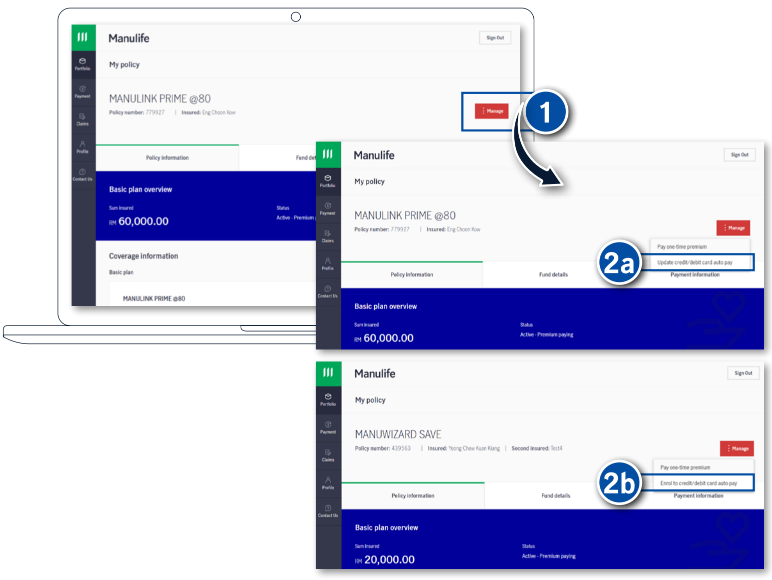


步骤2

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 ”**

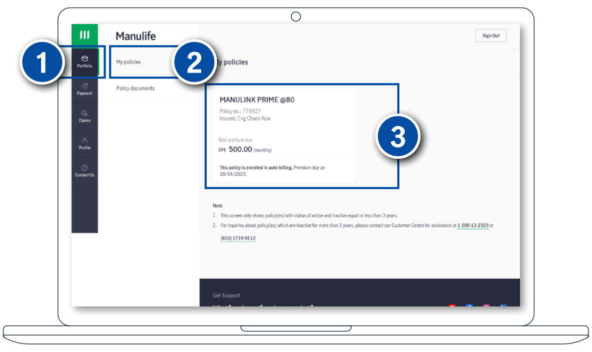
2b. 若需要设置**自动缴付保费方式**，请选择 **“Enrol to credit/debit card auto pay”**



选项2

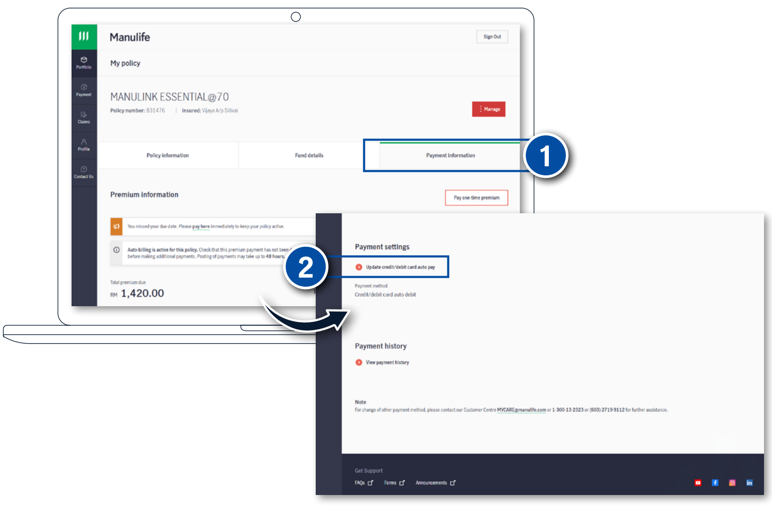
步骤1

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 auto pay”



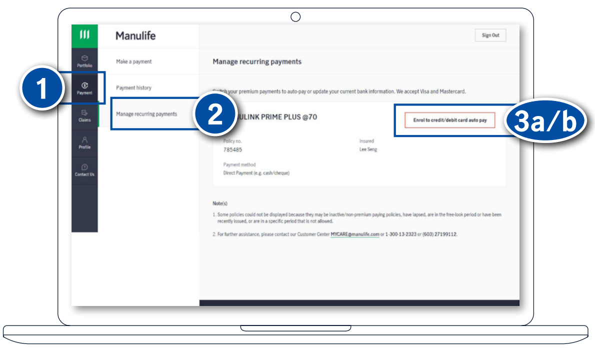
选项3

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”**



返回“Manulife Online 主要功能”页面

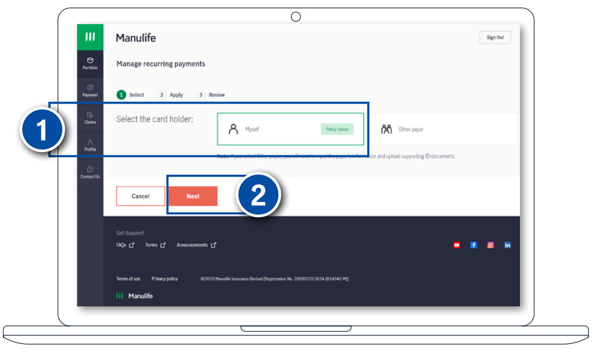
通过**信用卡/借记卡**定期缴付保费

(B) 更新付款人的**信用卡/借记卡资料**

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



步骤2

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

步骤3

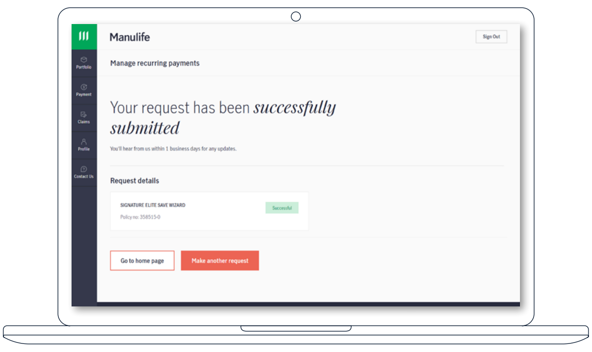
填写信用卡/借记卡资料

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

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



返回 “Manulife Online 主要功能” 页面

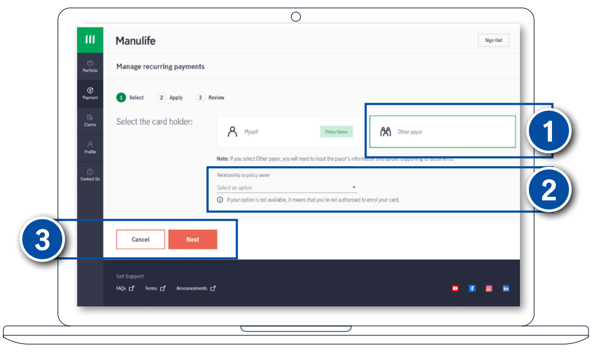
通过信用卡/借记卡定期缴付保费

(B) 更新付款人的信用卡/借记卡资料

其他付款人

步骤1

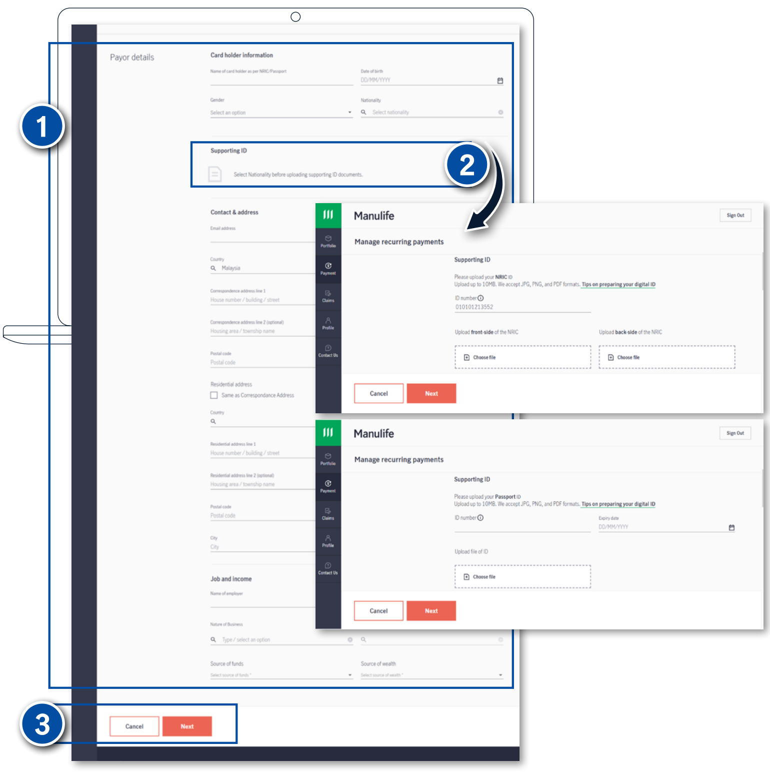
1. 选择 “Other payor”
2. 从下拉列表中选择允许的关系
3. 点击 “Next” 以继续下一个步骤



步骤2

填写信用卡/借记卡资料

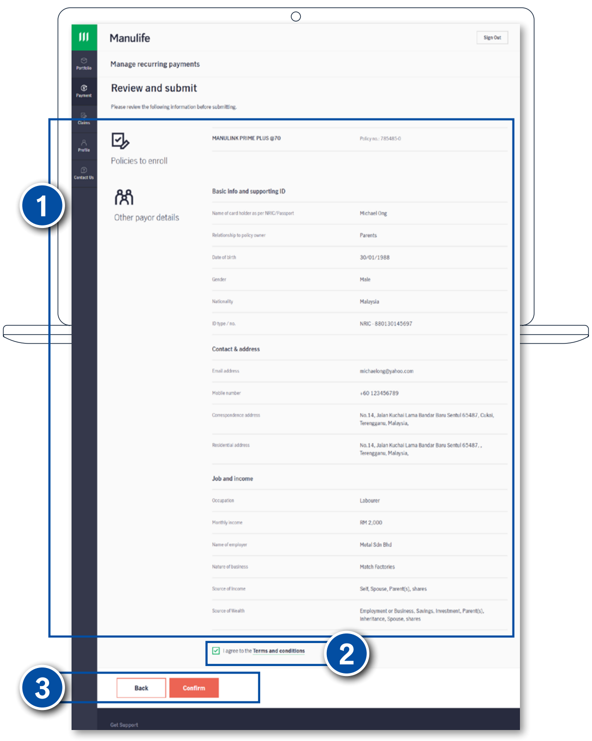
1. 填写所需的付款人资料
2. 马来西亚公民请上传身份证 (正反面) 而非马来西亚公民请上传护照复印件，点击 “Next” 以继续下一个步骤
3. 点击 “Next” 以继续下一个步骤



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



步骤4

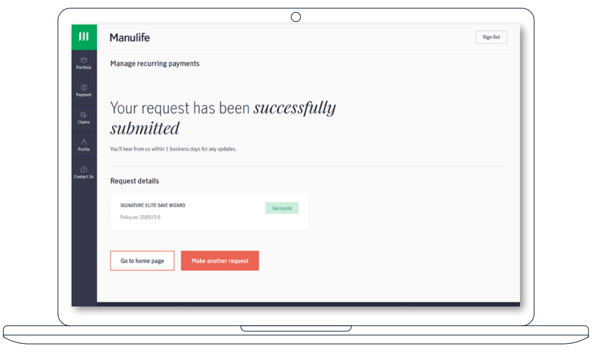
填写信用卡/借记卡资料

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

步骤5

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

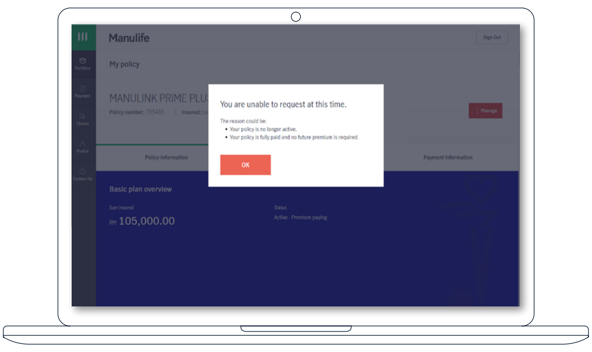


返回 “Manulife Online 主要功能” 页面

未能成功申请举例

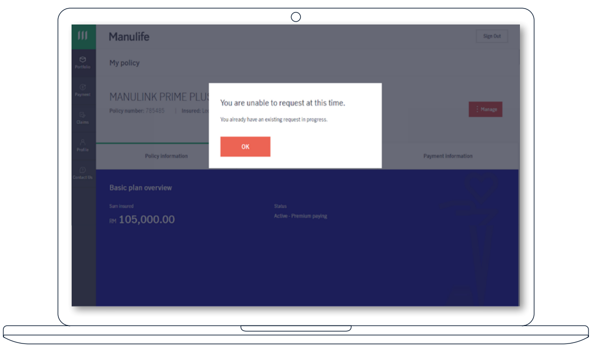
您目前无法提交申请

未生效或已全额缴付的保单



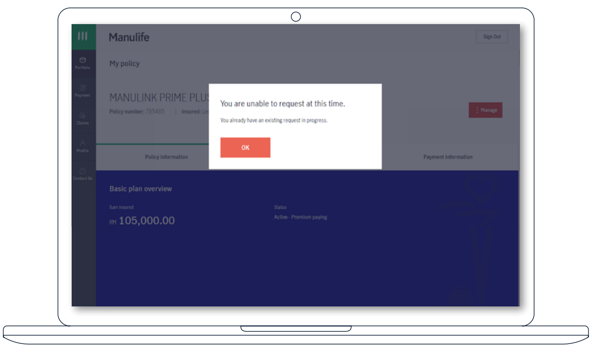
您目前无法提交申请

通过 Manulife Online 提交所选保单的申请正在处理中



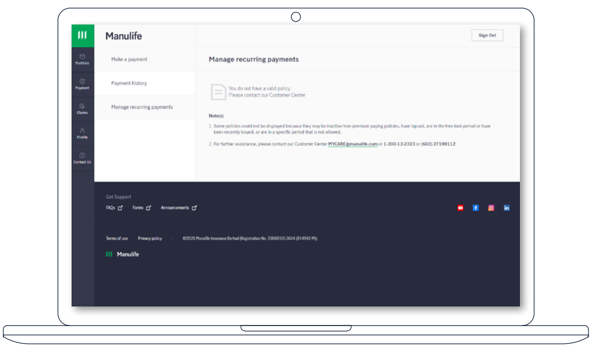
您目前无法提交申请

所选保单在后端系统等待进一步的处理



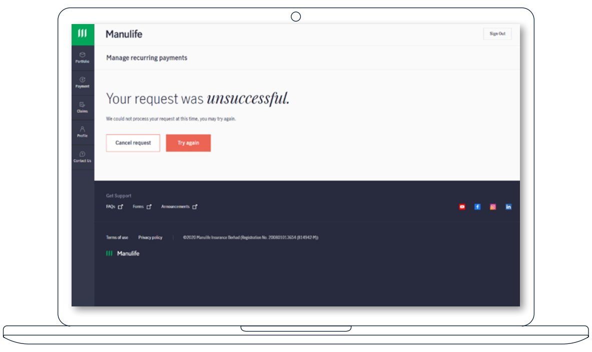
您没有有效的保单

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



返回“Manulife Online 主要功能”页面