Manulife SG Mobile App User Guide

The information in this guide is for illustration purposes only and may not reflect the latest version of the mobile app.

Last updated: 24 Apr 2025





1. Download and install

2. Account registration and log in

3. Profile and settings

4. Policies and services

Download and install from Apple App Store





or search for "Manulife Singapore" in the App store.



Download and install from Apple App Store



Download and install from Google Play Store





Scan the **QR code** to download and install the Manulife SG App, or search for "**Manulife Singapore**" in the Google Play Store.



Once you've found the

Manulife SG App, tap

"Install" to download.

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Image: Second state of the second s

12:22

Manulife

3

Launch the Manulife SG App on your mobile device.



2

FAQs

Download and install from Google Play Store



First-time login after auto-registration of your MyManulife account



1

If you are eligible for auto-registration, you would have received an email from Manulife informing you that an account has been created for your access to the MyManulife customer portal using your registered email address.



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←	\leftarrow
Sign in	Sign in
By using ManuConnect account (Unified account for MyManulife and SGFinDex)	By using ManuConnect account (Unified account for MyManulife and SGFinDex)
ManuConnect ID	ManuConnect ID
Enter email address	Randytan@gmail.com
Password	Password
Enter password	
Sign in	Sign in
Log in with singpass	Log in with singpass
Forgot/Reset password	Forgot/Reset password
Forgot ManuConnect ID	Forgot ManuConnect ID
or	or
Register an account	Register an account
If this is your first time logging in,	Enter your ManuConneo
click "Forgot/Reset Password" to set your password.	4 registered email address then click "Sign in".
If you already have an existing	
reset your password.	





First-time login after auto-registration of your MyManulife account





A One-Time Password

(OTP) will be sent to your ManuConnect registered email address. Verify your account by entering the OTP.





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First-time login after auto-registration of your MyManulife account



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Your account password has been successfully updated! You will be directed to the main page to log in and start using your account.

First-time registration for new users without a MyManulife account



× ▲ Register an account Image: Second secon	× ▲ Register an account : https://www.manulife.com.sg : III Manulife	
Register an account	Verify Account	Register an acco
Please provide the following to verify your identity.	OTP has been sent to the following: Registered mobile number (+62****1234)	Please set up your account by providing email and password.
Eg. 0123456789 Ø	Enter the OTP	Email address
Date of birth Day Month Year	OTP will expire in (5:00s)	 This will serve as your ManuConnect login II We encourage you to use the same email per This will not update your email record with a different.
Continue	Didn't receive the OTP? Resend code	Set a password
Cancel	Verify	Enter password Description By clicking "Continue", I agree to the Termination
	Back	Continue
		Back
Enter your NRIC/ FIN/Passport/Other identification number registered with Manulife and your date of birth, then click "Continue".	3 A One-Time Password (OTP) will be sent to your mobile number registered with Manulife. Verify your account by entering the OTP.	4 Input your registered address.





First-time registration for new users without a MyManulife account

 Register an account by providing o value email and password. Email address randytan@gmail.com This will serve as your ManuConnect login ID We encourage you to use the same email per our records. This will not update your email record with us should it be different. Password Construction of the same email per our records. This will not update your email record with us should it be different. Construction of the same email per our records. This will not update your email record with us should it be different. Construction of the same email per our records. This will not update your email record with us should it be different. Construction of the same email per our records. This will not update your email record with us should it be different. Construction of the same email per our records. This will not update your email record with us should it be different. Construction of the same email per our records. This will not update your email record with us should it be different. Construction of the same email per our records. This will not update your email record with us should it be different. Construction of the same email per our records. This will not update your email record with us should it be different. Construction of the same email per our records. This will not update your email record with us should it be different. Construction of the same email per our records. This will not update your email record with us should it be different. Construction of the same email per our records. This will not update your email record with us should be different. Construction of the same email per our records. This will not update your email record with us should be different. Construction of the same email per our records. This will not update your email records. This will not update your email records. This will not update your email records. This will not update your em	× 11 R Ve
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Email address randytan@gmail.com This will serve as your ManuConnect login ID We encourage you to use the same email per our records. This will not update your email record with us should it be different. Password Enter password At least 8 characters Must include a lowercase letter Must include an uppercase letter Must include a number	R
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Must include an uppercase letter Must include a number	Pla
Must include a number	10
Must not contain username	Ver
 Must not contain dictionary words, repetitive or sequential characters (e.g. 'aaa', '1234abcd' etc.) 	
By clicking "Continue", I agree to the Terms of Use	OT
Continue	Dic
Back	



Existing user login via ManuConnect ID and password



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n	Authentication	Authentication
anuConnect account It for MyManulife and SGFinDex)	How would you like to receive the OTP (One-Time Password)?	A One-Time Password (OTP) has been se email address registered with Manulife
ID	Registered email address (r*****n@gmail.com)	OTP in your inbox.
	Registered mobile number (+65****1234)	(r*****n@gmail.com)
ord 🧭	Send OTP	Enter the OTP
Sign in		Didn't receive the OTP2 Resend OTP (1
	Cancel	1 <u>2</u>
og in with singpass		4 5 оні экс
t password	Contact us	7 8
IConnect ID	Terms of use	PORS TOV
or	Fair dealing policy	
Register an account	Insurance guides and useful links	
our ManuConnect ID ssword, then click	3 Select your preferred method to receive your One-	4 A One-Time Password will be sent to your mo
n ".	Time Password (OTP).	number or email addre

Manulife Singapore Mobile App User Guide 11

Verify your account by

entering the OTP.





Existing user login via ManuConnect ID and password





Once authenticated, you'll be successfully logged in.

Existing user login via biometric ID









If you've previously enabled biometric ID, an automatic scan using Touch or Face ID



Once authenticated, you'll be successfully logged in.

Existing user login via Singpass





Existing user login via Singpass





Once authenticated, you'll be successfully logged in.

Forgot ManuConnect ID



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IanuConnect account nt for MyManulife and SGFinDex)	Forgot ManuConnect	Authentication
ID address	Please provide the following to verify your identity.	How would you like to receive the OTP (Password)?
ord Ø	NRIC/FIN/Passport/Others ① Eg. 0123456789	 Registered email address (r*****n@gmail.com)
	Date of birth	Registered mobile number (+62*
Sign in	Day • Month • Year •	Send OTP
Log in with singpass	Continue	Cancel
et password	Cancel	
uConnect ID		Contact Us
or	Contact Us	Copyright © 2025, The Manufacturers Life I Company and its subsidiaries. All rights rese
Register an account		
"Forgot Connect ID".	3 Enter your NRIC/FIN/ Passport/Other identification number registered with Manulife and your date of birth,	A One-Time Passwor will be sent to your mo number or email addre registered with Manuli
	then click " Continue ".	Verify your account by

entering the OTP.





Forgot ManuConnect ID



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After verification, you will receive your ManuConnect ID.

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Forgot password



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anuConnect account at for MyManulife and SGFinDex)		Reset password	-	Authentication
ID iddress		You need to authenticate via OTP (One-time Password). How would you like to receive the OTP?		Registered email address (r*****n@gmail
ord Ø		Email address		Enter the OTP
Sign in		Continue		Didn't receive the OTP? Resend (0:53s)
og in with singpass				Verify
t password Connect ID				
or		Copyright © 2025, The Manufacturers Life Insurance Company and its subsidiaries. All rights reserved.		Copyright © 2025, The Manufacturers Life Insurance Company and its subsidiaries. All rights reserved.
Register an account				
"Forgot/Reset ord".	3	Enter your ManuConnect registered email address, then click " Continue "	4	A One-Time Password (OTP) will be sent to your ManuConnect registered
		unch onon ovnunuc .		email address. Verify your





Forgot password



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Your account password has been successfully updated! You will be directed to the main page to log in and start using your account.

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got password s://www.manulife.com.sg	:
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Go back	
25, The Manufacturers Lif	fe Insurance

Change login email (ManuConnect ID) and password



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Update contact details (email, phone number, address)



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Update communication preferences



Update marketing consent



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Portfolio Explore	(III) Services	

Select "Consent" under "Manage profile".



Manulife (Singapore) Pte. Ltd. (including Manulife group of companies and their service providers) may, from time to time, contact you to provide information on exclusive offers such as vouchers or discount or inform of new products and/or services. We will do so via email, SMS, call or other forms of communications. Please let us know if you would like to receive such communications.

Email	YES
SMS	YES
Voice Call	
Mail/Other form of communications	YES

Please note that by submitting this consent with Manulife (Singapore) Pte. Ltd., you confirm your personal contact information (including email, phone number and address) are accurate and up-todate. Please allow up to 21 calendar days for your request to be updated.

Tap "**Edit**" to update your preferences.

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Enable biometric ID (Touch / Face ID)



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Enable the toggle button next to "Biometric ID" under "Account settings".



An **automatic scan** using Touch or Face ID will occur, enabling biometric ID for your account.

Enable push notifications



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Enable digital token



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Enable the toggle button next to "Digital token" under "Account settings".





A One-Time Password (OTP)

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will be sent to your mobile number registered with Manulife. Verify your account by entering the OTP.



Once authenticated, your digital token will be enabled.





View policy details



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on the homepage.

Policy

Policy

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Home



Find servicing representative



1

View policy statements and contracts



View past transactions (including claim status)



Make changes to investment portfolio (switch funds)



×	Fu	nd switch
Select the po	blicy.	
Manuli	fe Sma	rtRetire (II
Policy no. 04-34158	38-23	Insured John Smith
Effective da 25 Dec 20	ite 020	Investment r Cash
Manuli	nk (CPI	F Ordinary)
Manuli Policy no. 04-34158 Effective da 25 Dec 20	nk (CP) 38-23 te 020	F Ordinary) Insured John Smith Investment r CPF
Manuli Policy no. 04-34158 Effective da 25 Dec 20	nk (CPI 38-23 tte 020 nk Flex	F Ordinary) Insured John Smith Investment r CPF
Manuli Policy no. 04-34158 Effective da 25 Dec 20 Manuli Policy no.	nk (CPI 38-23 tte 020 nk Flex	F Ordinary) Insured John Smith Investment r CPF

Select the policy you would like to make the fund switch for.



Make changes to investment portfolio (switch funds)



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on before 3pm on a business day fund switch	7 PORS	8	9 wxyz	SHK12	0	
vill be completed 2 to 5 business days from on date, depending on the type of funds.		0	~	Switch	from (%) 50%	
of a fund holiday, or monthiversary activities, on time will be lengthened. on after 3pm on a business day, it will be				Unit pri	ce (S\$) 2.276	
Add Fund" to select d(s) you want to	Enter th would li	ne percentage ike to allocate	e you e to	8 Revier instru	w your fund s ctions befor	switch e
INTO.	each se	elected fund.		SUDM	itting your re	quest







Make changes to investment portfolio (switch funds)



9



Make changes to investment portfolio (auto re-balancing and change premium allocation)

elect opt	ion	Ma Poli
Options A		Insu
Activate auto		•
rebalancing at policy anniversary	Yes	N
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Change allocation		the



Make changes to investment portfolio (auto re-balancing and change premium allocation)



9

One-Time Password (OTP), and key in your OTP.



Change servicing representative



Change servicing representative



5

You will receive an immediate

Set up a GIRO arrangement



	×G	IRO application	× GIR	O application
revoke nominations	Select the	e policy you wish	Select the bar	ık for your G
yment	to apply f	or GIRO	arrangement	
plication	arrangem	ent	Bank OCBC Bank	
mination ent methods	submission. 2. GIRO arrangemen denominated regu SRS policies. 3. Policies with "Dire payment methods arrangement.	t is eligible for all SGD llar premium and non-CPF/ ect Billing" or "GIRO - Inactive" do not have an active GIRO	Are you the ba Yes, I am the ba No, I am not the Please ensure the the bank login	ank account holder which account holder bank account holder
im	MANULIFE	SMARTRETIRE (III)		
	Policy number	Insured	Setting up at l	oank website
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signature		***** **** 1234	required).	ayment chint in
0 II 🖻	Regular premium	Payment mode	Ť	
Portfolio Explore Services	S\$ 10,000.00	Monthly	Premium amo	unt: S\$ 1,324.00

Select "GIRO Application" under "Premium payment".

3

Select the policy you would like to set up the GIRO arrangement.

Select the **bank** for your GIRO arrangement, then confirm your details and premium amount.

4





Set up a GIRO arrangement





You will be directed to the bank's website to complete the GIRO application.



You will receive an immediate acknowledgement.

Change coupon/cash benefit option



				-
ge to your policy	× Change c	oupon/cash benefit option	× Change cou	pon/cash benefit option
tch	1 Choose op	otion 0 0	preferred option (if	applicable).
ic fund rebalancing & change premium n	Select o	ption	Manulife SmartRetin	re (III)
	These policies ma frequency or amo	ay have options that vary from the ount of regular payouts. Choose your	Policy no.	0434158823
coupon/cash benefit option	preterred option	(ir applicable).	Life insured	John Smith
payout method	Manulife SmartRe	etire (III)	Existing option	Accumulate
representative	Policy no.	0434158823	New option	No change
revoke nominations		John Could		No change
	Life insured	John Smith	Manusave-Anticipat Wealth Protector	Payout
ment	Existing option	Accumulate		Part Withdrawal/Income
olication	New option	No change	Policy no.	Full surrender
0 M 8	_		Life insured	Linda Tan
Portfolio Explore Services	Manusave-Anticip Wealth Protector	pated endowment Goldenfund	Existing option	Accumulate

Select "Change coupon/ cash benefit option" under "Make a change

to your policy".



Under "New option", select the preferred option for the required policy(ies) and click "Next".



Change coupon/cash benefit option



You will receive an immediate

Change payout method



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ransaction history	12:22		12:22
a change to your policy	× Change payout method		× Change payout method
und switch	Select payout method O		Select policy
utomatic fund rebalancing & change premium Ilocation	New payout method		Cheque You have 2 policy(ies) still on cheque pa
hange coupon/cash benefit option	*****369B ①	-	for digital now.
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hange representative	What you need to know show less		The Goldenfund Wealth Protector
ffect or revoke nominations	 The digital payout option you select for your policy will apply to all future payouts from the 		Policy no. 223456733
ım payment	policy that are made to you, and will supersede any existing payout instruction.		Life insured John Smith
IRO application	ensure you have registered PayNow with your NRIC/FIN. We do not accept PayNow registered with your mobile number. PayNow is also only applicable for payouts up to \$\$200.000. If a		Manusave-Anticipated endowmen
Portfolio Explore Services	payment via PayNow fails, we will send a cheque to your mailing address in our records.		
act " Change payout thod " under "Make a nge to your policy".	Select your preferred new payout method: PayNow by NRIC/FIN or Electronic Fund Transfer (EFT).	4	Select the policy(ies) ye would like to make the change to and click "Ne





Change payout method



Submit and upload forms



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Select "**Other transactions**" under "Upload forms".



Notes-This function is not applicable for below transactions which require the original hardcopy form to be submitted to Manulife. a) Nominations Follow the instructions on the page to submit the completed form.

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Other transactions

Download and complete

Step 1: Visit the Forms library to search for the appropriate form for your request.

Step 3: Ready the soft copy(ies) of any supporting

form, to complete this request.

Step 4: Return to this page to upload your

supporting document(s).

document(s) required, as indicated in the

completed form, along with any required

1 Download form O O O

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the form

Instructions

What you need to do

6 Forms library

Step 2: Complete the form and save.

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Submit and upload forms



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You will receive an immediate

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