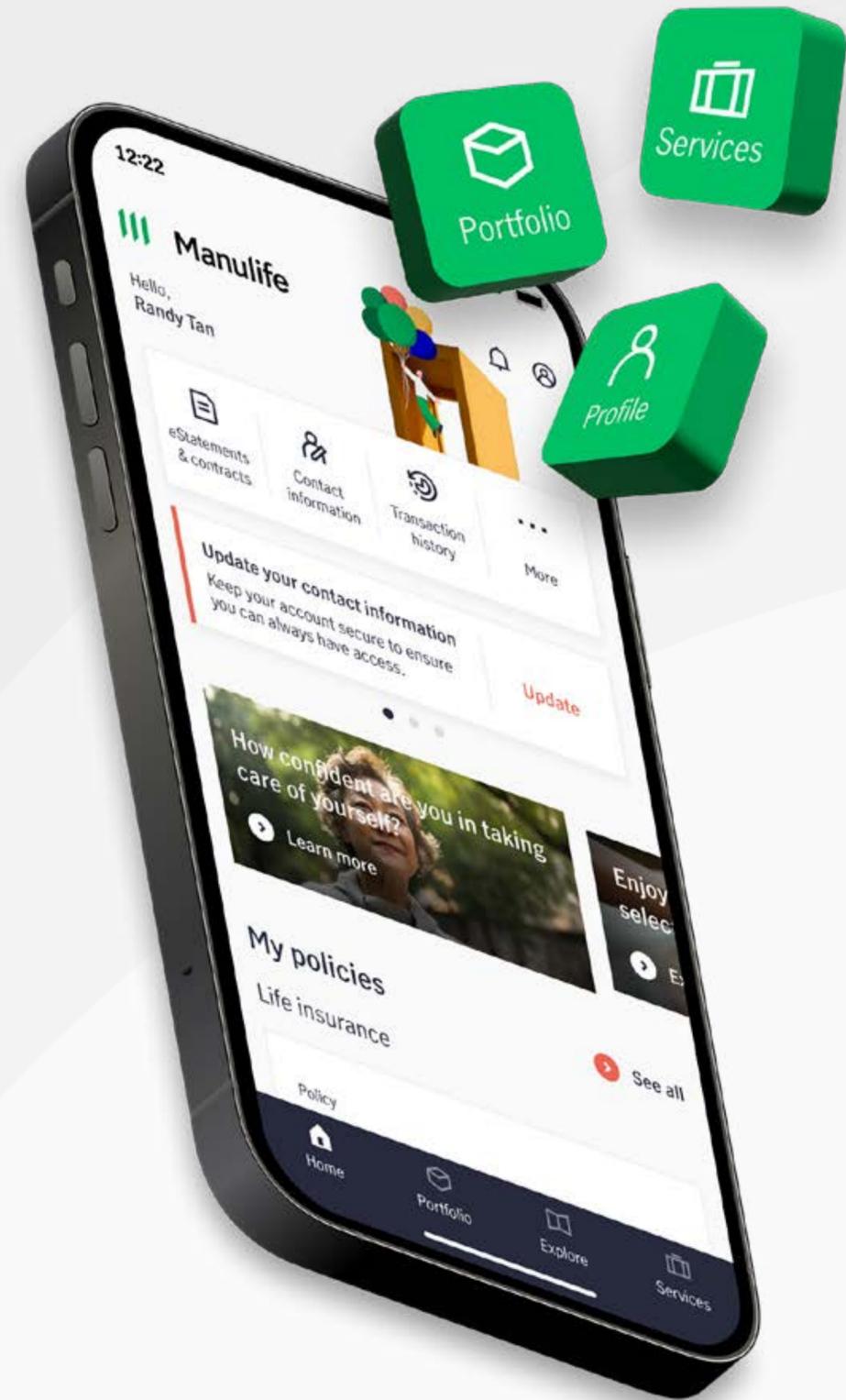


Manulife SG Mobile App *User Guide*

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

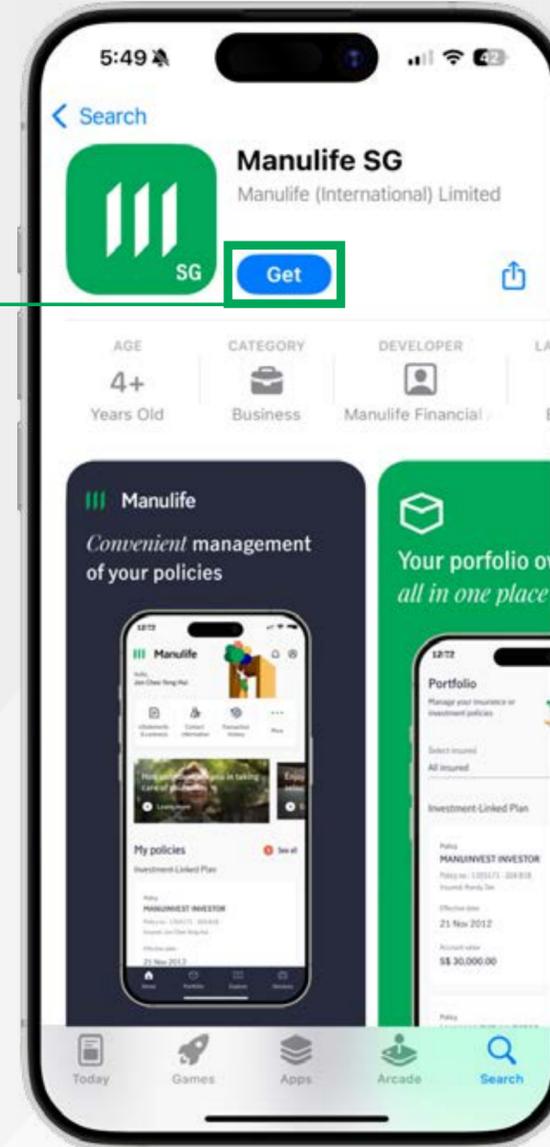
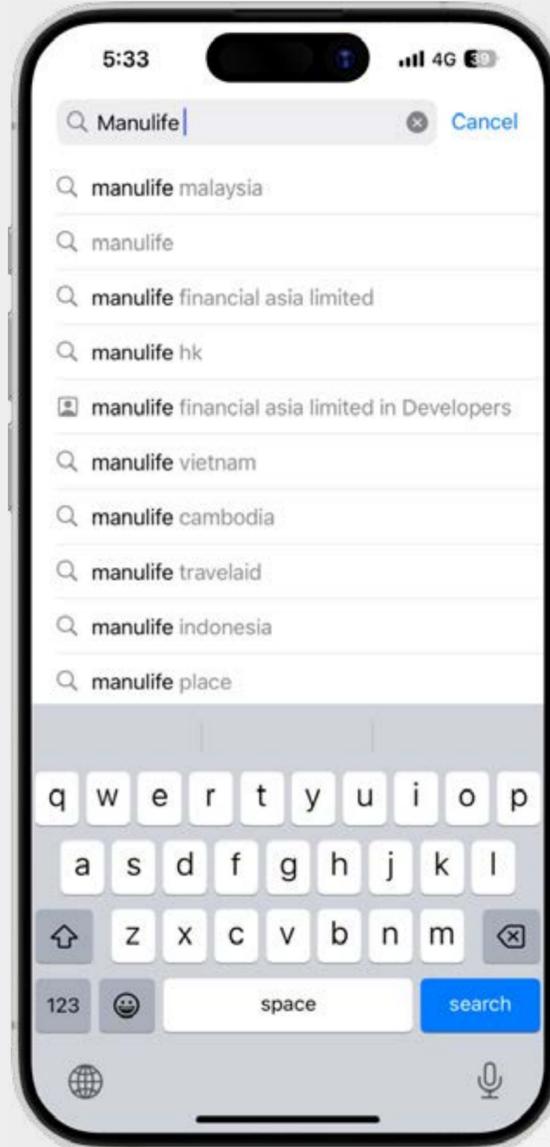
4.

Policies
and services

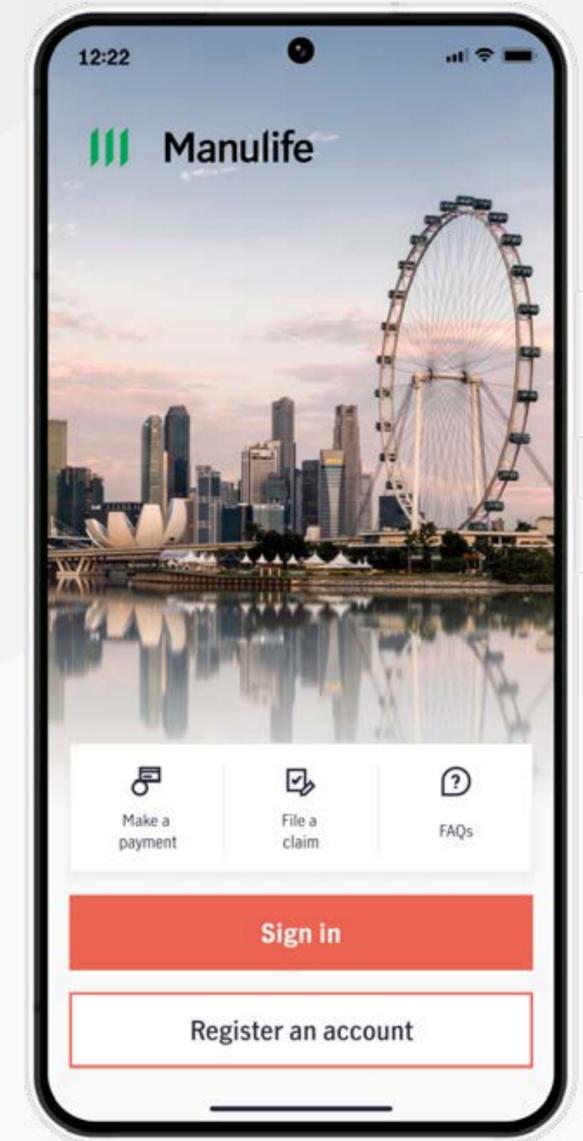
Download and install from Apple App Store



1 Scan the **QR code** to download and install the Manulife SG App, or search for “**Manulife Singapore**” in the App store.

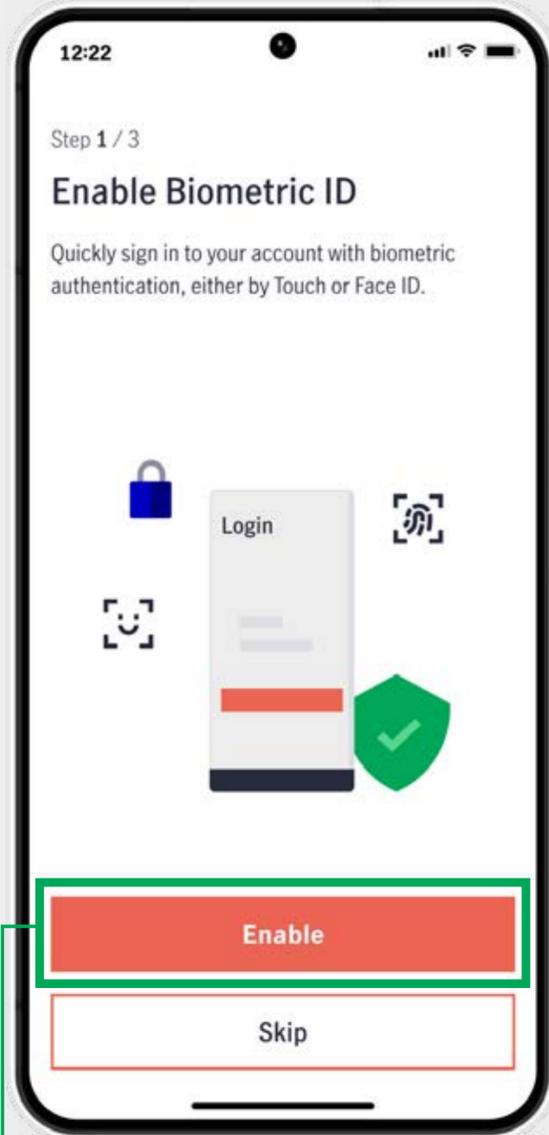


2 Once you've found the Manulife SG App, tap “**Get**” to download.

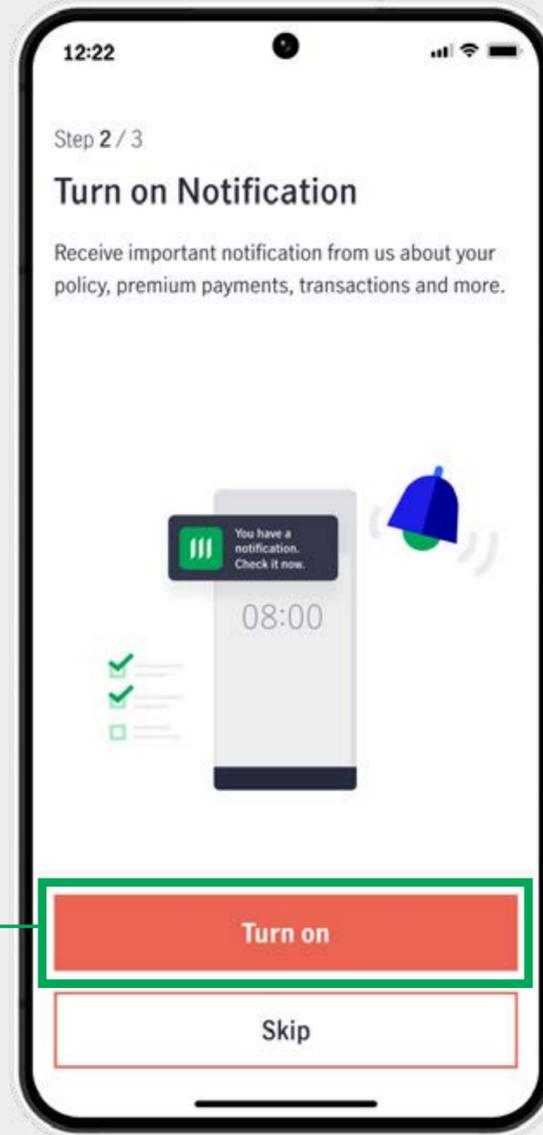


3 Launch the Manulife SG App on your mobile device.

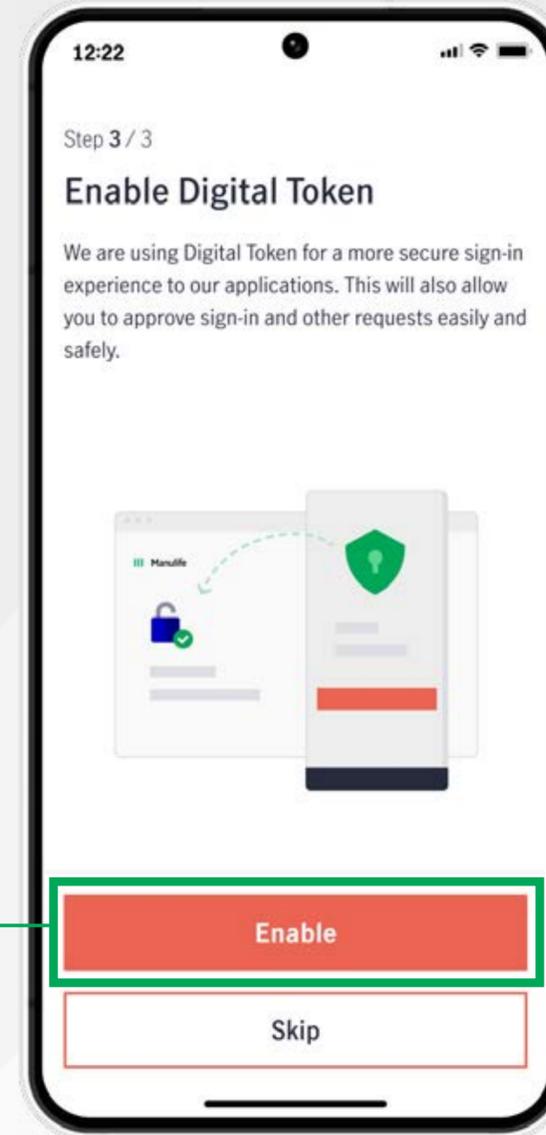
Download and install from Apple App Store



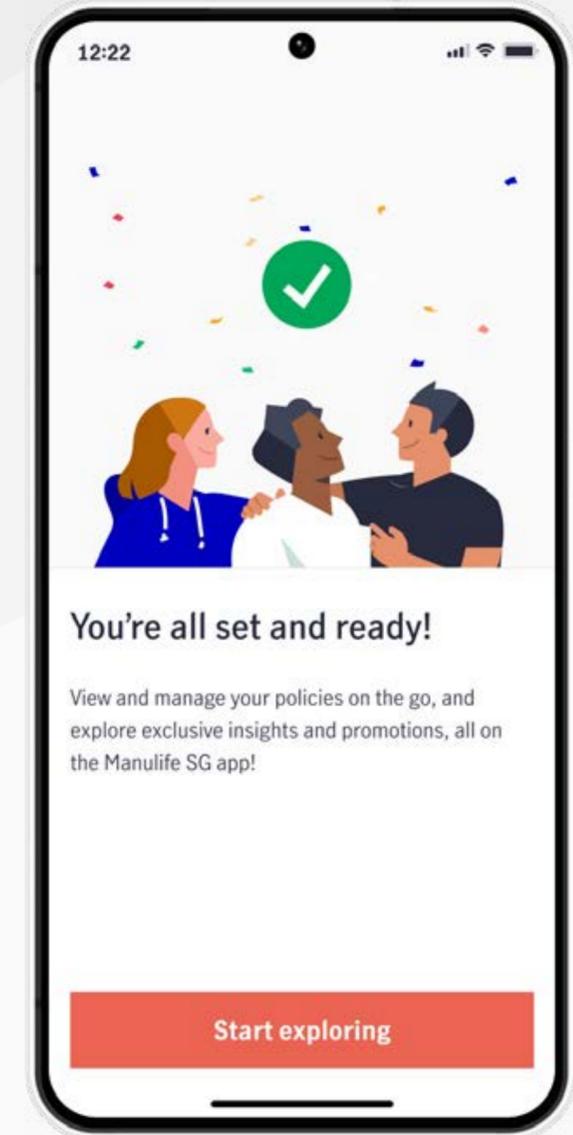
4 Choose whether you would like to enable **biometric ID** for quick and secure access.



5 Select whether you would like to receive **push notifications** to stay updated.



6 Enable **digital token** for secure web logins.

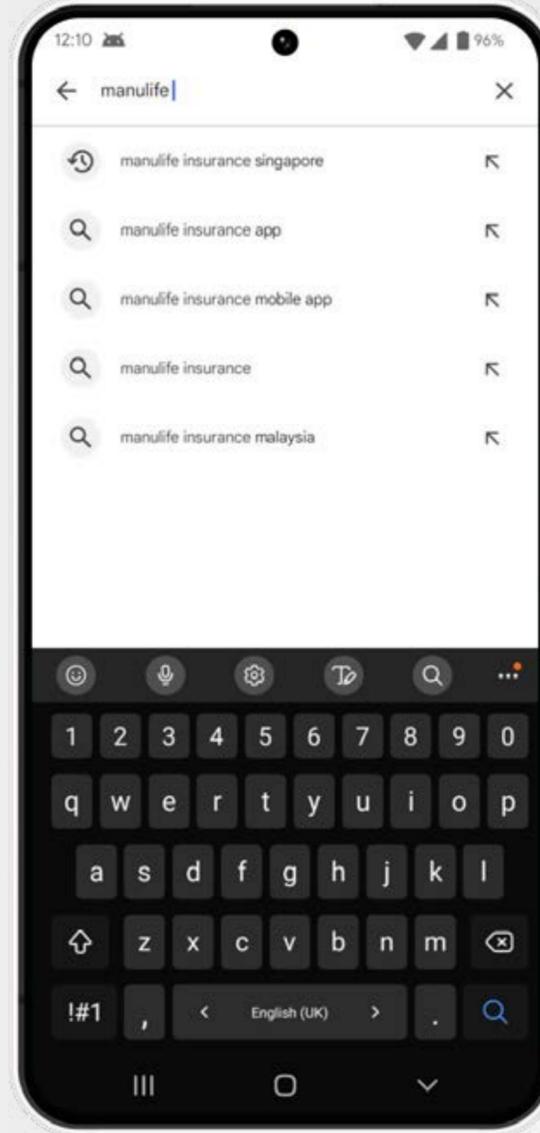


7 You're all set! You will be directed to the home page.

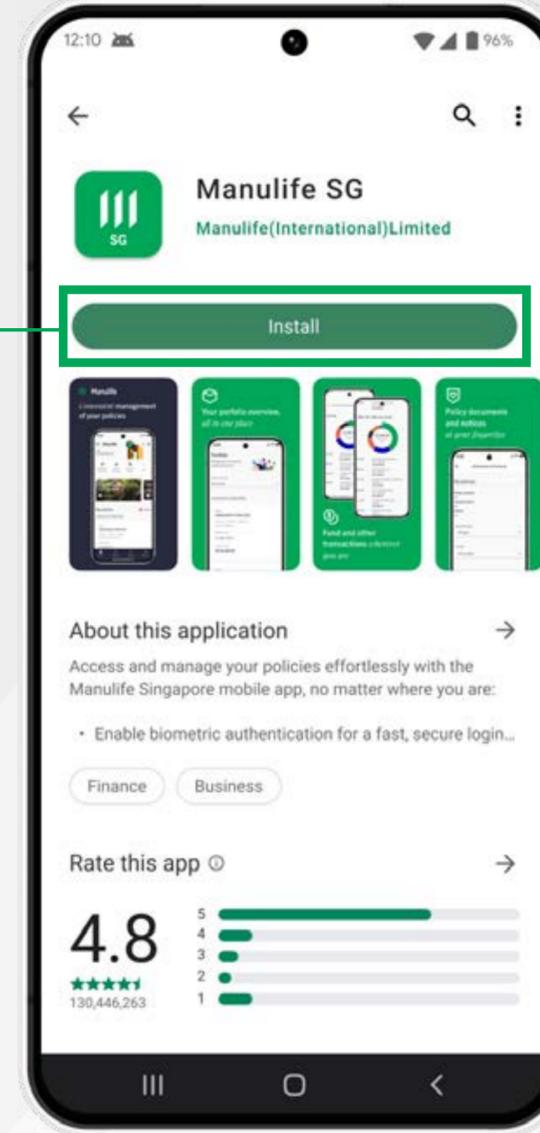
Download and install from Google Play Store



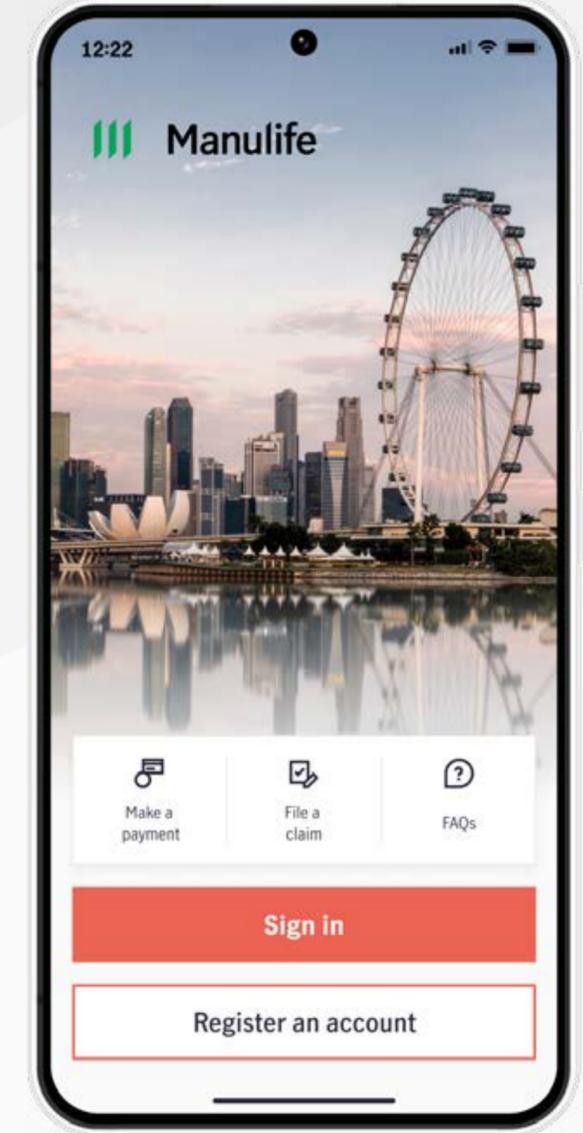
1 Scan the **QR code** to download and install the Manulife SG App, or search for “**Manulife Singapore**” in the Google Play Store.



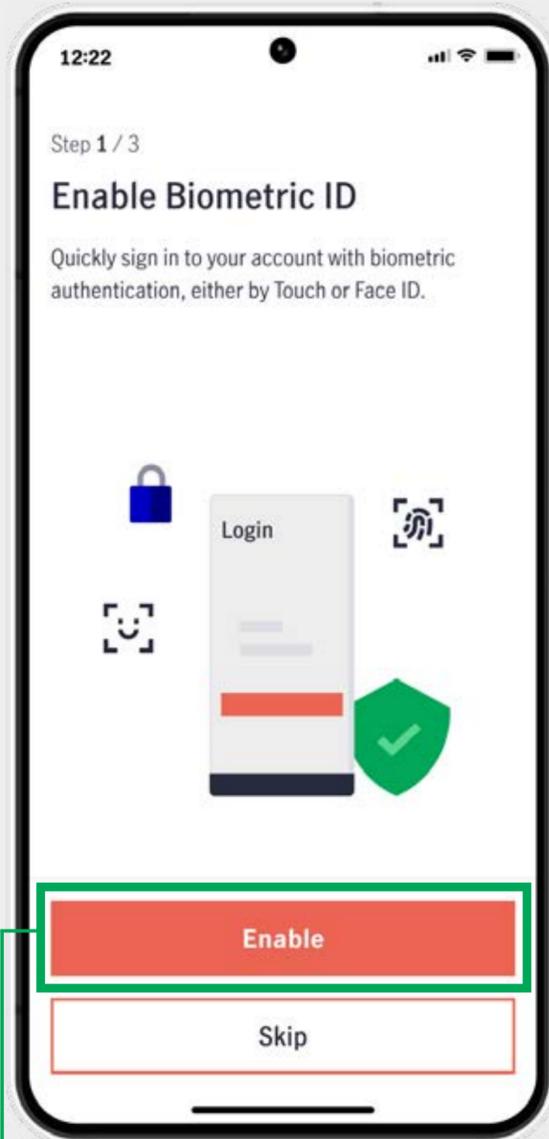
2 Once you've found the Manulife SG App, tap “**Install**” to download.



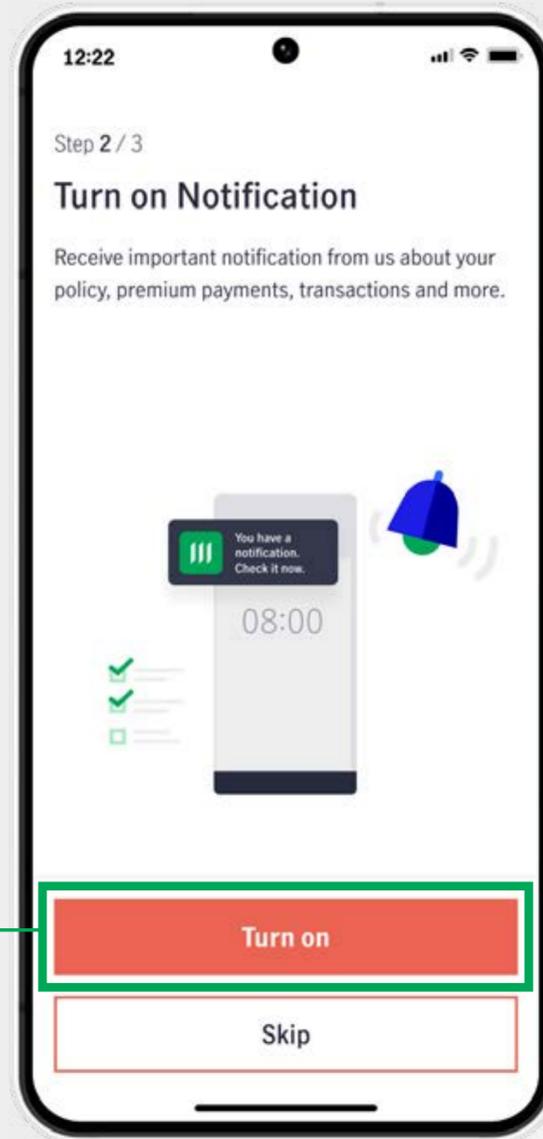
3 Launch the Manulife SG App on your mobile device.



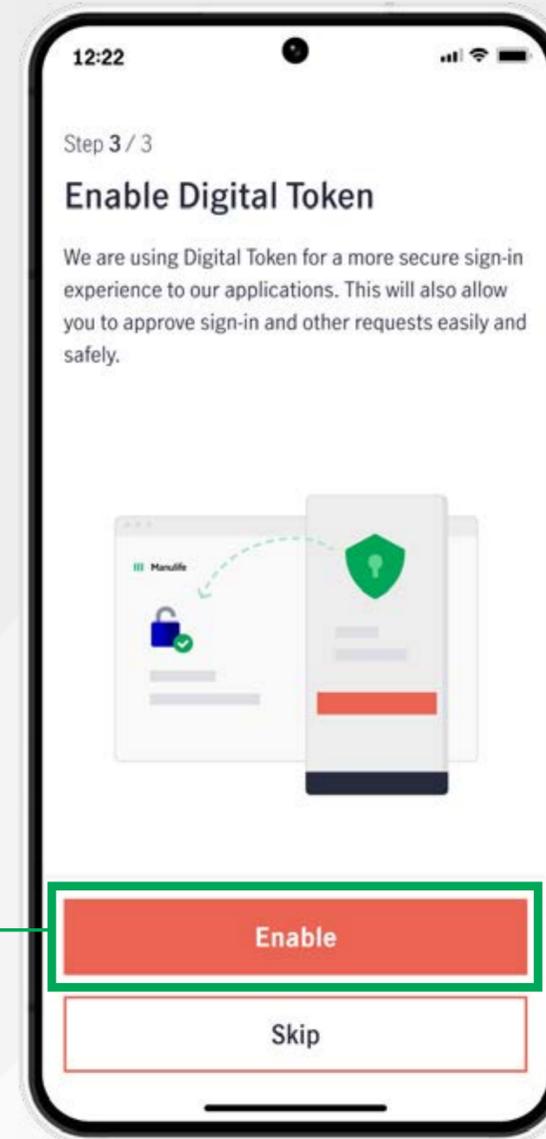
Download and install from Google Play Store



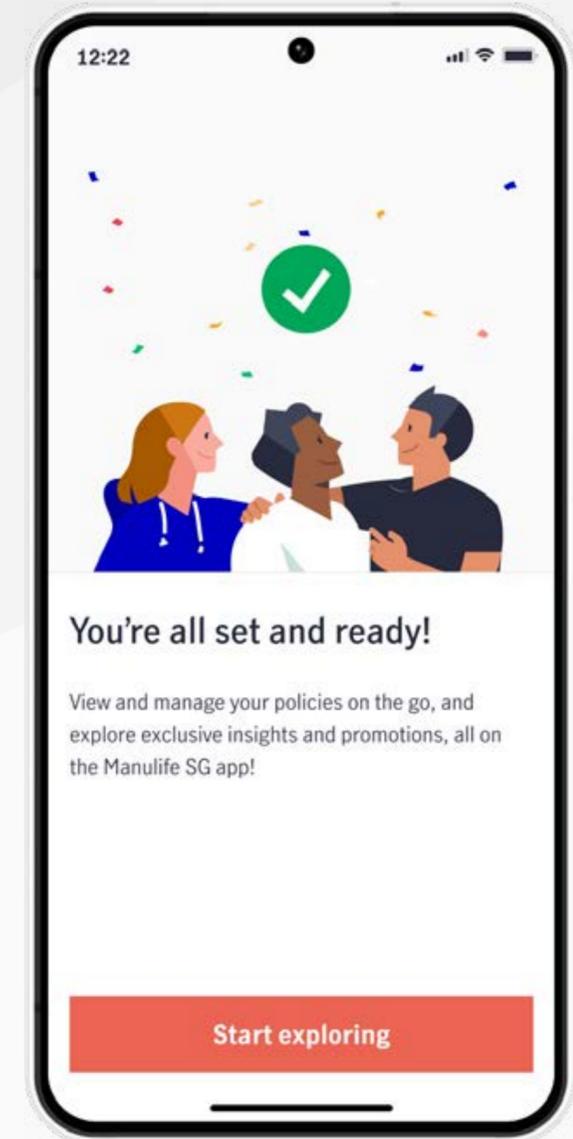
4 Choose whether you would like to enable **biometric ID** for quick and secure access.



5 Select whether you would like to receive **push notifications** to stay updated.



6 Enable **digital token** for secure web logins.



7 You're all set! You will be directed to the home page.

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

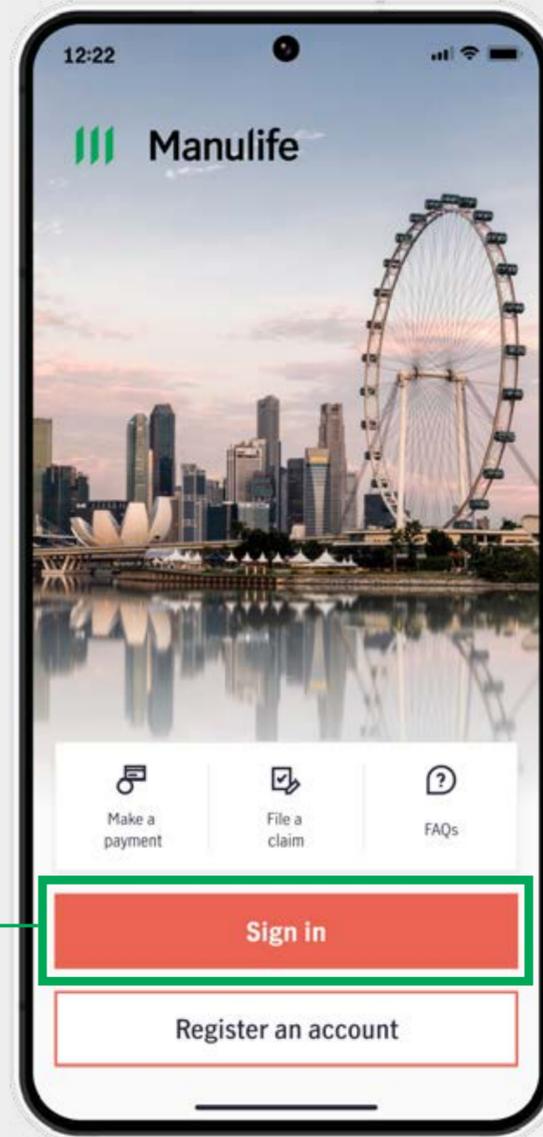


1

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.

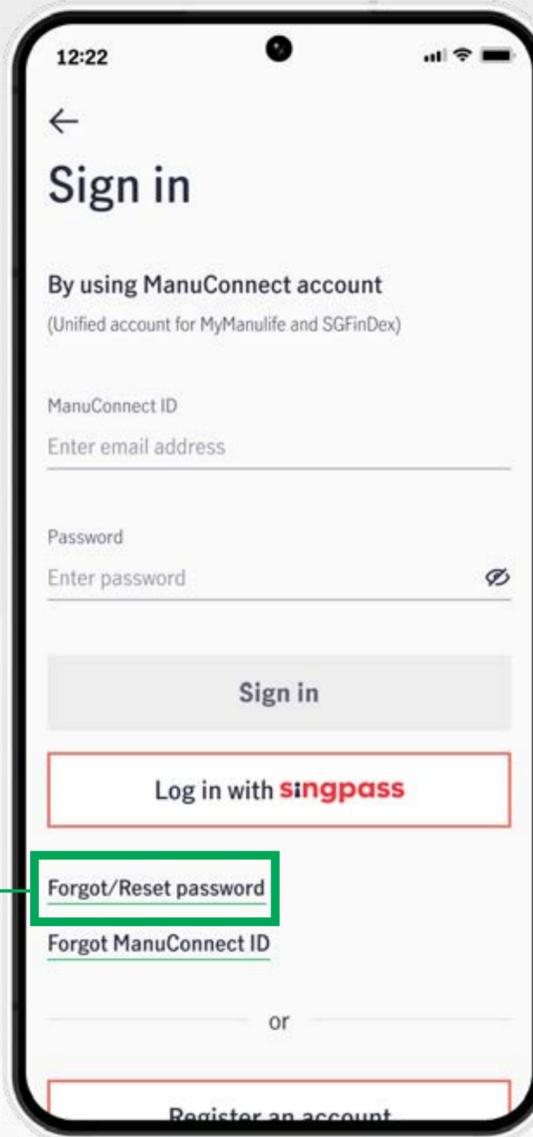
2

Tap on **“Sign in”**.



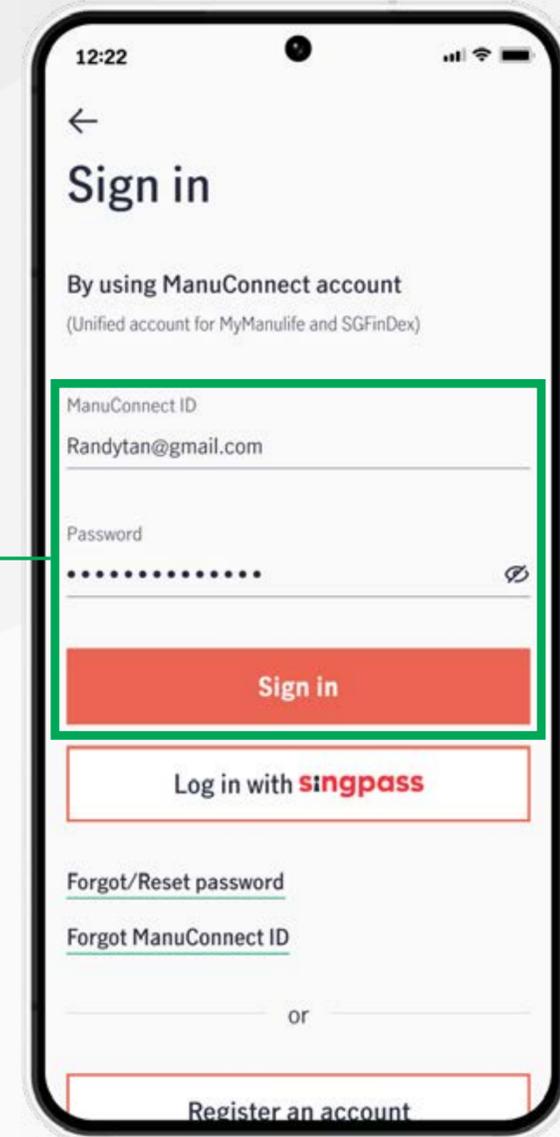
3

If this is your first time logging in, click **“Forgot/Reset Password”** to set your password.

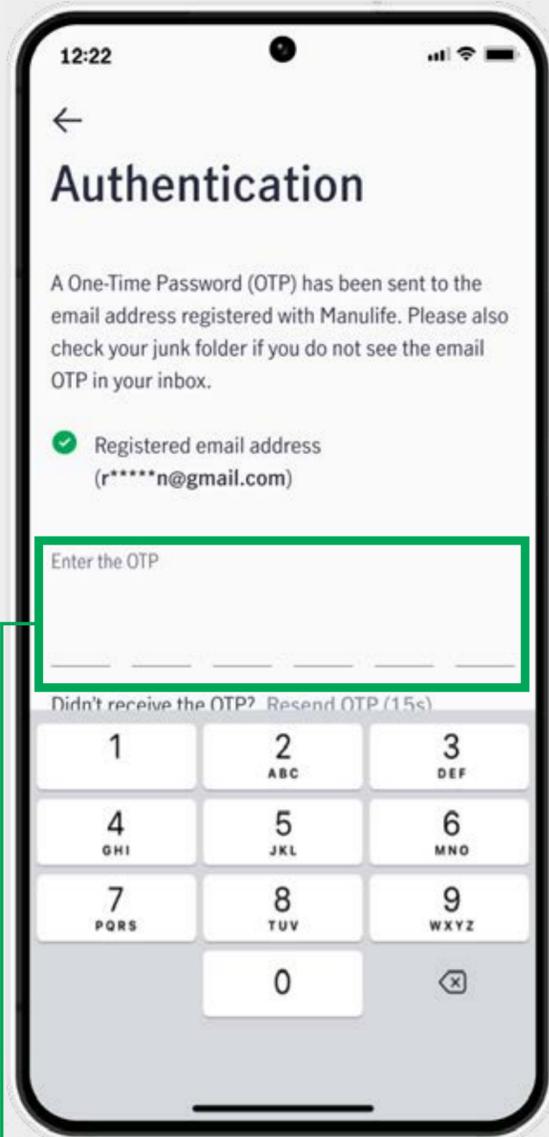


4

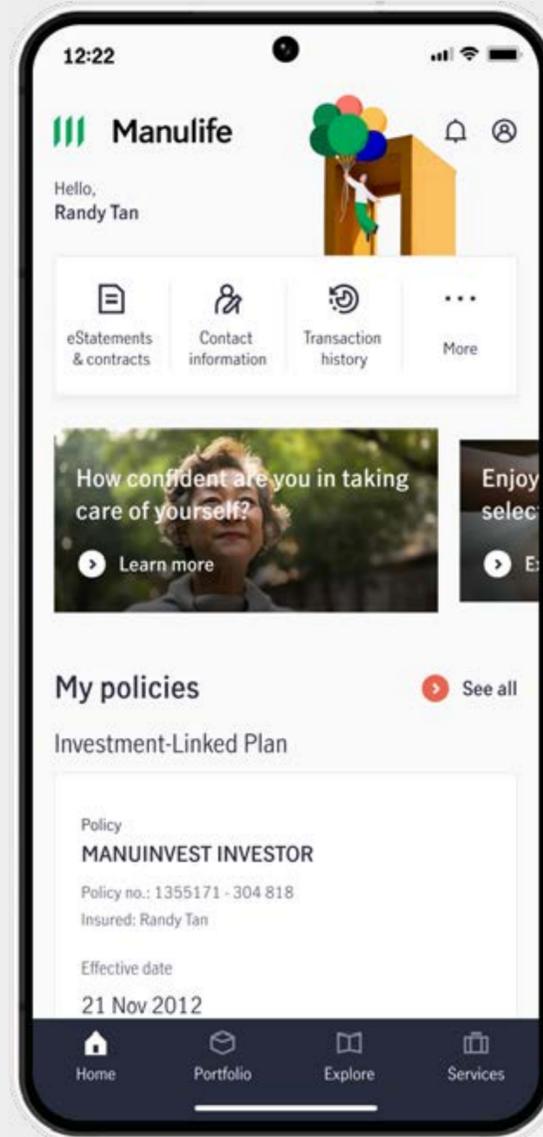
Enter your ManuConnect registered email address, then click **“Sign in”**.



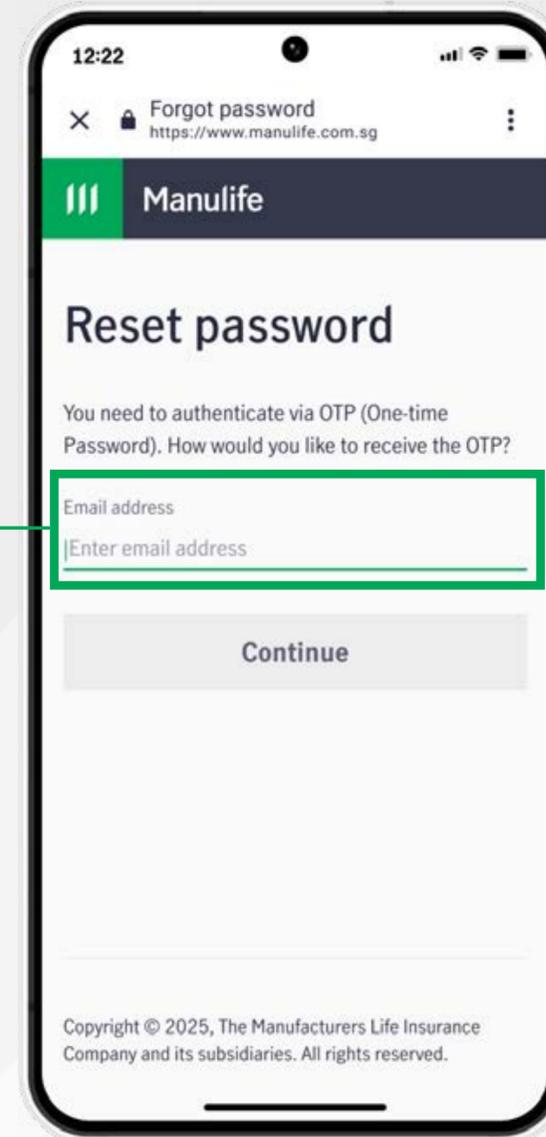
First-time login after auto-registration of your MyManulife account



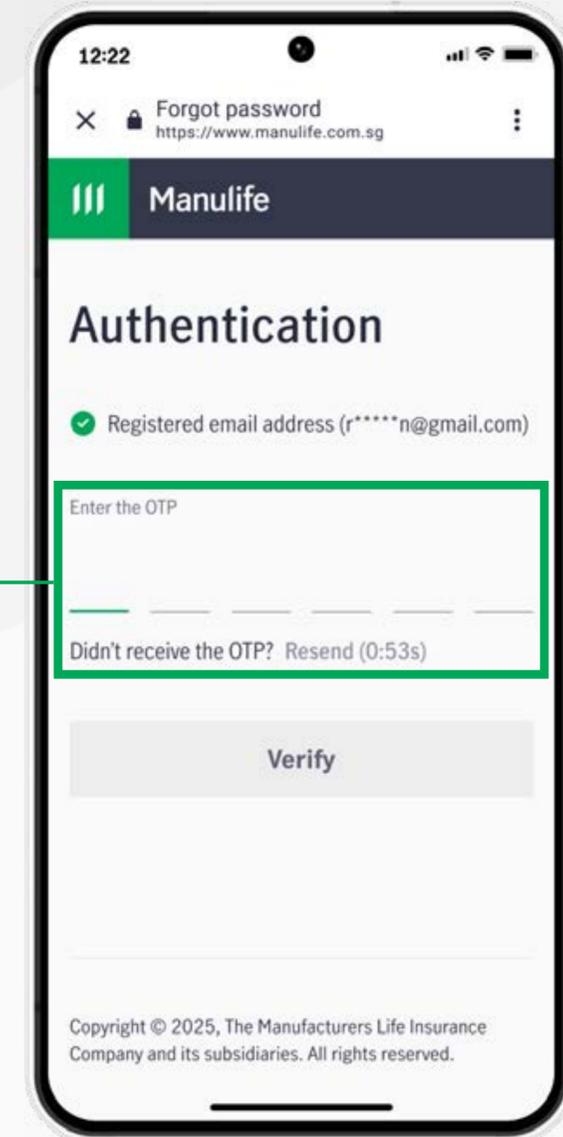
5 A **One-Time Password (OTP)** will be sent to your ManuConnect registered email address. Verify your account by entering the OTP.



6 Once authenticated, you'll be successfully logged in.

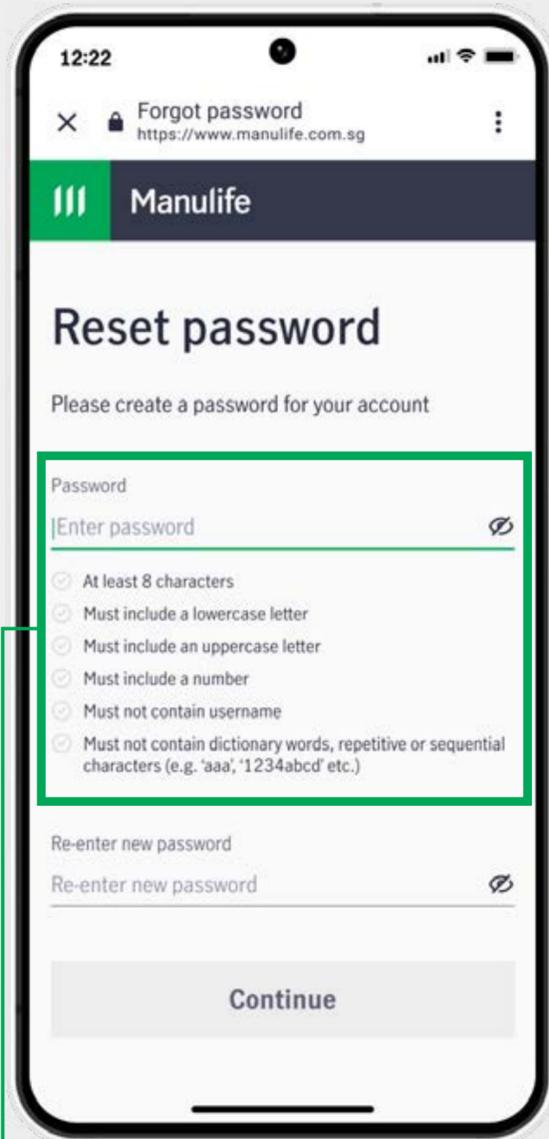


7 If you click "**Forgot/Reset Password**", enter your ManuConnect registered email address and click "**Continue**".

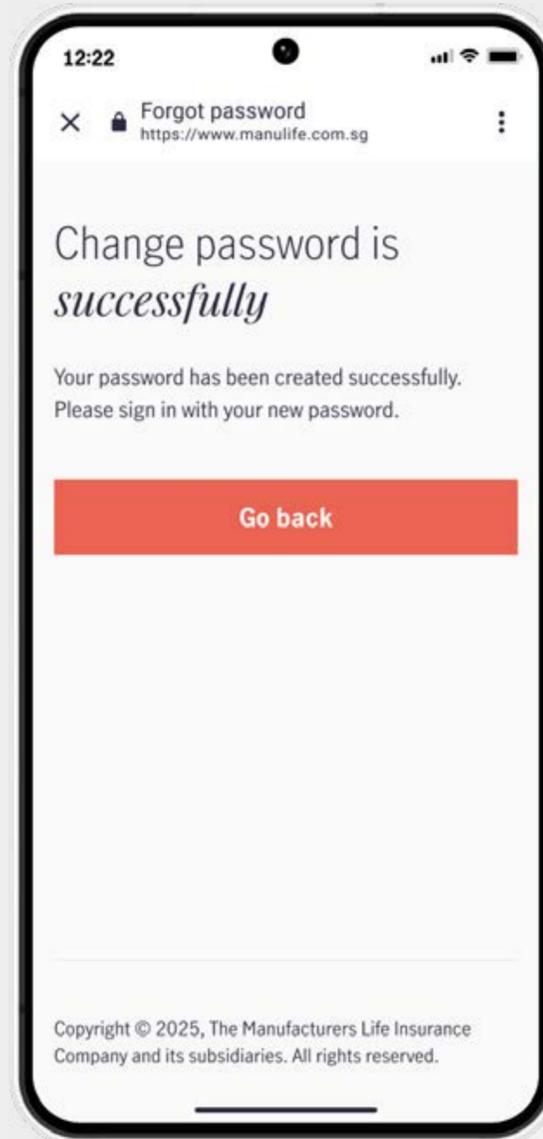


8 A **One-Time Password (OTP)** will be sent to your ManuConnect registered email address. Verify your account by entering the OTP.

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



9 Create a **password**, then click **“Continue”**.

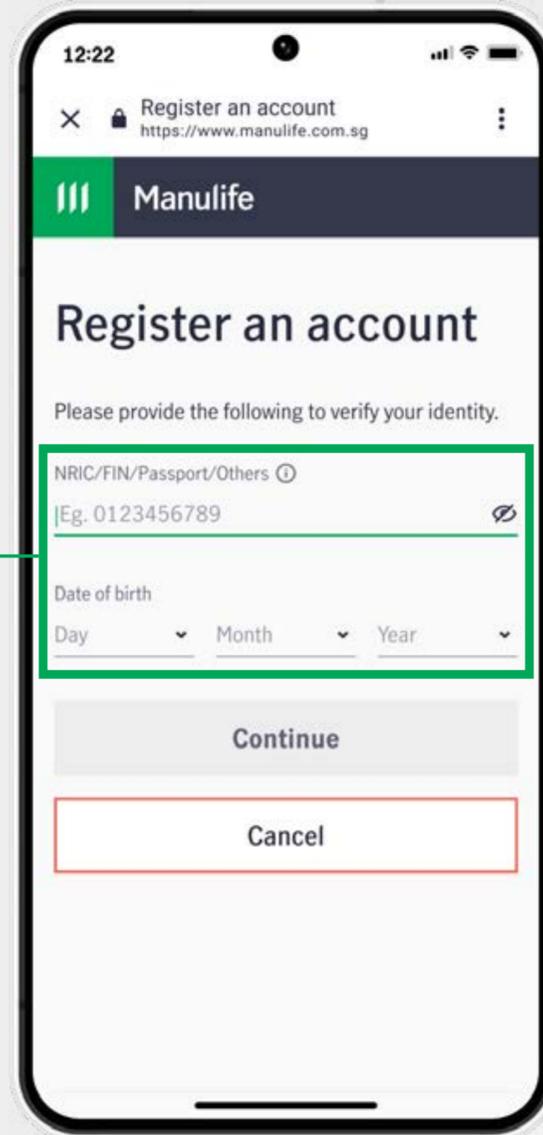


10 Your account password has been successfully updated! You will be directed to the main page to log in and start using your account.

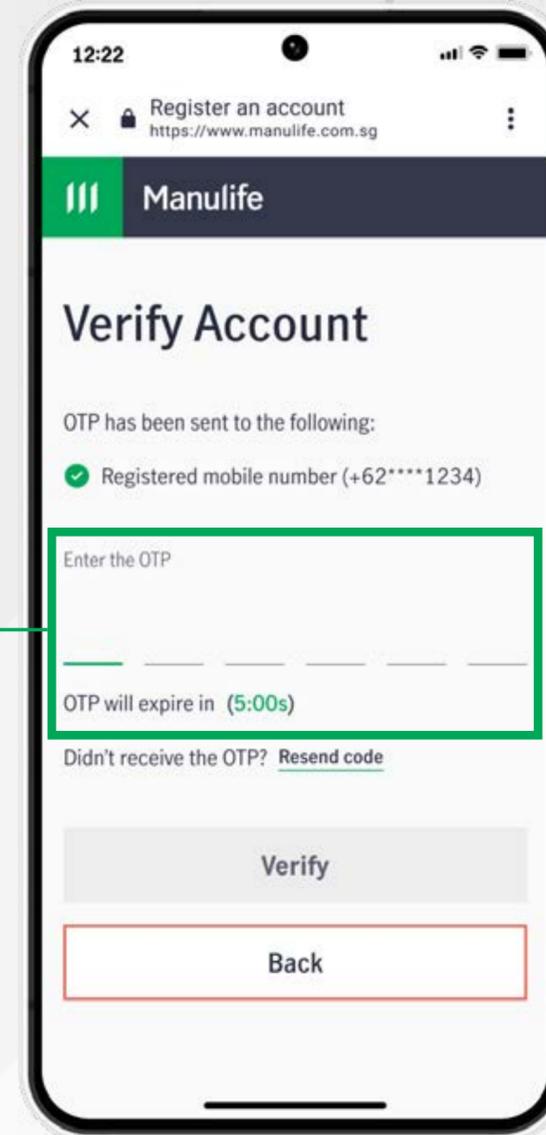
First-time registration for new users without a MyManulife account



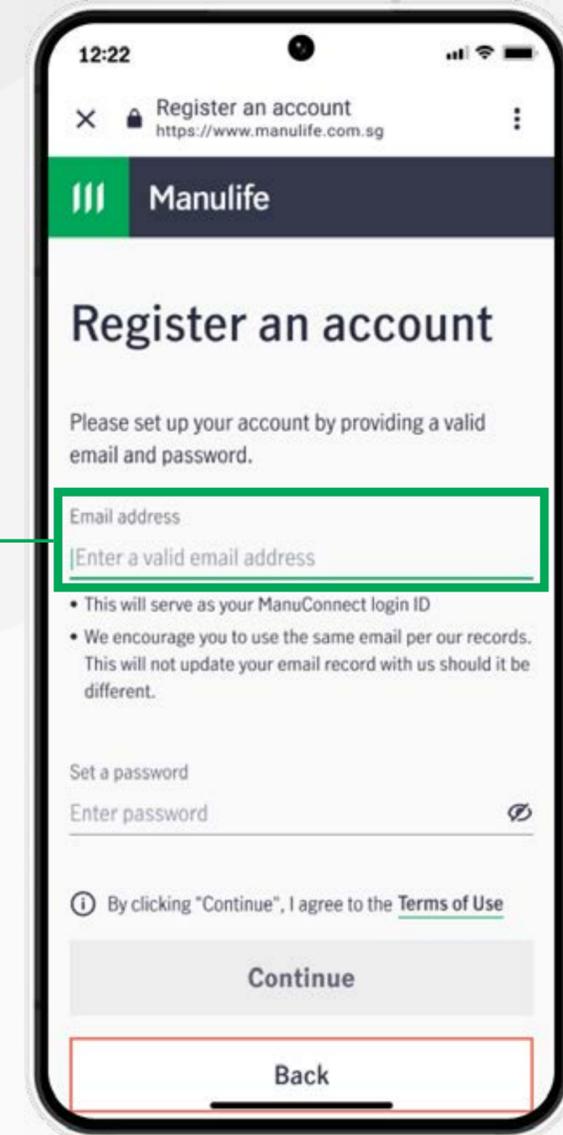
1 Tap on “**Register an account**”.



2 Enter your **NRIC/ FIN/Passport/Other identification number** registered with Manulife and your **date of birth**, then click “**Continue**”.

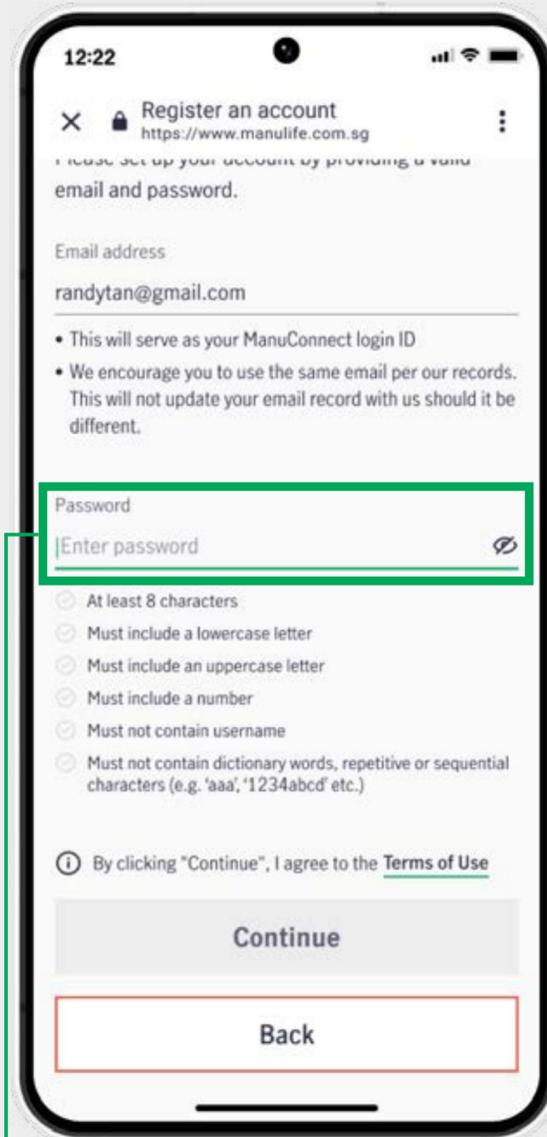


3 A **One-Time Password (OTP)** will be sent to your mobile number registered with Manulife. Verify your account by entering the OTP.

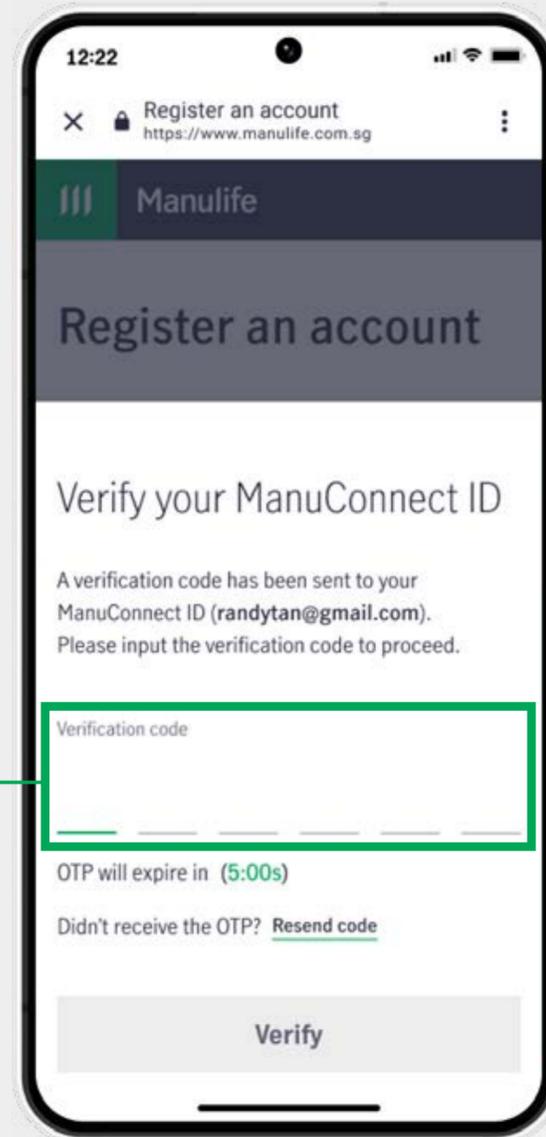


4 Input your **registered email address**.

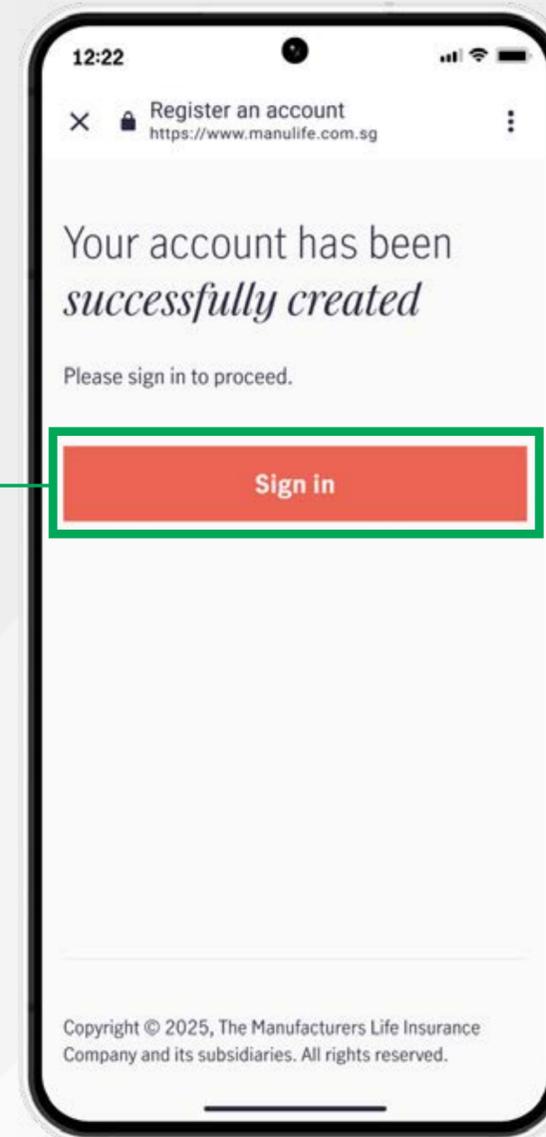
First-time registration for new users without a MyManulife account



5 Set your **password**, then click **“Continue”**.

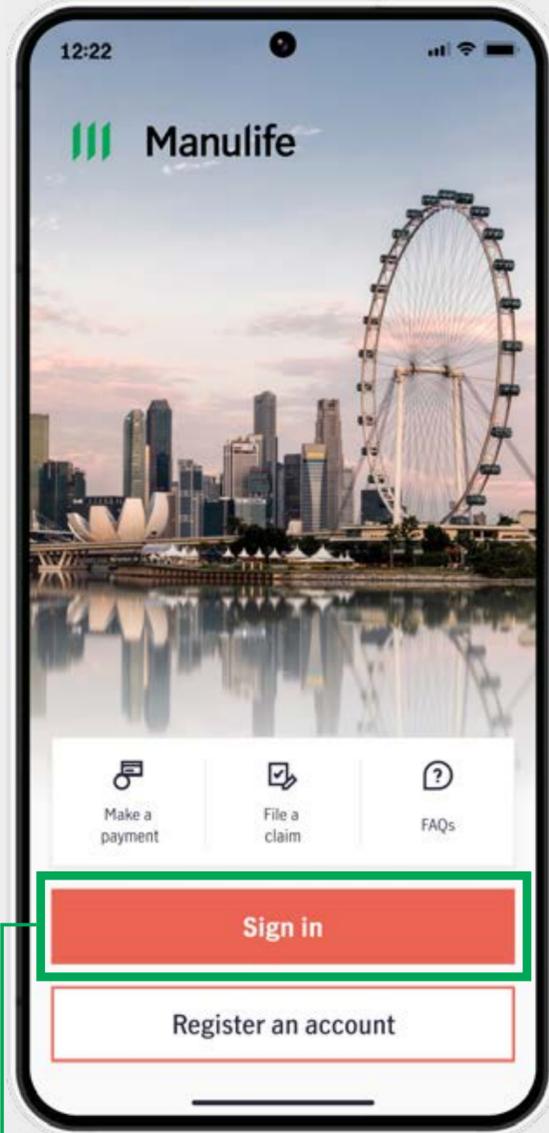


6 A **verification code** will be sent to this email address. Verify your account by entering the OTP.

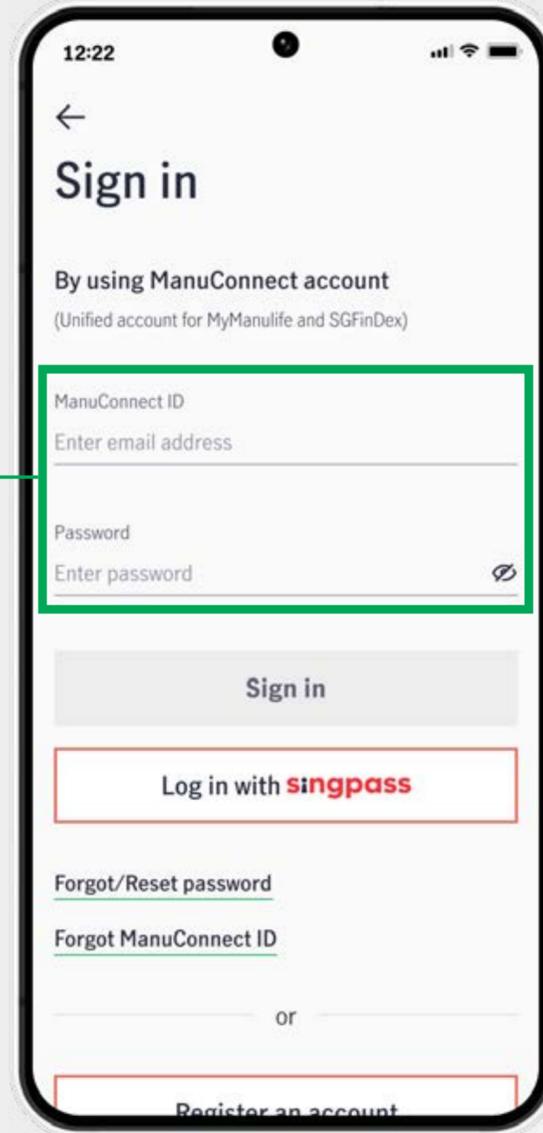


7 Your account has been successfully created! Tap **“Sign in”** to log in and start using your account.

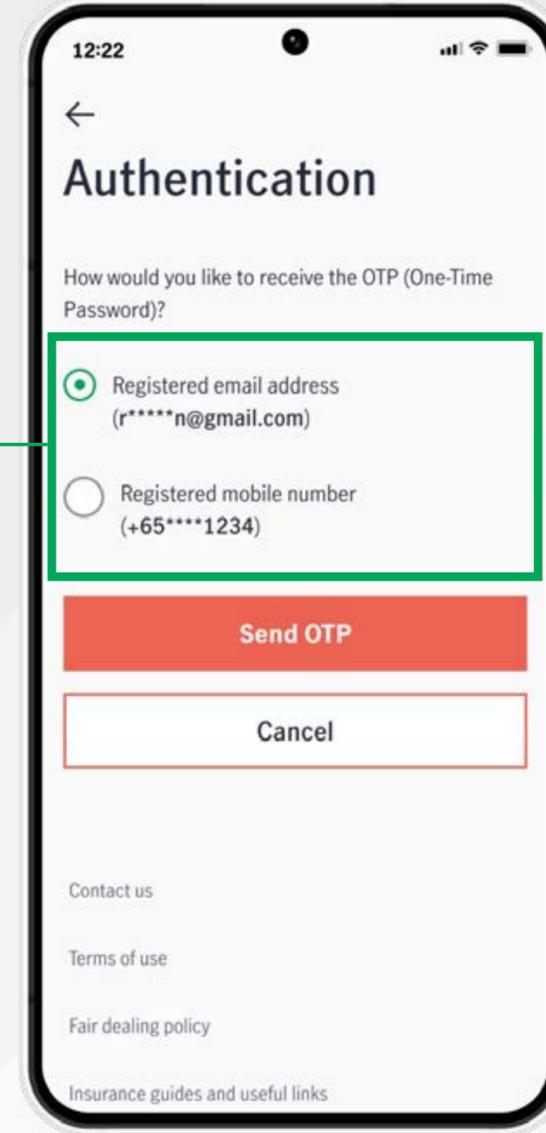
Existing user login via ManuConnect ID and password



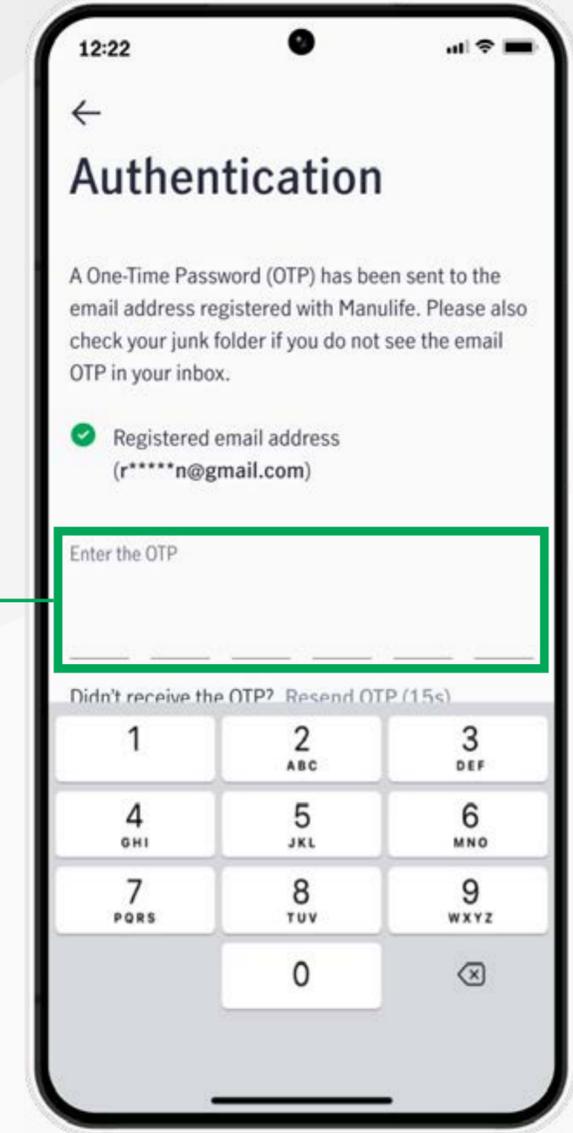
1 Tap on “Sign in”.



2 Enter your **ManuConnect ID** and **Password**, then click “Sign in”.

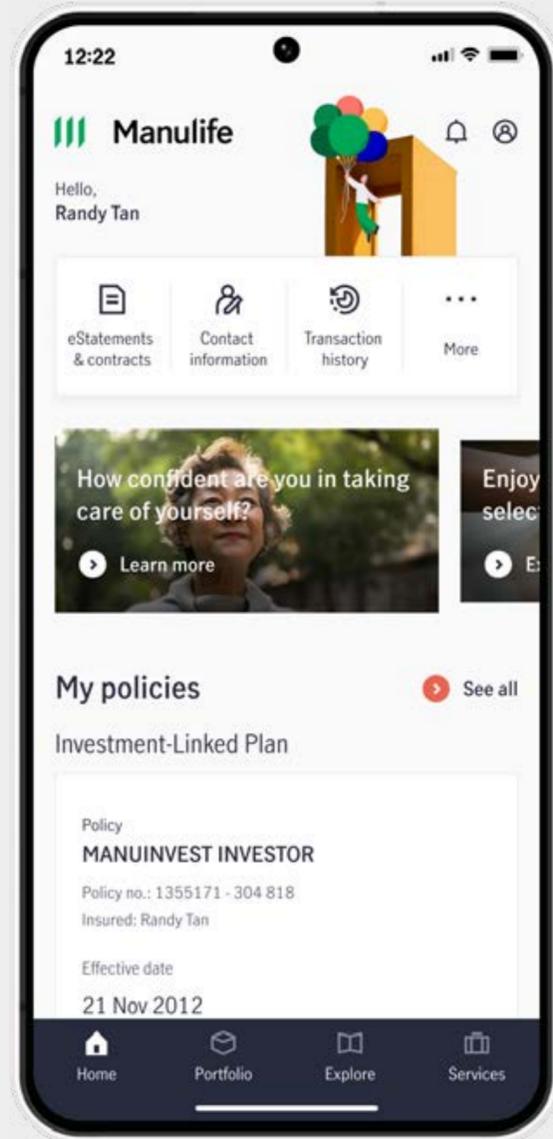


3 Select your preferred method to receive your One-Time Password (OTP).



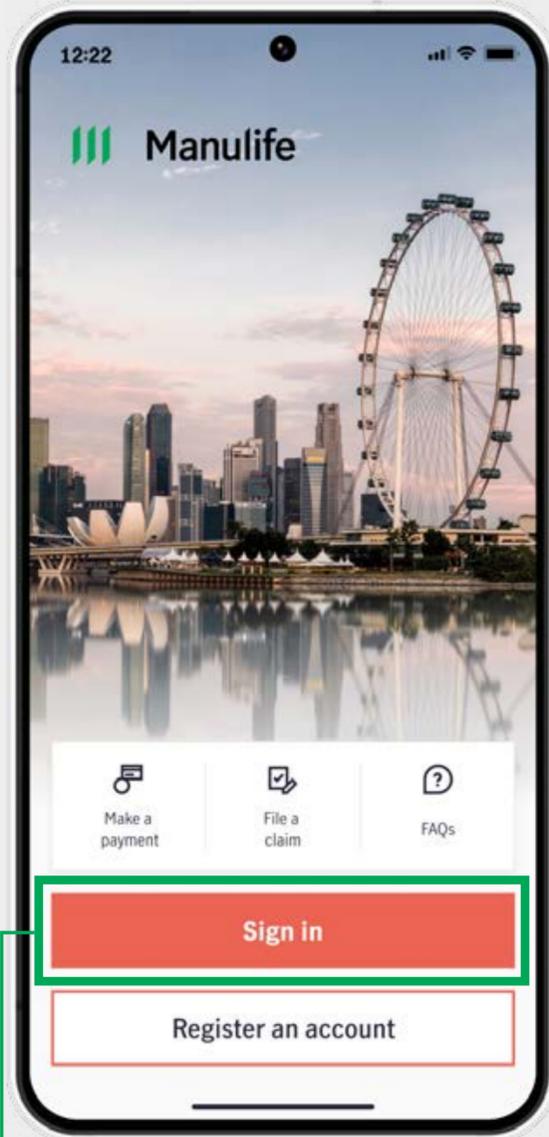
4 A **One-Time Password (OTP)** will be sent to your mobile number or email address registered with Manulife. Verify your account by entering the OTP.

Existing user login via ManuConnect ID and password

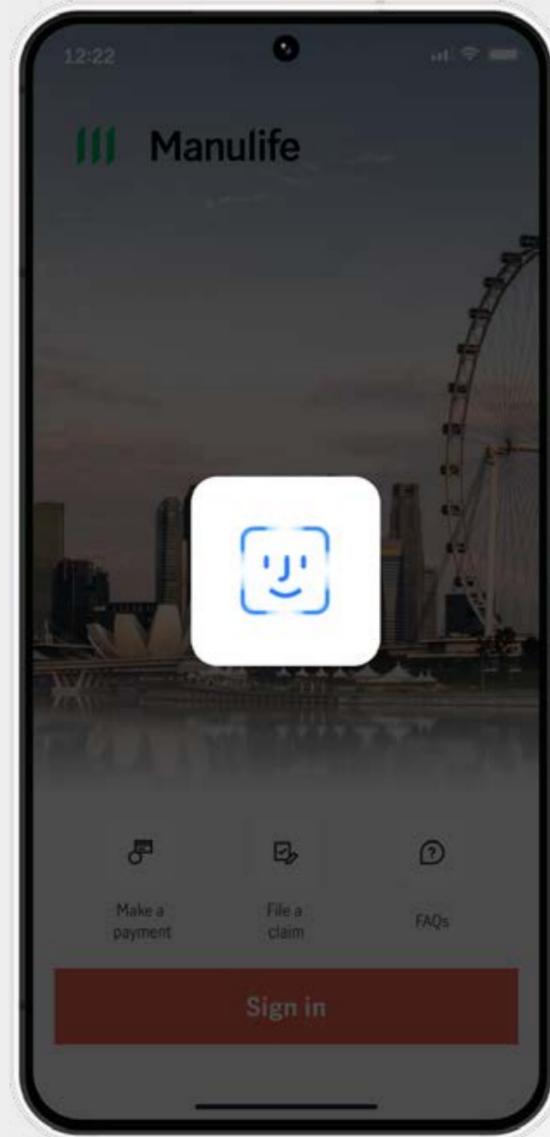


- 5 Once authenticated, you'll be successfully logged in.

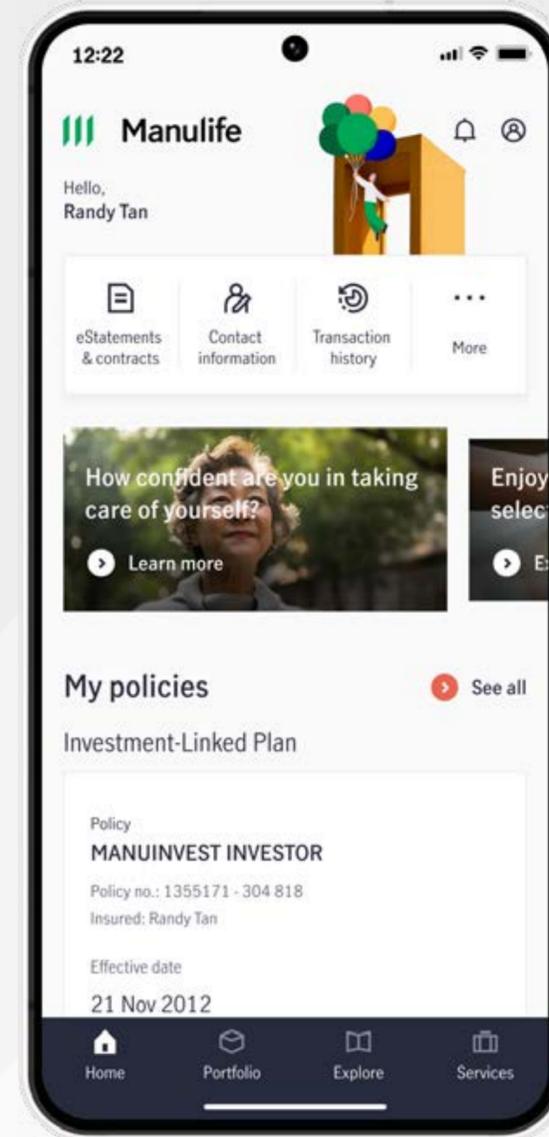
Existing user login via biometric ID



1 Tap on **“Sign in”**.



2 If you’ve previously enabled biometric ID, an automatic scan using Touch or Face ID will occur.

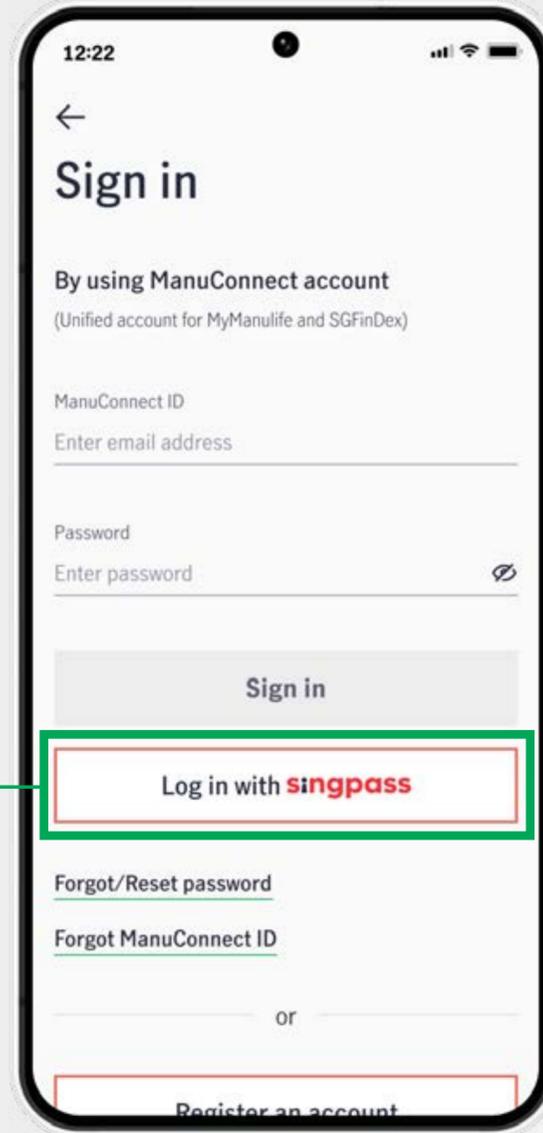


3 Once authenticated, you’ll be successfully logged in.

Existing user login via Singpass



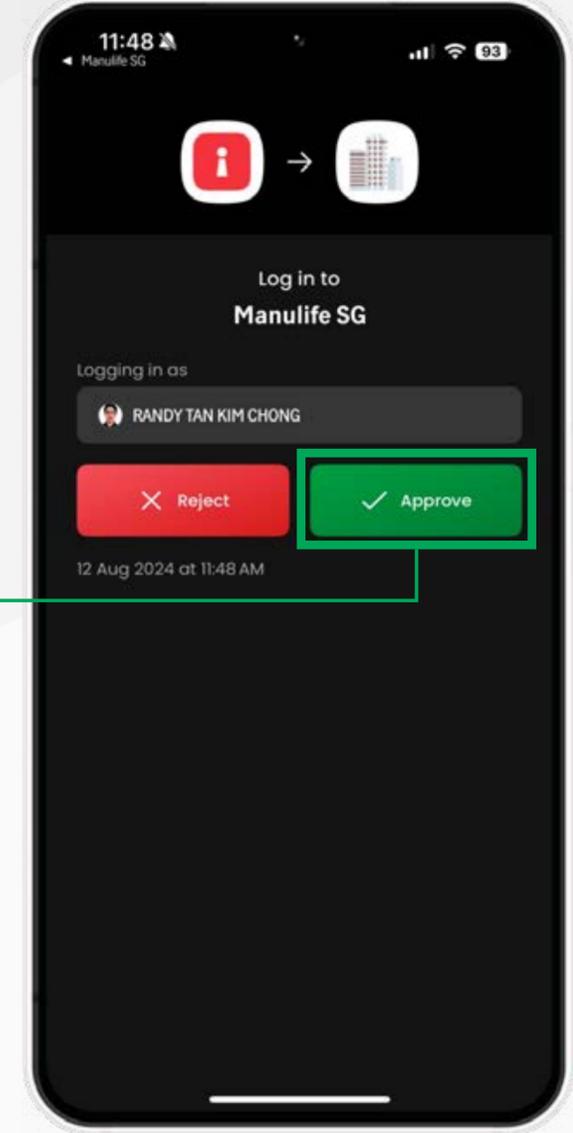
1 Tap on "Sign in".



2 Tap on "Log in with Singpass".

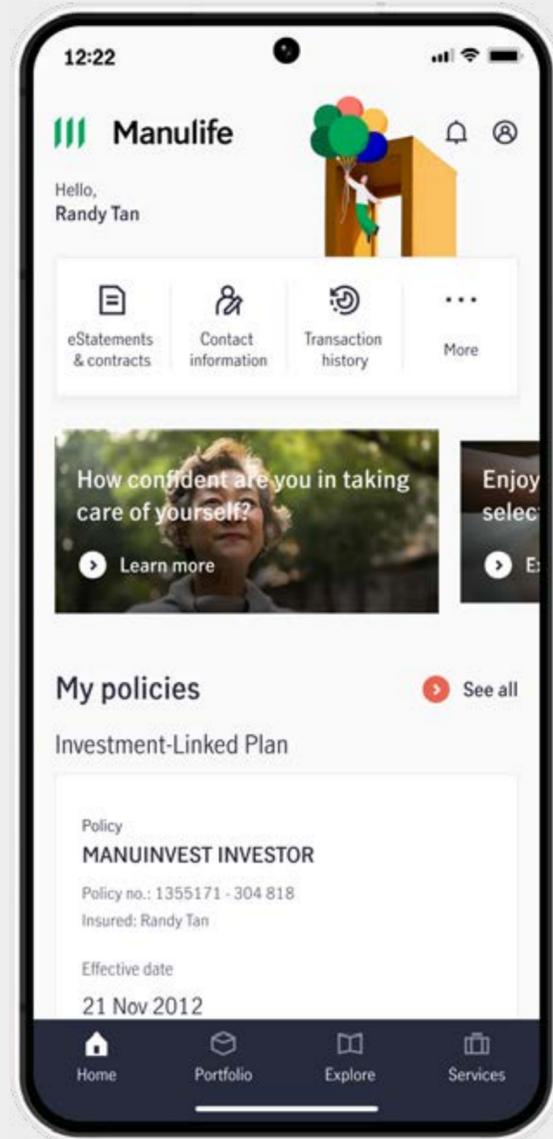


3 Tap on the QR code to log in using Singpass.



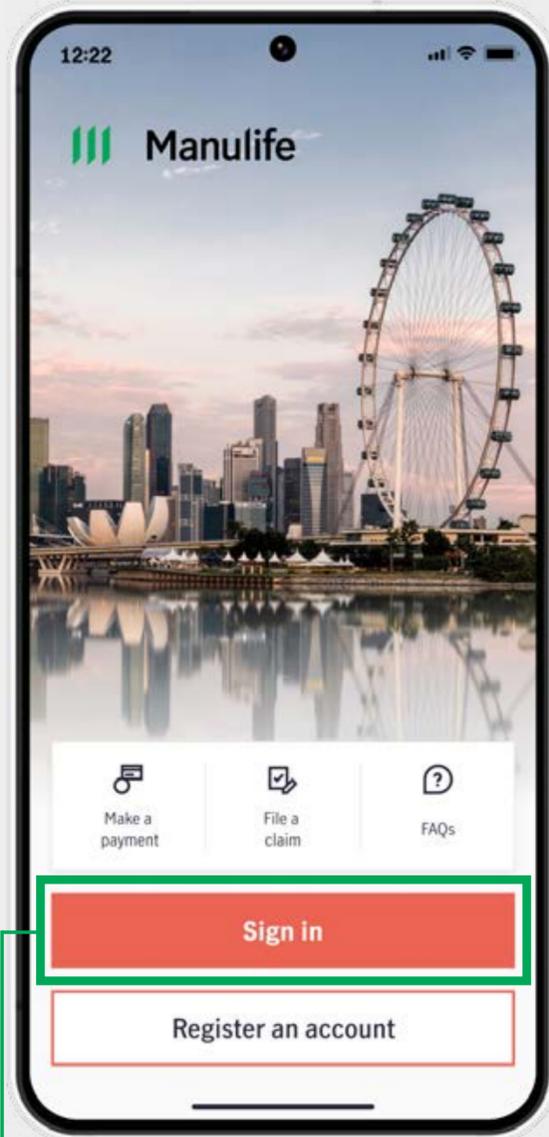
4 Click "Approve".

Existing user login via Singpass

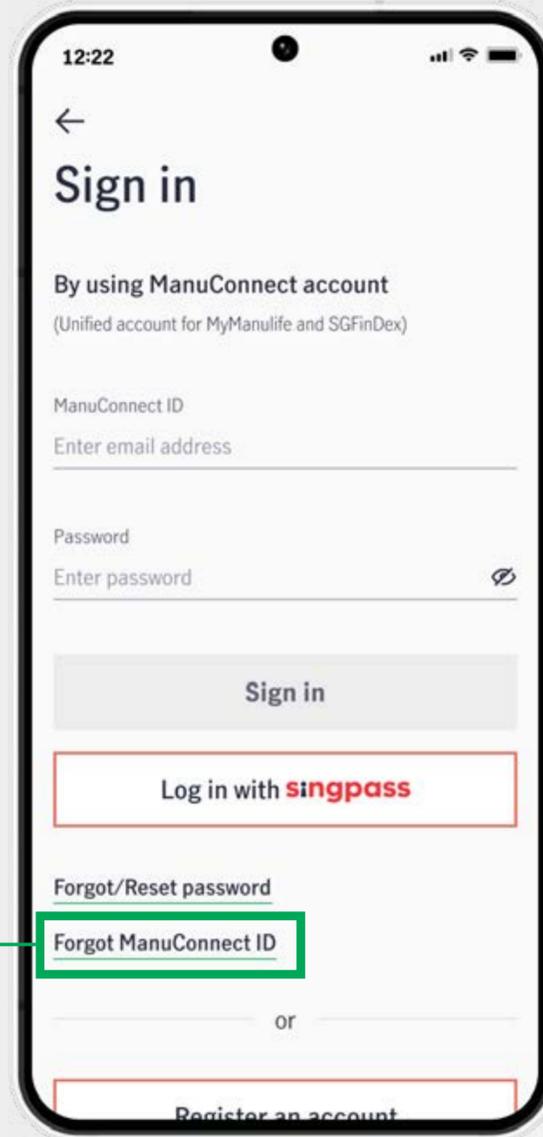


- 5 Once authenticated, you'll be successfully logged in.

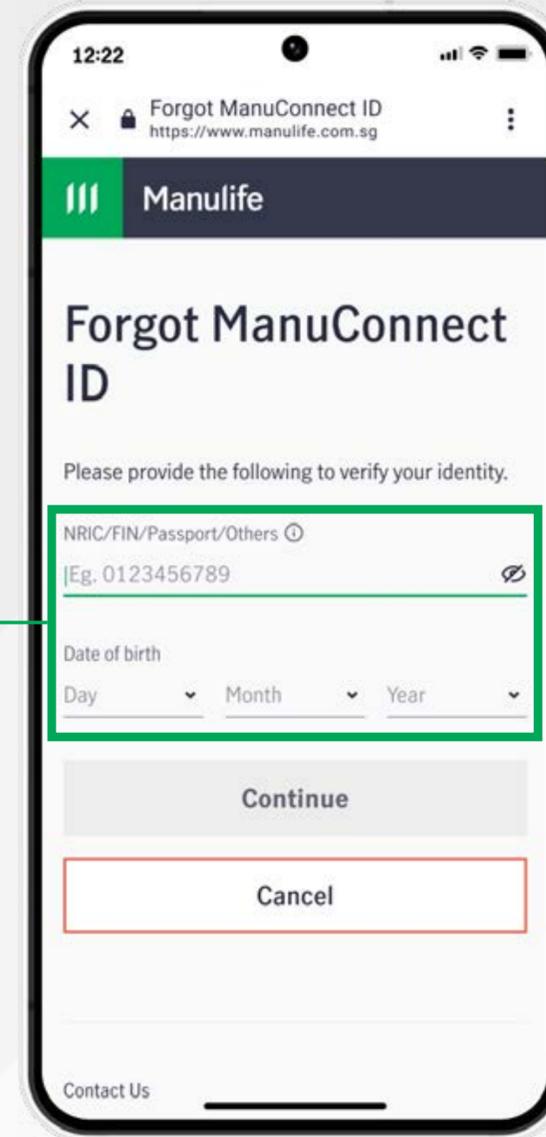
Forgot ManuConnect ID



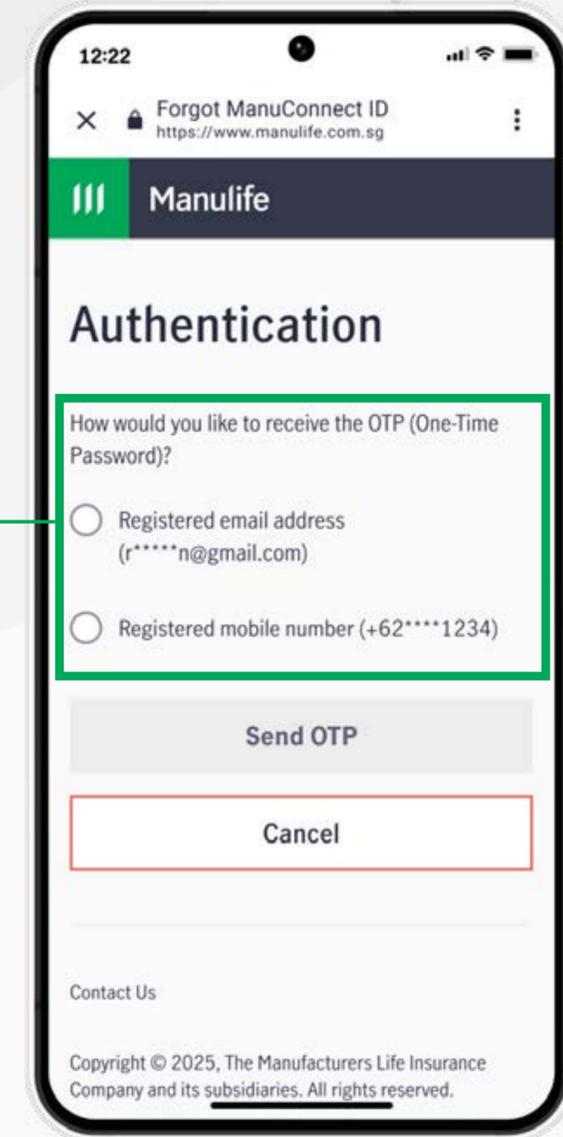
1 Tap on "Sign in".



2 Tap on "Forgot ManuConnect ID".

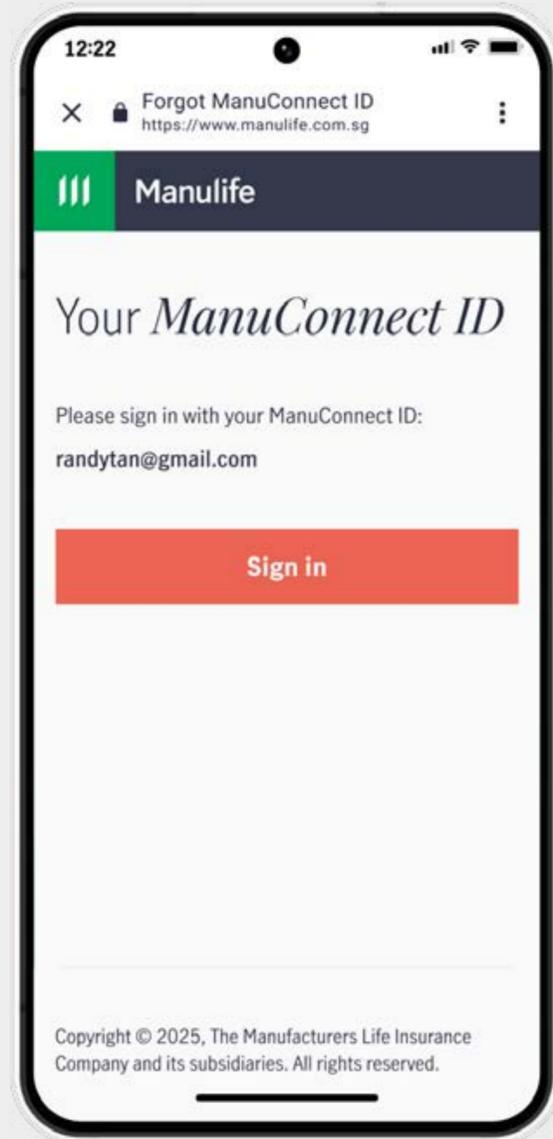


3 Enter your **NRIC/FIN/Passport/Other identification number** registered with Manulife and your **date of birth**, then click "Continue".



4 A **One-Time Password (OTP)** will be sent to your mobile number or email address registered with Manulife. Verify your account by entering the OTP.

Forgot ManuConnect ID

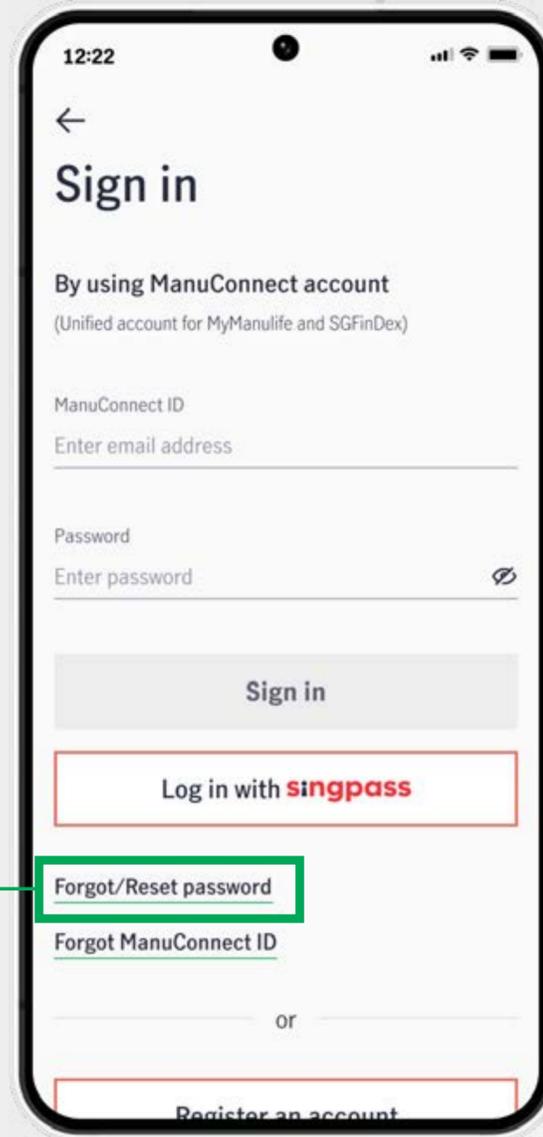


- 5 After verification, you will receive your **ManuConnect ID**.

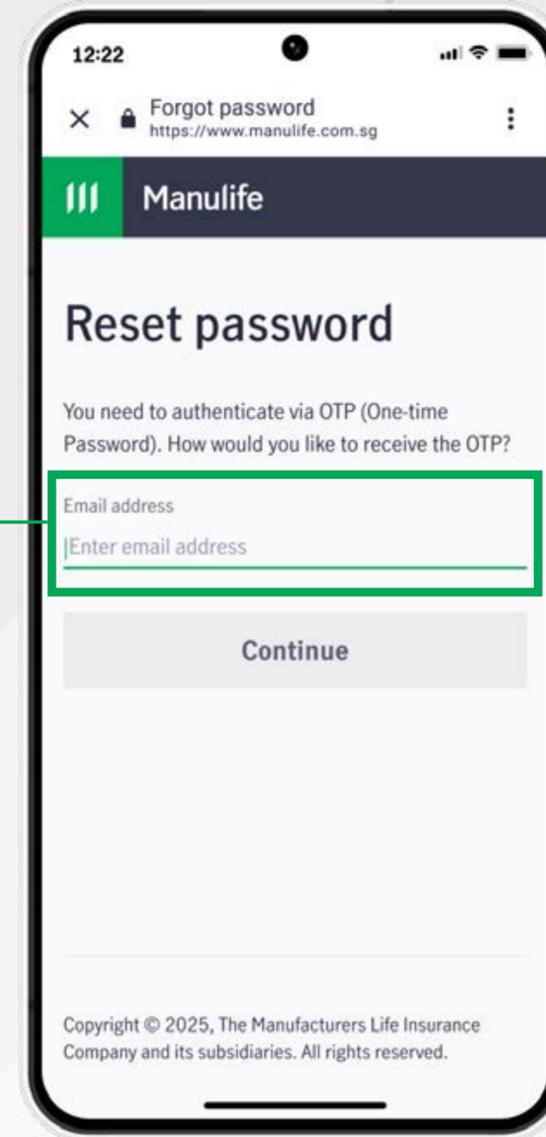
Forgot password



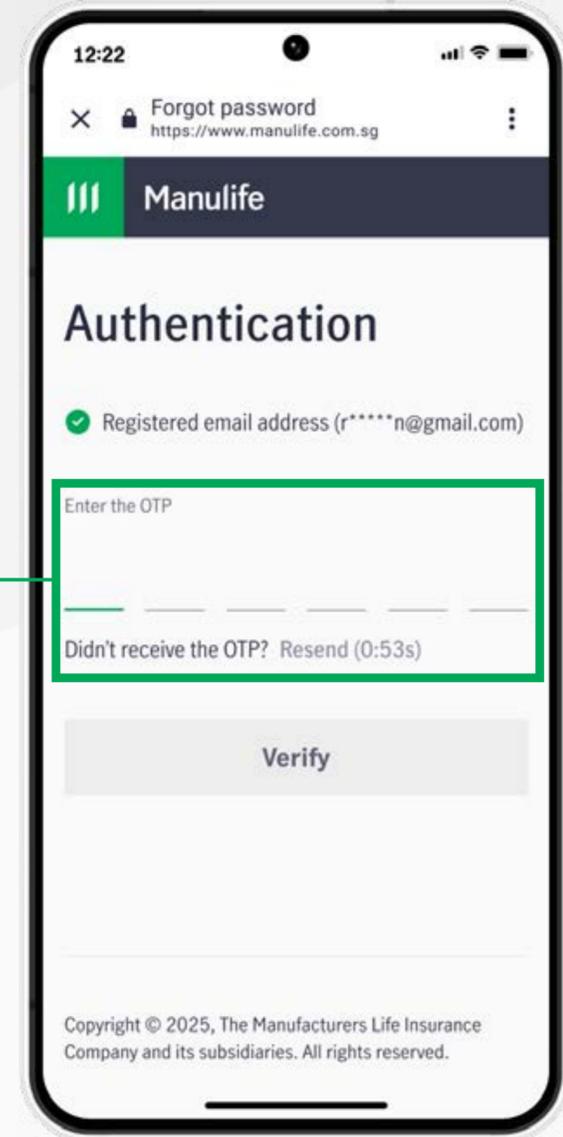
1 Tap on "Sign in".



2 Tap on "Forgot/Reset password".

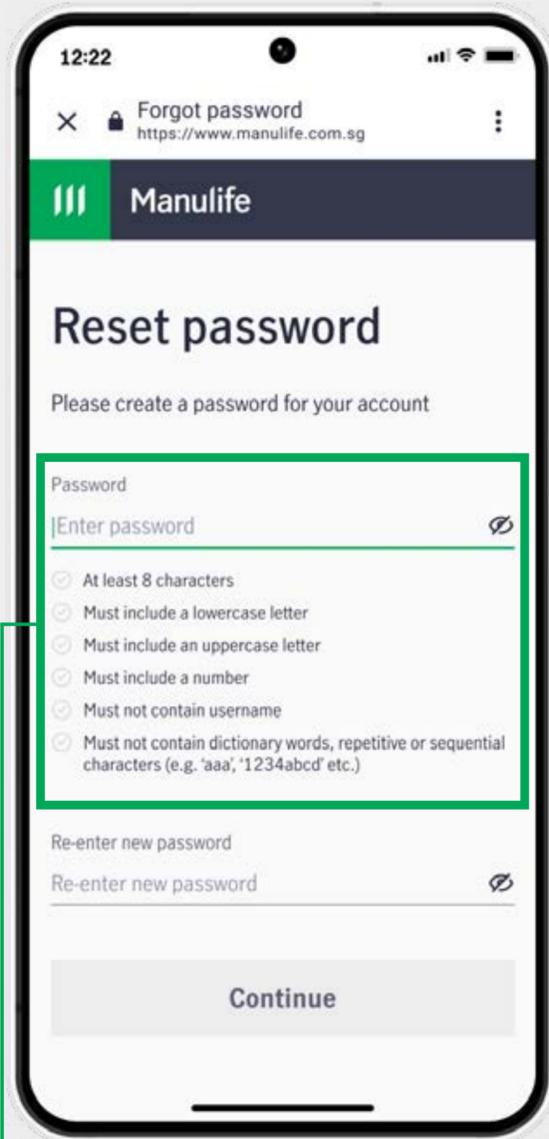


3 Enter your ManuConnect registered email address, then click "Continue".

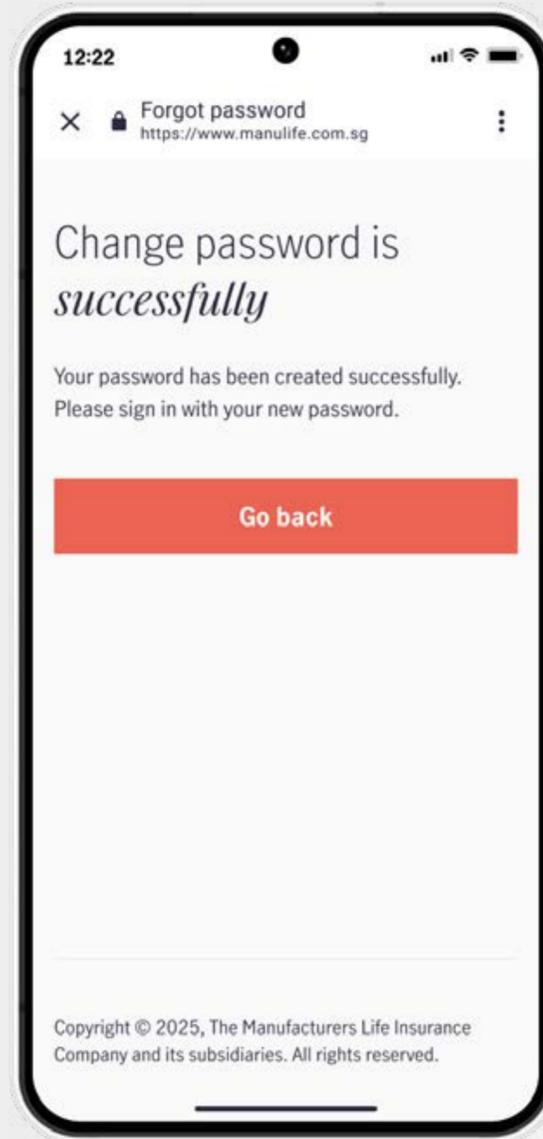


4 A **One-Time Password (OTP)** will be sent to your ManuConnect registered email address. Verify your account by entering the OTP.

Forgot password

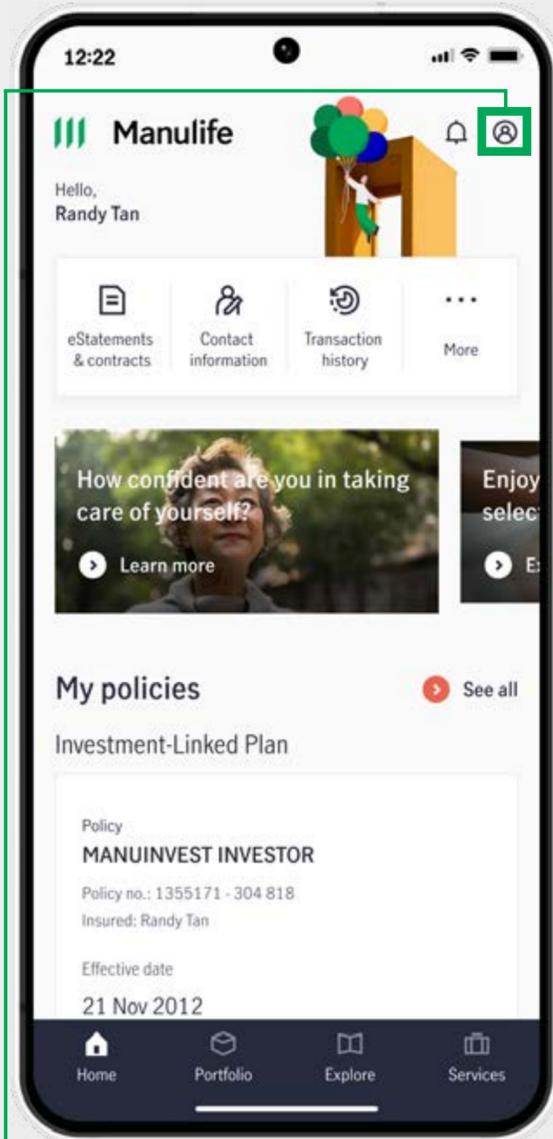


5 Create a **password**, then click “**Continue**”.

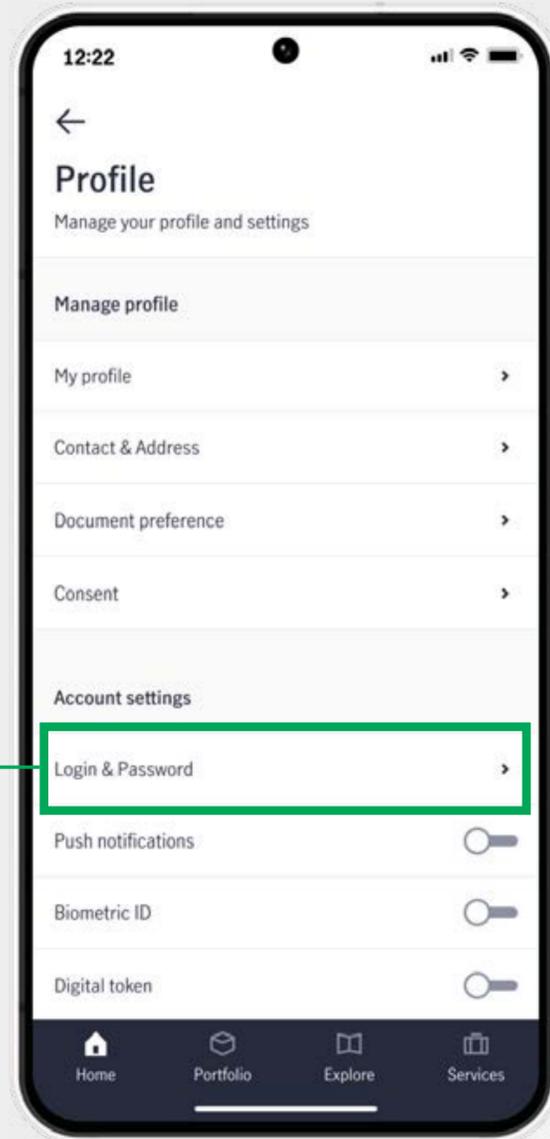


6 Your account password has been successfully updated! You will be directed to the main page to log in and start using your account.

Change login email (ManuConnect ID) and password



1 After logging in, tap the **“Profile”** icon located in the top right corner of the homepage.

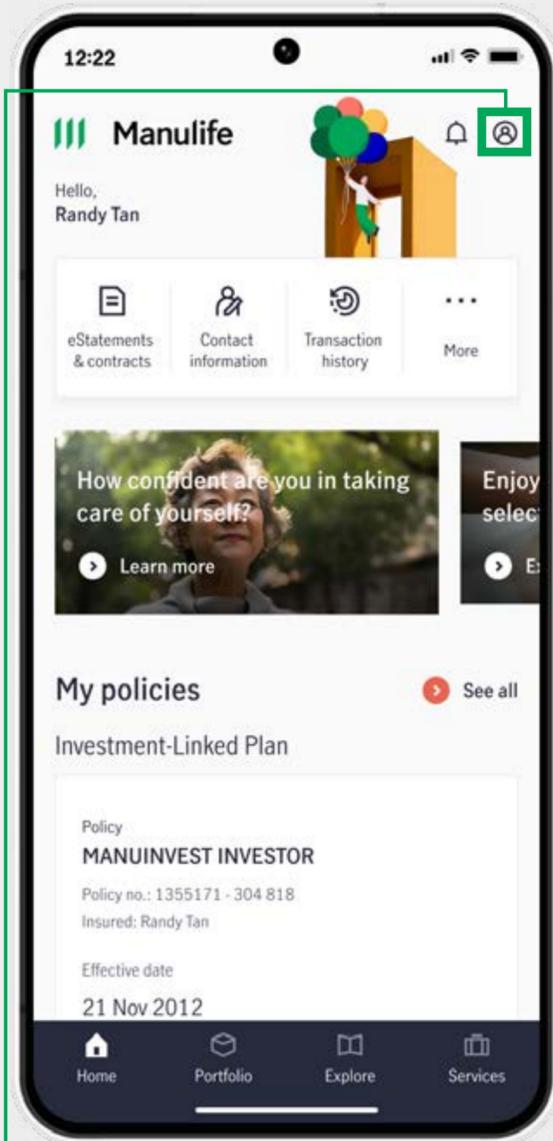


2 Select **“Login & Password”** under **“Account settings”**.

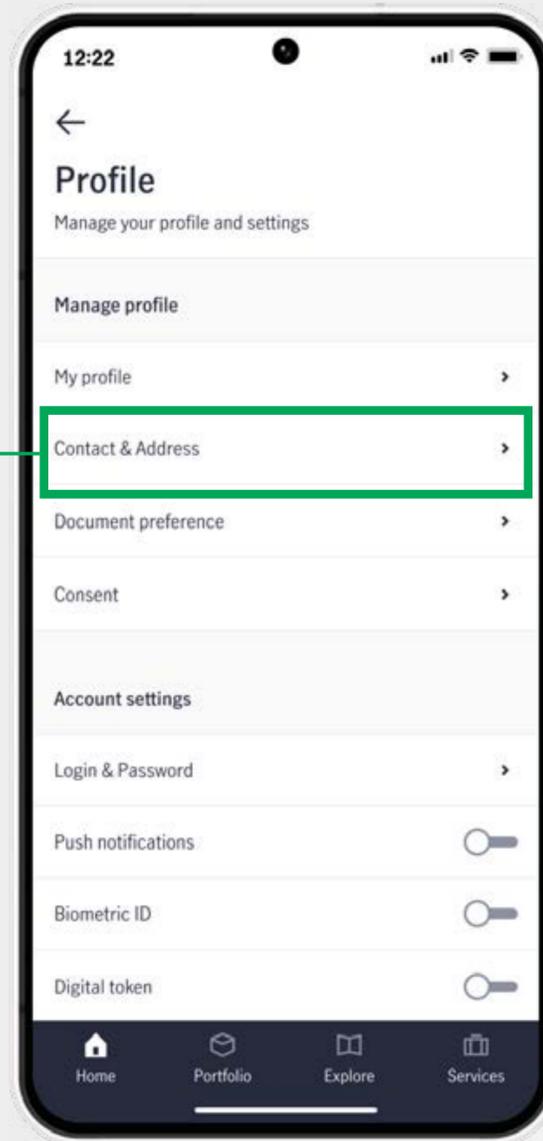


3 Tap **“Edit”** to update your login email and/or password.

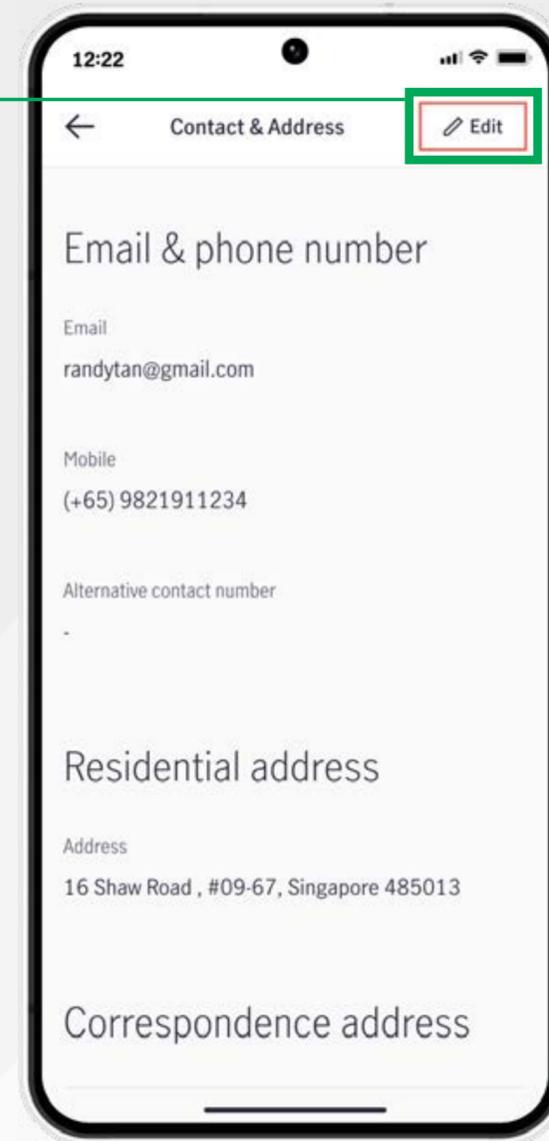
Update contact details (email, phone number, address)



1 After logging in, tap the “**Profile**” icon located in the top right corner of the homepage.

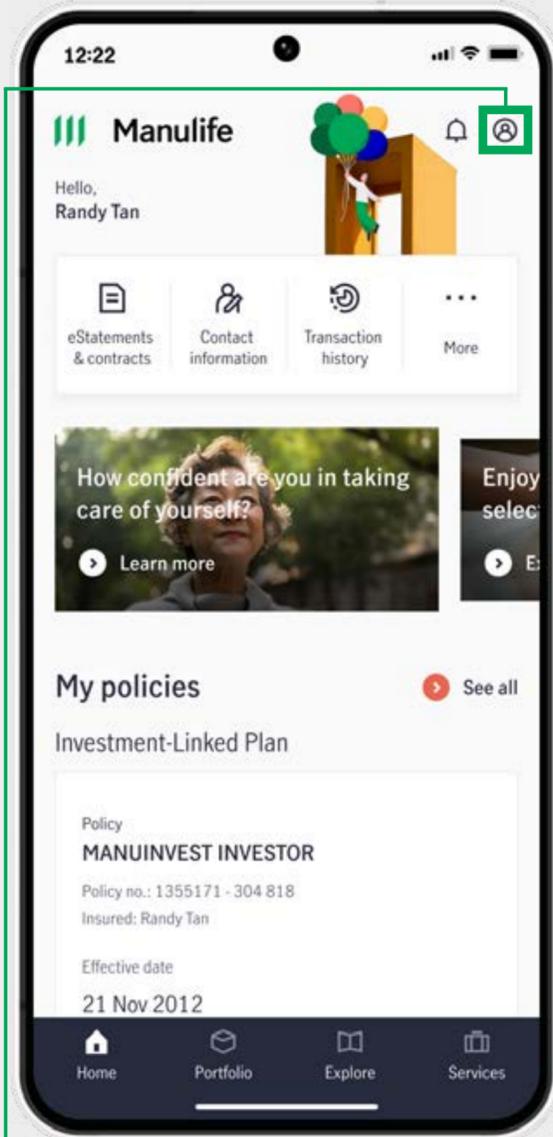


2 Select “**Contact & Address**” under “Manage profile”.

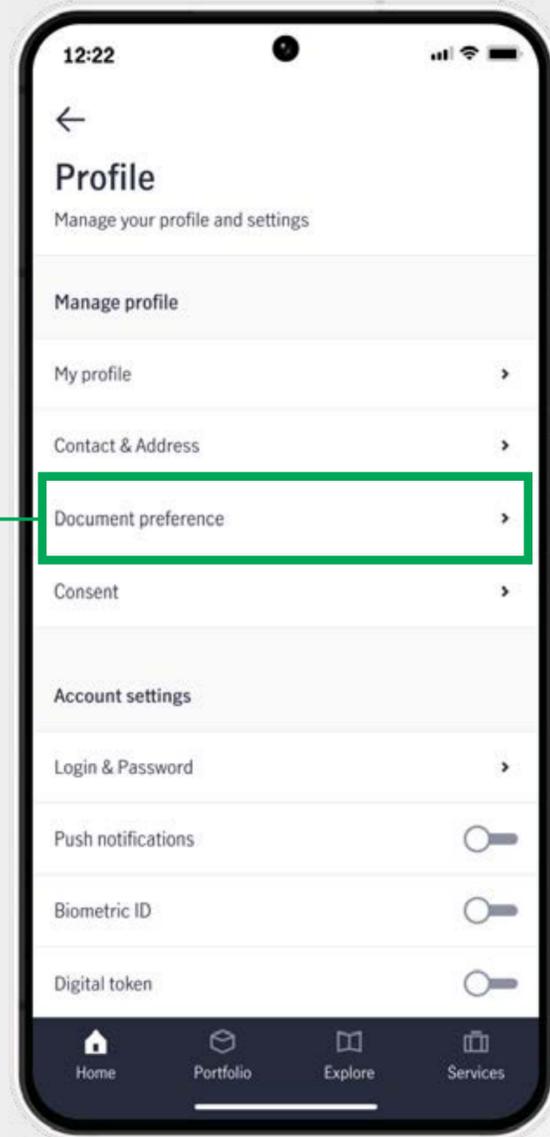


3 Tap “**Edit**” to update your email, phone number, or address.

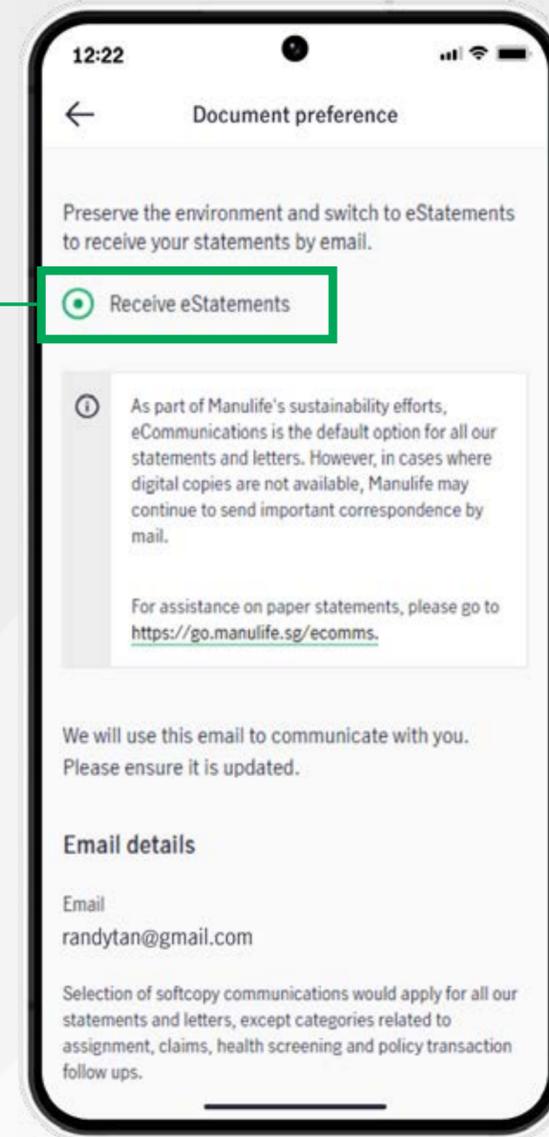
Update communication preferences



1 After logging in, tap the “**Profile**” icon located in the top right corner of the homepage.

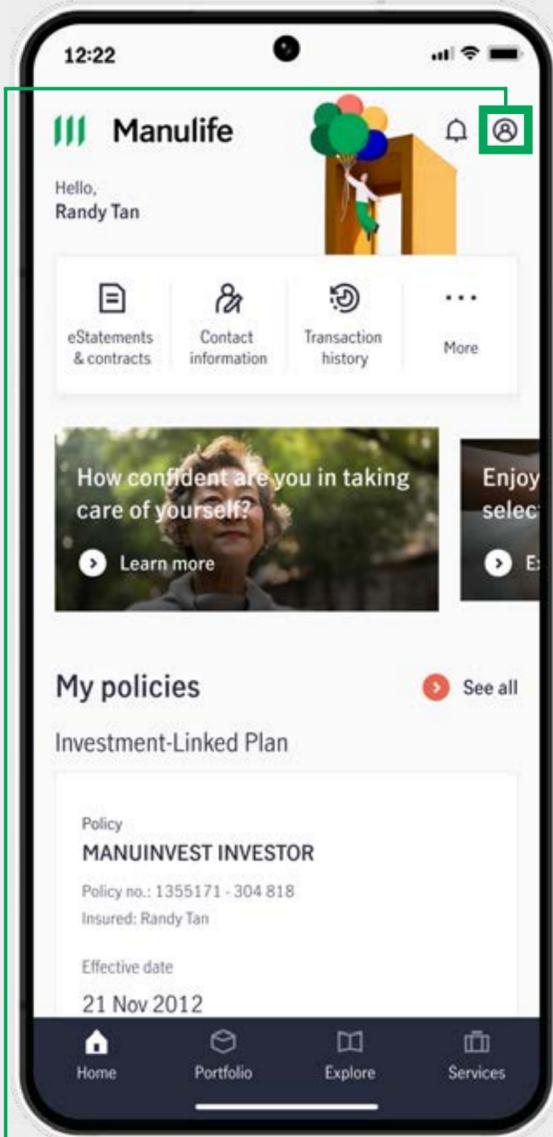


2 Select “**Document preference**” under “Manage profile”.

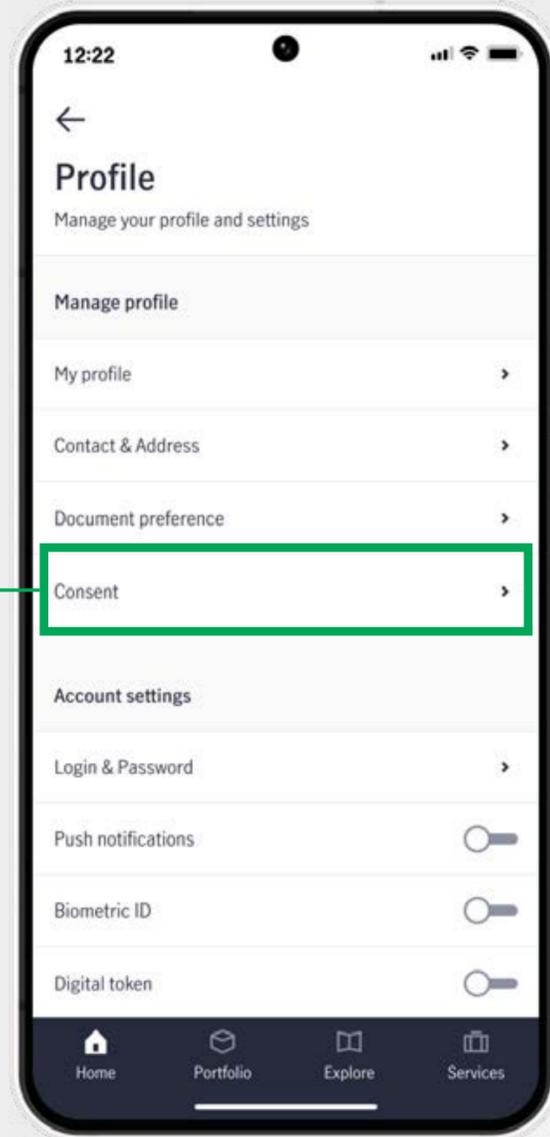


3 Select “**Receive eStatements**” and submit your change.

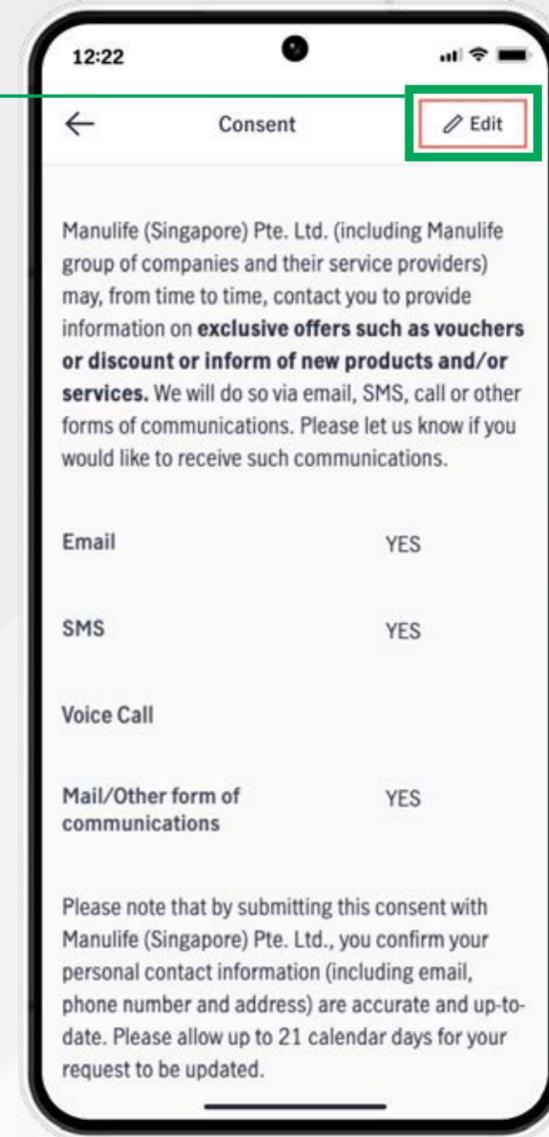
Update marketing consent



1 After logging in, tap the **“Profile”** icon located in the top right corner of the homepage.

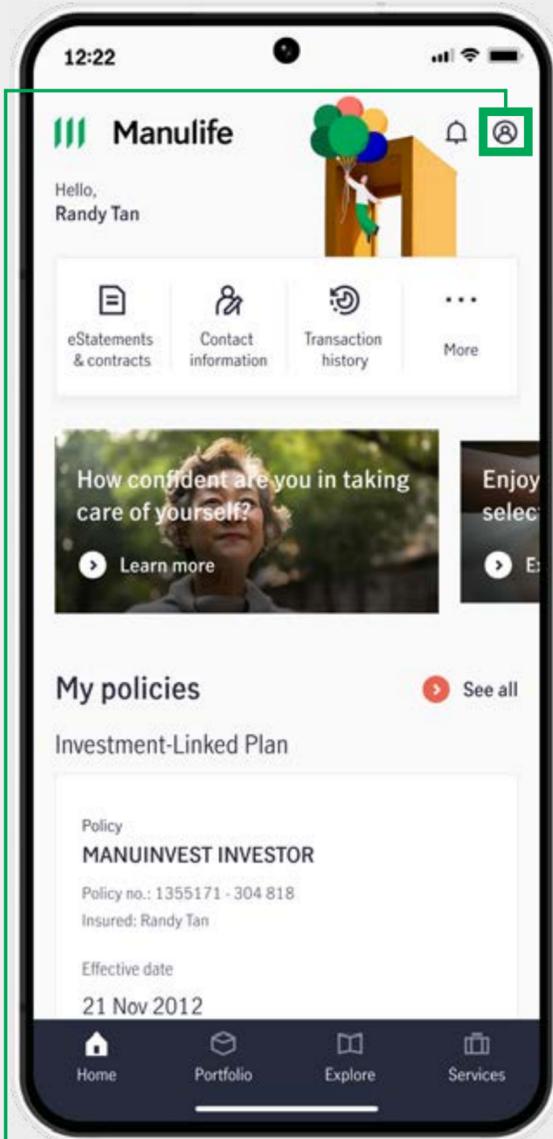


2 Select **“Consent”** under **“Manage profile”**.

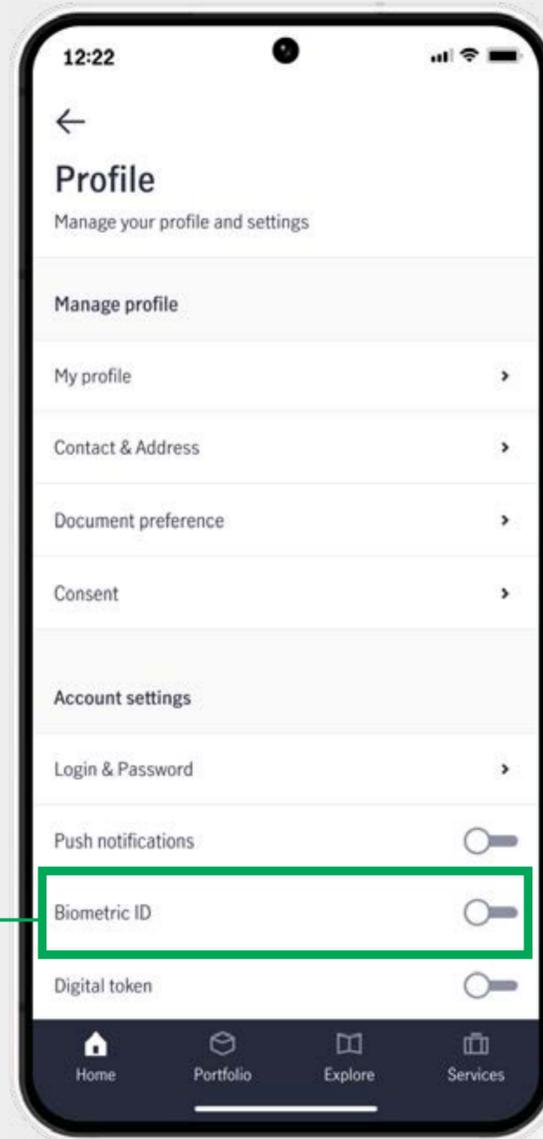


3 Tap **“Edit”** to update your preferences.

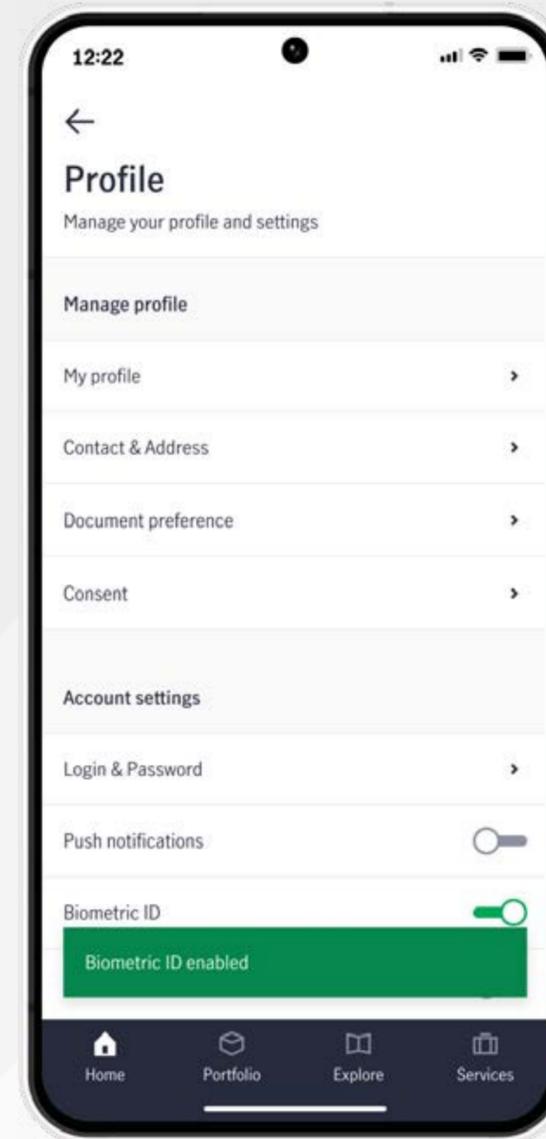
Enable biometric ID (Touch / Face ID)



1 After logging in, tap the “**Profile**” icon located in the top right corner of the homepage.

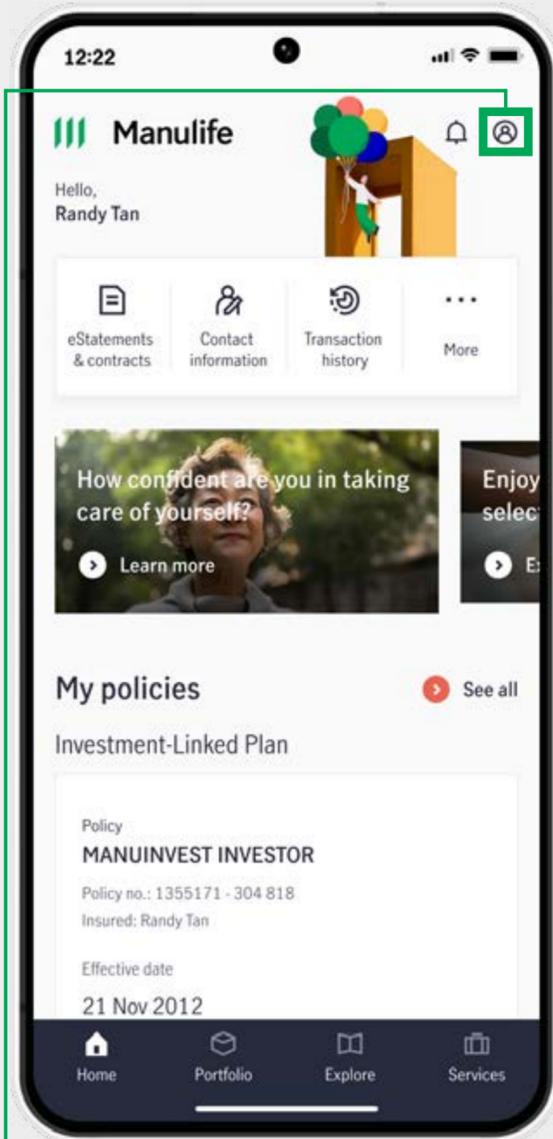


2 Enable the toggle button next to “**Biometric ID**” under “Account settings”.

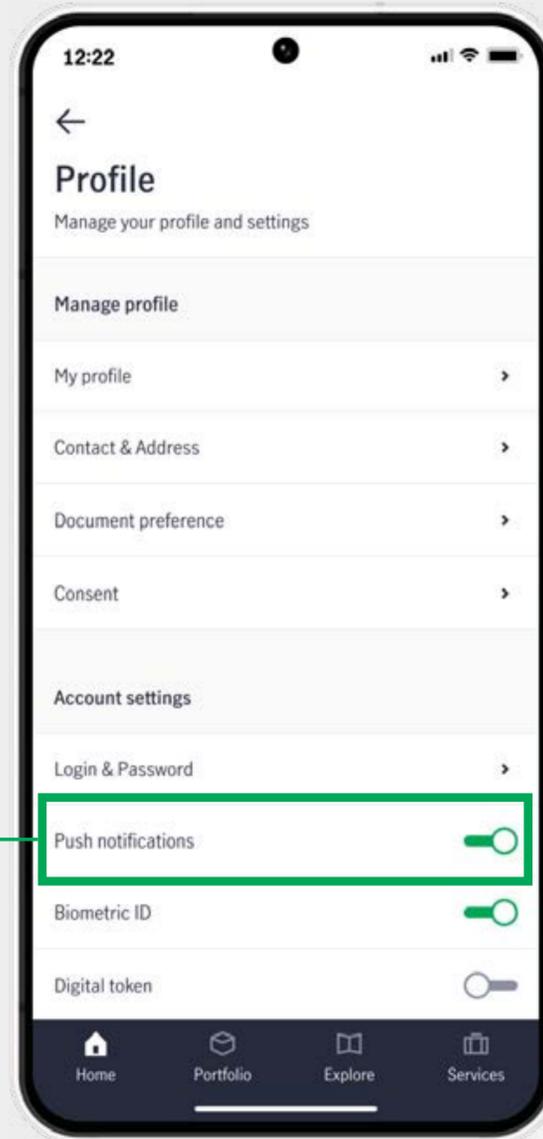


3 An **automatic scan** using Touch or Face ID will occur, enabling biometric ID for your account.

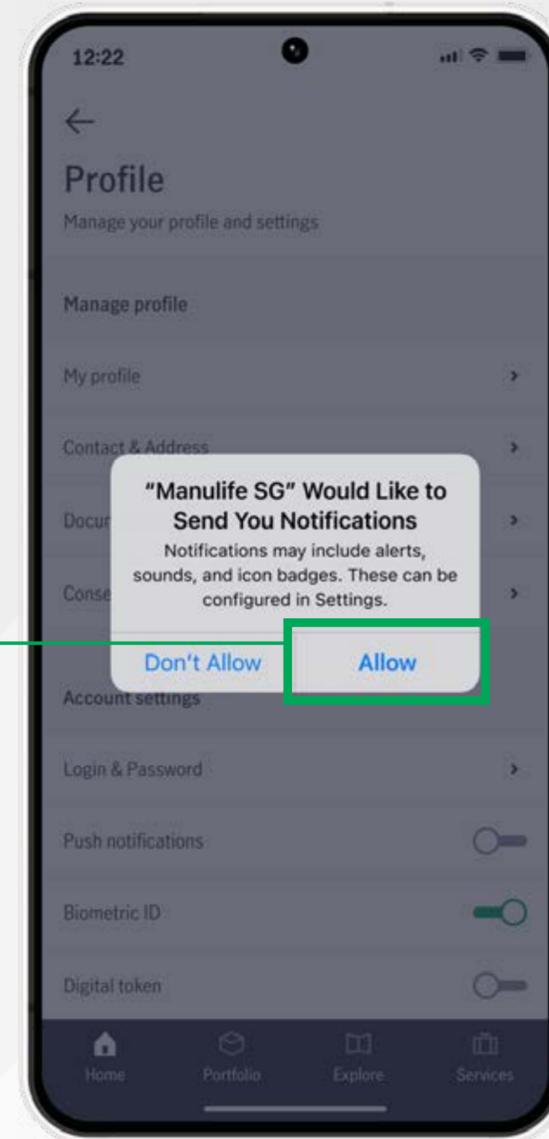
Enable push notifications



1 After logging in, tap the **“Profile”** icon located in the top right corner of the homepage.

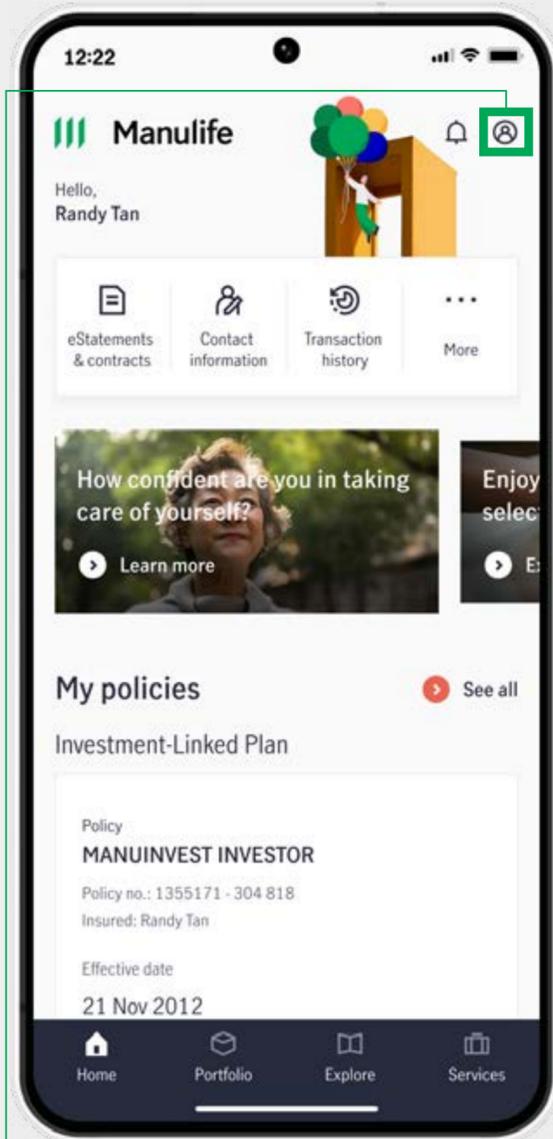


2 Enable the toggle button next to **“Push notifications”** under “Account settings”.

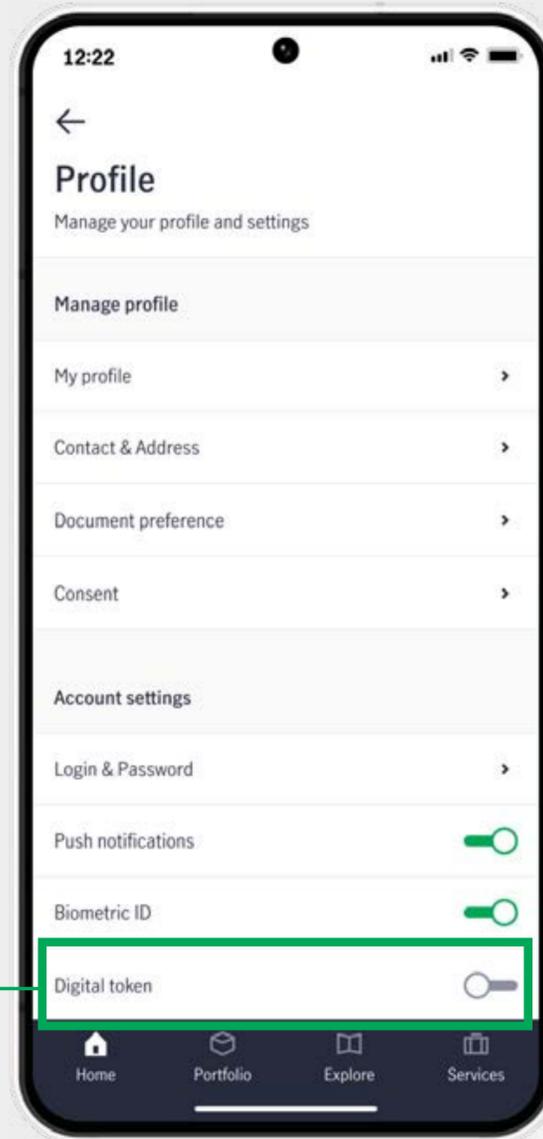


3 Select **“Allow”** to enable push notifications.

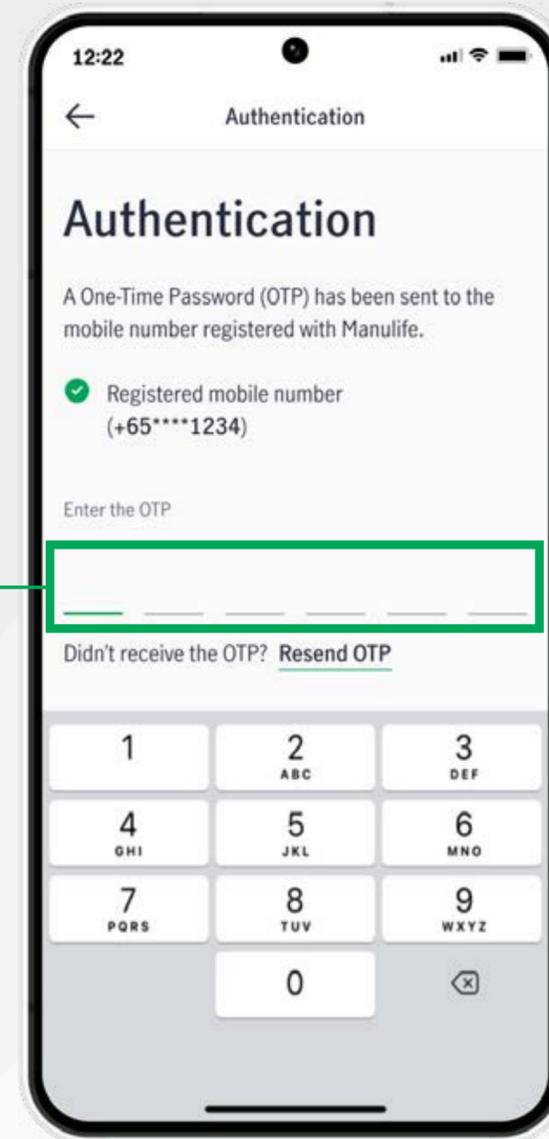
Enable digital token



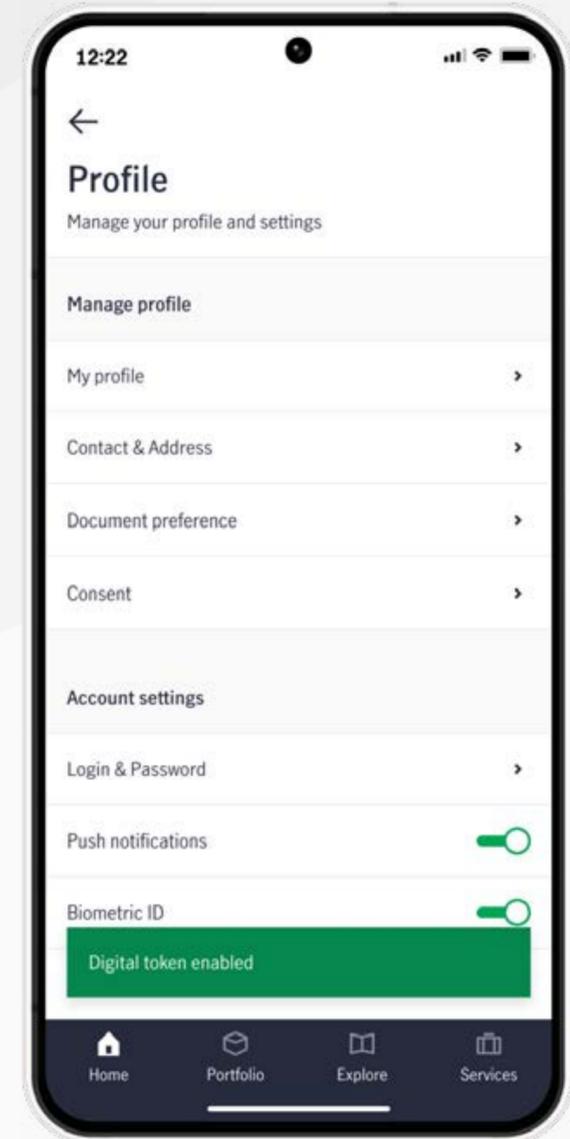
1 After logging in, tap the “**Profile**” icon located in the top right corner of the homepage.



2 Enable the toggle button next to “**Digital token**” under “Account settings”.

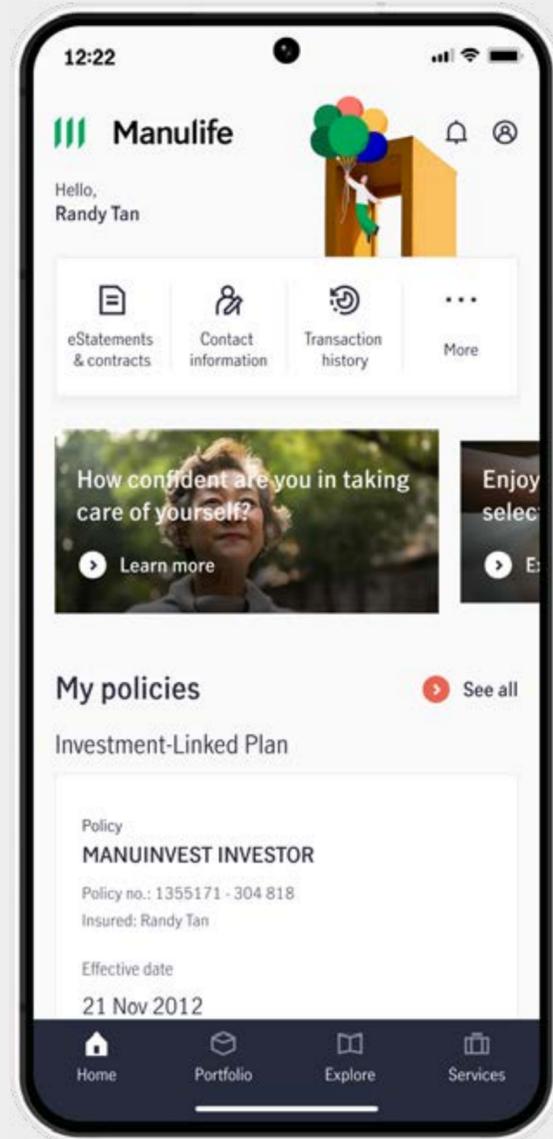


3 A **One-Time Password (OTP)** will be sent to your mobile number registered with Manulife. Verify your account by entering the OTP.

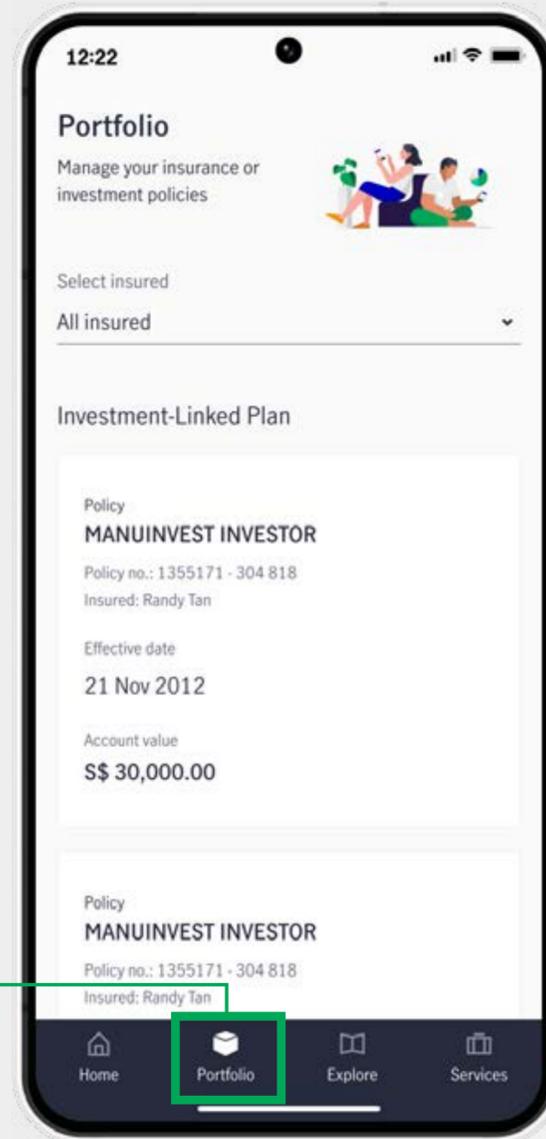


4 Once authenticated, your **digital token** will be enabled.

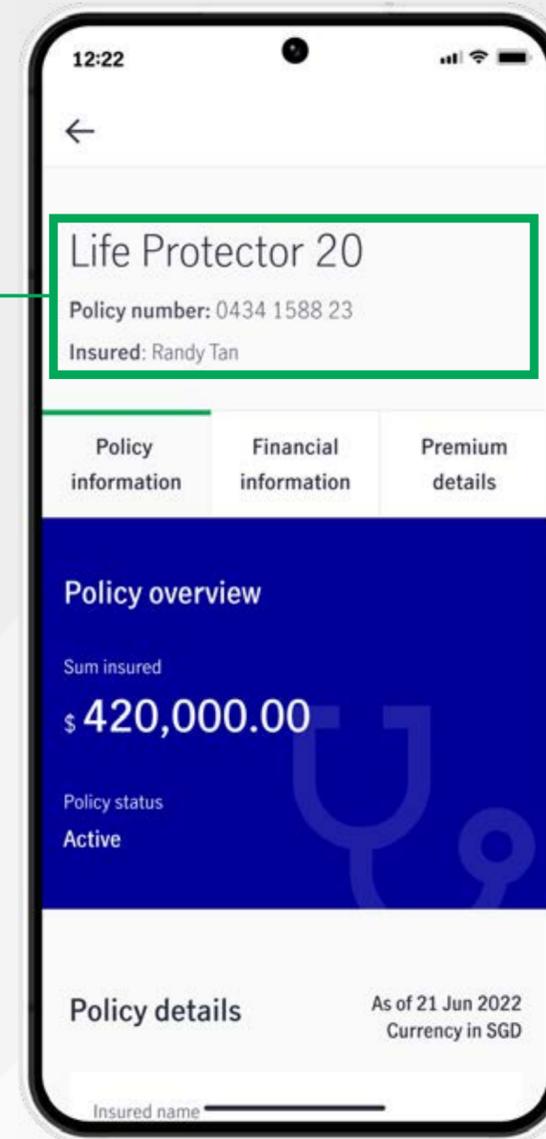
View policy details



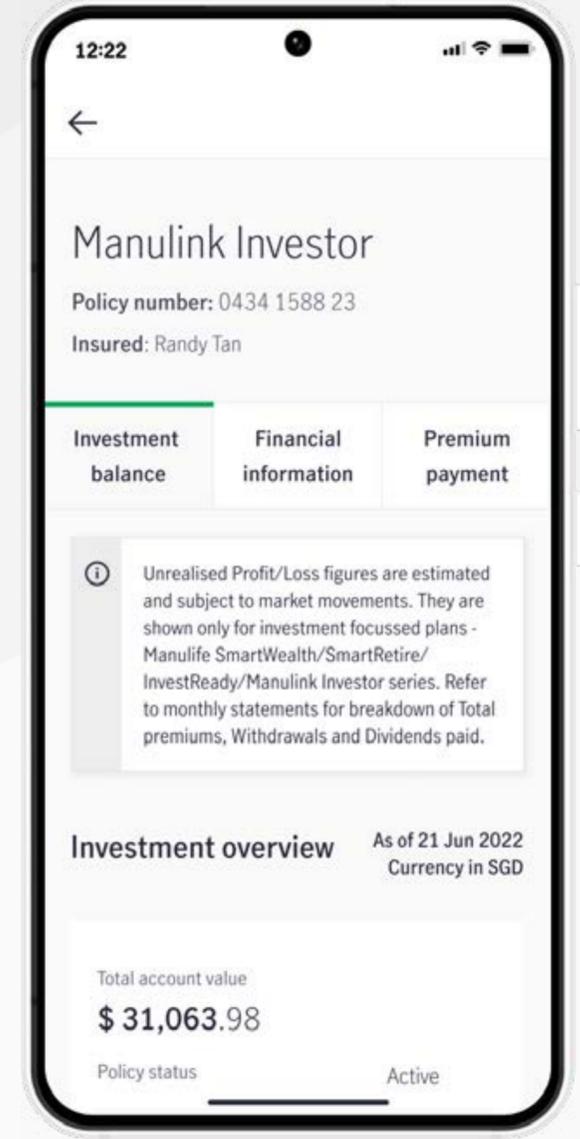
1 After logging in, your policies will be displayed on the homepage.



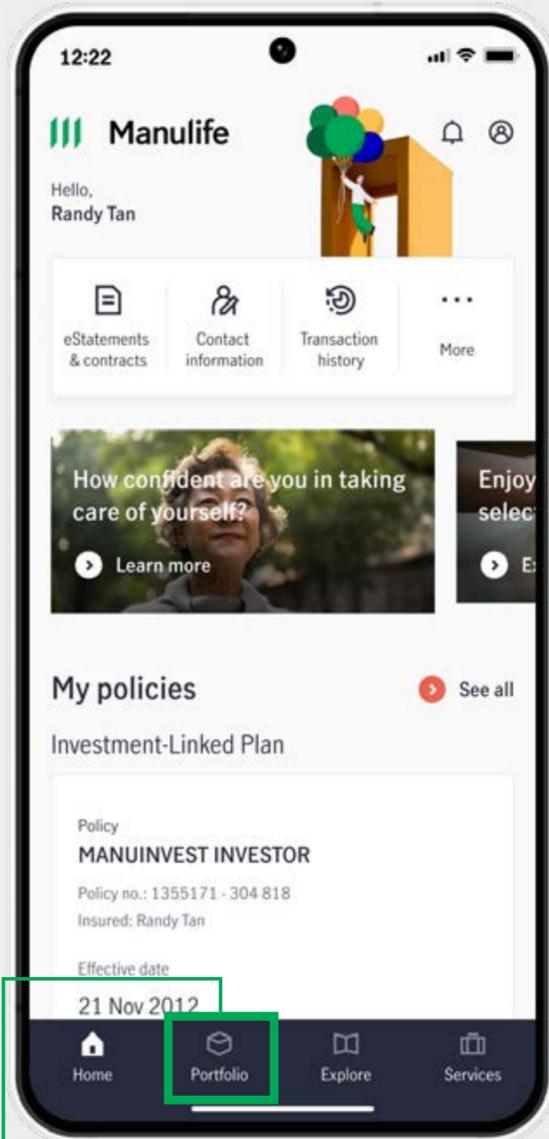
2 Tap **“See all”** next to your policies or select **“Portfolio”** at the bottom of the screen.



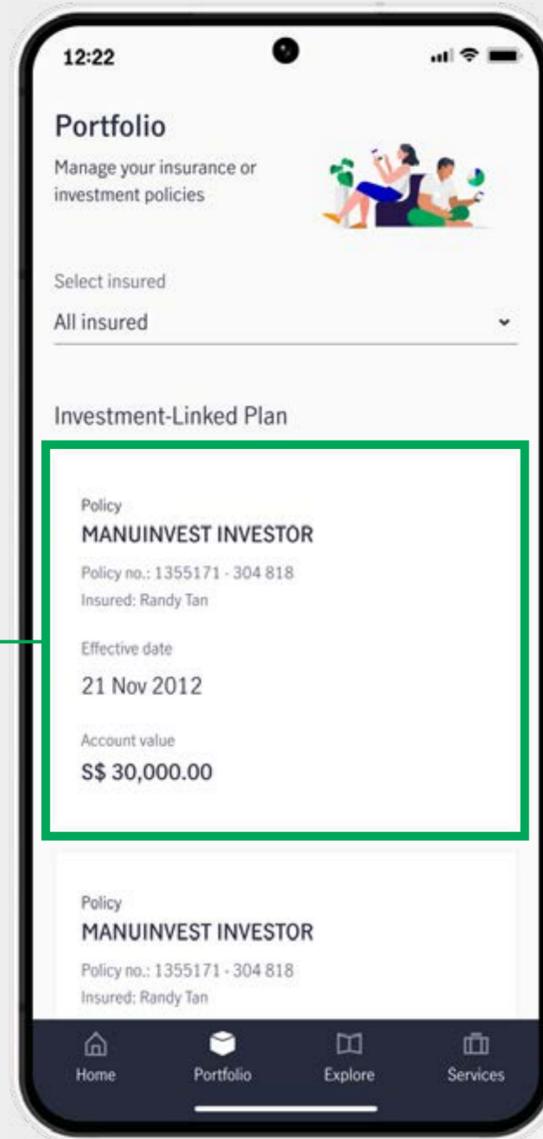
3 Choose a policy to view detailed information, including financial information and premium details.



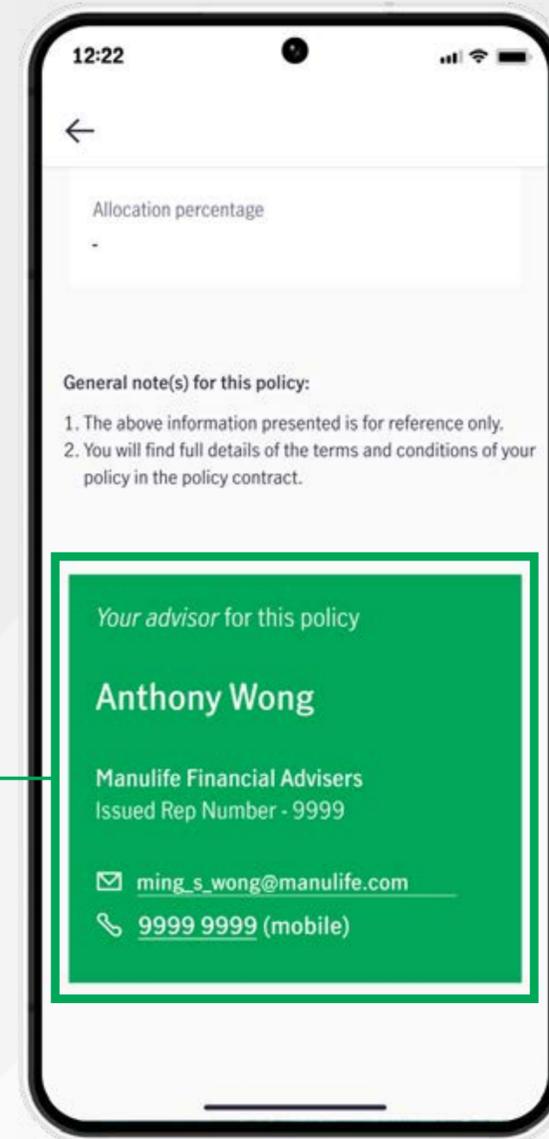
Find servicing representative



1 After logging in, select **“Portfolio”** at the bottom of the screen to view your policies.

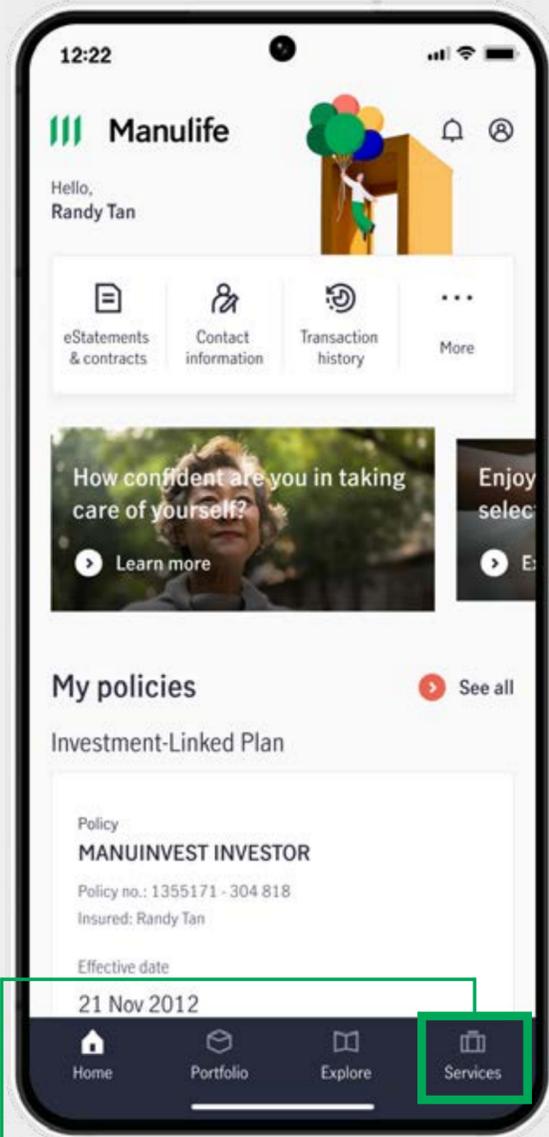


2 Choose the relevant policy you wish to view.

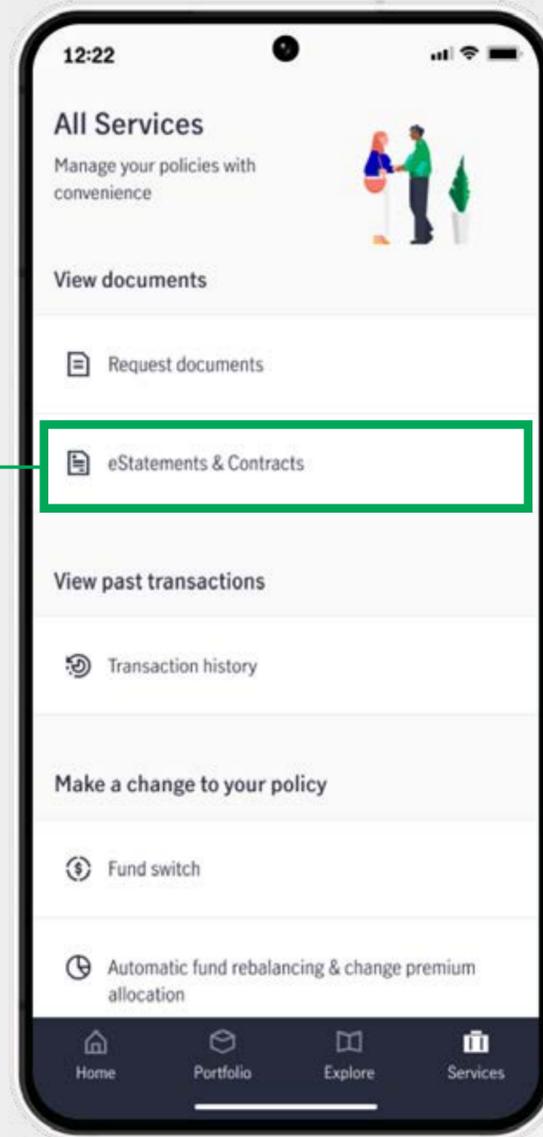


3 Under the **“Policy information”** tab, scroll to the bottom of the screen to see the **servicing representative** for your policy.

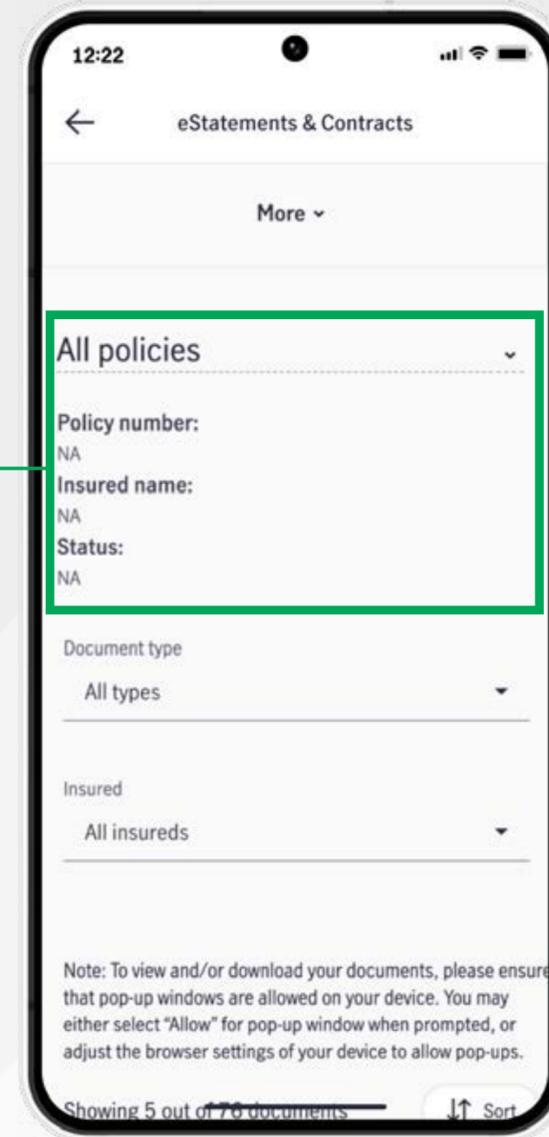
View policy statements and contracts



1 After logging in, select **“Services”** at the bottom of the screen.

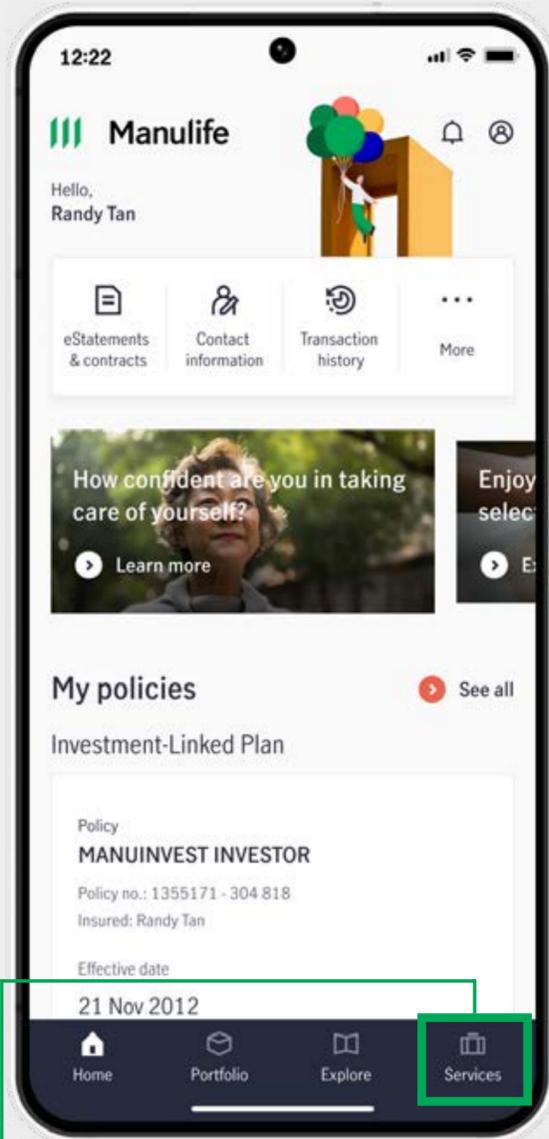


2 Select **“eStatements & Contracts”** under **“View documents”**.

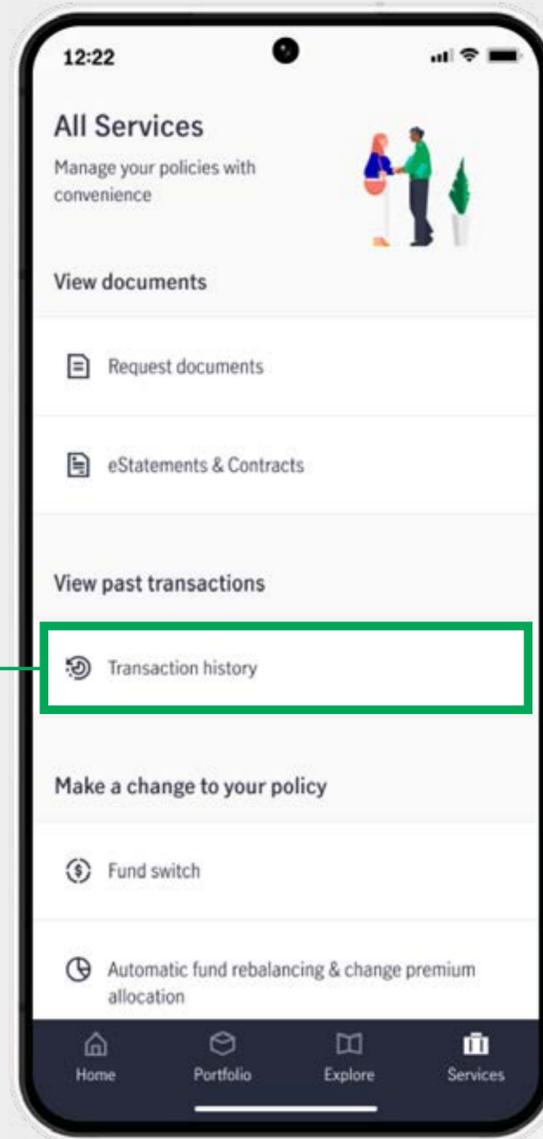


3 Select the policy you would like to view.

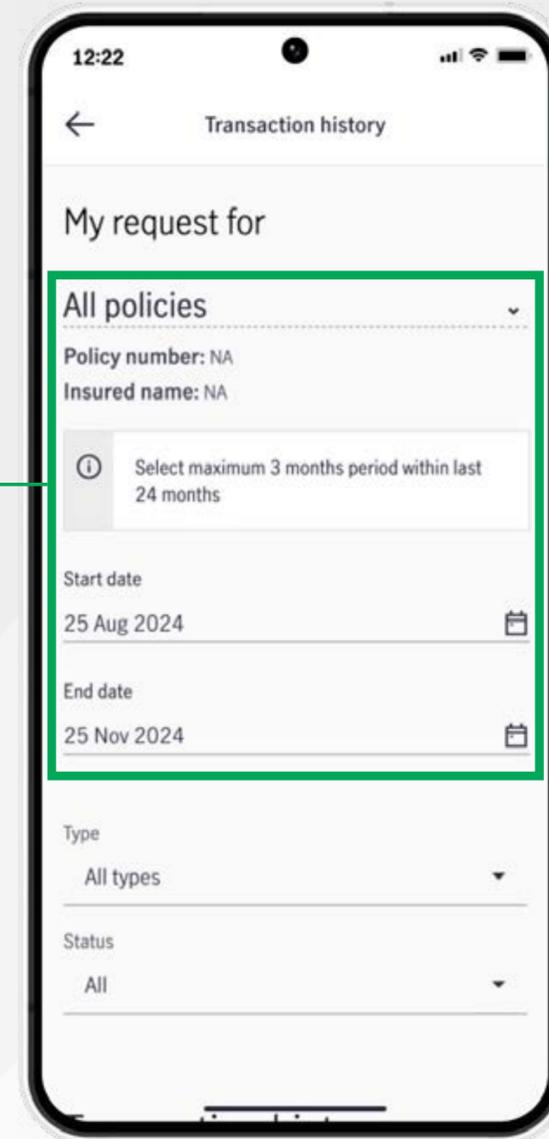
View past transactions (including claim status)



1 After logging in, select “**Services**” at the bottom of the screen.

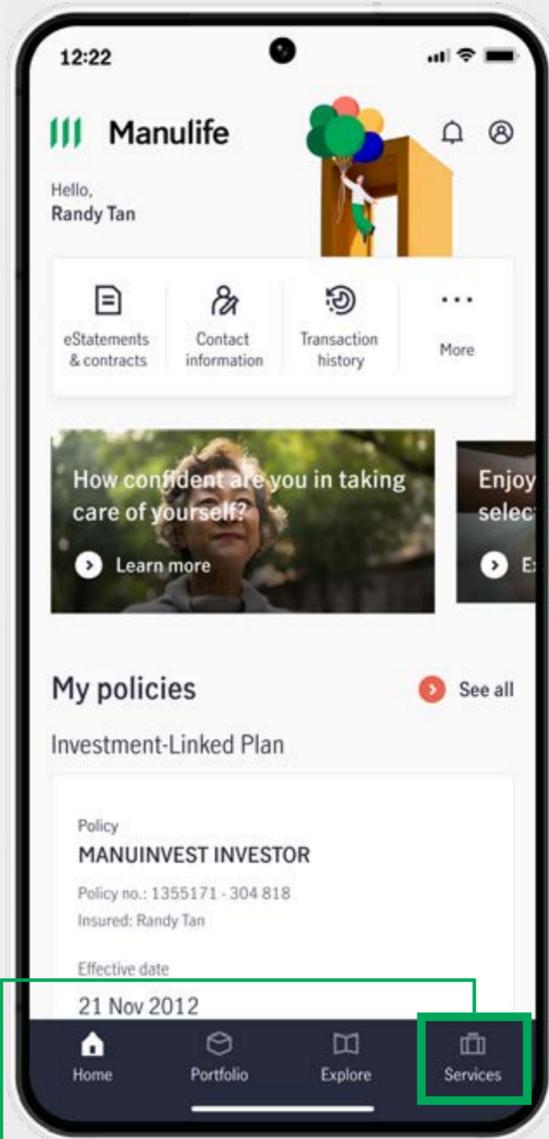


2 Select “**Transaction history**” under “View past transactions”.

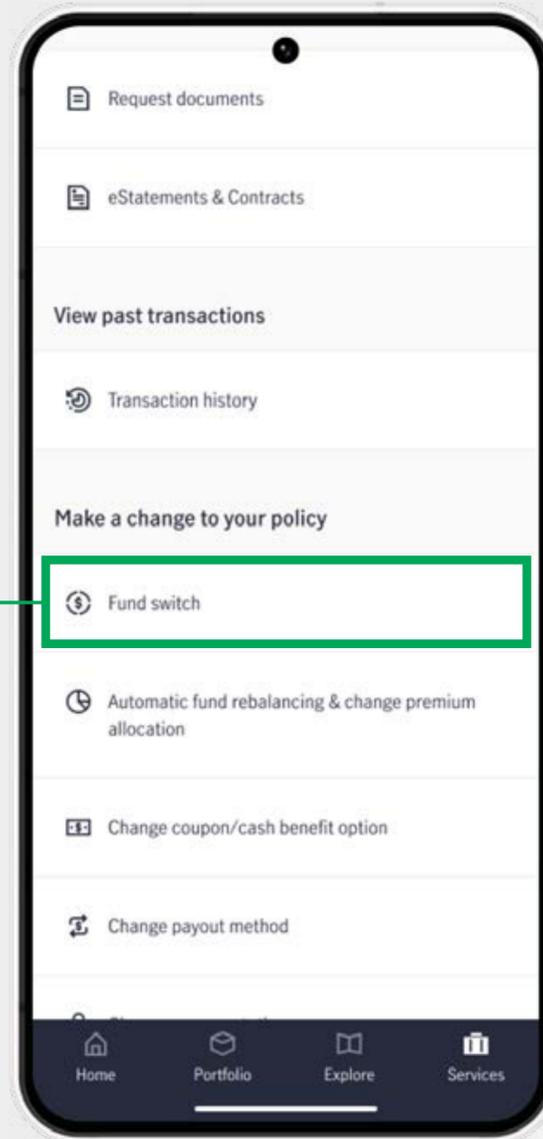


3 Select the policy you would like to view.

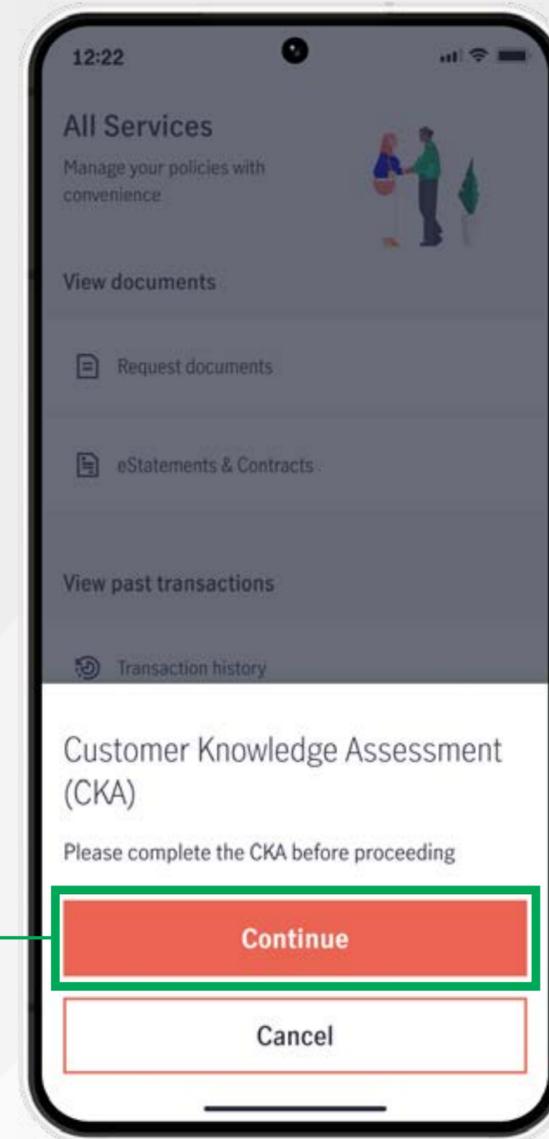
Make changes to investment portfolio (switch funds)



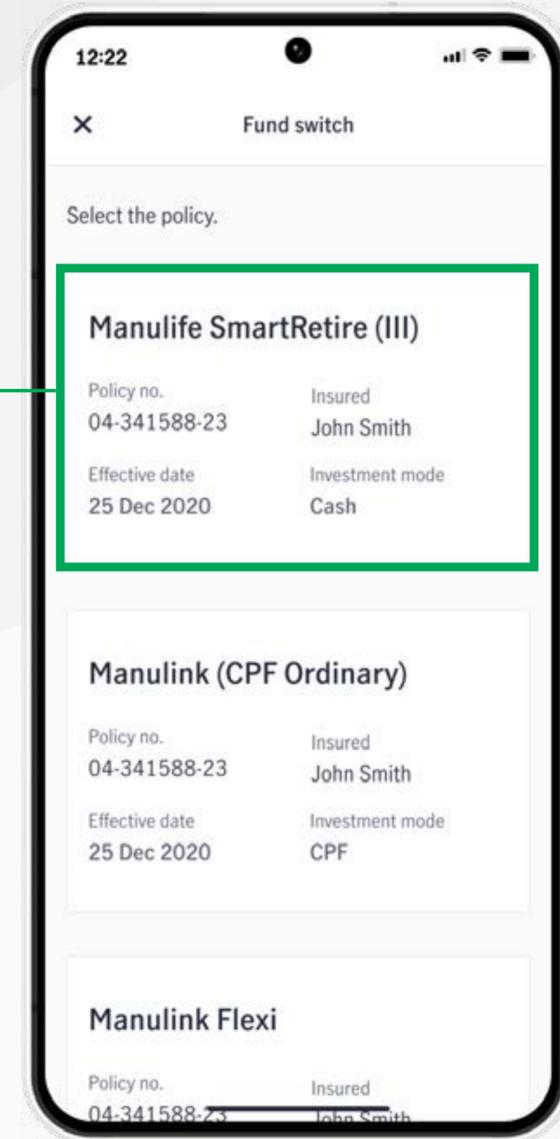
1 After logging in, select **“Services”** at the bottom of the screen.



2 Select **“Fund switch”** under **“Make a change to your policy”**.

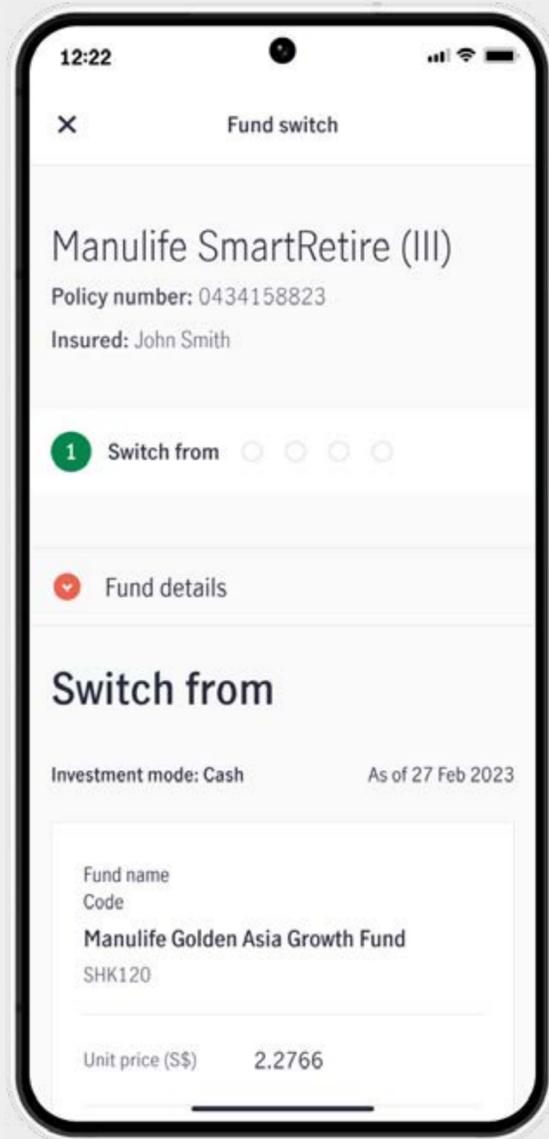


3 You may be required to complete the **Customer Knowledge Assessment (CKA)** and **Risk Profile Questionnaire (RPQ)** if you haven't previously done so.

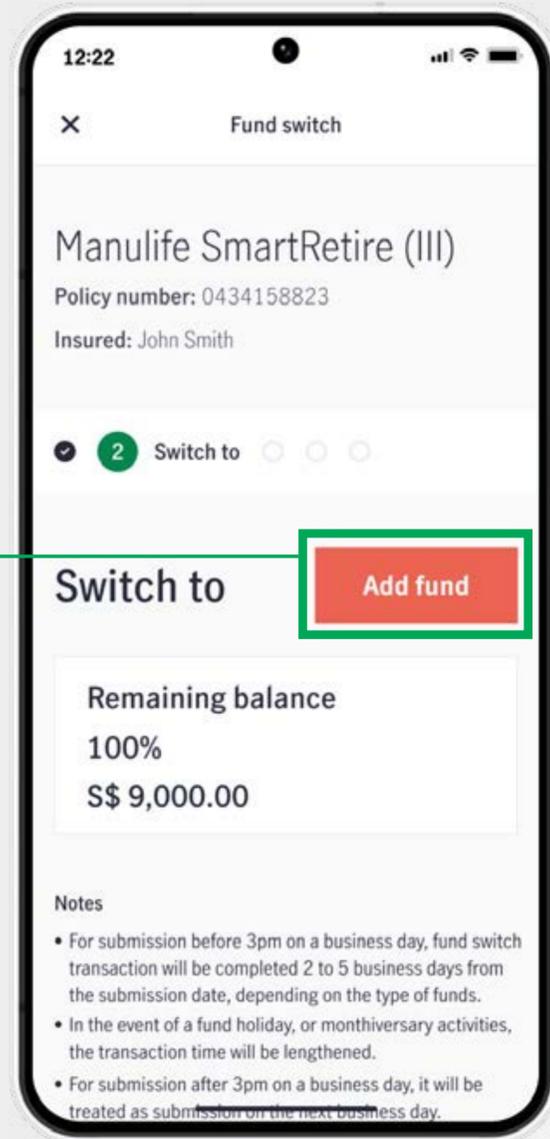


4 Select the policy you would like to make the fund switch for.

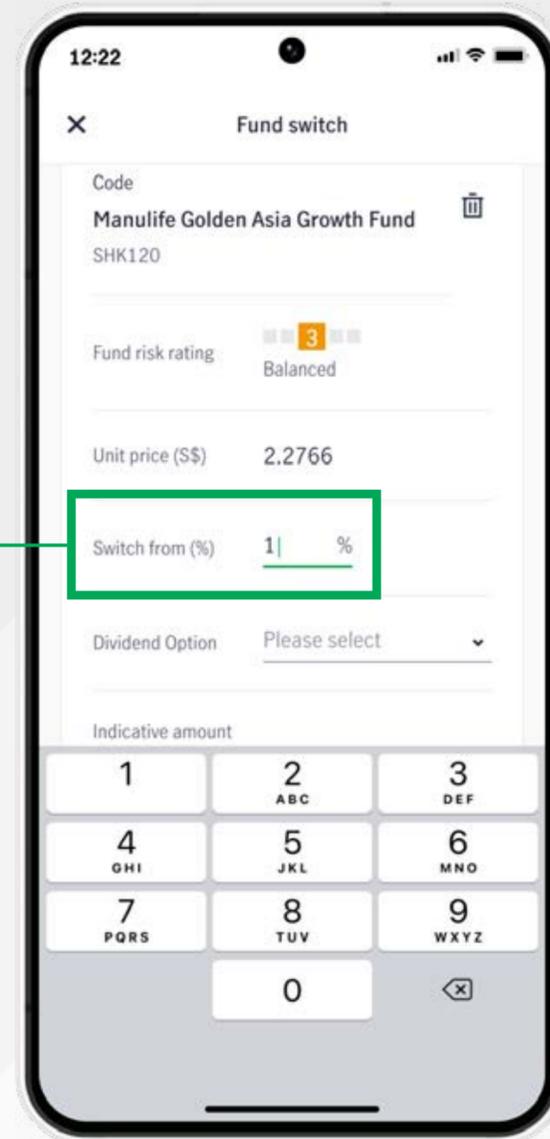
Make changes to investment portfolio (switch funds)



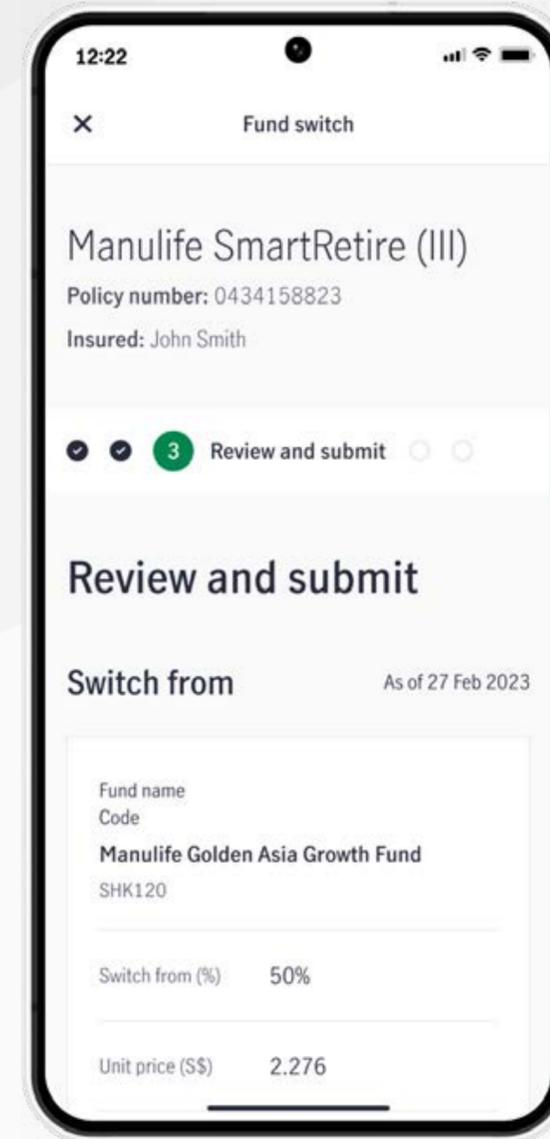
5 For your selected fund(s), enter the percentage you would like to switch out.



6 Click "Add Fund" to select the fund(s) you want to switch into.

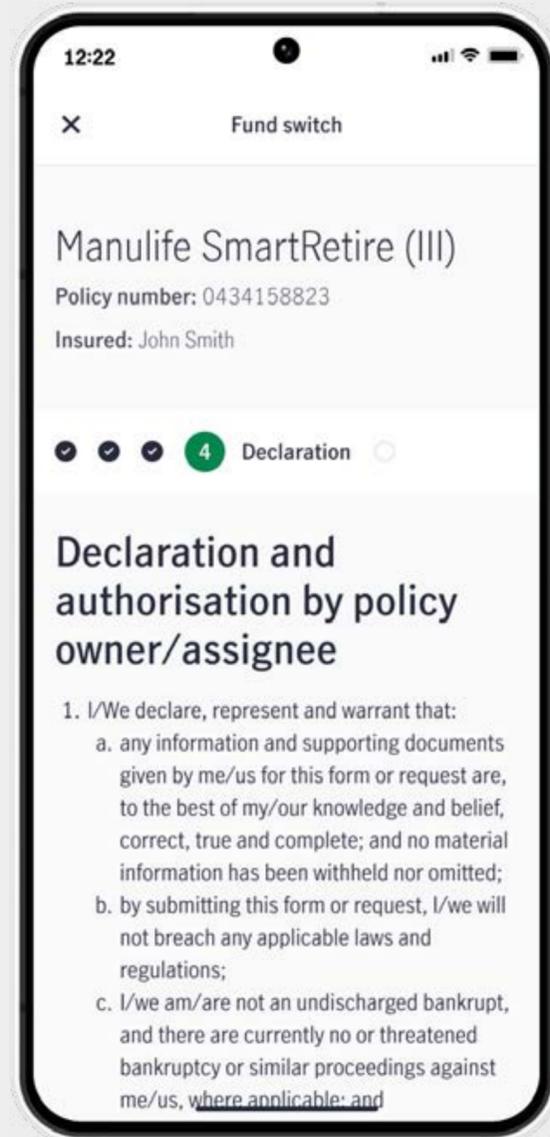


7 Enter the percentage you would like to allocate to each selected fund.

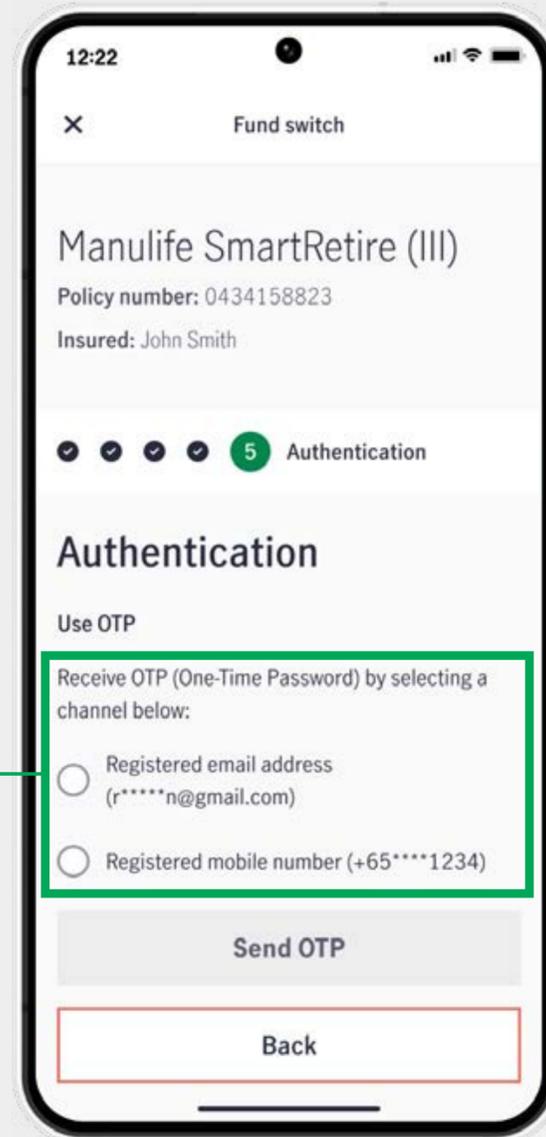


8 Review your fund switch instructions before submitting your request.

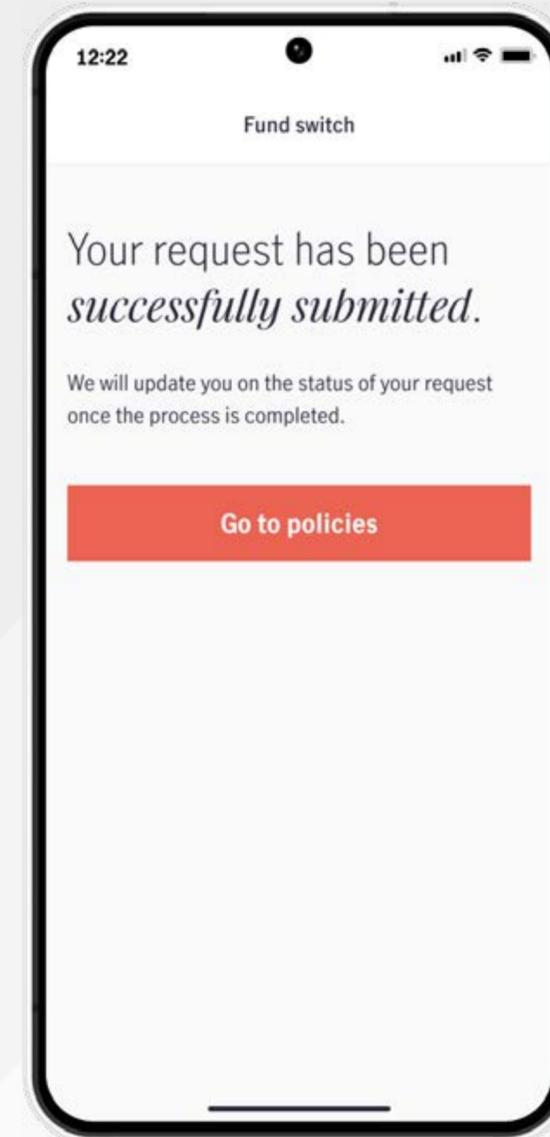
Make changes to investment portfolio (switch funds)



9 Read and acknowledge the **Declaration**, then click “**Next**”.

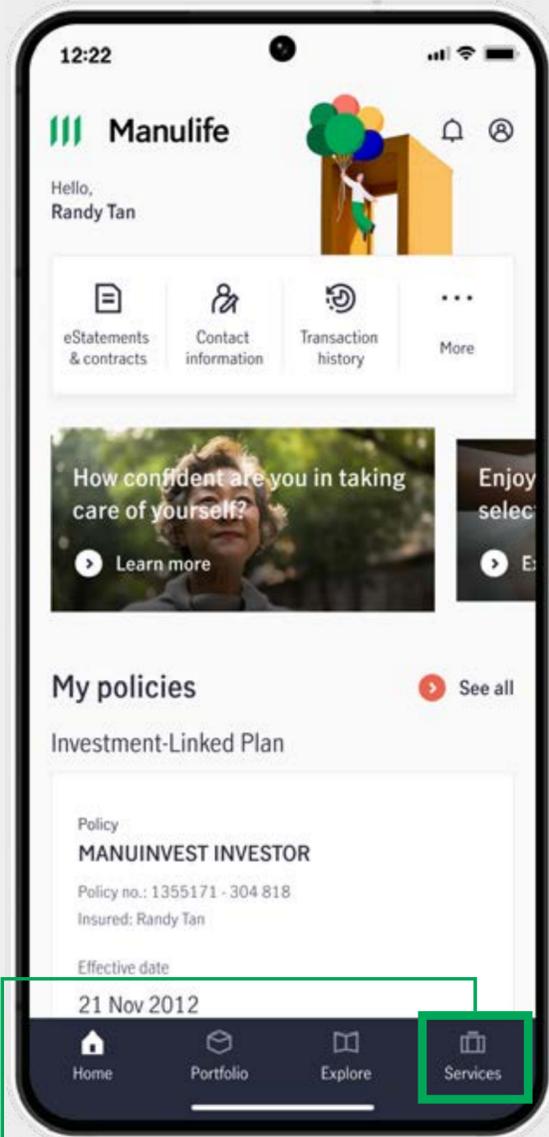


10 Select your preferred method to receive your One-Time Password (OTP), and key in your OTP.

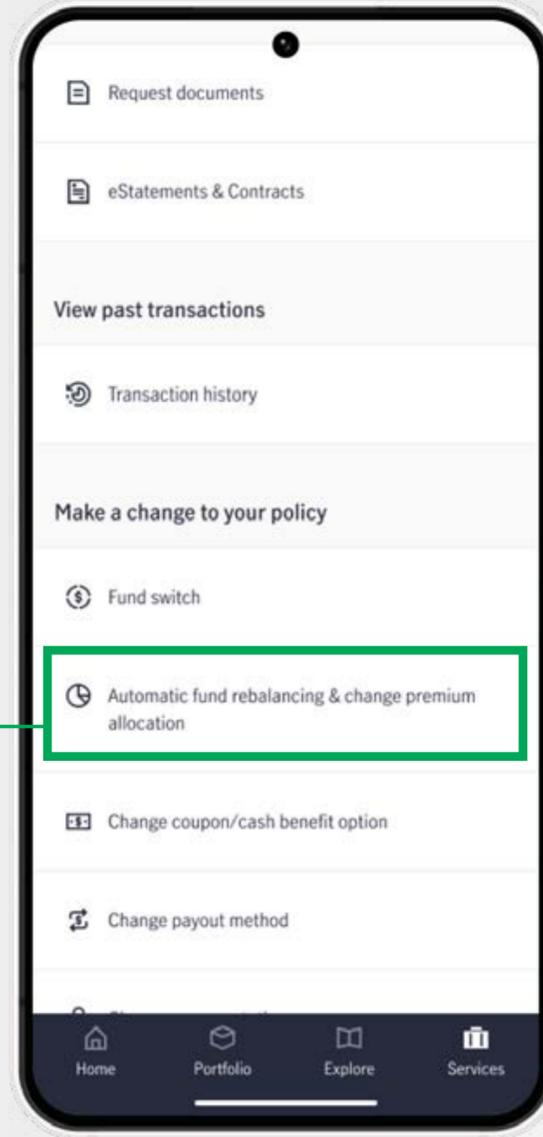


11 You will receive an immediate acknowledgement.

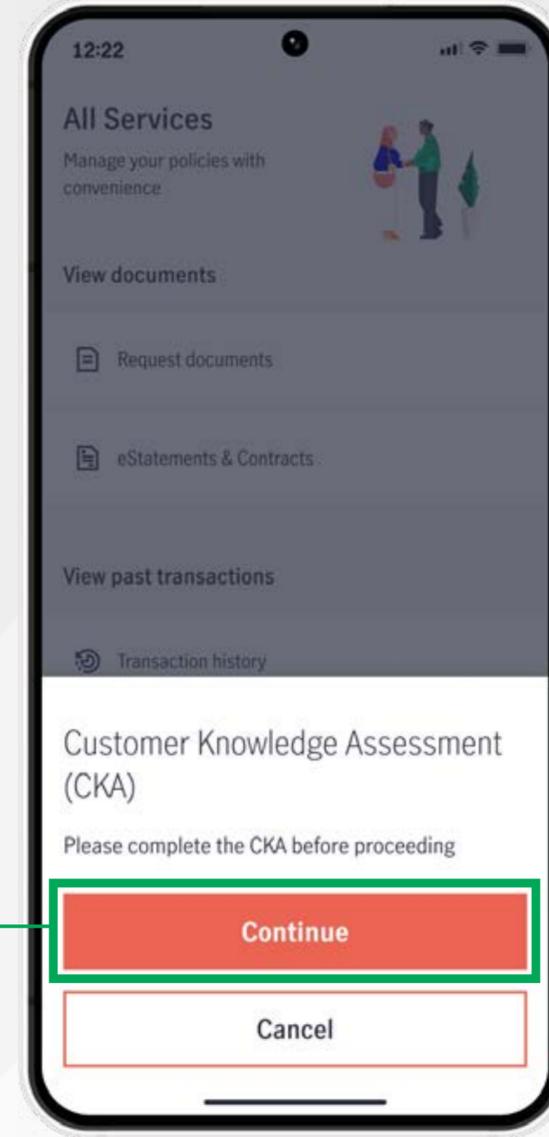
Make changes to investment portfolio (auto re-balancing and change premium allocation)



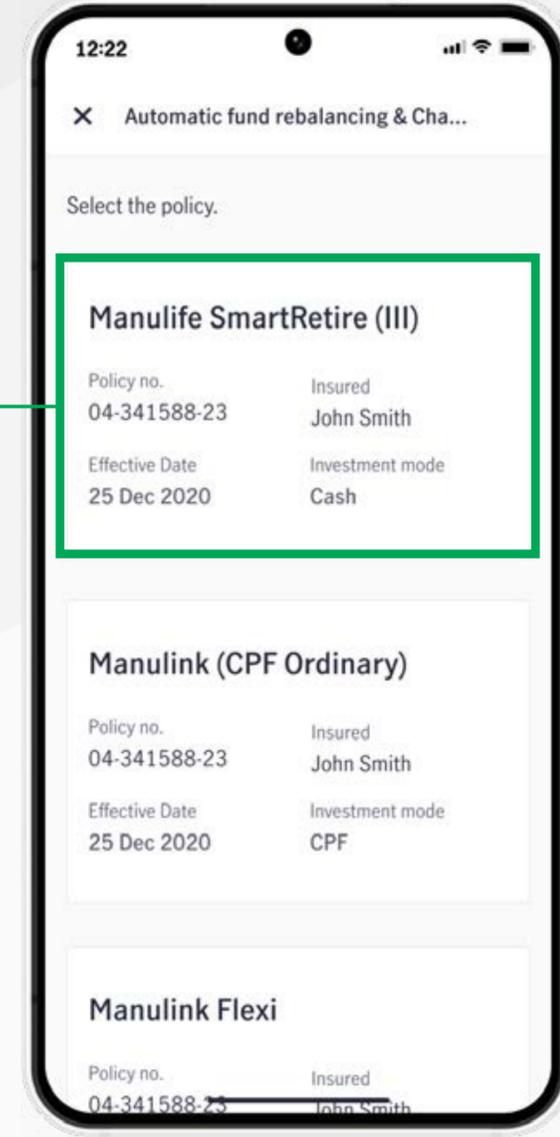
1 After logging in, select **“Services”** at the bottom of the screen.



2 Select **“Automatic fund rebalancing & change premium allocation”** under **“Make a change to your policy”**.

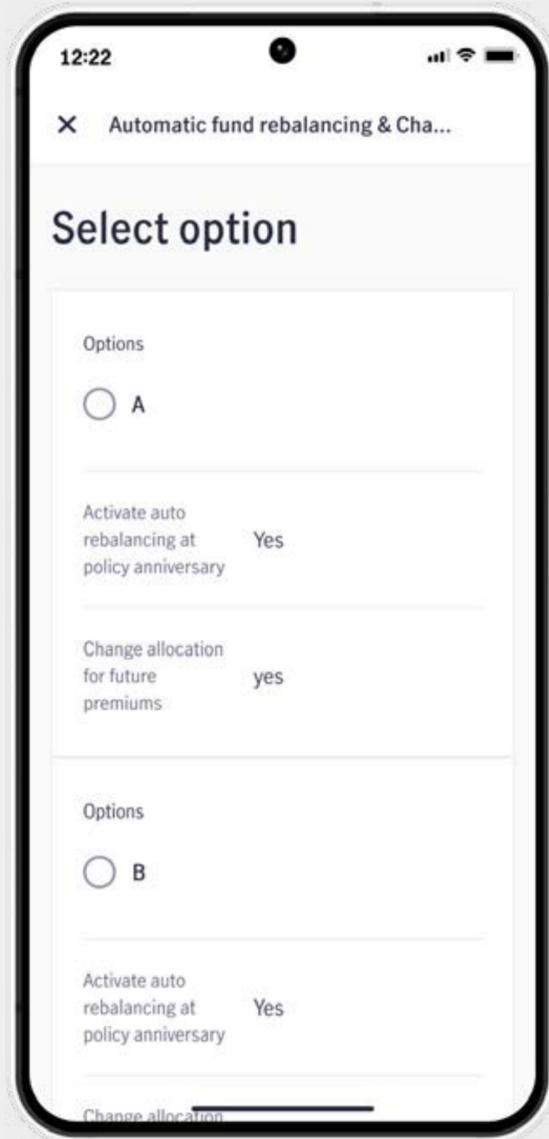


3 You may be required to complete the **Customer Knowledge Assessment (CKA)** and **Risk Profile Questionnaire (RPQ)** if you haven't previously done so.

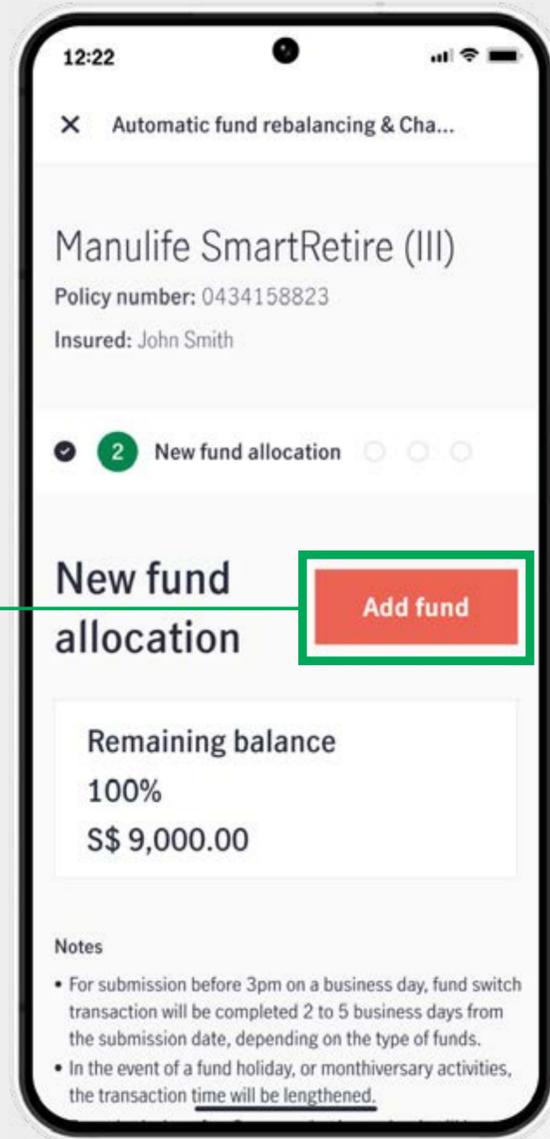


4 Select the **policy**.

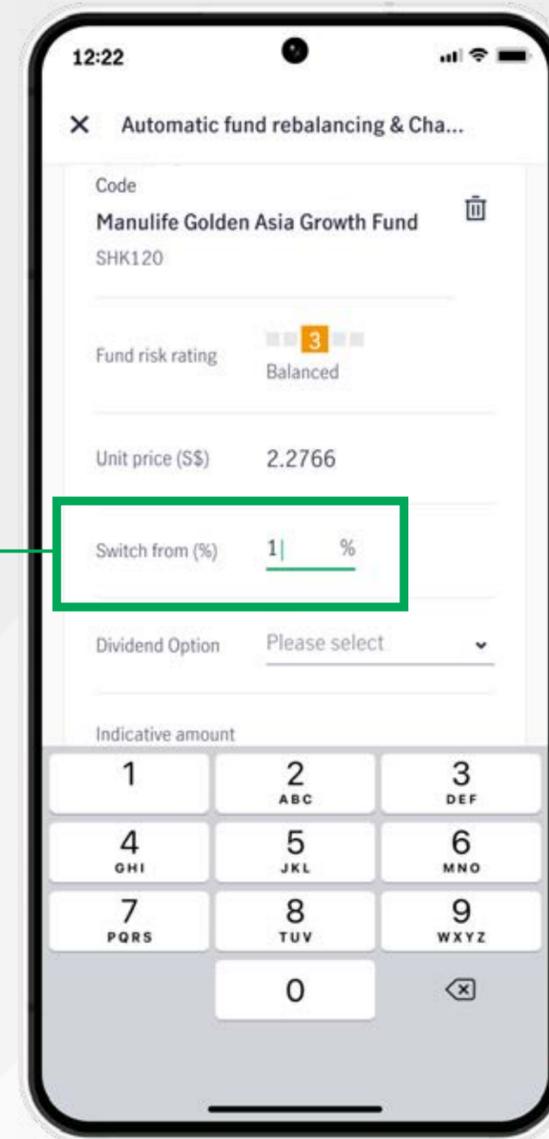
Make changes to investment portfolio (auto re-balancing and change premium allocation)



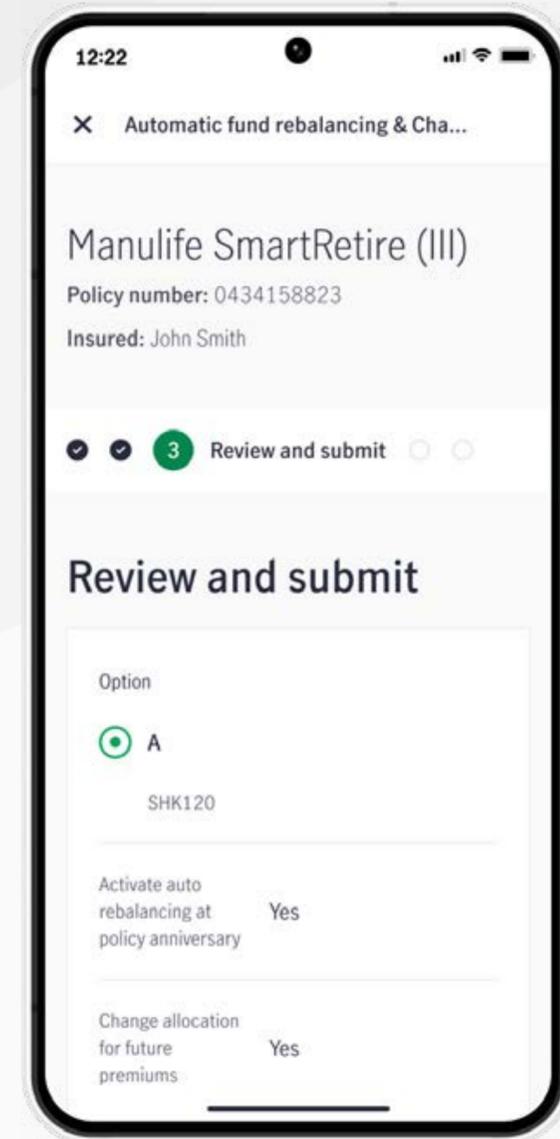
5 Select the **investment option**.



6 Click **“Add Fund”** to select the fund(s) you want to switch into.

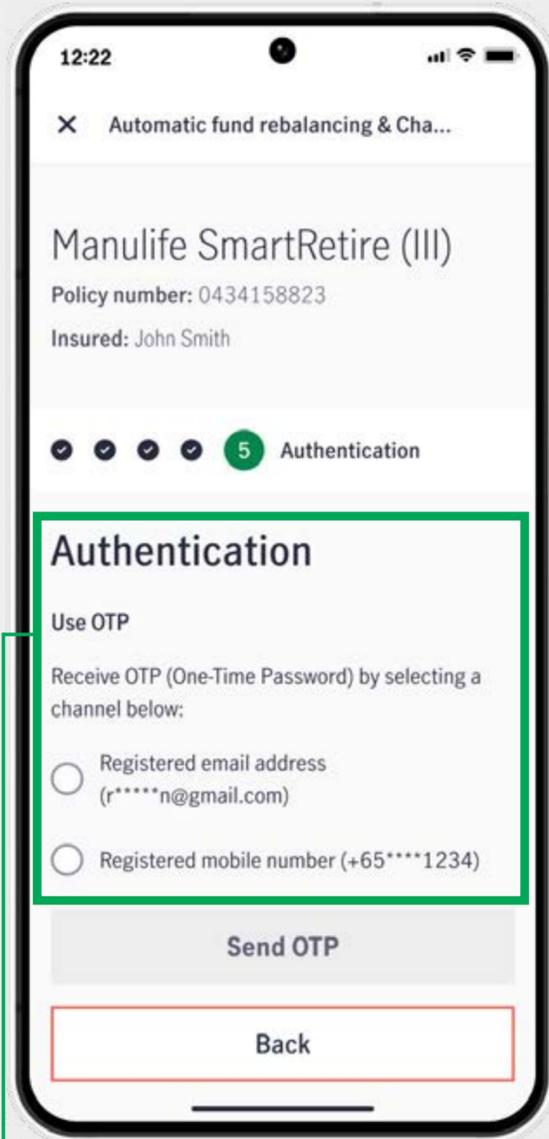


7 Enter the percentage you would like to allocate to each selected fund.

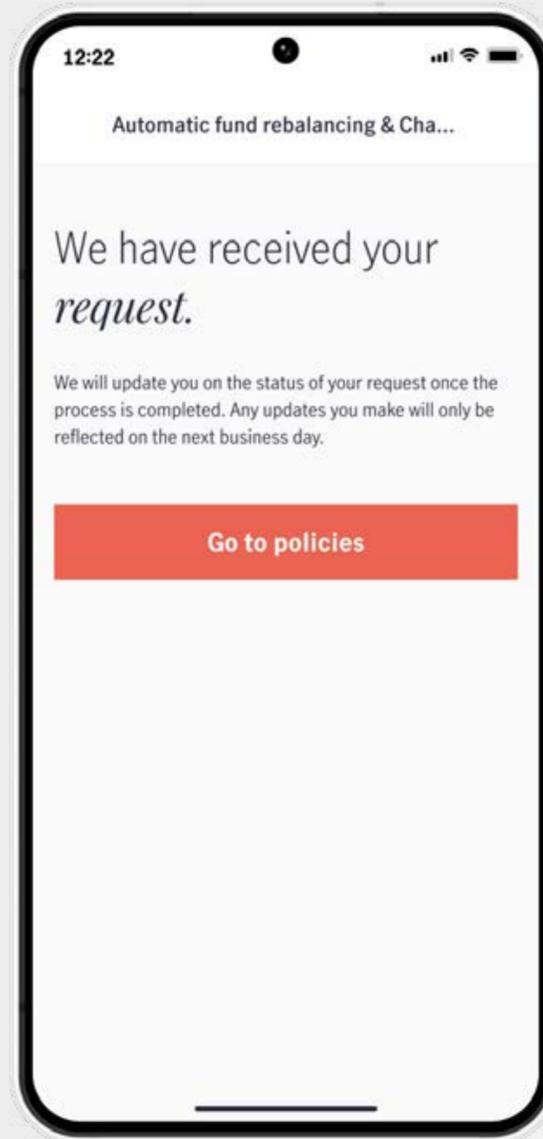


8 Review your investment option before submitting your request.

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

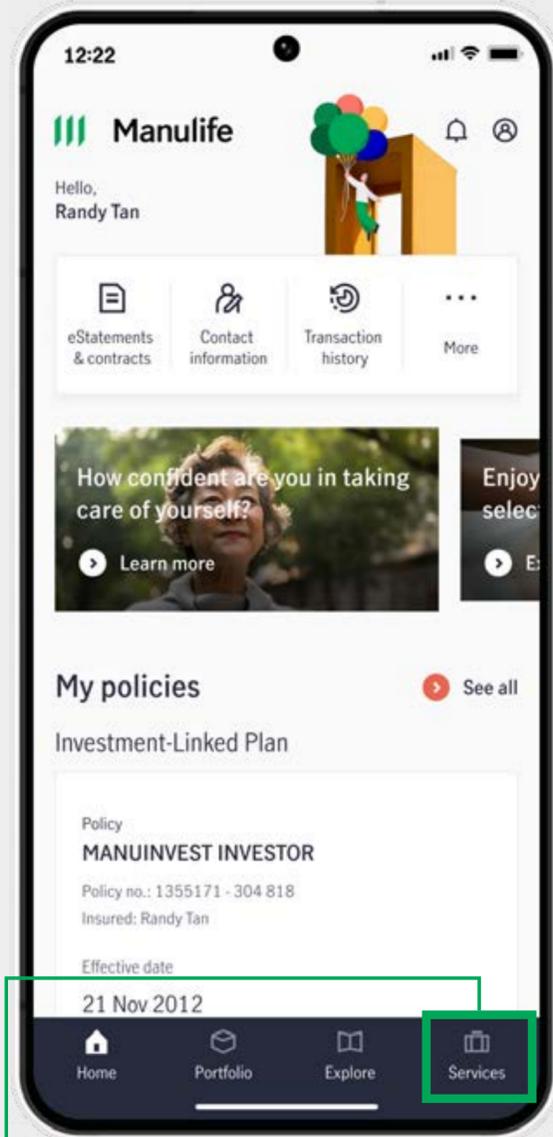


9 Select your preferred method to receive your One-Time Password (OTP), and key in your OTP.

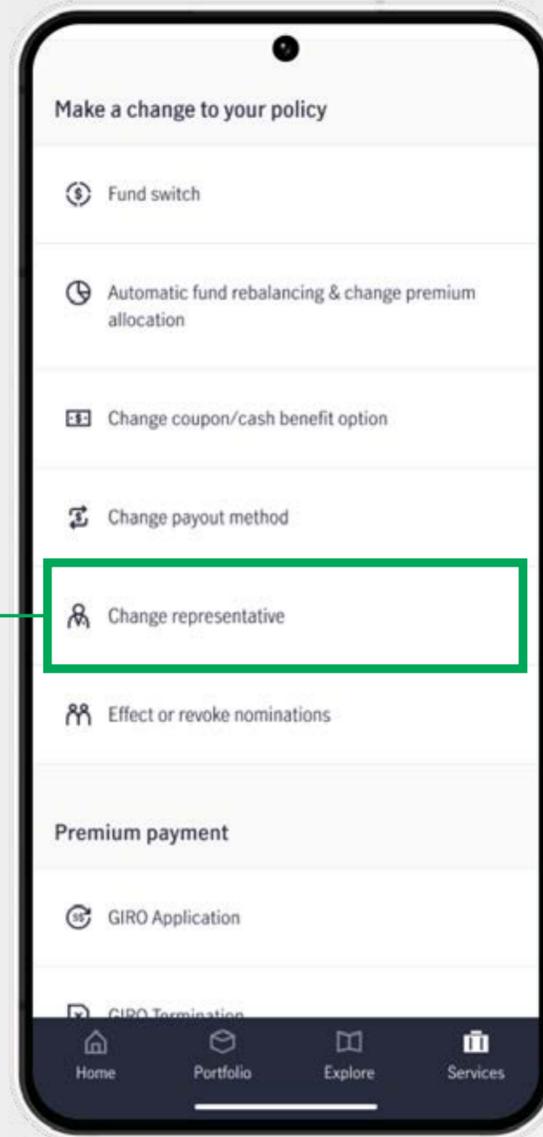


10 You will receive an immediate acknowledgement.

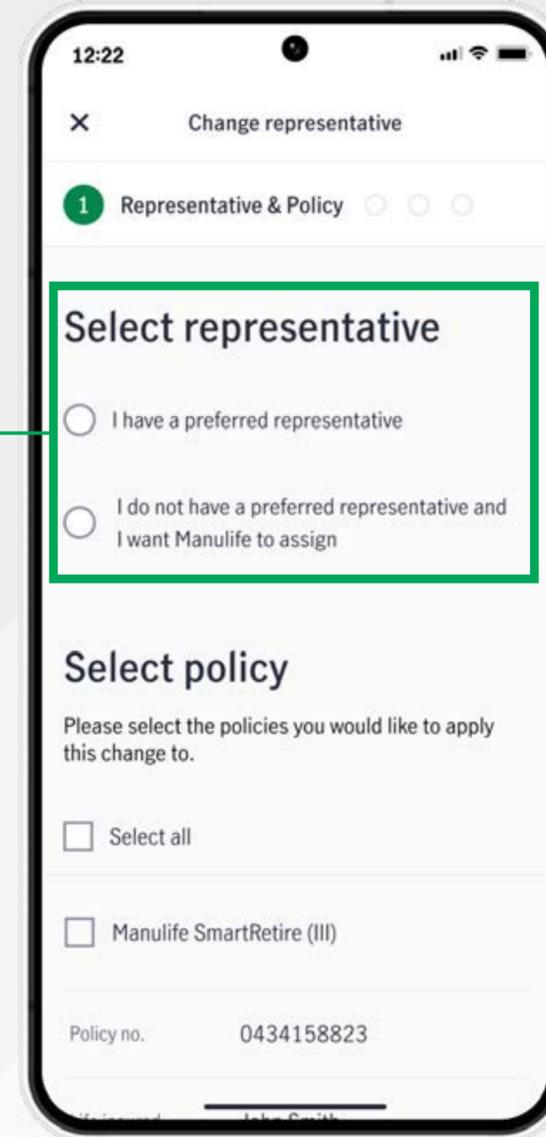
Change servicing representative



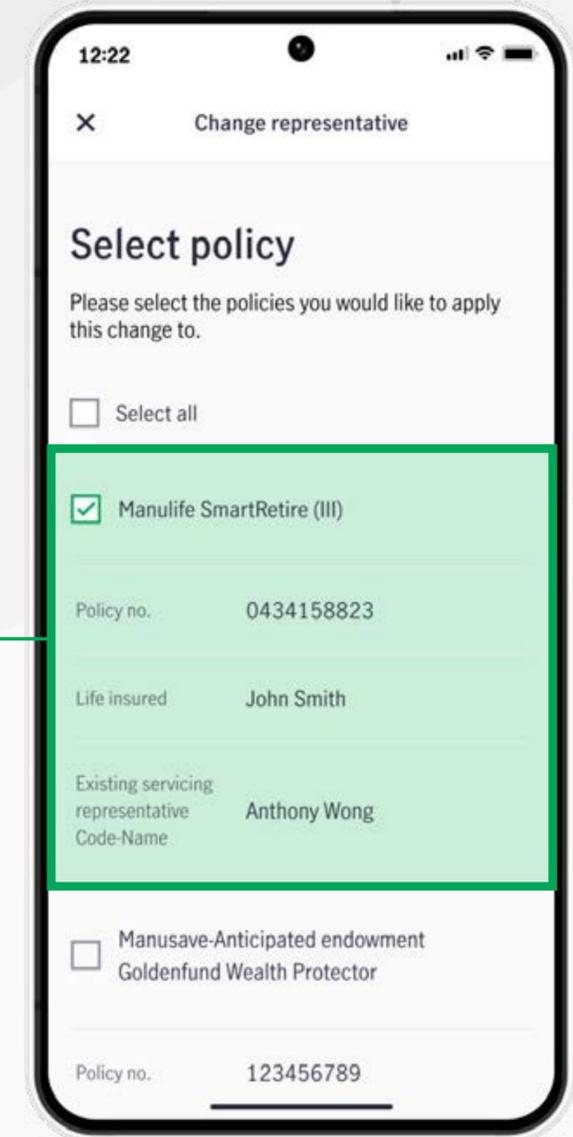
1 After logging in, select **“Services”** at the bottom of the screen.



2 Select **“Change representative”** under **“Make a change to your policy”**.

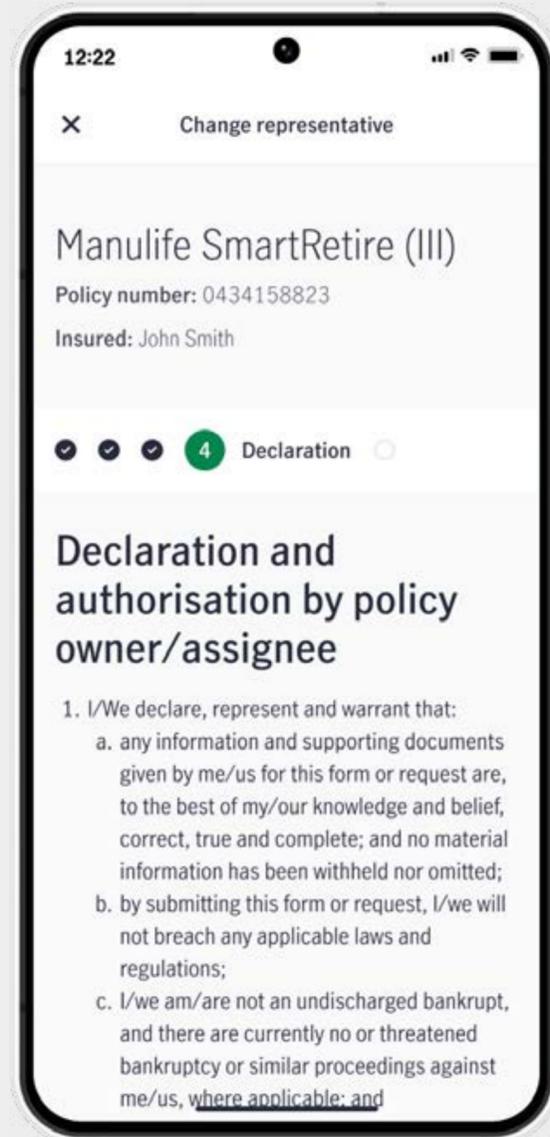


3 Indicate whether you have a preferred representative or if you would like Manulife to assign one for you.

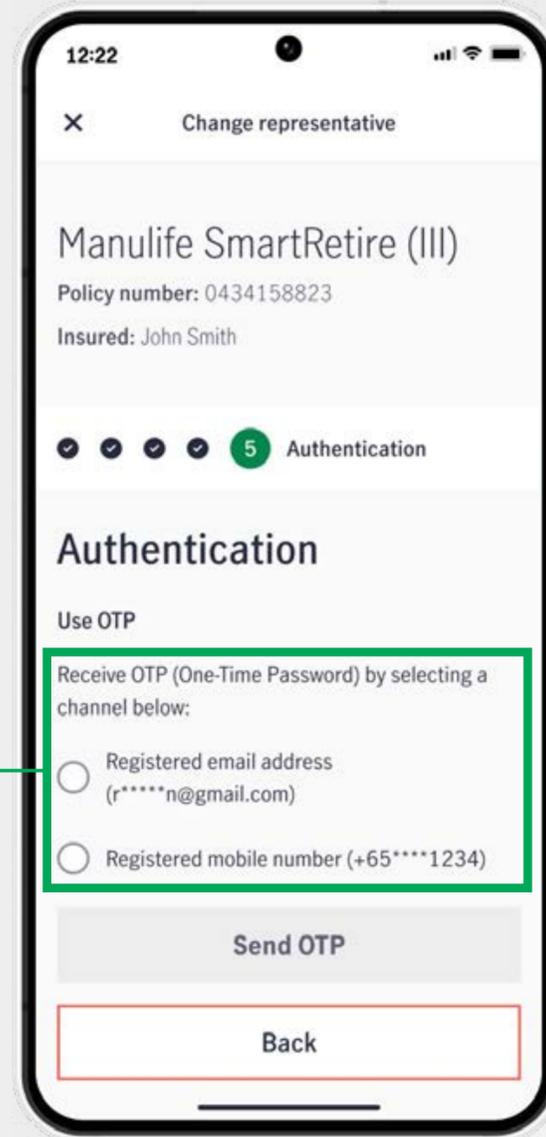


4 Select the policies you would like to apply this change to.

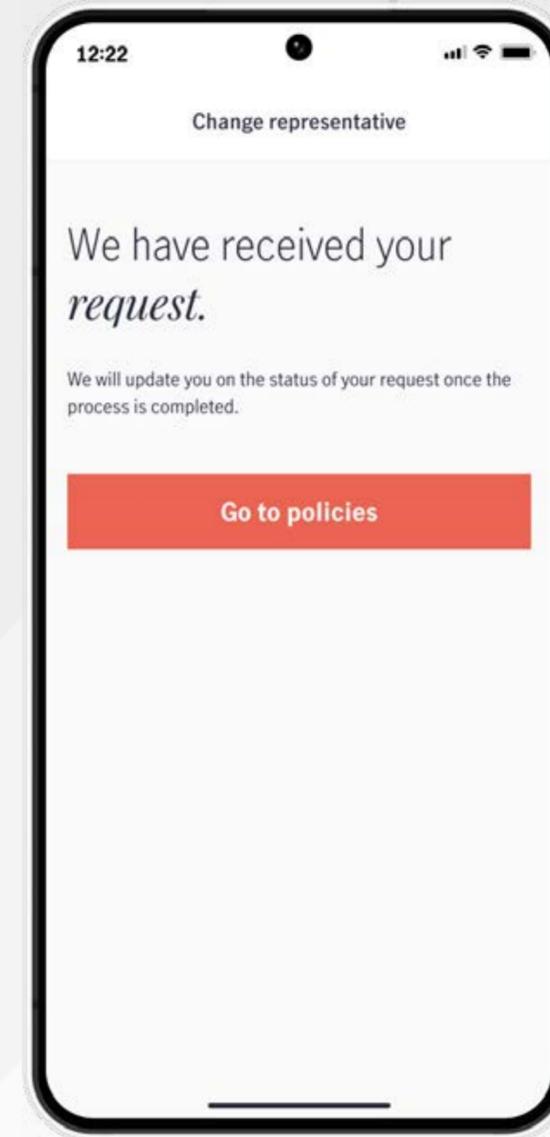
Change servicing representative



5 Read and acknowledge the **Declaration**, then click **“Next”**.

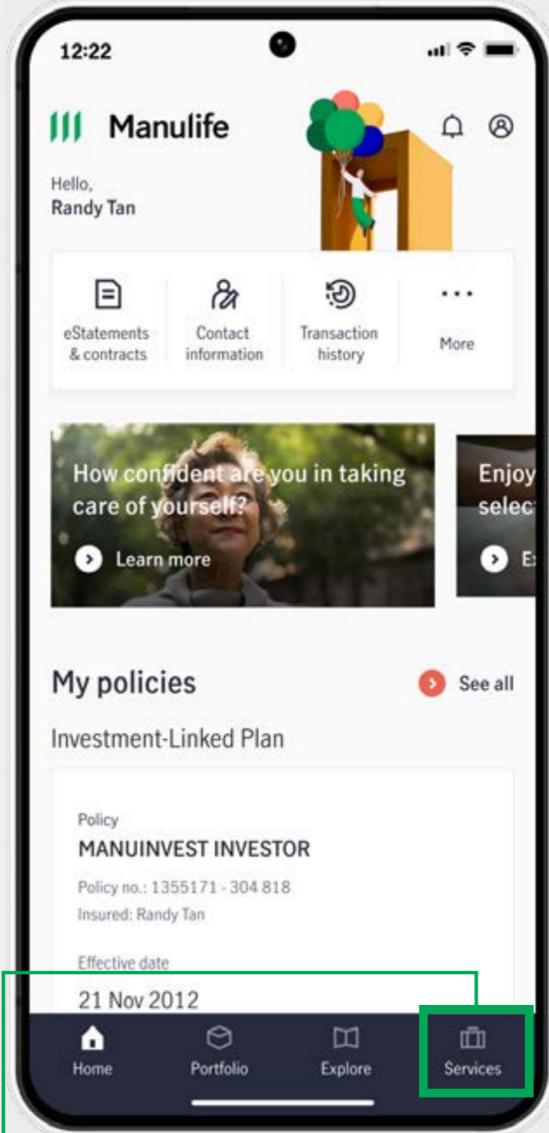


6 Select your preferred method to receive your One-Time Password (OTP), and key in your OTP.

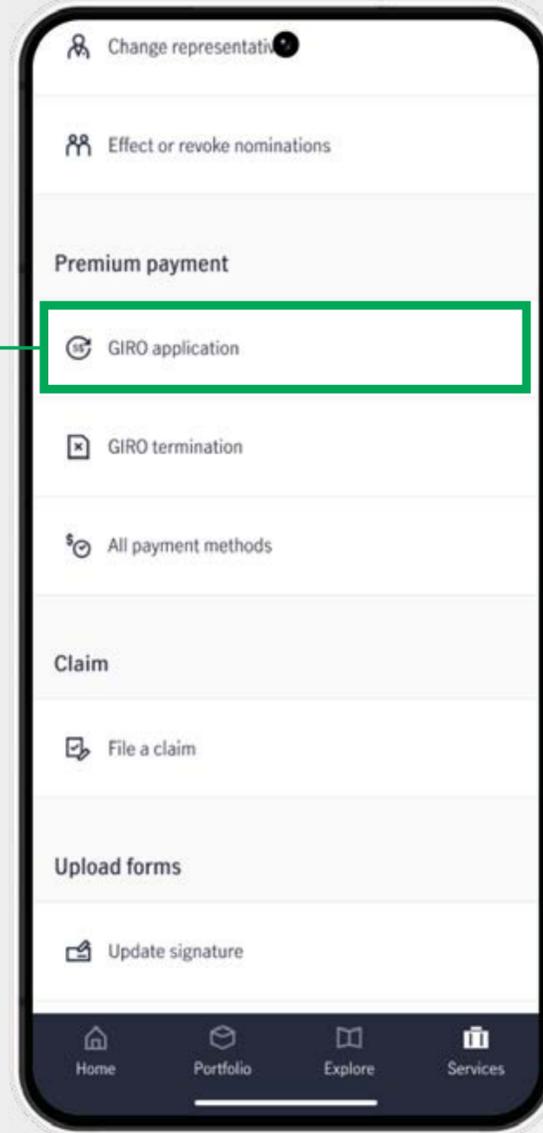


7 You will receive an immediate acknowledgement.

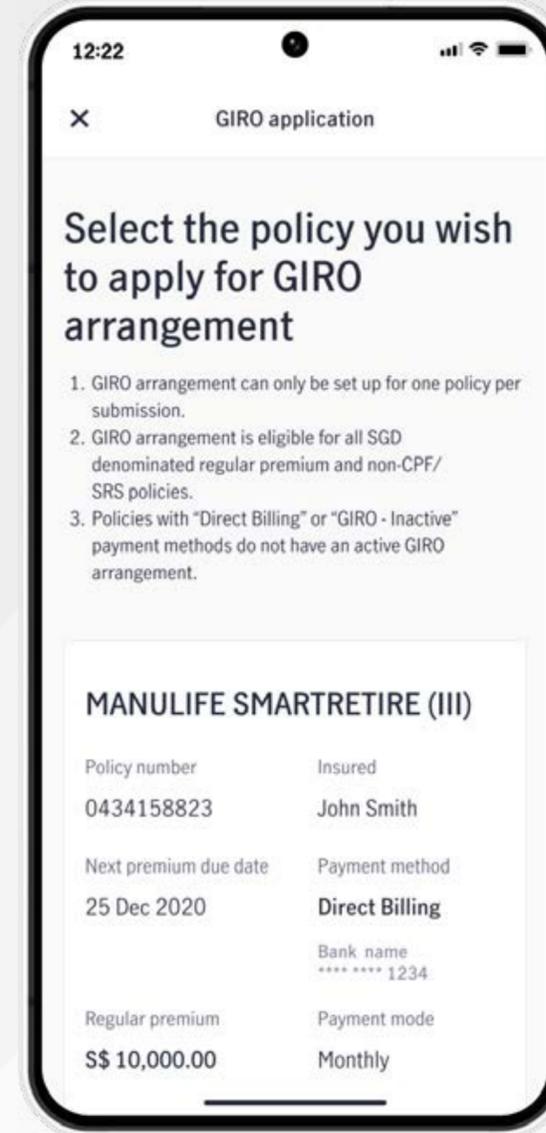
Set up a GIRO arrangement



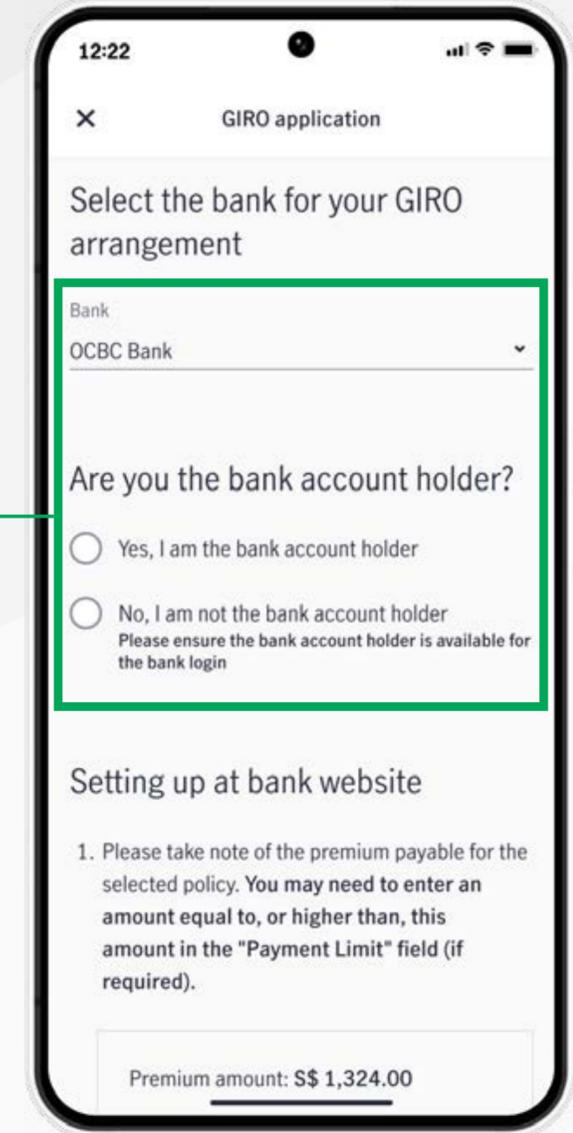
1 After logging in, select **“Services”** at the bottom of the screen.



2 Select **“GIRO Application”** under **“Premium payment”**.

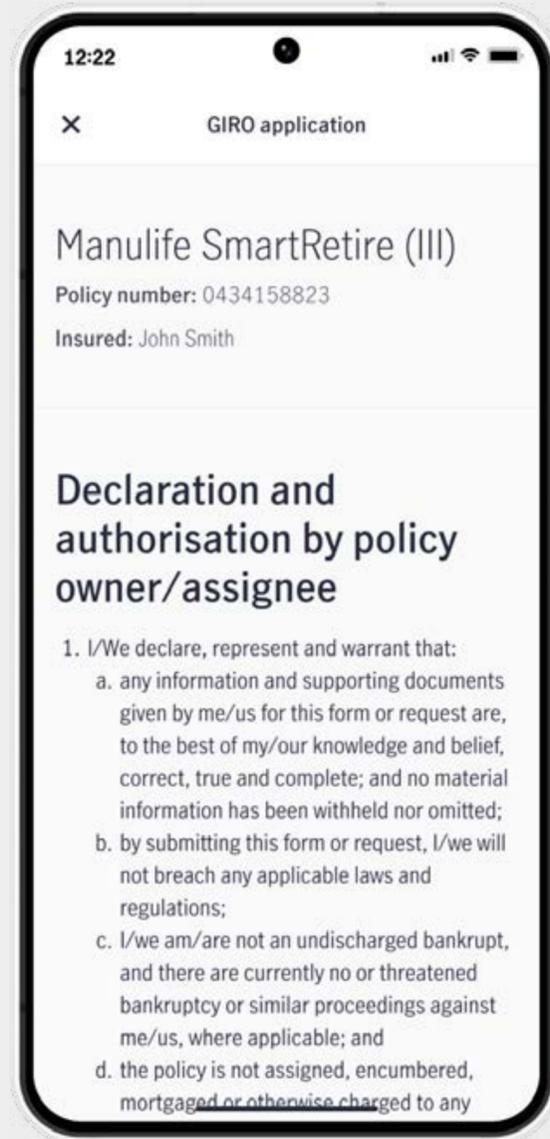


3 Select the policy you would like to set up the GIRO arrangement.

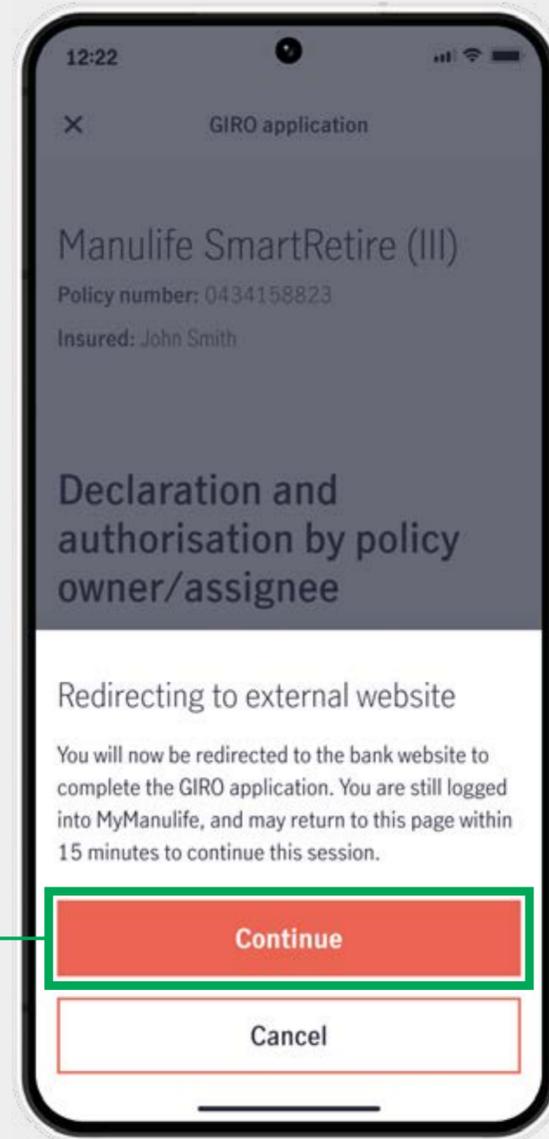


4 Select the **bank** for your GIRO arrangement, then confirm your details and premium amount.

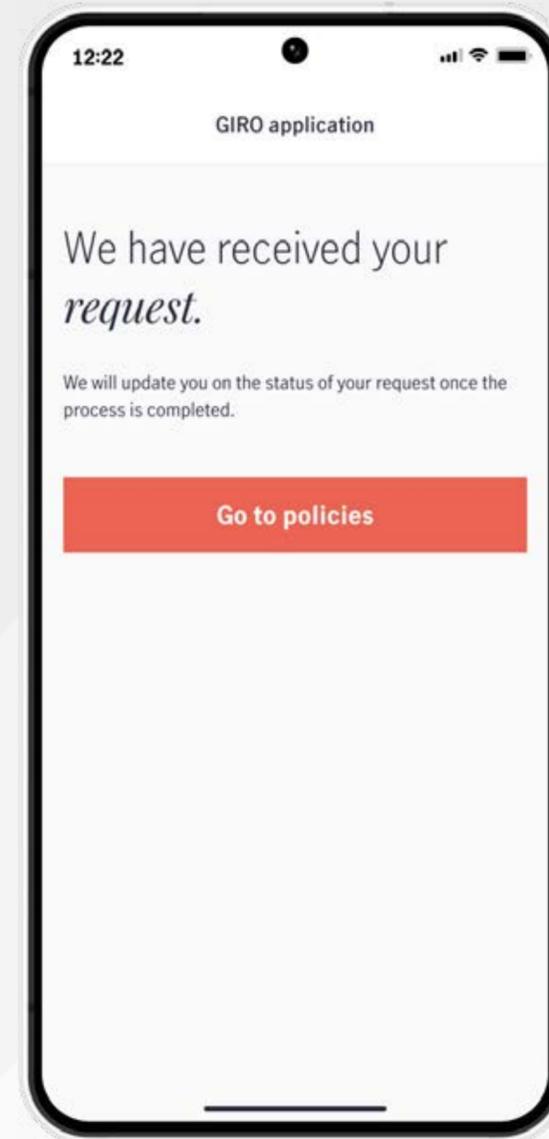
Set up a GIRO arrangement



5 Read and acknowledge the **Declaration**, then click “**Next**”.

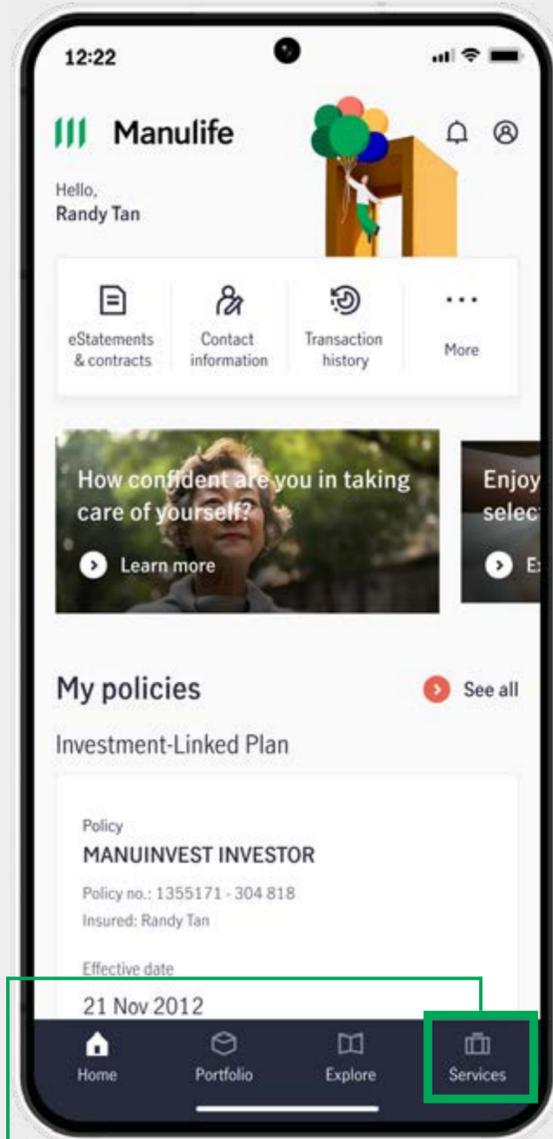


6 You will be directed to the bank's website to complete the GIRO application.

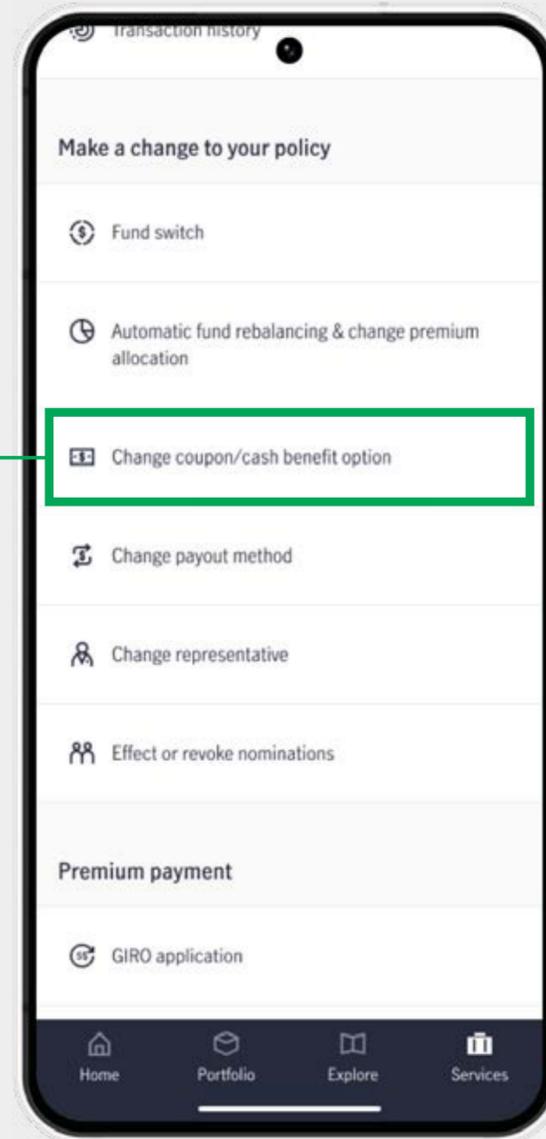


7 You will receive an immediate acknowledgement.

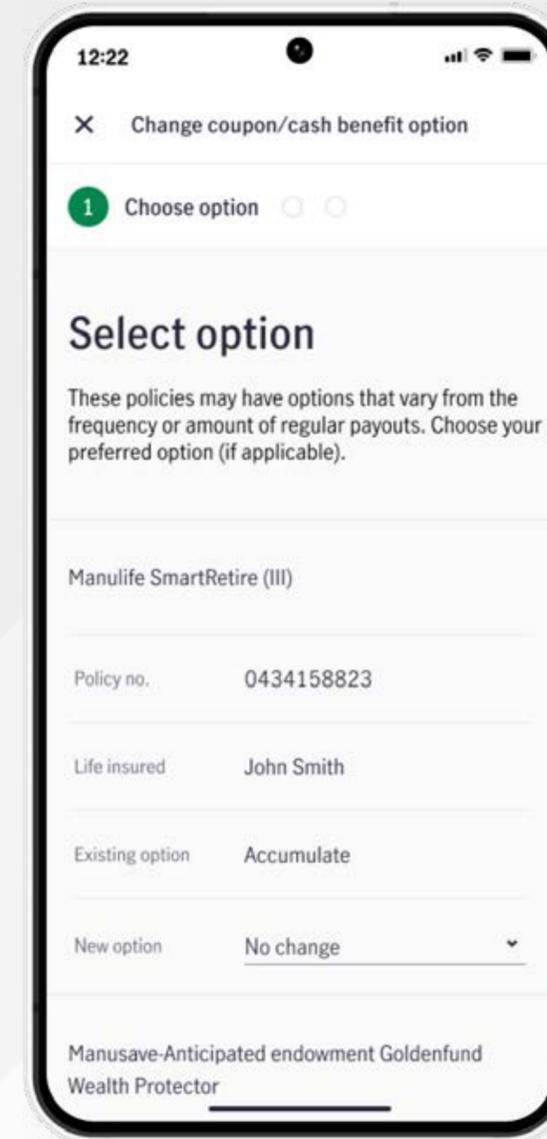
Change coupon/cash benefit option



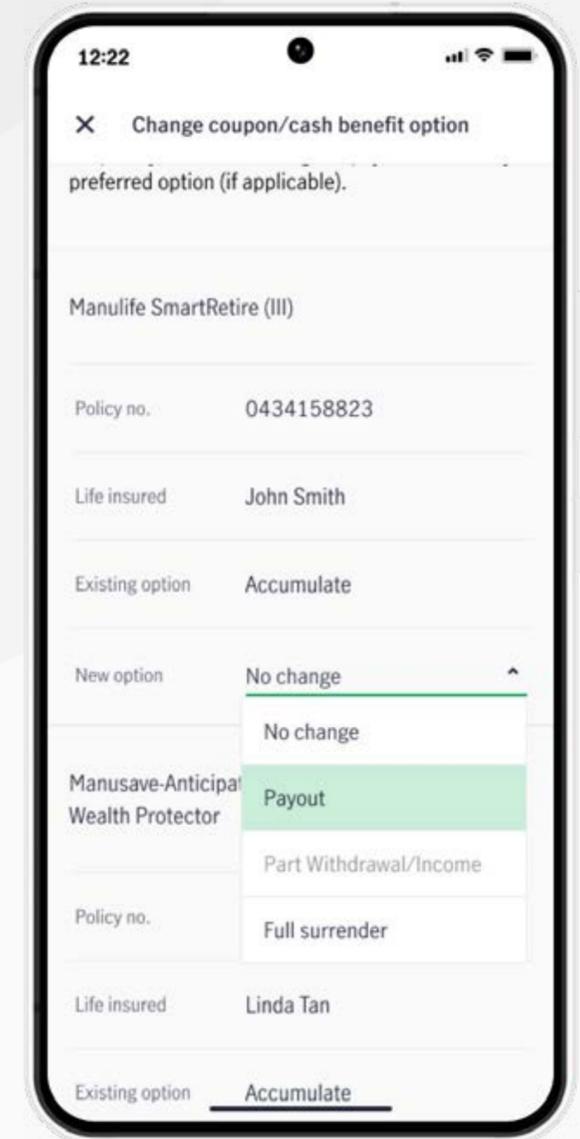
1 After logging in, select **“Services”** at the bottom of the screen.



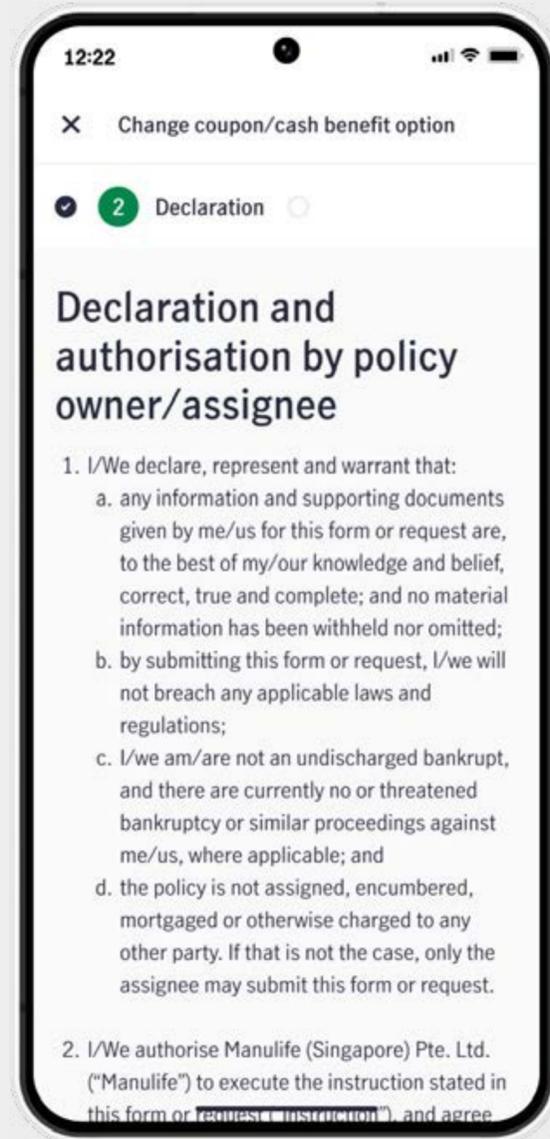
2 Select **“Change coupon/cash benefit option”** under **“Make a change to your policy”**.



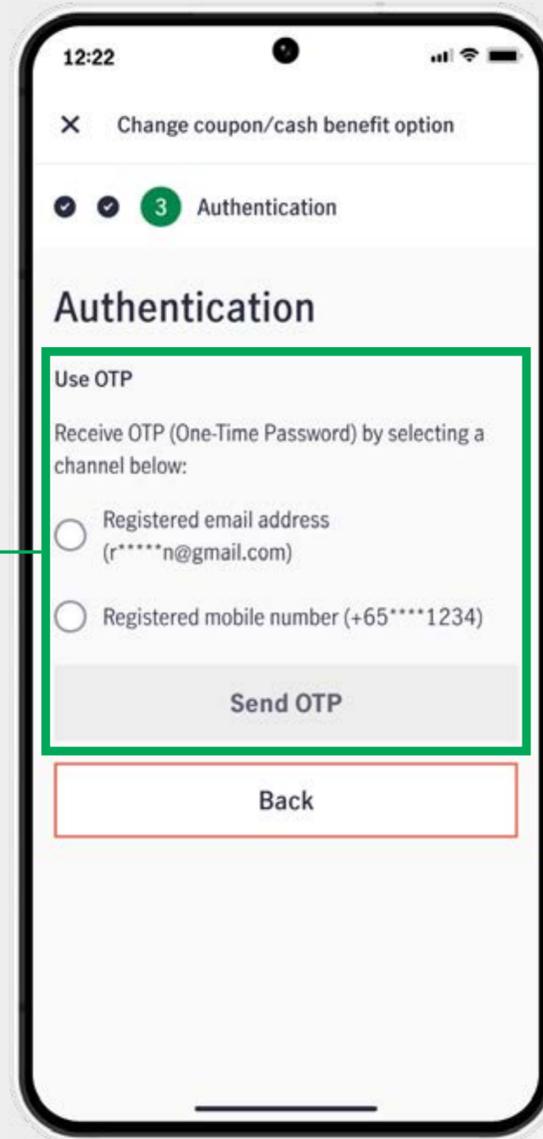
3 Under **“New option”**, select the preferred option for the required policy(ies) and click **“Next”**.



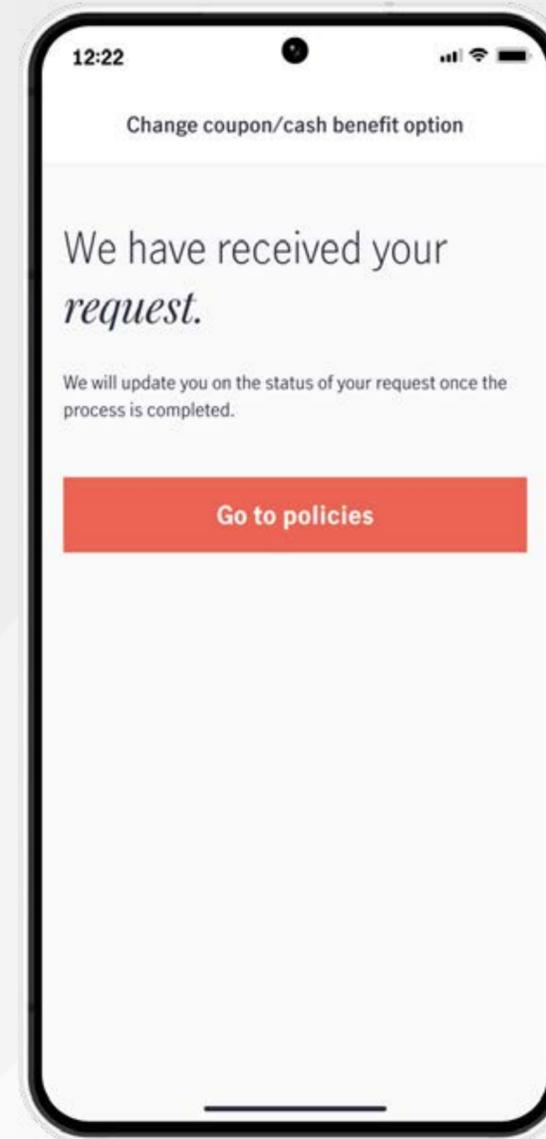
Change coupon/cash benefit option



4 Read and acknowledge the **Declaration**, then click **“Next”**.

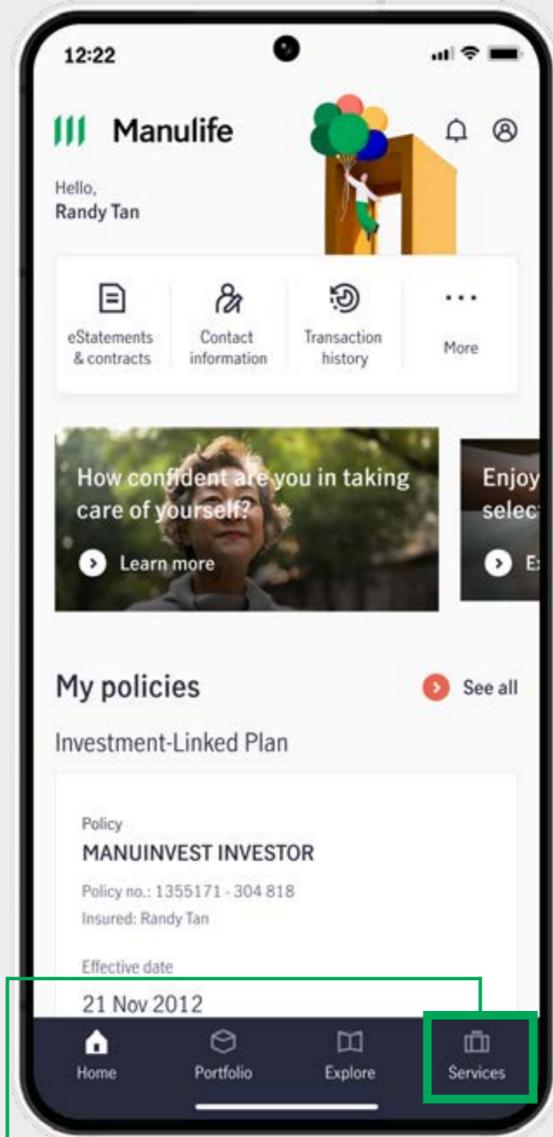


5 Select your preferred method to receive your One-Time Password (OTP), and key in your OTP.

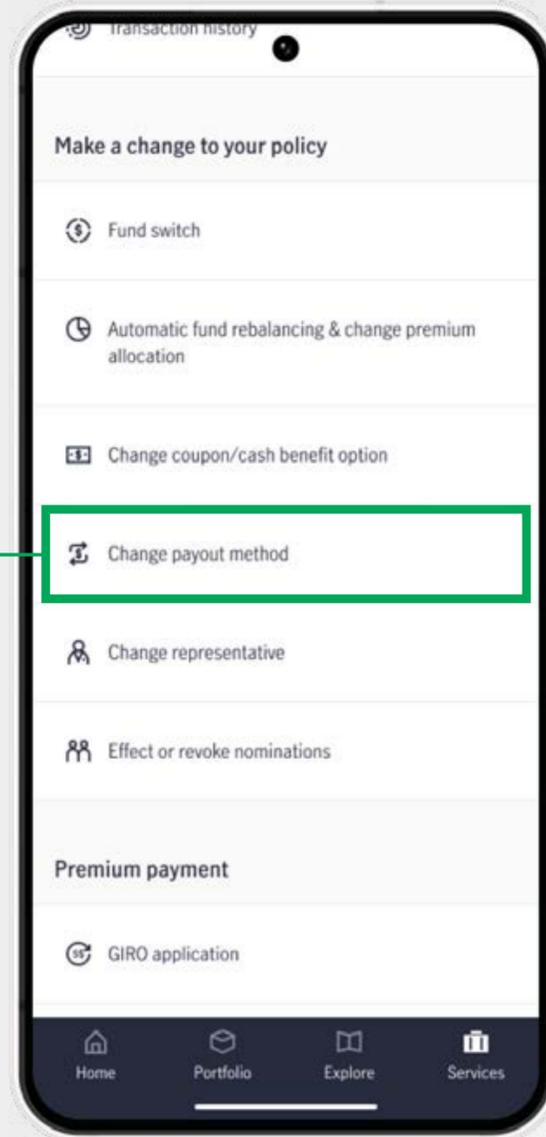


6 You will receive an immediate acknowledgement.

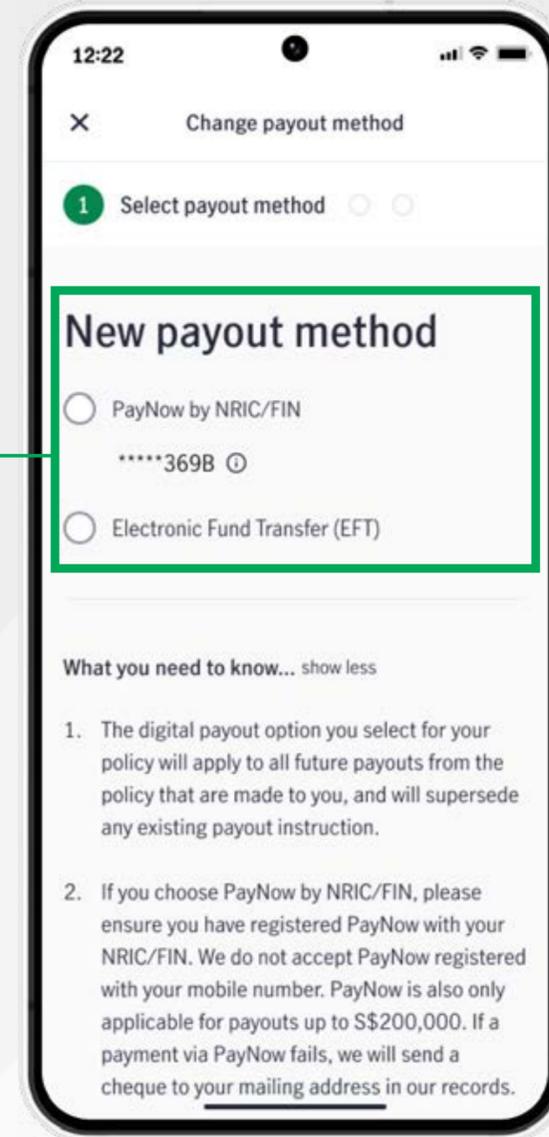
Change payout method



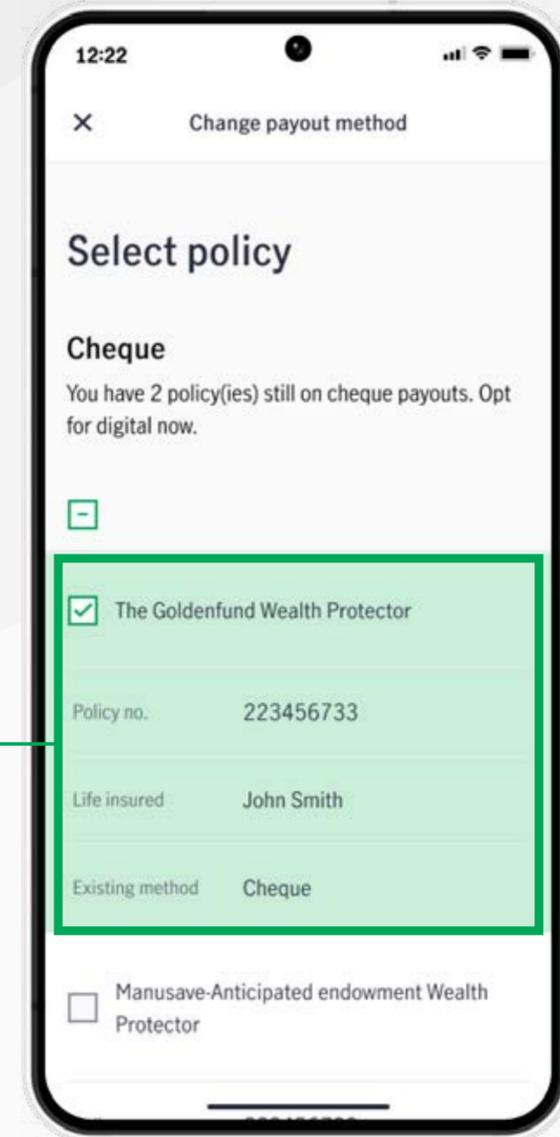
1 After logging in, select **“Services”** at the bottom of the screen.



2 Select **“Change payout method”** under **“Make a change to your policy”**.

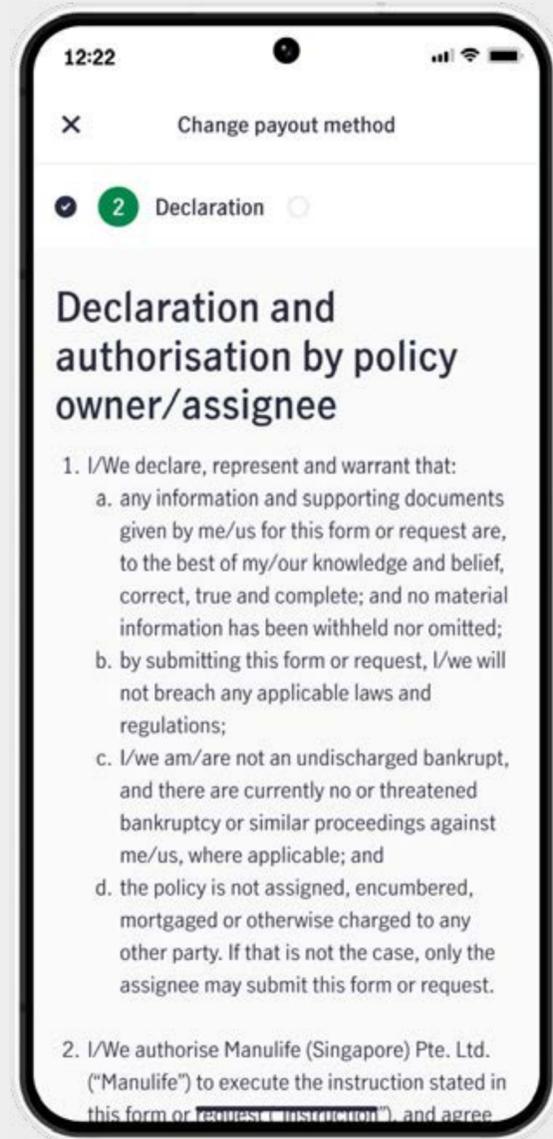


3 Select your preferred new payout method: PayNow by NRIC/FIN or Electronic Fund Transfer (EFT).

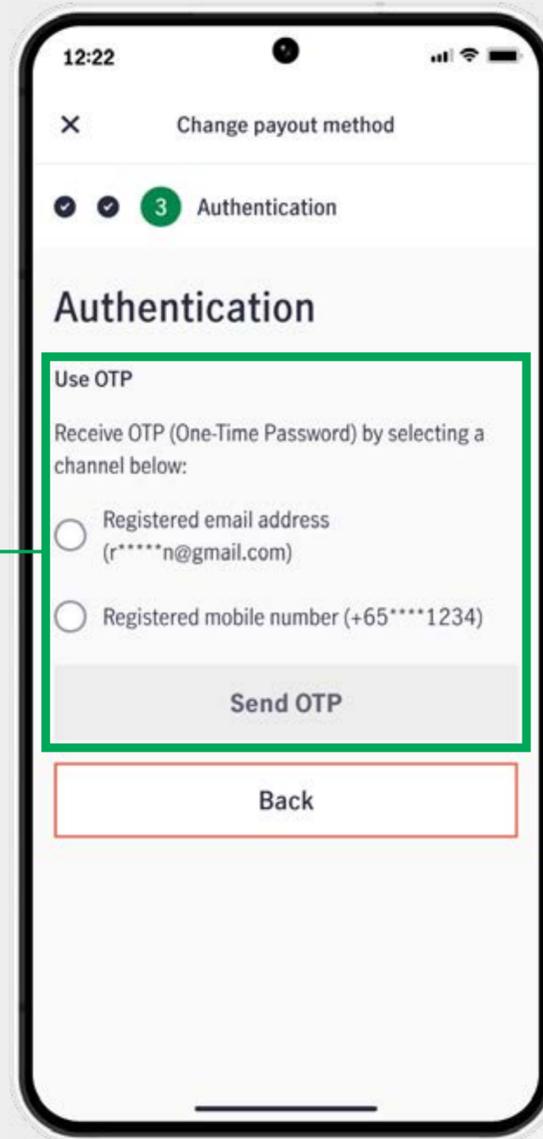


4 Select the policy(ies) you would like to make the change to and click **“Next”**.

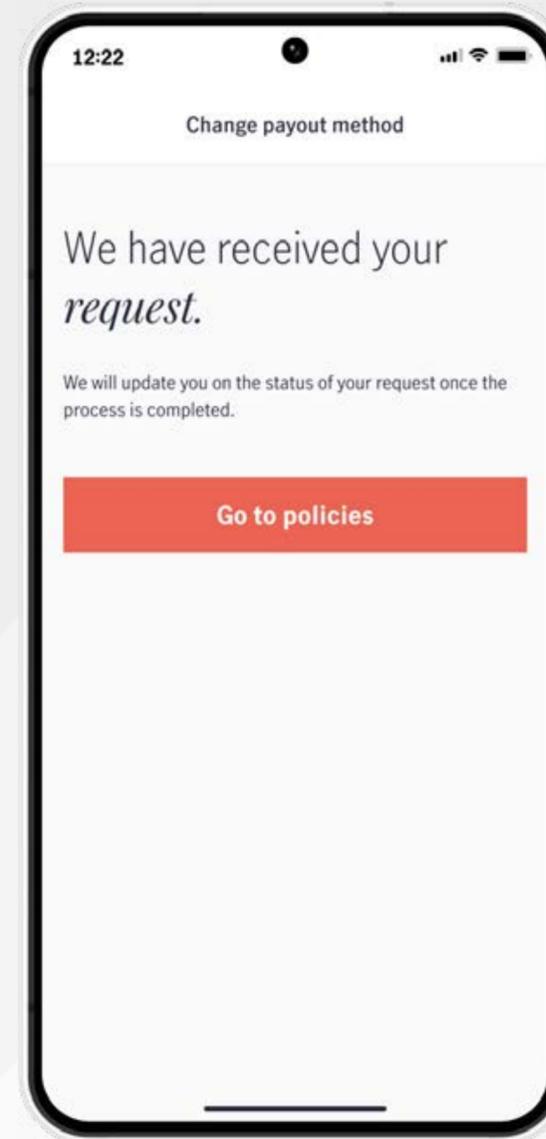
Change payout method



5 Read and acknowledge the **Declaration**, then click **“Next”**.

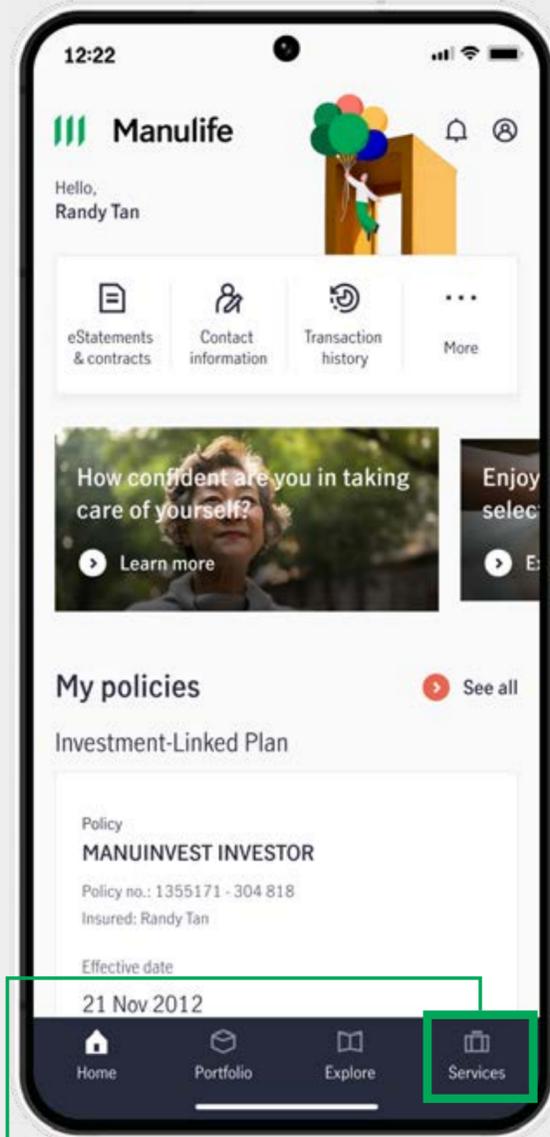


6 Select your preferred method to receive your One-Time Password (OTP), and key in your OTP.

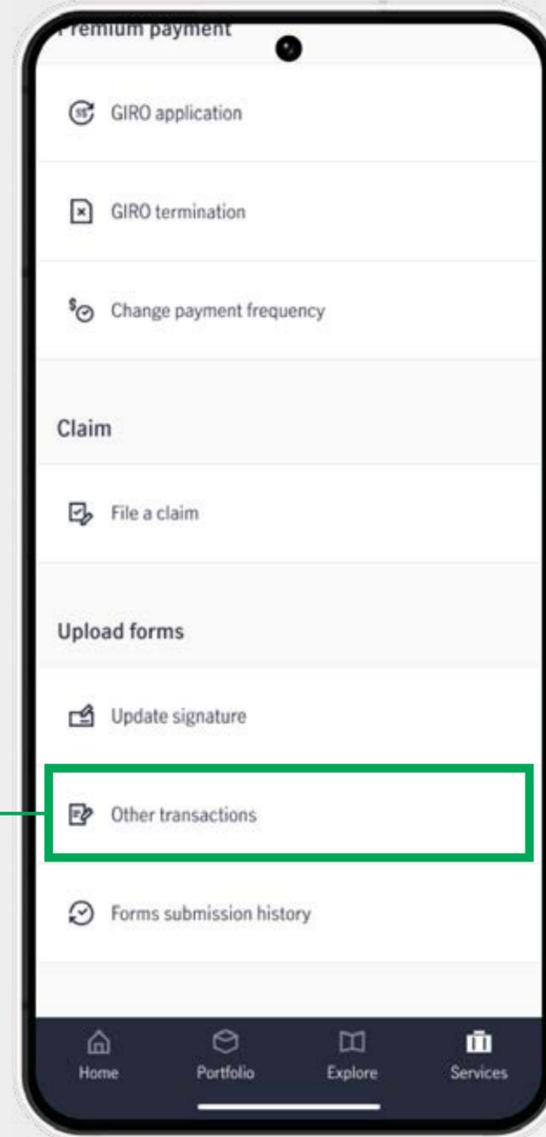


7 You will receive an immediate acknowledgement.

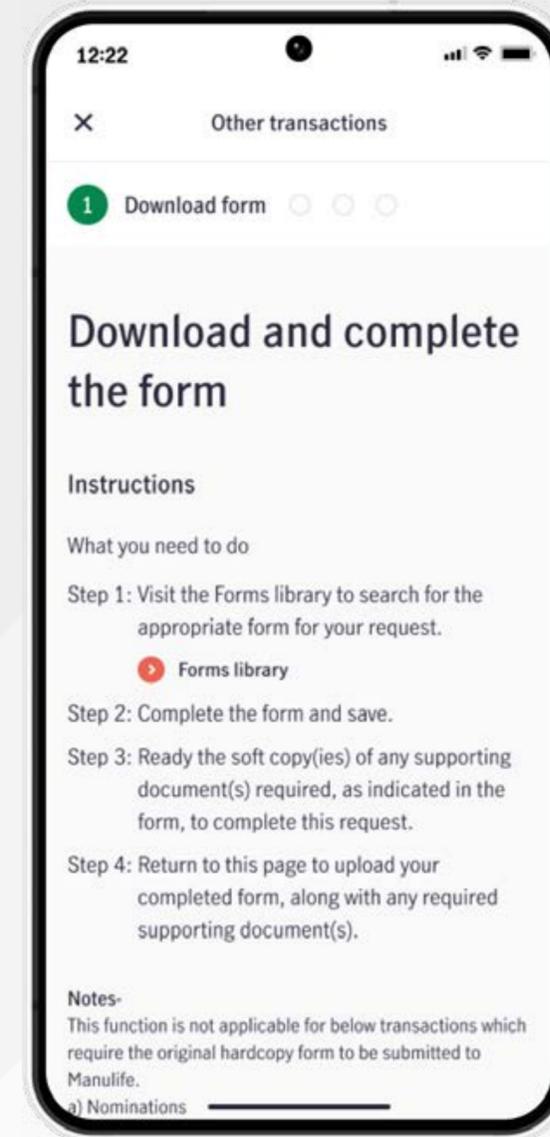
Submit and upload forms



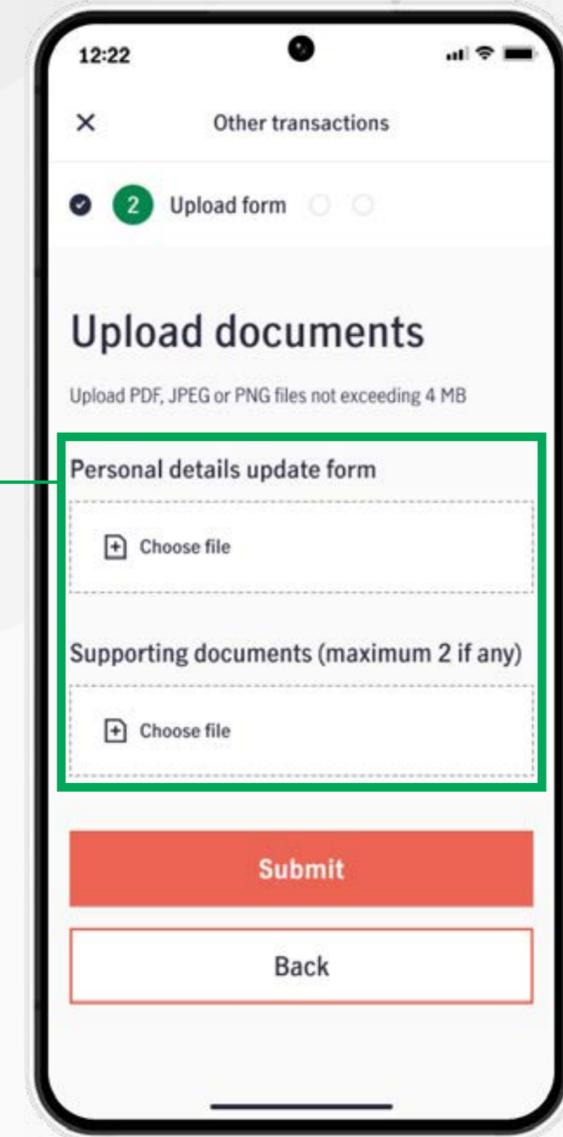
1 After logging in, select **“Services”** at the bottom of the screen.



2 Select **“Other transactions”** under **“Upload forms”**.

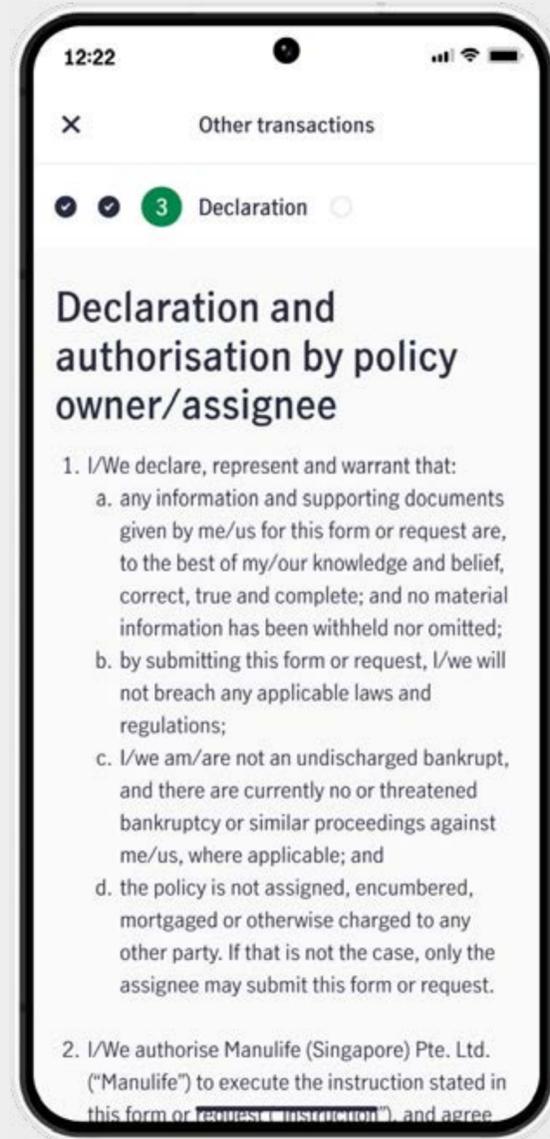


3 Follow the instructions on the page to submit the completed form.

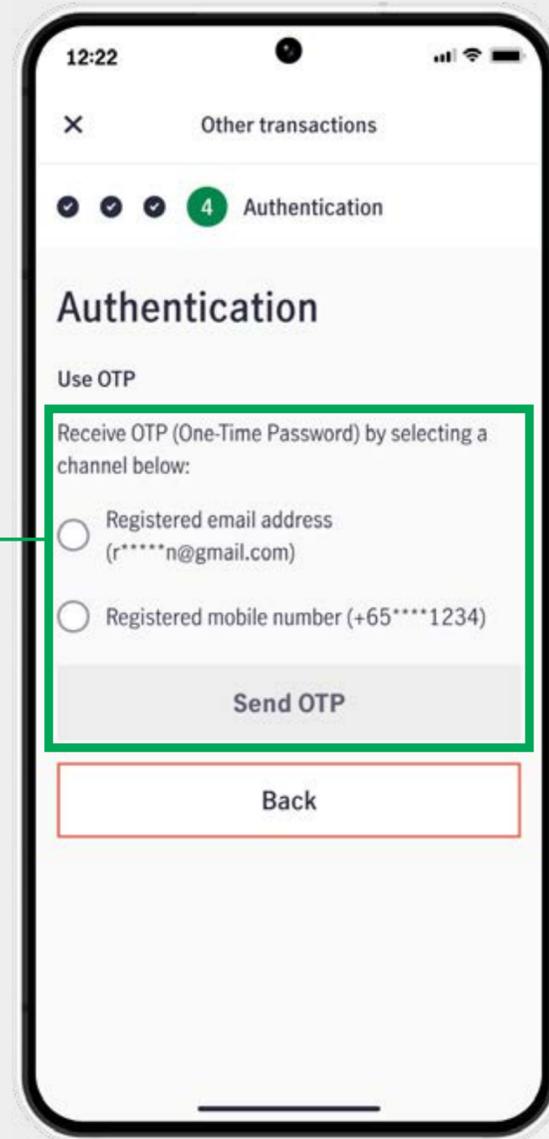


4 Upload your documents accordingly.

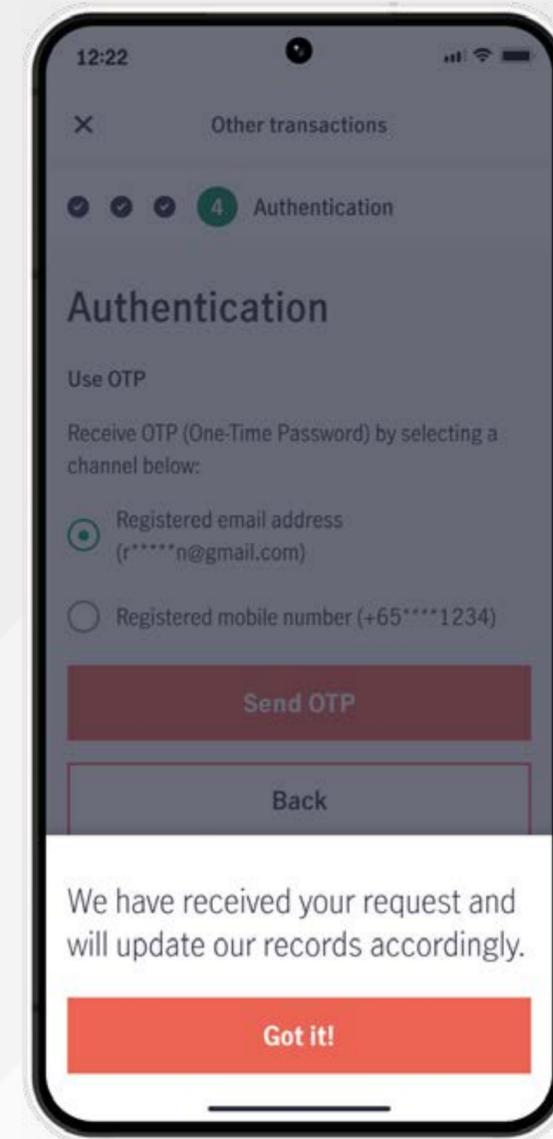
Submit and upload forms



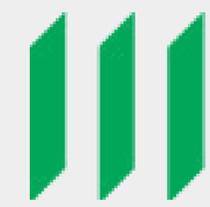
5 Read and acknowledge the **Declaration**, then click **“Next”**.



6 Select your preferred method to receive your One-Time Password (OTP), and key in your OTP.



7 You will receive an immediate acknowledgement.



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