

## Send a Note: Your Direct Line to Support on SecureServe.

Have questions about your policy, need to update claim details, or provide information for an audit? With SecureServe’s **Send a Note** feature, getting answers is **quicker and easier**. To use the tool, visit <https://portal.manulife.ca/secureserve>.

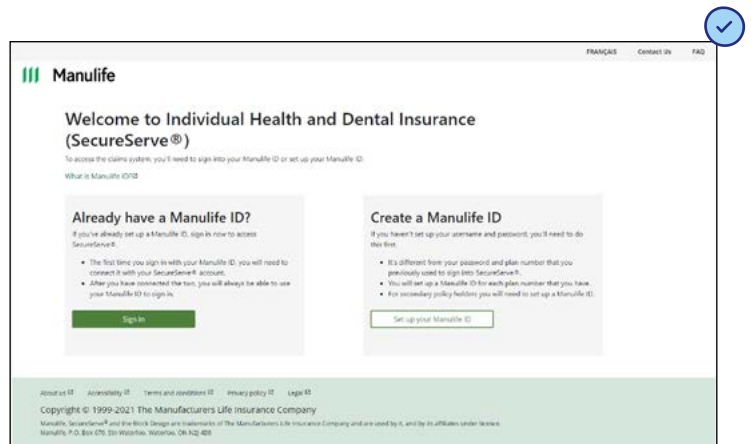
Follow these steps to find and use this convenient tool:

### 1. Sign in to SecureServe:

<https://portal.manulife.ca/secureserve>



Access the SecureServe portal and log in with your credentials

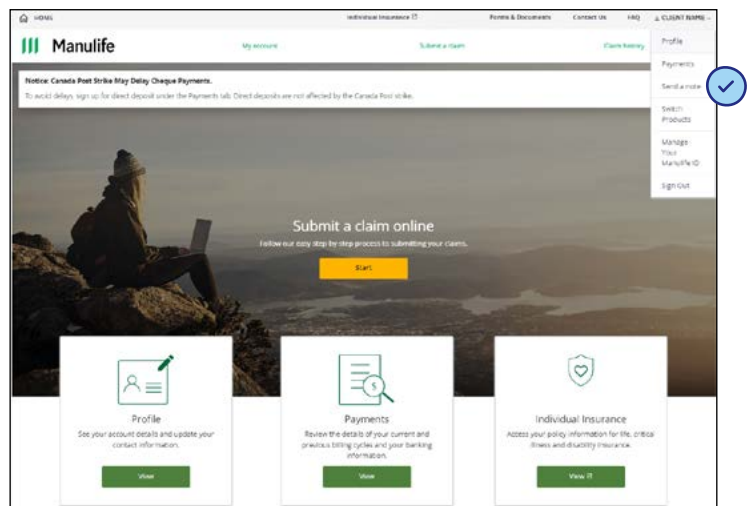


### 2. Access the Feature:



Click on your name in the top right corner of the screen to open the dropdown menu

Select “Send a Note” from the menu options



### 3. Inquire About Your Policy or Claim in Just 5 Simple Steps:



#### Select the Subject:

- Questions regarding your policy or claim
- Questions about policy updates not related to claims
- Submit details about your claim
- Submit details for your audit



#### Include Message Details:

- Add any important information that will help a dedicated OMA advisor assist you



#### Attach Supporting Documents:

- Include any essential documents to support your inquiry



#### Choose Your Response Method:

- Select whether you'd like a reply via email or phone call



#### Send Your Note!

Visit  
<https://portal.manulife.ca/secureserve>  
 to try **Send a Note!**

If you have any questions or need help, feel free to call us at **1-888-596-8881** Monday to Friday, 8am to 8pm, EST.

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