Submitting contribution lists

We offer several options for reporting contributions. Depending on your individual needs and preferences, you can choose to report contributions using:

An Excel or Lotus spreadsheet

Here's is how your spreadsheet should be laid out:

Social Insurance Number	Member name	Member contributions (EE)	Employer contributions (ER)	Voluntary contributions (VOL)
123-456-789	Bailey, John	$20.00	$20.00	$20.00
234-567-890	Smith, Michael	$40.00	$40.00	$40.00

If you decide to change your reporting method, provide us with a sample file of your layout for testing purposes, prior to reporting in the new format.

Need a more workable format? Contact us at 1-800-242-1704.

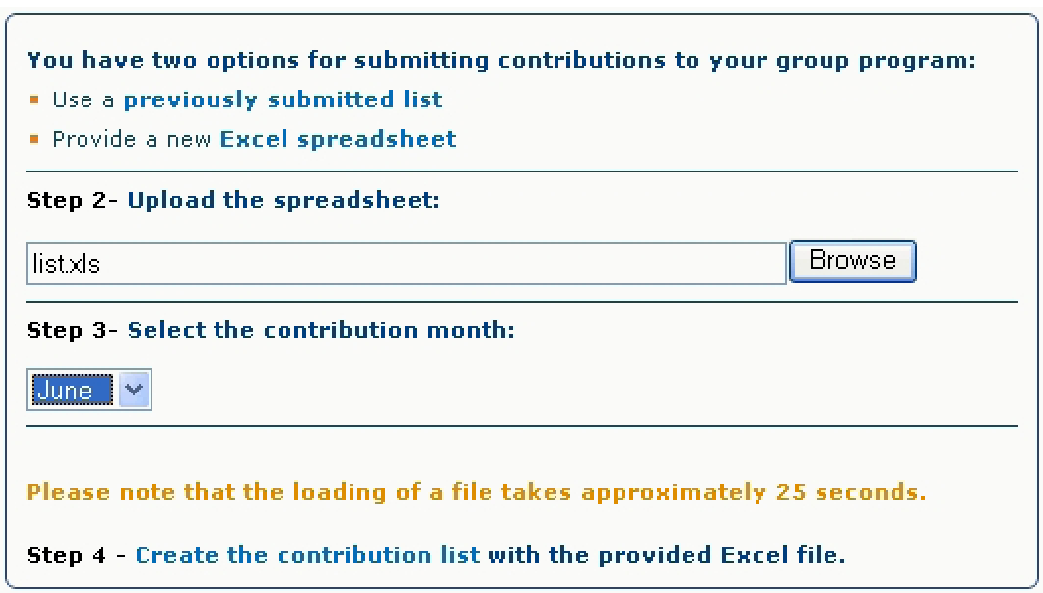
There are five options you can choose from to send your contribution lists to Manulife:

- **Online contributions (via the VIP Room website)**
- **Interactive messaging (via the VIP Room website)**
- **Email**
- **Payroll provider**
- **File Transfer Protocol (FTP)**

Online contributions

Available through the VIP Room for plan sponsors, it is the ideal, secure way to submit your contribution files and payments. You may use a previously submitted list or new Excel file.

For same-business-day processing, you must submit your contribution list (in proper format) and payment by 4:00 p.m., Eastern time. All transactions completed after that time will be processed the following business day.



For more information on online contributions, visit the eLearning module on the VIP Room website for plans sponsors at manulife.ca

The following are some reminders that will help you ensure that contribution lists are processed smoothly:

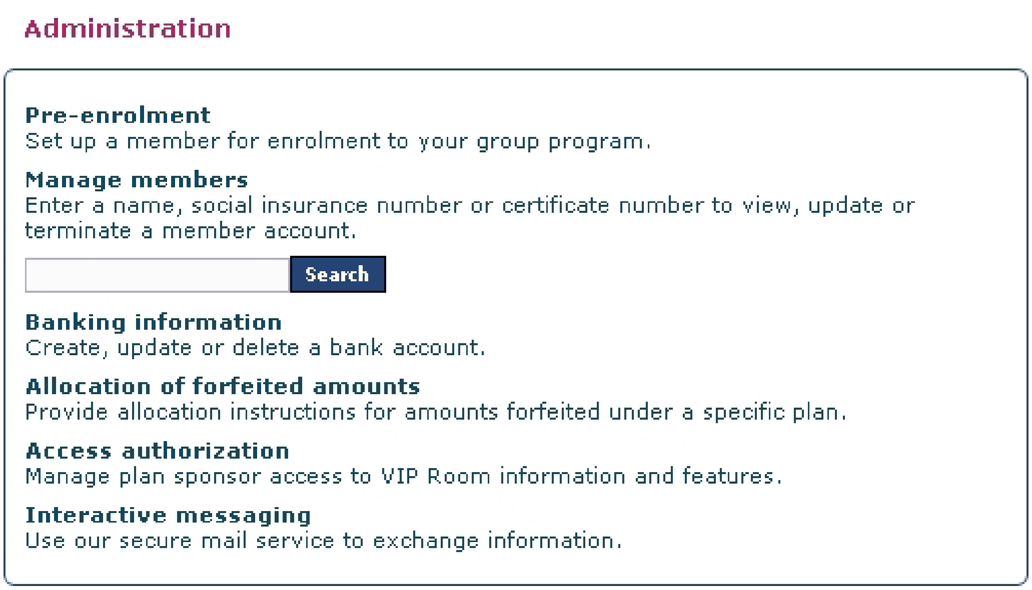
1. The contribution list must be an Excel file without password protection;
2. The name of the file must not exceed 20 characters;
3. The file must only contain one worksheet with contributions. All other worksheets within the file must be blank;
4. The format of the contribution worksheet must not change;
5. The contribution list can be adjusted for new employees (by adding a line) or for those who have terminated their account (by deleting the corresponding line). However, if new employees are added to the list, you must pre-enrol them before submitting the list by accessing the *Pre-enrolment* section of this site. If existing employees terminate their account (due to termination of employment, retirement or death), you must terminate the account using the *Manage members* feature of this site.

Interactive messaging

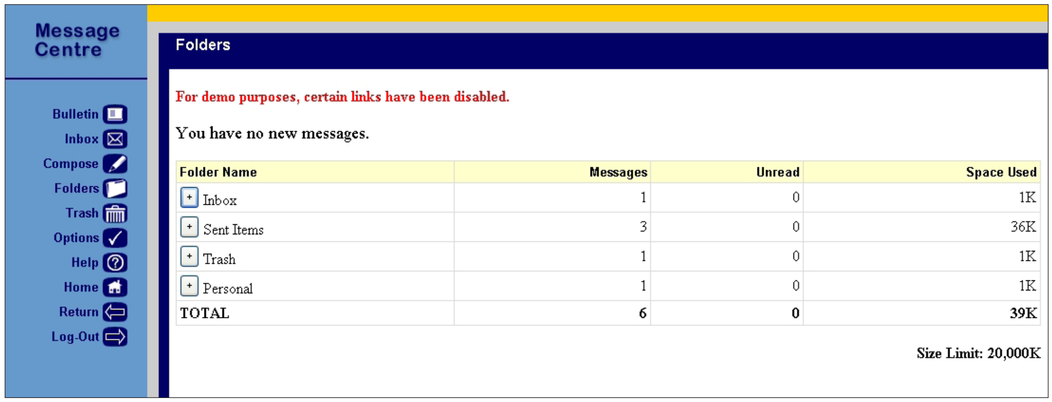
Available through the VIP Room for plan sponsors, Interactive messaging is a comprehensive message transmission and management service that provides a secure two-way communication channel between you and Manulife.

You simply compose a message, include your drawcheque or wire transfer confirmation number, attach your file(s) in the format of your choice and send it to us. It works just like an inbox where you can add attachments and receive email notifications.

From the *Administration* tab, select *Interactive messaging.*

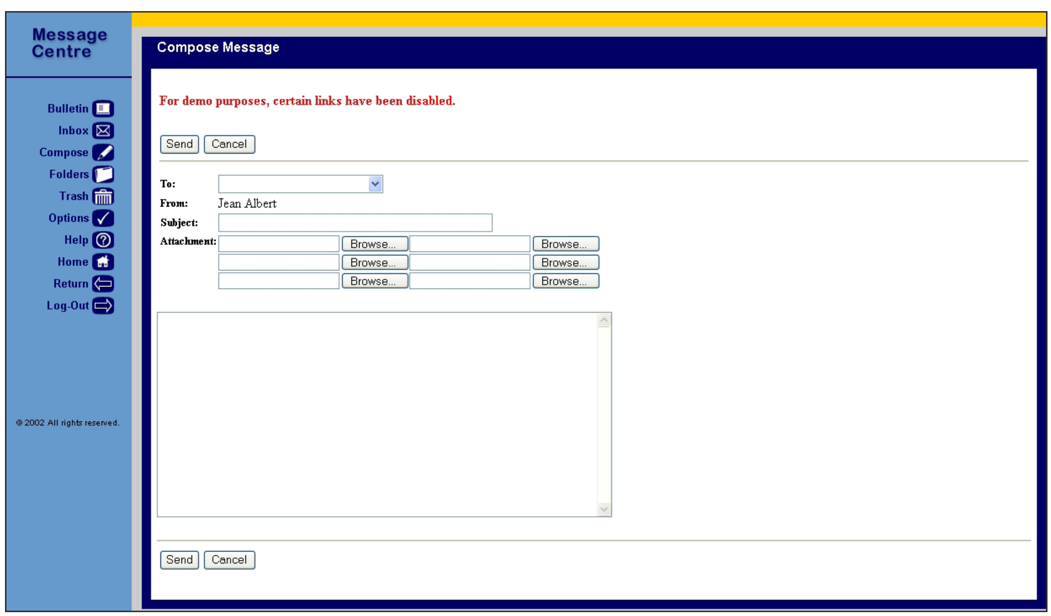


From the *Message Centre*, select *Compose*.



Send your message to **retirement_solutions@manulife.com** Indicate your confirmation number and attach your contribution list(s) to your email.

For faster processing, do not forget to indicate your client number (RS_ _ _ _ _ _) in the subject of your email.



***Remember** – To ensure security and confidentiality of data, please do not disclose your password to anyone. Should you lose or wish to change your password, please contact your customer service representative. You should change your password on a yearly basis.*

Email

Email your password-protected contribution list as an attachment, to **retirement_solutions@manulife.com**

Payroll provider

Manulife has joined with ADP Canada, a major payroll service provider, to offer you the option to submit your payroll contributions directly through their service. This collaboration allows for the seamless transmission and allocation of payroll contributions to Group Savings & Retirement plans. If you currently use ADP's payroll service and would like more information, please contact your Customer Service Representative. This service is subject to fees.

File Transfer Protocol (FTP)

FTP is a method of transferring files to us without using email attachments. To find out more about this reporting method, please contact your Customer Service Representative. This service is subject to fees.

Members wishing to make lump sum online contributions to their Registered Retirement Savings Plan (RRSP) and/or Non-Registered Savings Plan (NOREG) may do so through the VIP room for members.

***Remember** – Prompt investment of contributions to your plan depends on Manulife receiving your contribution list and your payment. The two must be validated and reconciled before processing – one can't be processed without the other.*