

The 5 top questions plan members are asking

1. Will my User ID and password remain the same once my plan moves to Manulife?

No, you will use your email address and a new password to log in to your account on the Plan Member Secure Site when your plan moves to Manulife.

2. Will I have the same investment choices once my plan moves to Manulife?

Yes. There will be no change in your fund line-up when your plan moves to Manulife. You will continue to have uninterrupted access to the investment options you currently hold. Fund names and codes will change to align with Manulife's naming convention, but your investments remain unchanged. For example, the guaranteed funds originally named Compound Interest Accumulators (CIA) are Guaranteed Interest Accounts (GIA). The fund and its holdings will be maintained; only the name will change.

3. Will investment management fees be higher at Manulife compared to those at the former Standard Life Canada?

No, the investment management fees (IMFs) that apply to Manulife funds are the same as the IMFs on funds of the former Standard Life Canada, and in some cases the IMFs on Manulife funds may be lower. To view the investment management fees that will apply to your funds after your plan moves to Manulife, go to **My Investments** on the top navigation bar of the Plan Member Secure Site, then to **Plan Investment Information**.

4. When did Manulife acquire Standard Life?

Manulife acquired Standard Life's Canadian operations and assumed responsibility for your plan on July 1, 2015.

5. When will my plan move to Manulife?

Plans administered by the former Standard Life Canada are moving to Manulife's administrative system every month, with the last ones expected to move by the end of 2017. A transition guide from Manulife will be mailed to you 20 days before your plan moves. To make the process easy and understandable, this easy-to-read guide explains how the transition will happen and you will access your account on the Manulife Plan Member Secure Site.

