

It's important. You are not getting our email notification for your online documents.

We've missed you! You haven't been getting email notifications from us for your Manulife Securities account online documents. We're also excited to tell you about changes to the online delivery of account documents.

What you need to know

Manulife online access is replacing the online document delivery feature on Client Access, which you use now. Manulife online access is better in so many ways.

- You can access your accounts online on your mobile device, tablet, or desktop computer.
- You can view your individual and joint accounts, plus corporate, estate and most trust accounts.¹
- You can start getting your statements and trade confirmations with your June 30, 2020 statement.
- It's easy to manage how you get your statements and trade confirmations. Now you can choose to stop receiving them by mail.

When will online statement delivery on Client Access end?

After January 2021, we'll stop putting your account statements on Client Access. It ends with your December 30, 2020 statement that you'll get in January 2021. That's the last one. Then you'll only get them on **Manulife online access** or by mail if you are not set up by then.

What you need to do?

Sign up for Manulife online access to ensure uninterrupted online delivery of your account documents. You may also want to change your delivery preference to opt-out of trade confirmation mailings.

We've included a quick reference guide with your statement that has instructions on how to sign up, access your account online documents and manage delivery preferences.

If you have any questions or require assistance with signing up, please contact our support teams:

Sign up and technical support - 1-833-363-0699, onlinesupport@manulife.ca

Navigation and preferences support – 1-800-991-2121, manulifesecurities@manulife.ca

For questions about your Manulife Securities account, please contact your advisor.

¹The in-trust-for accounts for some of your beneficiaries may not be accessible through Manulife online access. Contact us if you require assistance with these accounts. (This note will only be visible to the impacted customers and is not part of our standard message.)