


# Guide to set up new Investor Login password

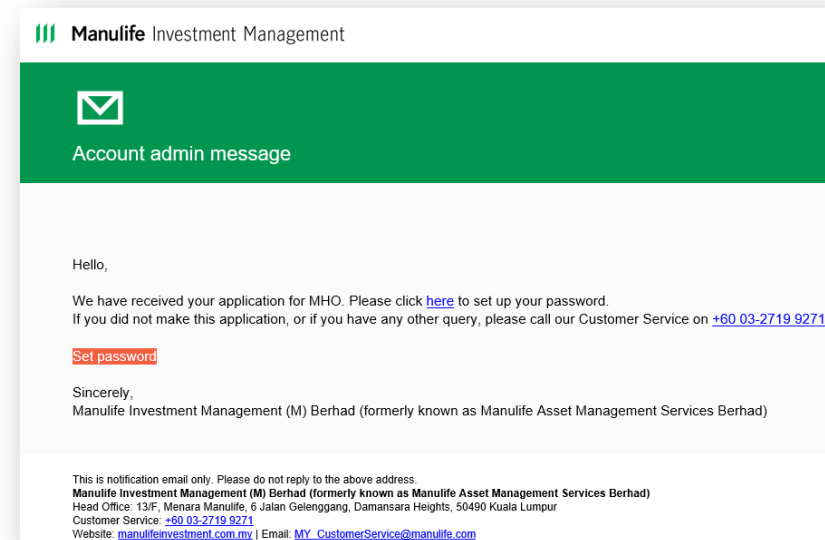
July 2020



# 1

## New investor

- A new investor will receive an email from Manulife iFUNDS after 3-5 working days upon opening an account with us. Please check your inbox or spam folder to view the email.
- In the email, click “[here](#)” or  to activate a one time passcode (OTP) that will be sent via SMS to your mobile number. Please ensure your mobile number registered with us is current.



# 2

## New investor

- Key in the OTP received via SMS and click **Confirm**



Manulife Investment Management

### Identity authentication

An one-time passcode has been sent to your mobile **+6012339\*\*\*\***. Please enter the passcode below to reset password.

One-time passcode (OTP)

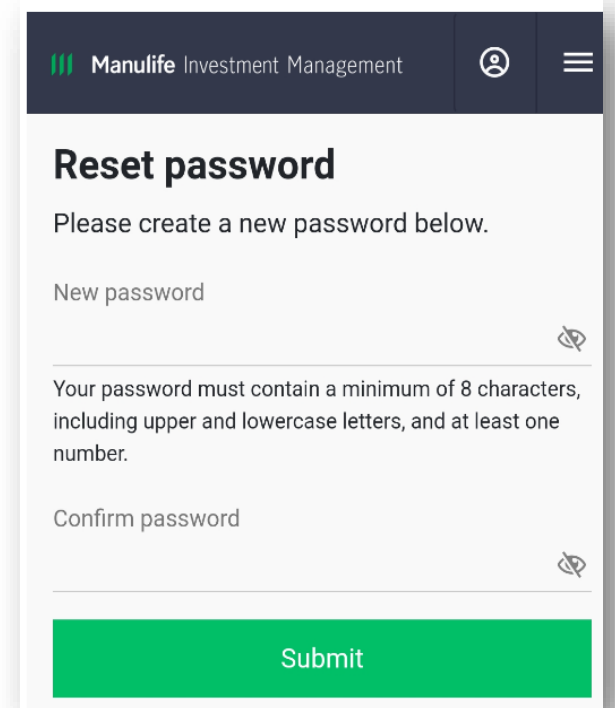
**Confirm**

Didn't get the passcode? If one minute has passed, please request for a new passcode by clicking below link.

# 3

## New investor

- You can now proceed to create a new password.
- Your password should have a Capital letter, small letter, number (e.g. 1,2,3) and special character (e.g. @ ! % & \*).
- Limit your password length to 10 characters.

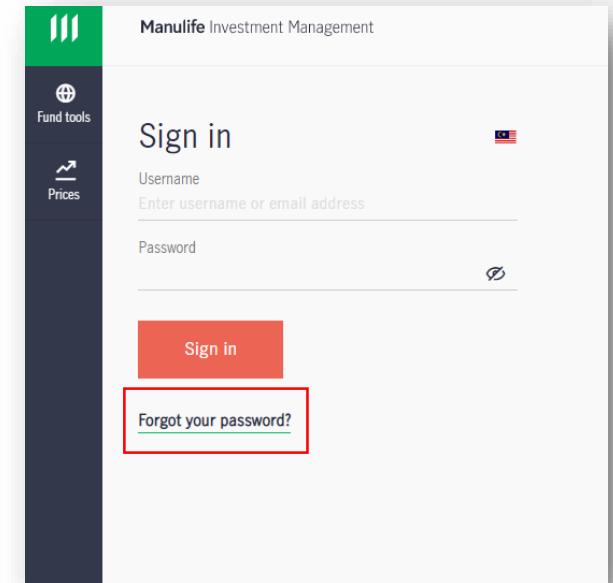
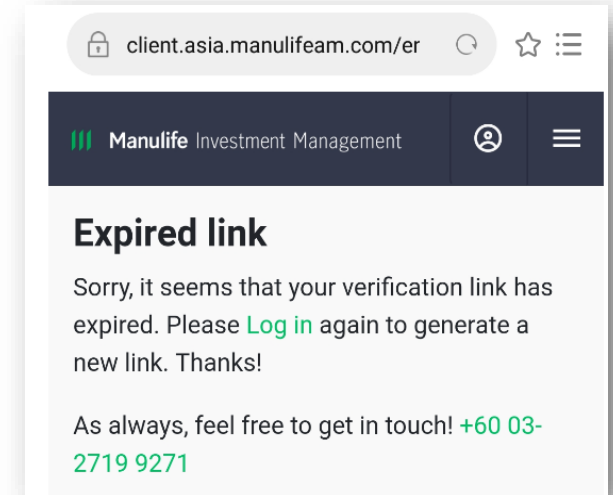


The screenshot shows a mobile application interface for Manulife Investment Management. At the top, there is a dark blue header with the Manulife logo (three vertical bars) and the text 'Manulife Investment Management'. To the right of the header are icons for a user profile and a menu. Below the header, the main content area is white and titled 'Reset password' in bold. Underneath the title, it says 'Please create a new password below.' There are two input fields: 'New password' and 'Confirm password'. Each input field has a small eye icon to its right, indicating a toggle for password visibility. Below the second input field, there is a text requirement: 'Your password must contain a minimum of 8 characters, including upper and lowercase letters, and at least one number.' At the bottom of the form is a large green button with the text 'Submit' in white.

# 4

## New investor

- If you receive the message shown on the right, this means that your verification link has expired.
- Please return to the Manulife iFUNDS [sign in page](#) and click [Forgot Your Password?](#).



# 5

## New investor

- Key in your ID number and click

Continue

Manulife Investment Management

### Forgot password

Please provide the following to verify your identity.

ID number

- **NRIC number:** 900909-09-9000 inputs as 900909-09-9000
- **Passport number or other identification number:** Input all numbers and letters excluding symbols, e.g. AB-123(C) inputs as AB123C
- **Adviser code:** The adviser code you use to login Manulife Investment Management systems

Continue

# 6

## New investor

- Choose to receive the OTP through your email or mobile number

Manulife Investment Management

### Authentication

Choose how to receive the OTP (One-Time Password) by selecting your **registered** contact information.

Email (dw\*\*\*\*@gmail.com)

Mobile phone number (+6012339\*\*\*\*)

[Send OTP](#)

If you no longer access to both of the number and email, You can contact our [Customer Service](#) to update your contact details.

# 7

## New investor

- Key in the OTP and click

Confirm

Manulife Investment Management

### Authentication

OTP (One-time passcode) has been sent to below.

✓ +6012339\*\*\*\*

---

Confirm





# 8

## New investor

- You can now proceed to create a new password.
- Your password should have a Capital letter, small letter, number (e.g. 1,2,3) and special character (e.g. @ ! % & \*).
- Limit your password length to 10 characters.

Manulife Investment Management

### Create password

You can login with your Login ID next time with the new password enter below.

New password

---

Confirm password


---

Confirm

# 9

## New investor

- If you did not receive any email from Manulife iFUNDS, please contact our customer service personnel for assistance:

 + 603 2719 9271

 [MY\\_CustomerService@manulife.com](mailto:MY_CustomerService@manulife.com)



 **Manulife** Investment Management