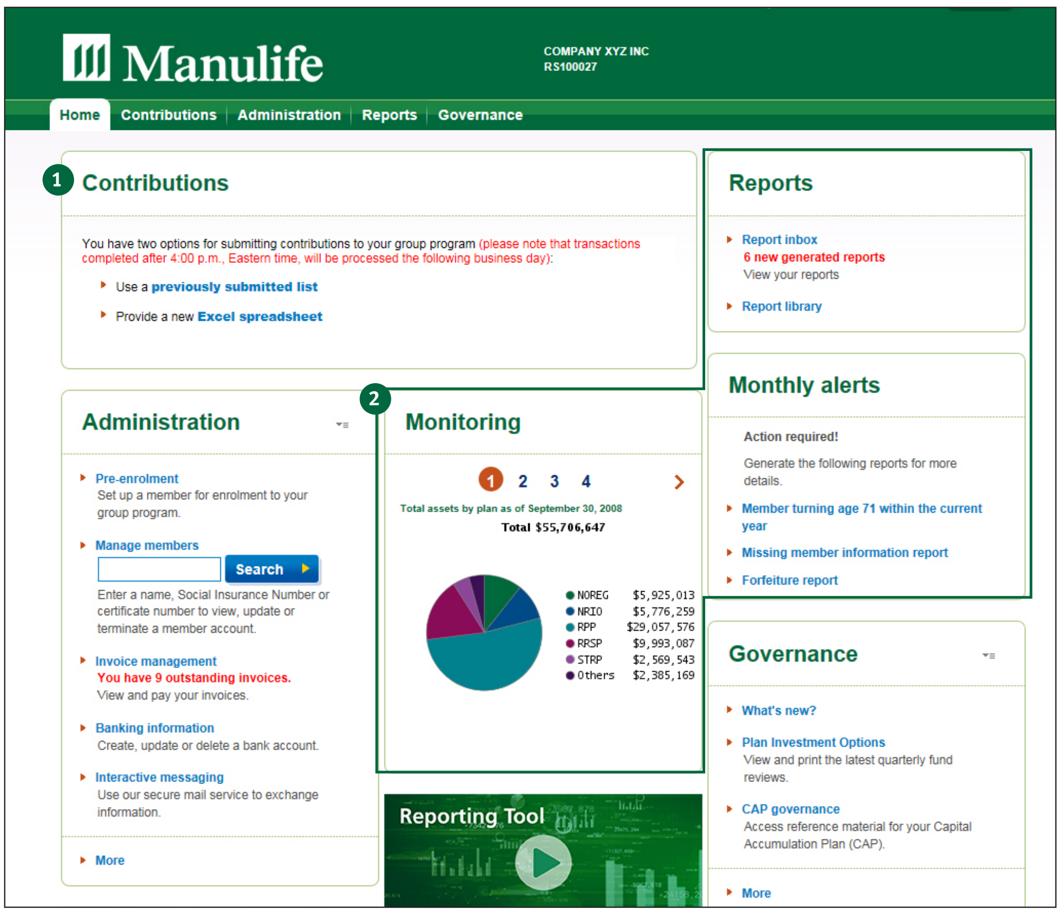
Log in to the secure VIP Room at www.manulife.ca with your User ID and password. If this is your first time accessing the site, you'll be asked a series of security questions to help us identify you each time you log in in the future, or if you forget your User ID and password.

Sponsor VIP Room

The sponsor VIP Room allows you to process online contributions, link to our secure recordkeeping system with personal access, pay bills online, pre-enrol members, and more.

1. Click on the first link to submit contributions using a previously submitted list, or the second link to upload a new Excel file. As member data and dates constantly change, we recommend using the second option to ensure accuracy.
2. Designed to help you with plan governance and administration, our reporting tool allows you to access up to 35 reports, each with a clean and simple design that gives you a clear snapshot of your plan, making it easy to understand at a glance.



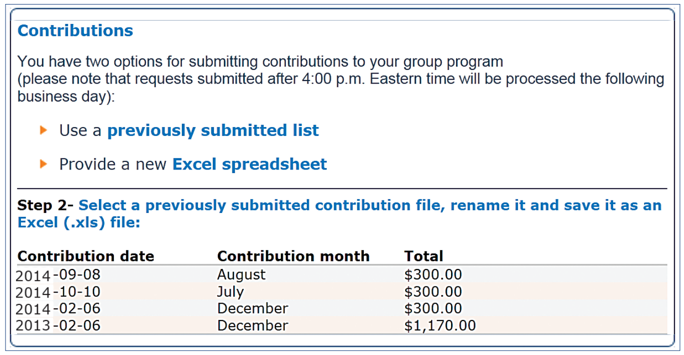
Access to features is determined by the instructions your Internet authorized signing officer has provided.

Need a User ID and password?

Call one of our Manulife representatives at 1 800 242-1704, Monday to Friday, from 8 am to 6 pm.

Contributions

Submit records and payment for payroll deduction contributions, using secure online banking and file transfer services.



Contributions

You have two options for submitting contributions to your group program (please note that requests submitted after 4:00 p.m. Eastern time will be processed the following business day):

- Use a **previously submitted list**
- Provide a new **Excel spreadsheet**

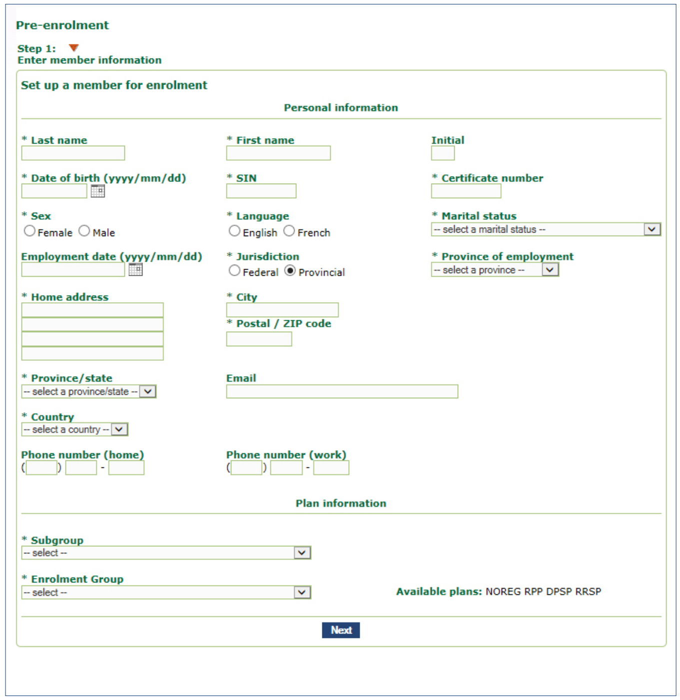
Step 2- Select a previously submitted contribution file, rename it and save it as an Excel (.xls) file:

Contribution date	Contribution month	Total
2014-09-08	August	$300.00
2014-10-10	July	$300.00
2014-02-06	December	$300.00
2013-02-06	December	$1,170.00

Administration

Pre-enrolment and member management

Provide preliminary data for eligible employees, update member records and terminate accounts of those leaving the program.



Pre-enrolment

Step 1:
Enter member information

Set up a member for enrolment

Personal information

* Last name
* First name
Initial
* Date of birth (yyyy/mm/dd)
* SIN
* Certificate number
* Sex: Female Male
* Language: English French
* Marital status: -- select a marital status --
Employment date (yyyy/mm/dd)
* Jurisdiction: Federal Provincial
* Province of employment: -- select a province --
* Home address
* City
* Postal / ZIP code
* Province/state: -- select a province/state --
Email
* Country: -- select a country --
Phone number (home) ( ) -
Phone number (work) ( ) -

Plan information

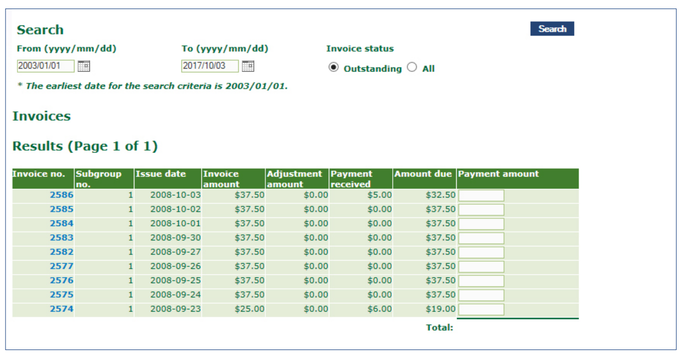
* Subgroup: -- select --
* Enrolment Group: -- select --
Available plans: NOREG RPP DPSP RRSP

Next

Invoice management

Search outstanding or all invoices, then view and pay invoices online.

Click on an invoice number to view an electronic version of the invoice.



Search

From (yyyy/mm/dd): 2003/01/01
To (yyyy/mm/dd): 2017/10/03
Invoice status: Outstanding All
Search

* *The earliest date for the search criteria is 2003/01/01.*

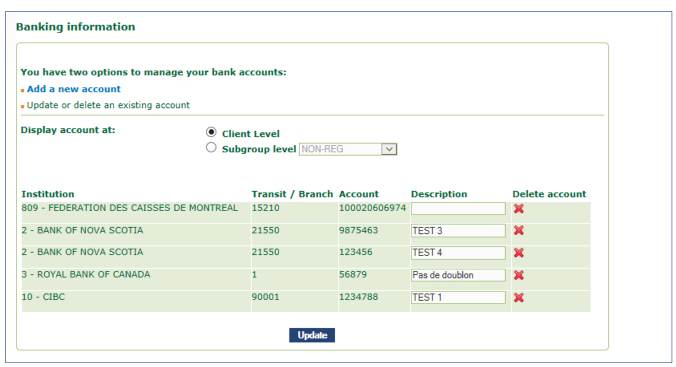
Invoices

Results (Page 1 of 1)

Invoice no.	Subgroup no.	Issue date	Invoice amount	Adjustment amount	Payment received	Amount due	Payment amount
2586	1	2008-10-03	$37.50	$0.00	$5.00	$32.50	
2585	1	2008-10-02	$37.50	$0.00	$0.00	$37.50	
2584	1	2008-10-01	$37.50	$0.00	$0.00	$37.50	
2583	1	2008-09-30	$37.50	$0.00	$0.00	$37.50	
2582	1	2008-09-27	$37.50	$0.00	$0.00	$37.50	
2577	1	2008-09-26	$37.50	$0.00	$0.00	$37.50	
2576	1	2008-09-25	$37.50	$0.00	$0.00	$37.50	
2575	1	2008-09-24	$37.50	$0.00	$0.00	$37.50	
2574	1	2008-09-23	$25.00	$0.00	$6.00	$19.00	
						Total:	

Banking information

Create, update or delete the bank account(s) associated with the program.



Banking information

You have two options to manage your bank accounts:

- Add a new account
- Update or delete an existing account

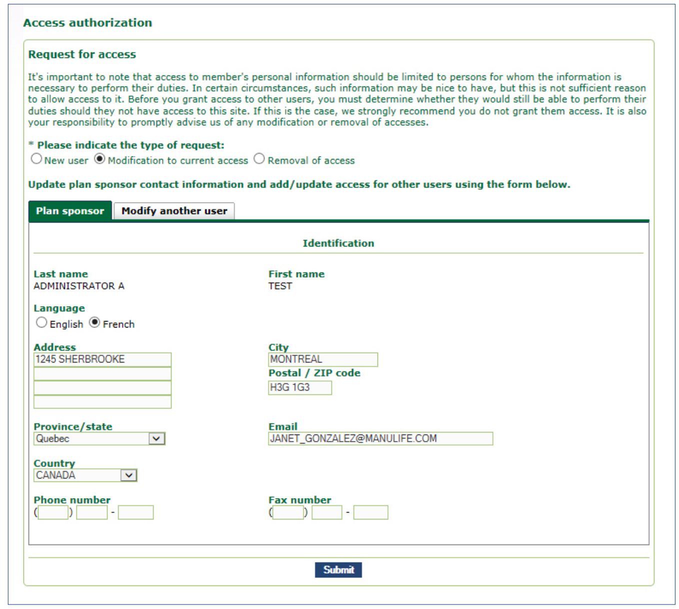
Display account at: Client Level / Subgroup level NON-REG

Institution	Transit / Branch	Account	Description	Delete account
809 - FEDERATION DES CAISSES DE MONTREAL	15210	100020606974		
2 - BANK OF NOVA SCOTIA	21550	9875463	TEST 3	
2 - BANK OF NOVA SCOTIA	21550	123456	TEST 4	
3 - ROYAL BANK OF CANADA	1	56879	Pas de doublon	
10 - CIBC	90001	1234788	TEST 1	

Update

Access authorization

Manage administrator access to features of the sponsor VIP Room.



Other features

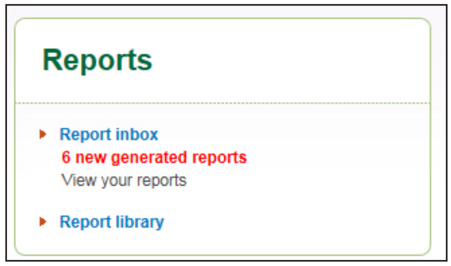
- Allocation of forfeited amounts – provide allocation instructions for amounts forfeited under a specific plan
- Equity-based compensation plans – view reports, member account balances and transactional history
- Interactive messaging – use our secure mail service to exchange information
- Forms and reference guides – order or print forms and view *Your group retirement program – quick reference guide*

Governance

- Plan investment options – view and print the latest quarterly fund reviews
- CAP governance – access reference material for the Capital Accumulation Plan (CAP)
- Legislation & investments – obtain pension legislation news, including our *Legislation matters* newsletter, and information on the Quality & Choice Investment Program

Reporting tool[1]

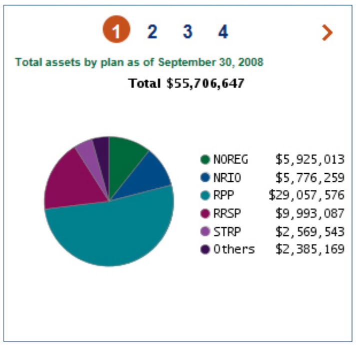
Reports

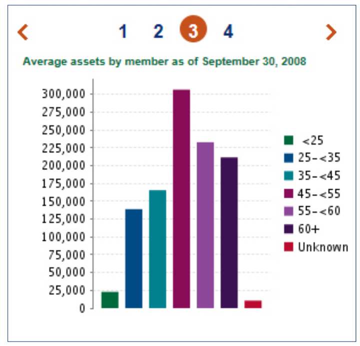


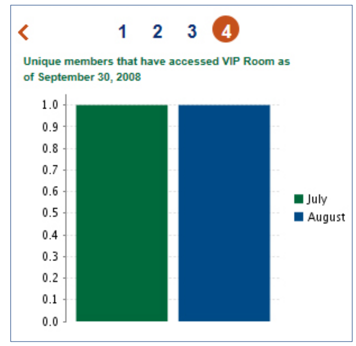
- Allows easy access to the library of reports and the report inbox
- You see the number of new (unread) reports waiting to be viewed in your inbox
- You receive an email notification once a report is generated

[1] For more detailed information on the reporting tool, take a look at this **flyer**.

Monitoring

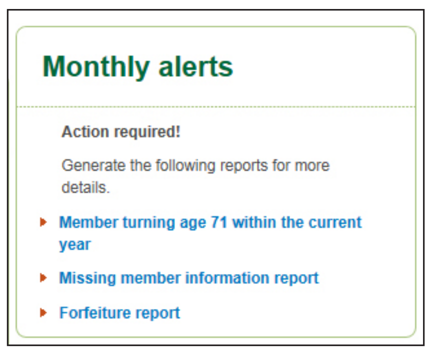






- Plan governance information at a glance
- Shortcuts to accessing detailed information on these topics by generating the associated report

Monthly alerts



- Shortcut to access the associated report, which will provide detailed information on that topic
- Notifies you to take action on these topics
- Alerts only appear if an action needs to be taken (e.g., members turning 71 in the current year have assets in the plan, or forfeiture balance is available and needs to be used)

Member VIP Room

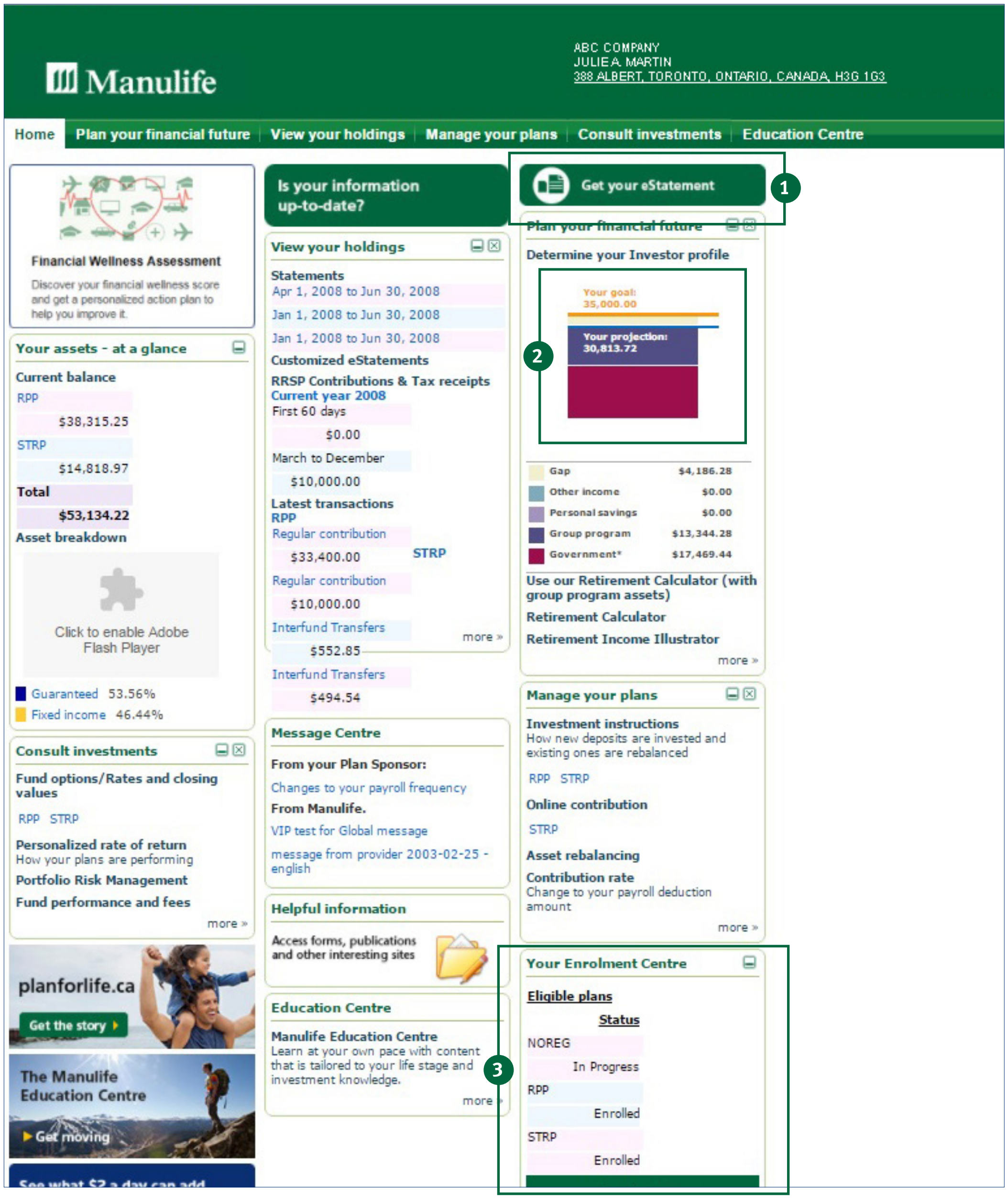
The site gives members access to tools, services and information they need to take ownership of their financial future. Their current balance, asset breakdown, latest transactions, investment instructions and fund performance are all just a mouse-click away.

1. Going green is easy! Members can eliminate paper files and get eStatements instead by changing their statement delivery settings; we'll even archive them for them for three years.

   Members can also request customized eStatements on demand.

2. The Retirement Calculator provides members with practical suggestions based on their current group assets and personal retirement goals.

3. The Enrolment Centre makes it easy for members to enrol in other plans within their group program.



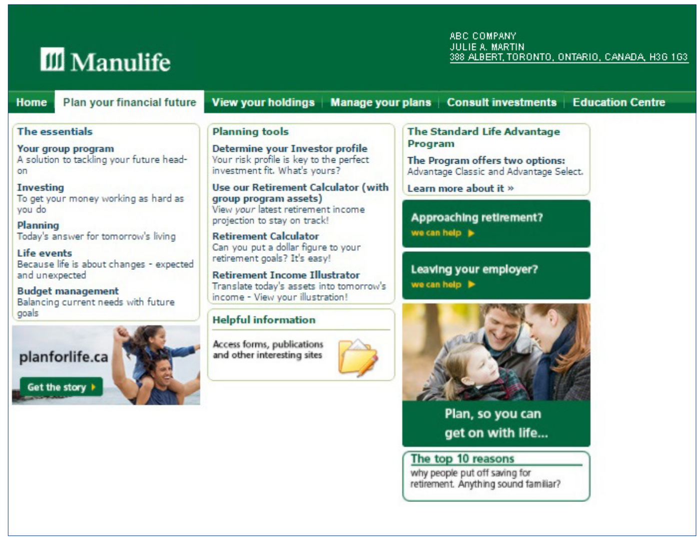
The site allows members to personalize their homepage. They can view, minimize or "drag and drop" the various sections to suit their needs.

Other features

Plan your financial future

The essentials

- Your group program – information on its advantages, members' rights and responsibilities, and an explanation of IMFs and other fees
- Investing – the three keys to retirement savings success, and explanations of asset classes and risk/return
- Planning – guidance for life, financial and retirement planning
- Life events – helpful information about preparing for changes – expected and unexpected
- Budget management – guidance for budgeting and debt management

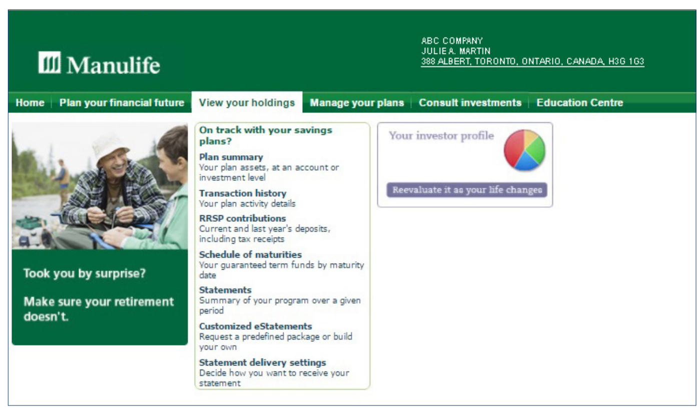


Planning tools

- Investor profile – questionnaire for members to determine their level of risk tolerance
- Retirement Calculator – enables members to put a dollar figure to their retirement goals
- Retirement Income Illustrator – generates comprehensive illustrations of retirement income, based on accumulated assets
- For members leaving their employer or retiring: **Advantage Program** is a group savings and retirement solution that allows these members to keep most of the options and services they currently have.

View your holdings

- Plan summary – plan assets, at an account or investment level
- Transaction history – plan activity details
- RRSP contributions – current and previous year's deposits, including tax receipts
- Tax slips – current and last year's tax slips
- Schedule of maturities – guaranteed term investments by maturity date
- Statement history – any statement from the past three years can be viewed, printed and saved
- Customized eStatements – possibility to request an eStatement package or build your own
- Statement delivery settings – how to receive the statement

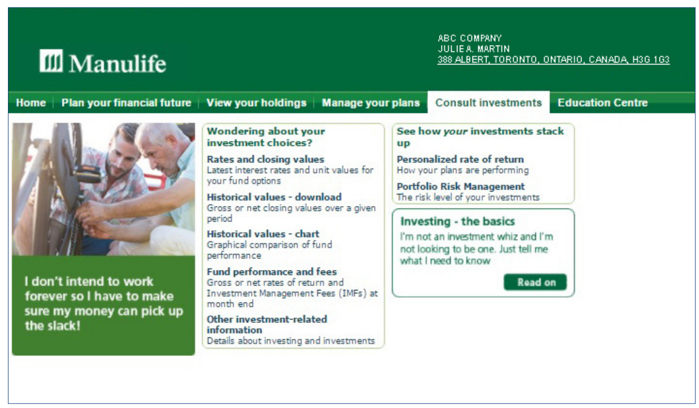


Manage your plans

- Investment instructions – for the investment of new deposits and rebalancing of current holdings
- Reinvestment instructions – for the reinvestment of guaranteed deposits
- Asset rebalancing – realignment of assets based on investment instructions
- Interfund transfer – transfer of assets from and to specific funds
- Online contribution – lump-sum deposits to RRSP and non-registered plans
- Contribution rate – changes to payroll deduction amounts
- Online withdrawal – withdrawals from stock plans
- Equity-based compensation plans – details and administration of the plans
- Personal data – to stay in touch
- Beneficiaries – designating beneficiaries

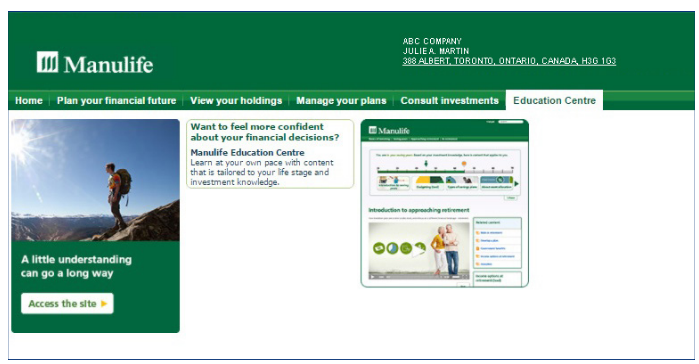
Consult investments

- Rates and closing values – latest interest rates and unit values for the program's investment options
- Historical values:
  - Download – gross or net closing values over a given period
  - Chart – graphical comparison of fund performance
  - Fund performance and fees – gross or net rates of return and Investment Management Fees (IMFs) at month end
- Other investment-related information – details about investing and investments
- Personalized rate of return – performance of members' investments over a fixed or variable period
- Portfolio risk management – risk level of members' investments



Education Centre

Members learn how to plan their retirement at their own pace with video clips, interactive tools and calculators that are tailored to their life stage and investment knowledge.



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