

Checklist to set up your Manulife ID and access your Health & Dental, Life and Living Benefits policies.



Steps to get started

Use the arrow buttons to navigate
through each Step and Option.

Step 1:

Set up your Manulife ID (required for all policies).

Step 2:

Locate your welcome letter or welcome email.



If you did not receive your letter/email, please call us to
obtain your policy and certificate number at **1-888-596-8881**.
Please use your OMA Member ID when calling about your plan.

Step 3:

Choose your policy setup option:

Setup Option 1

If you have a Health
& Dental policy

Setup Option 2

If you have a Life and
Living Benefits policy

Setup Option 3

If you have additional
Health & Dental policies

Step 1

Setup your Manulife ID

Watch the **Manulife ID Video** to help you complete a one-time set up of your Manulife ID to access your Manulife policies.



Step 2

Locate your Welcome Letter or Email

Locate your welcome letter or welcome email.



If you did not receive your letter/email, please call us to obtain your policy and certificate number at **1-888-596-8881**. Please use your OMA Member ID when calling about your plan.

November 30, 2023
Dear Kira Aglukark

If you have multiple 'Welcome email' w

Please read this le

OMA Insurance has of the OMA Group I and Securian Cana. This effort has been association, and gro

Effective Septemb participating in with adjudicated by Man

Manulife is the leadi a leading provider of Affinity Markets gro. business for Manulif Canadians across th

Manulife is very fam group provider for of sheet, long tenure in clients made them a

What this means fo Our desire is to conti ongoing needs.

Actions required b We ask that you rev August 1:
1. Please revie
2. Please revie

Address selection:

- Manulife will require you to select a single primary Canadian address in order to receive important communications by mail from Manulife.
- Please call Manulife at **1-888-596-8881** to make the selection if you currently have provided more than one address on your insurance file.
- No action is required if you only have one mailing address on file.

Review your meth
Payment by pre-ai
If you pay by pre-ai

- Manulife's b going to get have suffice payment.
- If you are cu will move to
- If your prem **new payme**
- To ensure c dental prem

Payment by pre-ai

- To protect y Manulife by
- If you would call **1-888-5** that your co

These are the only premiums by chec

Your health and dental ber be able to begin using this

New applications and cla
Please note that due to sys from August 1 to August 31 applications will not be pro complete by September 1.

Securian will administer

- Please submit claim Securian Canada, t
- Claims with a servi

Claims or questions after September 1, 2023:
For any claims or questions, please contact Manulife toll free at **1-888-596-8881 (8 a.m. to 8 p.m. Eastern Time, Monday to Friday)** or by email any time at more_info@manulife.ca. Please use your OMA Member ID when calling about your plan.

New Manulife Unique ID and claims that occur on or after September 1:
You will be first required to create a Manulife ID at <https://portal.manulife.ca/secureserve>. Following which you will connect your Health and Dental policies to your Manulife ID using your Plan number which is 123456 and this Unique ID 0123456789. Once completed, you will only need the ManulifeID to log into SecureServe® <https://portal.manulife.ca/secureserve> to view your coverage, submit claims and make changes.

For claims that occur on or after September 1, 2023, please submit your claims to Manulife directly via their individual Health and Dental Insurance SecureServe® site <https://portal.manulife.ca/secureserve>.

Privacy Notice
The OMA Group Insurance Plan has been transferred to Manulife from Sun Life Assurance Company of Canada (Sun Life) and Canadian Premier Life Insurance Company (Securian Canada). In connection with this transaction, Sun Life and Securian Canada have disclosed your personal information to Manulife who will keep it in accordance with its privacy policy, found at <https://www.manulife.ca/privacy-policies.html>.

On behalf of OMA Insurance, and our new insurance partner Manulife, we look forward to continuing to provide you with this important member benefit and appreciate your continued participation in the program.

Sincerely,

Colin Brace
Vice-President
OMA INSURANCE

Underwritten by The Manufacturers Life Insurance Company (Manulife).

Conditions, limitations, and exclusions may apply. See policy for details.

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INTERNAL

Setup Option 1: Health & Dental Policy

Complete this option if you have a Health & Dental policy.

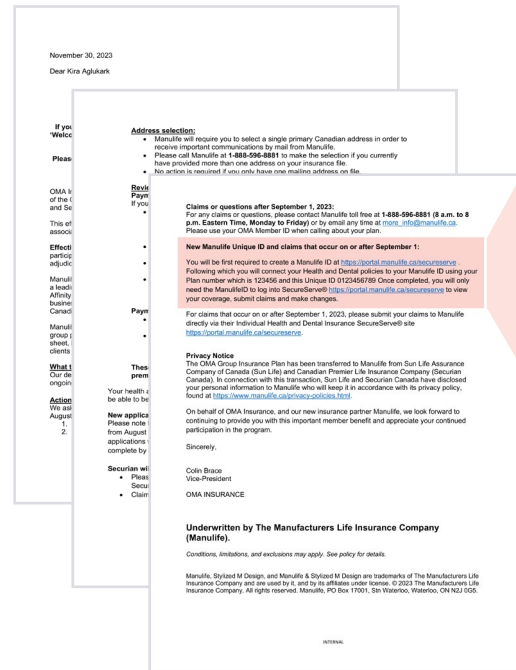
If you don't have a Health & Dental policy, and only have a Life and Living Benefits policy (Life, Disability, Professional Overhead Expense, Accident Death and Dismemberment, Critical Illness, please start at Setup Option 2: Life and Living Benefits Policy Setup)

Connect your Health & Dental policy to **SecureServe®**

Connect your Health & Dental policy to SecureServe® to view coverage, submit claims, update your credit card or pre-authorized debit information, and make other changes.



IMPORTANT NOTE: Please refer to the welcome letters you received via email or mail to find your plan number and Unique ID. You will find it in the following section of your letter.



New Manulife Unique ID and claims that occur on or after September 1:

You will be first required to create a Manulife ID at <https://portal.manulife.ca/secureserve>. Following which you will connect your Health and Dental policies to your Manulife ID using your Plan number which is 123456 and this Unique ID 0123456789. Once completed, you will only need the ManulifeID to log into SecureServe® <https://portal.manulife.ca/secureserve> to view your coverage, submit claims and make changes.

You can record your Plan Number and Unique ID here:

Plan Number:

Unique ID:

Setup Option 1:

Health & Dental Policy

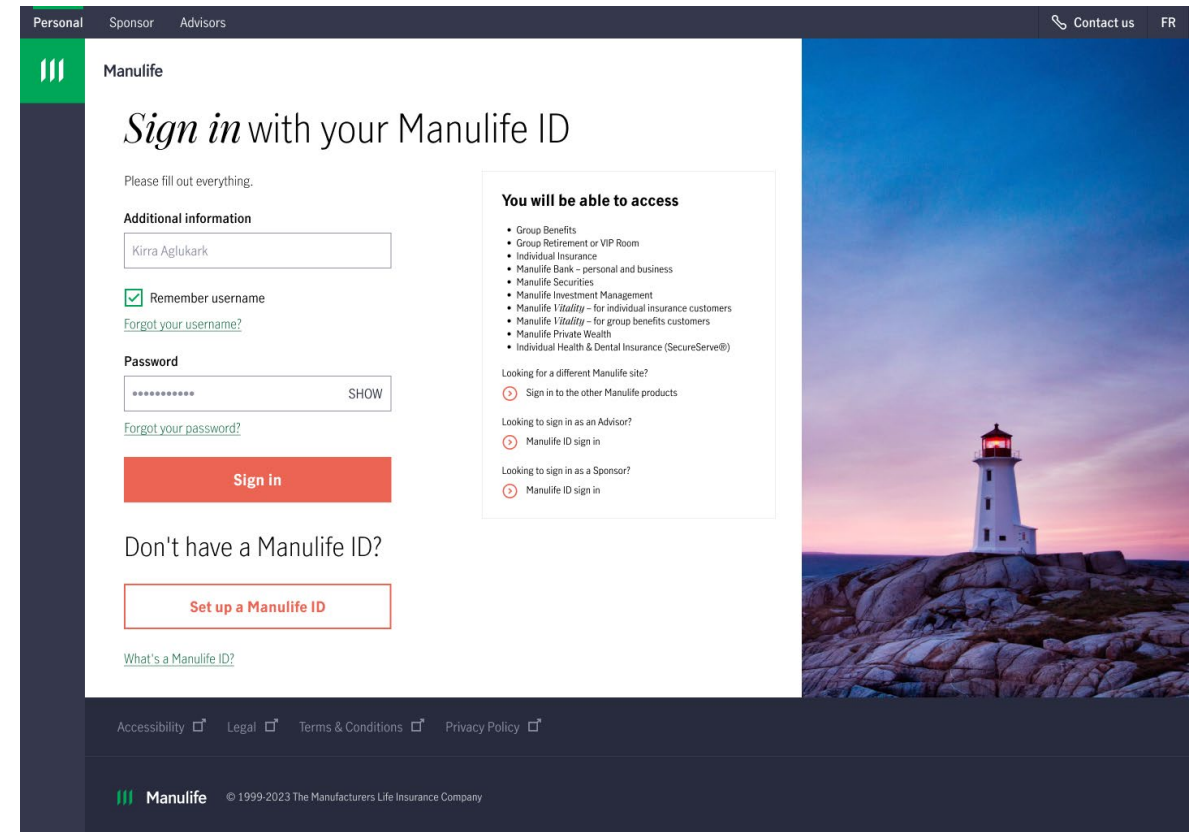
Steps to Register
for **SecureServe®**

Step 1:

Visit: [Sign in with your Manulife ID - Manulife Online Access](#)

Step 2:

Sign in with your Manulife ID.



The screenshot shows the Manulife sign-in page. At the top, there are navigation links for 'Personal', 'Sponsor', and 'Advisors', along with 'Contact us' and 'FR'. The main heading is 'Sign in with your Manulife ID'. Below this, there is a form with the following fields and options:

- Additional information:** A text input field containing 'Kirra Aglukark'.
- Remember username
- [Forgot your username?](#)
- Password:** A password input field with a 'SHOW' button.
- [Forgot your password?](#)

Below the form is a red 'Sign in' button. Underneath that is a link for 'Don't have a Manulife ID?' with a 'Set up a Manulife ID' button. At the bottom left of the form area is a link for 'What's a Manulife ID?'. On the right side of the page, there is a box titled 'You will be able to access' with a list of services:

- Group Benefits
- Group Retirement or VIP Room
- Individual Insurance
- Manulife Bank – personal and business
- Manulife Securities
- Manulife Investment Management
- Manulife *Vitality* – for individual insurance customers
- Manulife *Vitality* – for group benefits customers
- Manulife Private Wealth
- Individual Health & Dental Insurance (SecureServe®)

Below this list are three sections with radio button options:

- Looking for a different Manulife site?
 Sign in to the other Manulife products
- Looking to sign in as an Advisor?
 Manulife ID sign in
- Looking to sign in as a Sponsor?
 Manulife ID sign in

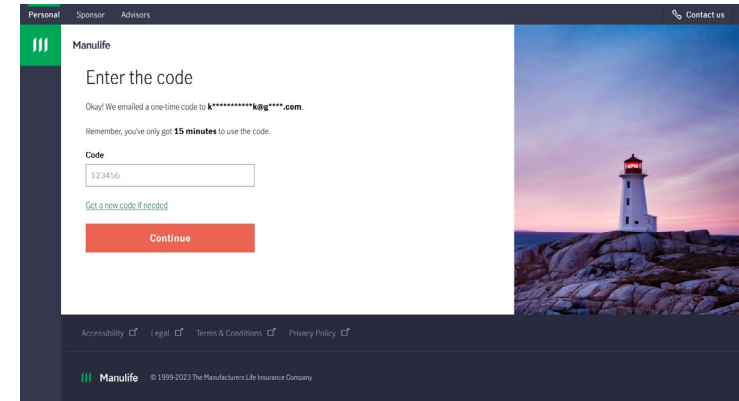
The footer contains links for 'Accessibility', 'Legal', 'Terms & Conditions', and 'Privacy Policy', followed by the Manulife logo and copyright information: '© 1999-2023 The Manufacturers Life Insurance Company'.

Setup Option 1: Health & Dental Policy

Steps to Register
for **SecureServe®**

Step 3:

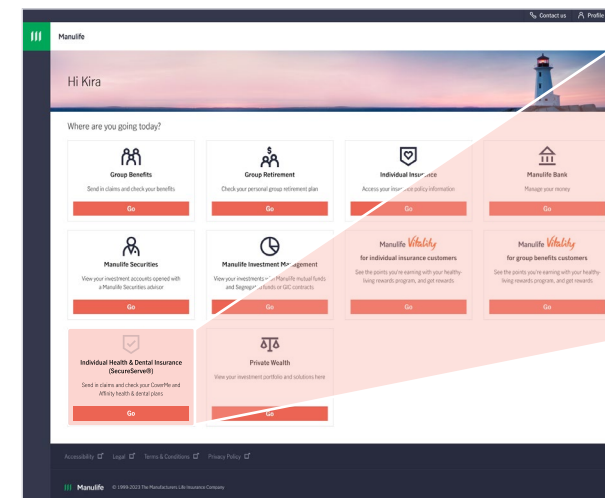
Enter the one-time code that you received in your email address/text specified during setting up of your Manulife ID.




Step 4:

Once you've created your Manulife ID, you will need to connect your Health & Dental policy to your Manulife ID. You'll only need to connect your policy once.

When you land on the "Where are you going today?" page, select the Individual Health & Dental Insurance (SecureServe®) tile.





**Individual Health & Dental Insurance
(SecureServe®)**

Send in claims and check your CoverMe and
Affinity health & dental plans

Go

Setup Option 1: Health & Dental Policy

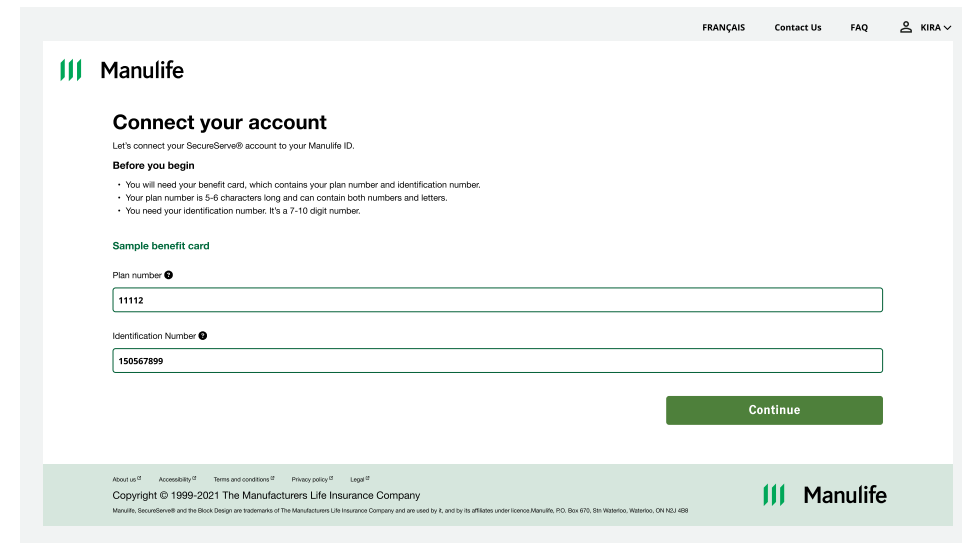
Steps to Register
for **SecureServe®**

Option 1
4/9

Step 5:

Connect your Health & Dental policy to your Manulife ID by entering in your plan number and Identification Number from your letter ([SEE IMPORTANT NOTE ON PAGE 5](#)).

Enter in your personal information, click on the check box to accept terms & condition, then select Continue.



FRANÇAIS Contact Us FAQ KIRA

Manulife

Connect your account

Let's connect your SecureServe® account to your Manulife ID.

Before you begin

- You will need your benefit card, which contains your plan number and identification number.
- Your plan number is 5-6 characters long and can contain both numbers and letters.
- You need your identification number. It's a 7-10 digit number.

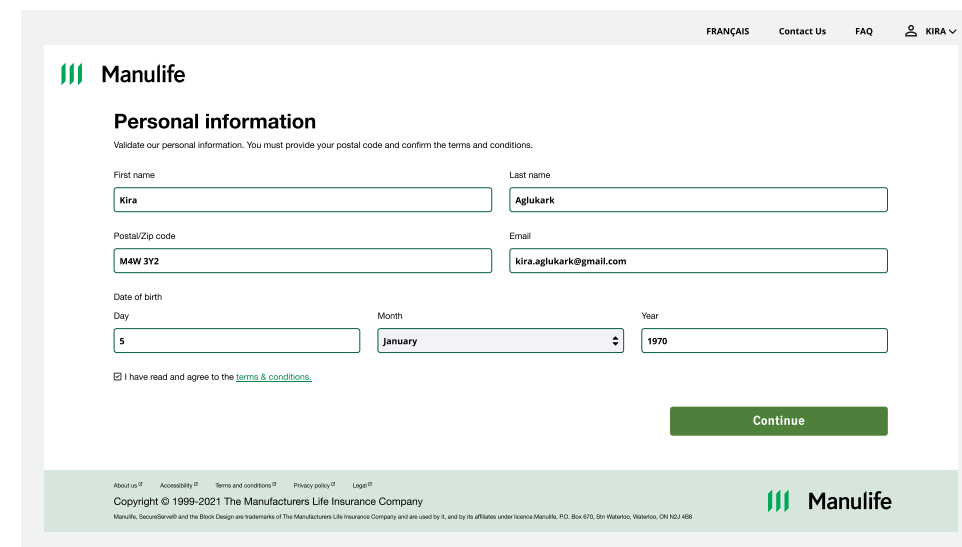
Sample benefit card

Plan number

Identification Number

[Continue](#)

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FRANÇAIS Contact Us FAQ KIRA

Manulife

Personal information

Validate our personal information. You must provide your postal code and confirm the terms and conditions.

First name Last name

Postal/Zip code Email

Date of birth

Day Month Year

I have read and agree to the [terms & conditions](#).

[Continue](#)

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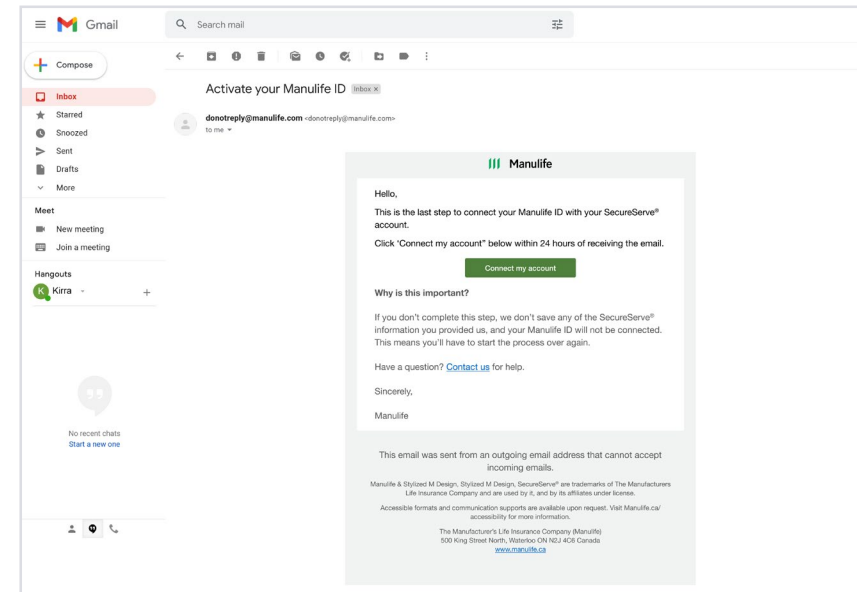
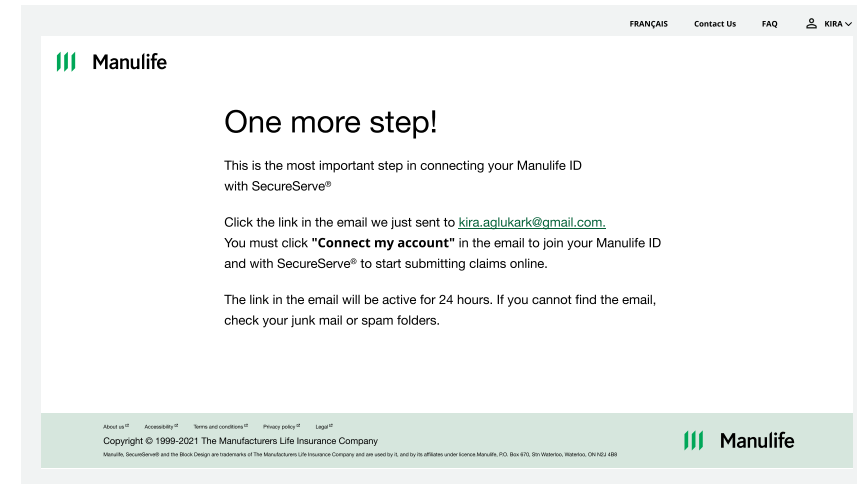
Setup Option 1: Health & Dental Policy

Steps to Register
for **SecureServe®**

Option 1
5/9

Step 6:

If you have successfully completed Step 5, you will receive a confirmation directing you to an email to connect your account.

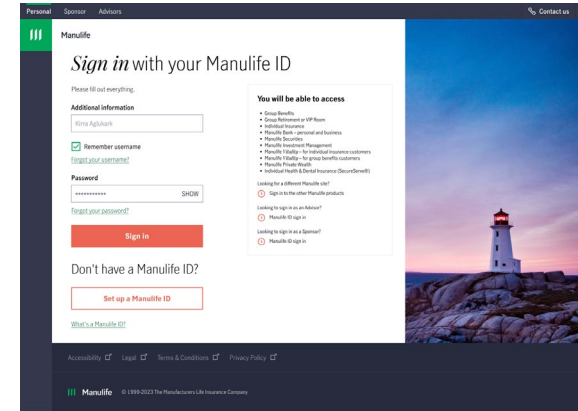


Setup Option 1: Health & Dental Policy

Steps to Register
for **SecureServe®**

Step 7:

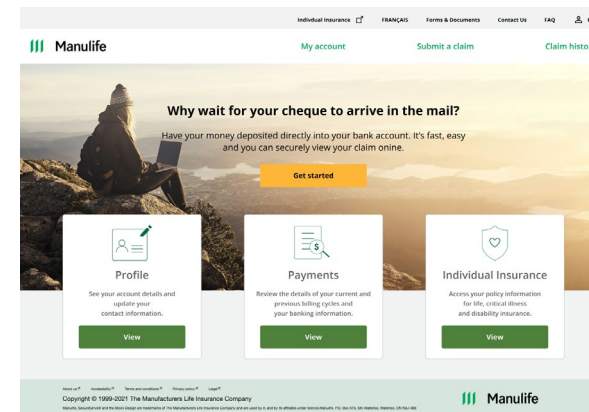
Sign in again with your Manulife ID and password.



Congratulations!
You've now successfully set up your Manulife ID and have access to your Health & Dental policy.

Result:

SecureServe's landing page will be displayed and you can navigate and transact on your policy.



If you only have a Health & Dental policy, and do not have a Life and Living Benefits policy, you do not need to complete Steps 8-10 below.

Setup Option 1:

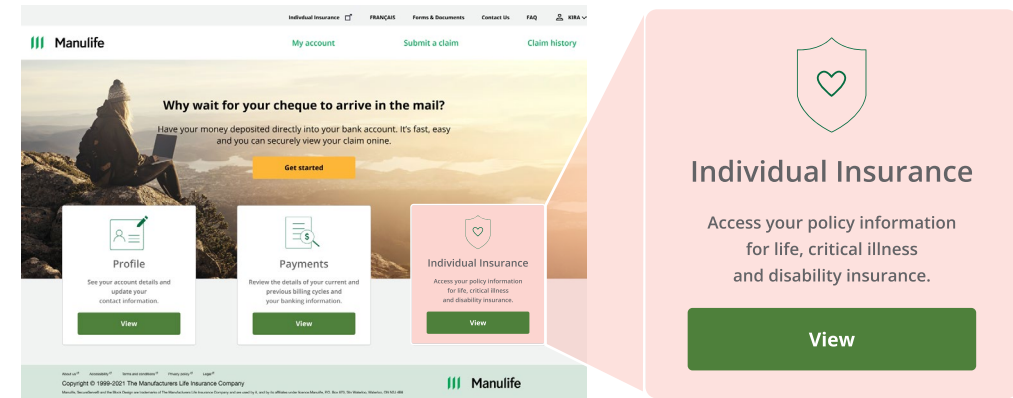
Health & Dental Policy

Steps to Register for **SecureServe®**

Step 8:

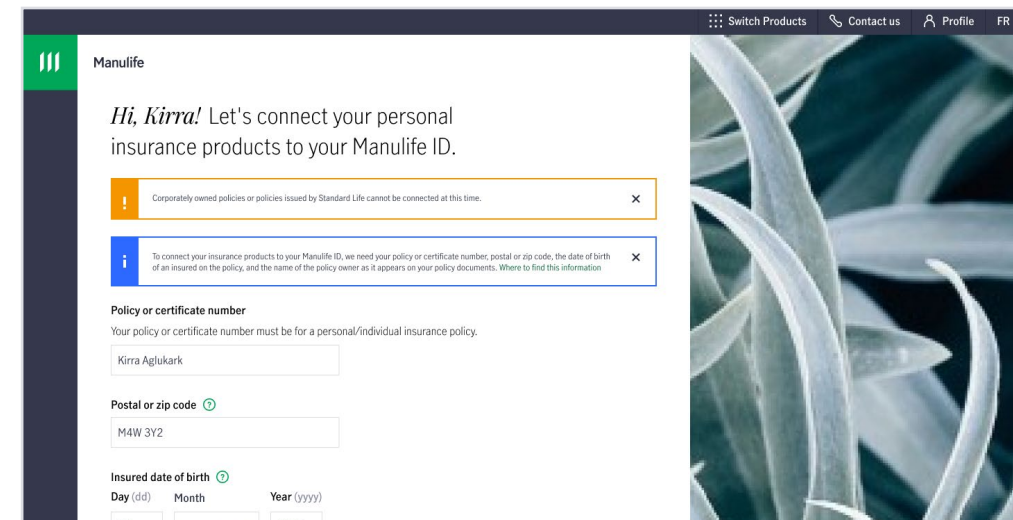
Complete this step if you have a Life & Living Benefit policy. Connect your Life & Living Benefits policy to Customer Secure Site to view coverage, update your credit card, or pre-authorized debit information, and make other changes. Policy types include: Life, Disability, Professional Overhead Expense, Accident Death and Dismemberment, Critical Illness.

Once you are in the Secure Serve® Landing Page, click the tile Individual Insurance.



Step 9:

You will arrive on the personal insurance Welcome Landing Page where you need to add your Life Policy/certificate details to link to the Secure Serve® Site.

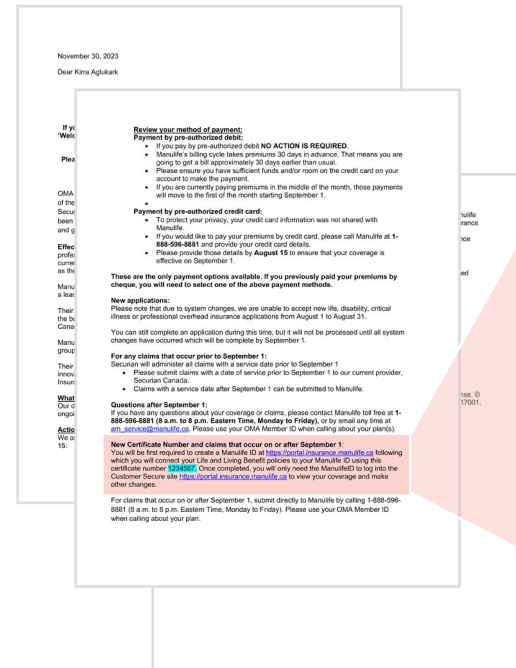


Setup Option 1: Health & Dental Policy

Steps to Register
for **SecureServe®**



IMPORTANT NOTE: Please refer to the Life and Living Benefits welcome letter you received to find your plan number and Unique ID. You will find it in the following section of your email.



New Certificate Number and claims that occur on or after September 1:

You will be first required to create a Manulife ID at <https://portal.insurance.manulife.ca> following which you will connect your Life and Living Benefit policies to your Manulife ID using this certificate number **1234567**. Once completed, you will only need the ManulifeID to log into the Customer Secure site <https://portal.insurance.manulife.ca> to view your coverage and make other changes.

You can record your Plan Number and Unique ID here:

Plan Number:

Unique ID:

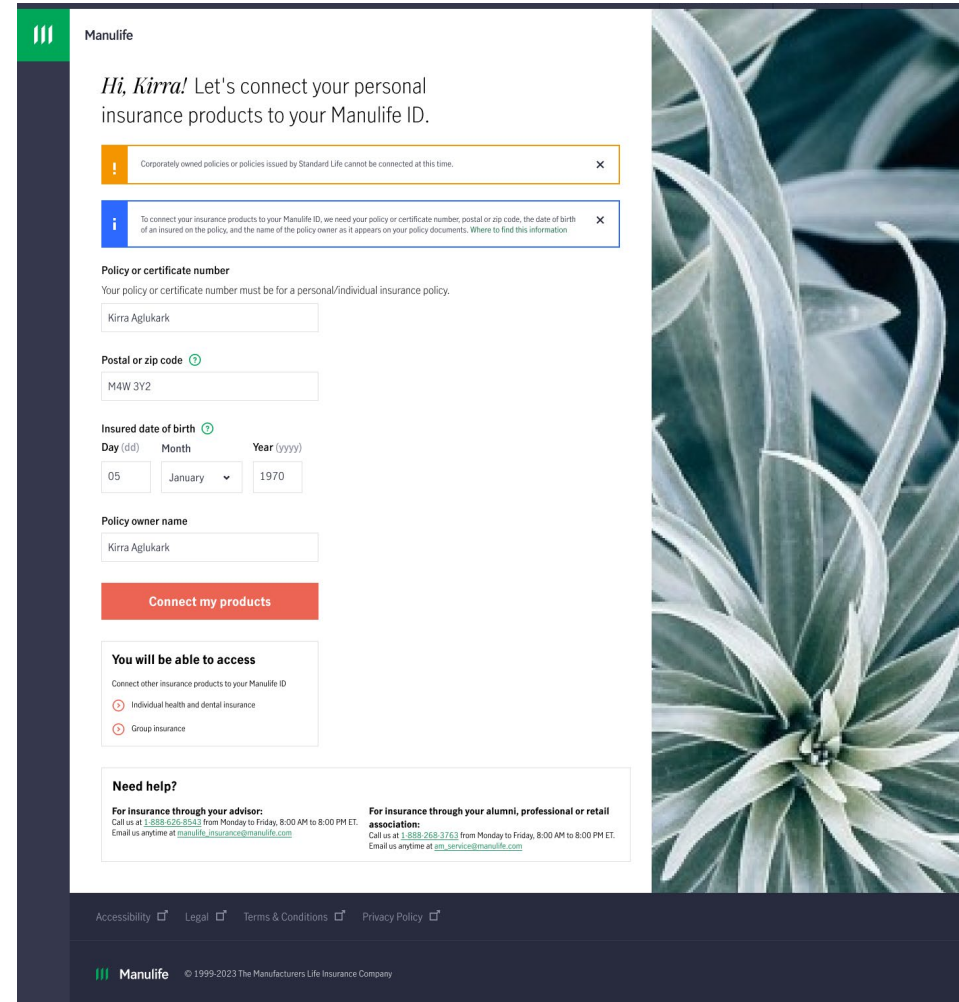
Setup Option 1:

Health & Dental Policy

Steps to Register for **SecureServe®**

Step 10:

Enter in your personal information. This information must match policy documents and click “Connect my products”.



Manulife

Hi, Kirra! Let's connect your personal insurance products to your Manulife ID.

Corporately owned policies or policies issued by Standard Life cannot be connected at this time.

To connect your insurance products to your Manulife ID, we need your policy or certificate number, postal or zip code, the date of birth of an insured on the policy, and the name of the policy owner as it appears on your policy documents. Where to find this information

Policy or certificate number
Your policy or certificate number must be for a personal/individual insurance policy.

Kirra Aglukark

Postal or zip code

M4W 3Y2

Insured date of birth

Day (dd) Month Year (yyyy)

05 January 1970

Policy owner name

Kirra Aglukark

Connect my products

You will be able to access

Connect other insurance products to your Manulife ID

- Individual health and dental insurance
- Group insurance

Need help?

For insurance through your advisor:
Call us at 1-888-222-2222 from Monday to Friday, 8:00 AM to 8:00 PM ET.
Email us anytime at manulife_insurance@manulife.com

For insurance through your alumni, professional or retail association:
Call us at 1-888-268-3763 from Monday to Friday, 8:00 AM to 8:00 PM ET.
Email us anytime at gen_service@manulife.com

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Congratulations!

You've now successfully set up your Manulife ID and have access to your Health & Dental policy/policies and your Life and Living Benefits policies.

Setup Option 2: Life & Living Benefit Policy

Complete this option if you don't have a Health & Dental policy, and only have a Life & Living Benefit policy.

Option 2
1/5

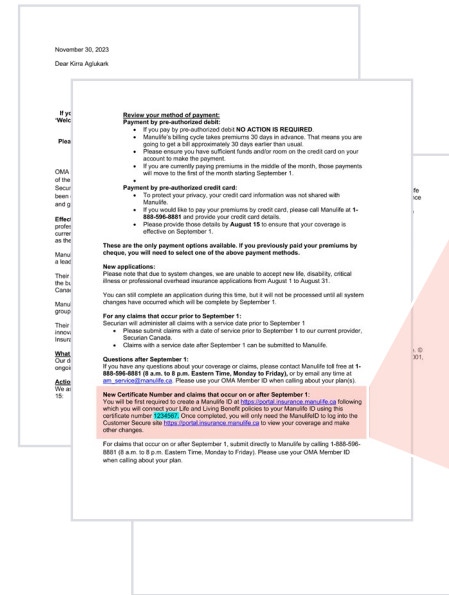
Connect your Life and Living Benefit policy to **Customer Secure Site**.

Connect your Life & Living Benefits policy to Customer Secure Site to view coverage, update your credit card, or pre-authorized debit information, and make other changes.

Policy types include: Life, Disability, Professional Overhead Expense, Accident Death and Dismemberment, Critical Illness.



IMPORTANT NOTE: Please refer to the welcome letters you received via email or mail to find your plan number and Unique ID. You will find it in the following section of your letter.



You can record your Plan Number and Unique ID here:

Plan Number:

Unique ID:

Setup Option 2: Life & Living Benefit Policy

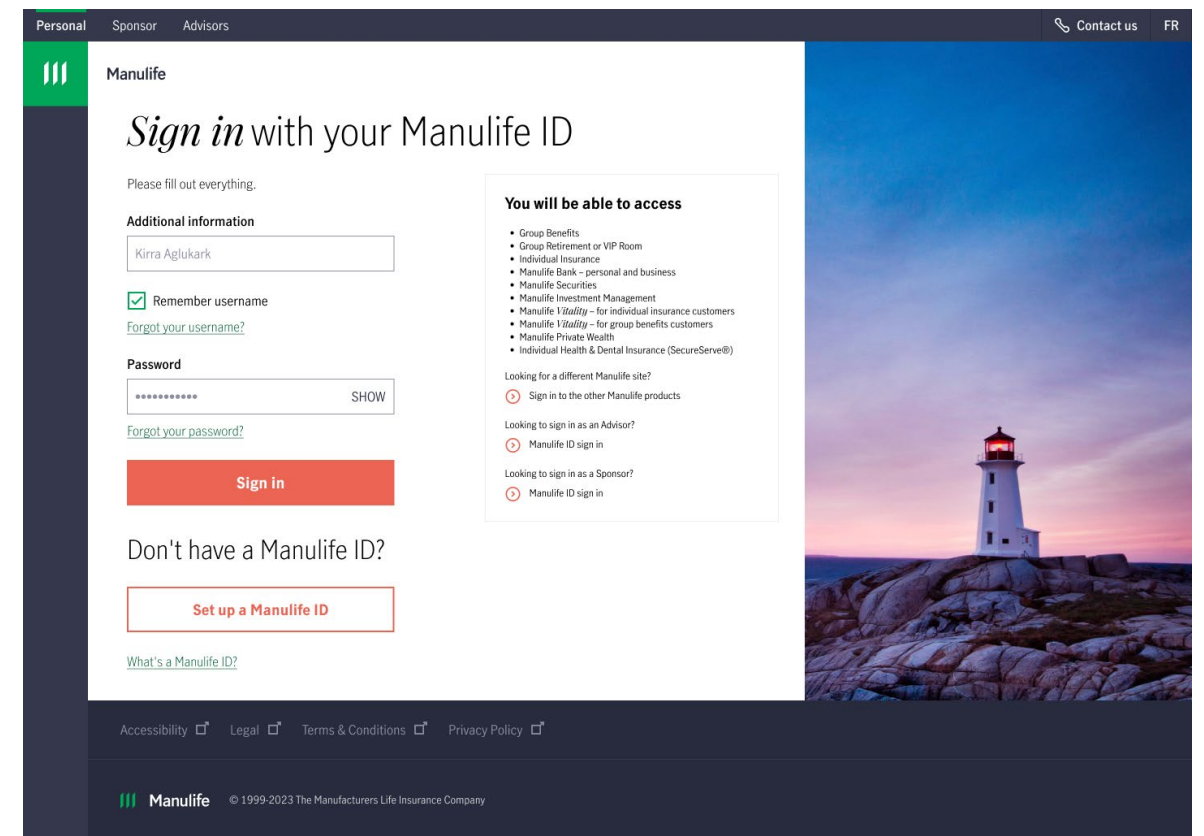
Steps to Register
for **Customer
Secure Site**

Step 1:

If you don't have a Health & Dental Policy and only have a Life and Living Benefits policy, and are logging in for the first time, visit: [Sign in with your Manulife ID - Manulife Online Access](#)

Step 2:

Sign in with your Manulife ID.

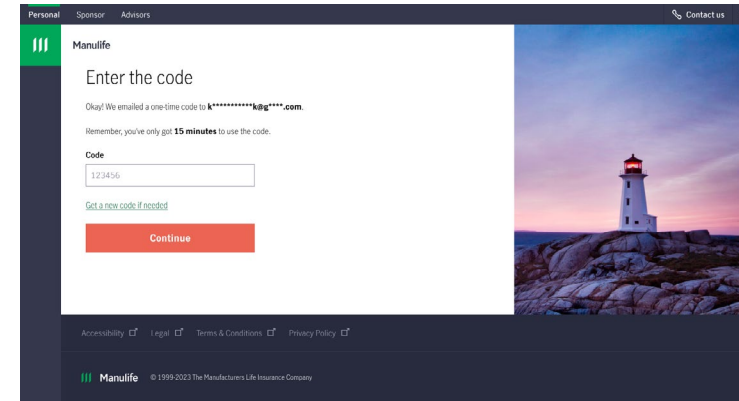


Setup Option 2: Life & Living Benefit Policy

Steps to Register
for **Customer
Secure Site**

Step 3:

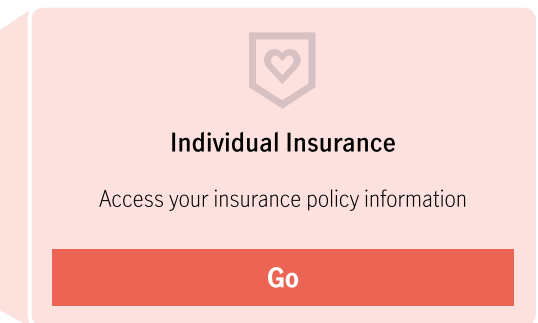
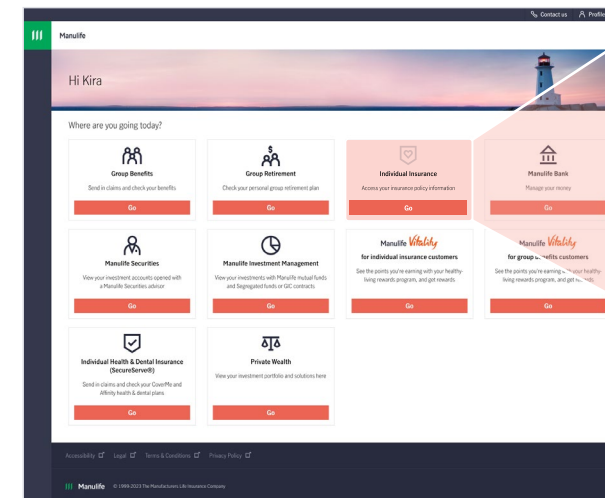
Enter the one-time code that you received in your email address/text specified during setting up of your Manulife ID.



Step 4:

Once you've created your Manulife ID, you will need to connect your Life and Living Benefit Policy to your Manulife ID. You'll only need to connect your policy once.

When you land on the "Where are you going today?" page, select the Individual Insurance tile.



Setup Option 2: Life & Living Benefit Policy

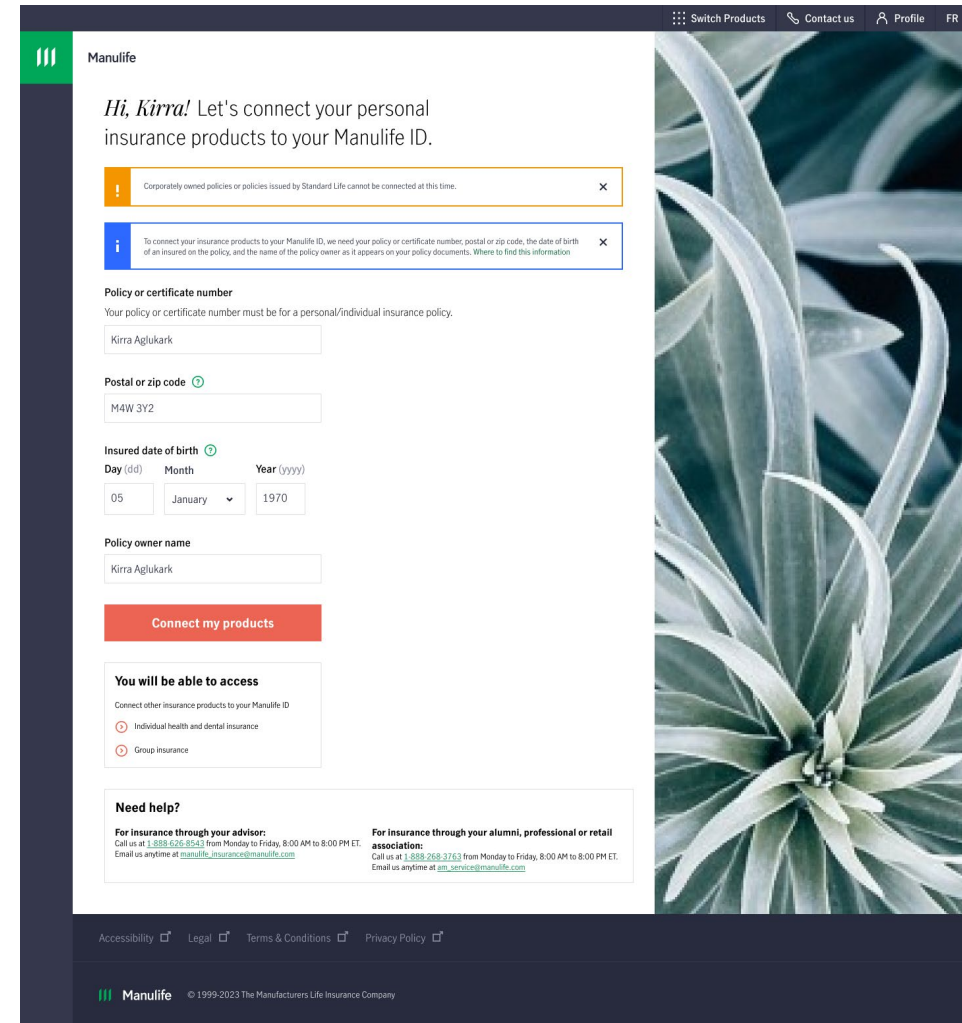
Steps to Register
for **Customer
Secure Site**

Option 2
4/5

Step 5:

Connect your Life and Living Benefits policy to your Manulife ID by entering in your Unique ID from your letter. ([SEE IMPORTANT NOTE ON PAGE 14](#)).

Enter in your personal information. This information must match policy documents and click “Connect my products”.



Manulife

Hi, Kirra! Let's connect your personal insurance products to your Manulife ID.

Corporately owned policies or policies issued by Standard Life cannot be connected at this time.

To connect your insurance products to your Manulife ID, we need your policy or certificate number, postal or zip code, the date of birth of an insured on the policy, and the name of the policy owner as it appears on your policy documents. Where to find this information

Policy or certificate number
Your policy or certificate number must be for a personal/individual insurance policy.

Kirra Aglukark

Postal or zip code
M4W 3Y2

Insured date of birth
Day (dd) Month Year (yyyy)
05 January 1970

Policy owner name
Kirra Aglukark

Connect my products

You will be able to access
Connect other insurance products to your Manulife ID
 Individual health and dental insurance
 Group insurance

Need help?
For insurance through your advisor:
Call us at 1-888-525-8543 from Monday to Friday, 8:00 AM to 8:00 PM ET.
Email us anytime at manulife_insurance@manulife.com
For insurance through your alumni, professional or retail association:
Call us at 1-888-268-3763 from Monday to Friday, 8:00 AM to 8:00 PM ET.
Email us anytime at am_service@manulife.com

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Setup Option 2: Life & Living Benefit Policy

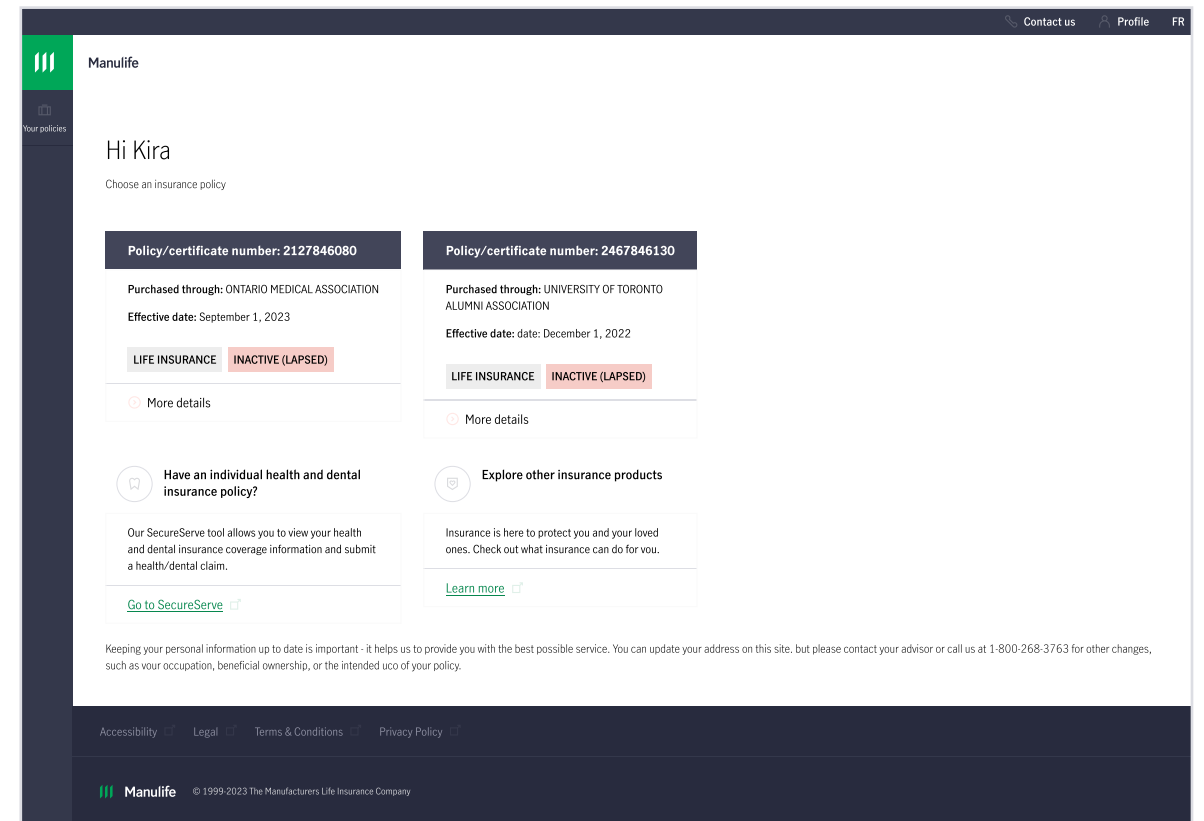
Steps to Register
for **Customer
Secure Site**

Congratulations!

You've now successfully set up your Manulife ID and have access to your Life and Living Benefits policies.

Result:

Customer Secure Site's landing page will be displayed and you can navigate and transact on your policy.



The screenshot shows the Manulife Customer Secure Site landing page. At the top, there is a navigation bar with "Contact us", "Profile", and "FR" links. The main header area displays the Manulife logo and the name "Hi Kira". Below the name, it says "Choose an insurance policy". There are two policy cards displayed side-by-side. The first card has a policy/certificate number of 2127846080, purchased through the Ontario Medical Association, with an effective date of September 1, 2023. The second card has a policy/certificate number of 2467846130, purchased through the University of Toronto Alumni Association, with an effective date of December 1, 2022. Both cards show "LIFE INSURANCE" and "INACTIVE (LAPSED)" status. Below each card is a "More details" link. At the bottom of the page, there are two promotional sections: "Have an individual health and dental insurance policy?" and "Explore other insurance products". The footer contains links for Accessibility, Legal, Terms & Conditions, and Privacy Policy, along with the Manulife logo and copyright information: © 1999-2023 The Manufacturers Life Insurance Company.

Setup Option 3:
**Additional
Health
& Dental
Policies**

Member holding multiple Health products with different policies

- You will need to create a new and separate Manulife ID for each Health policy you own.
- Then follow Setup Options 1 and 2 for each health policy you have.