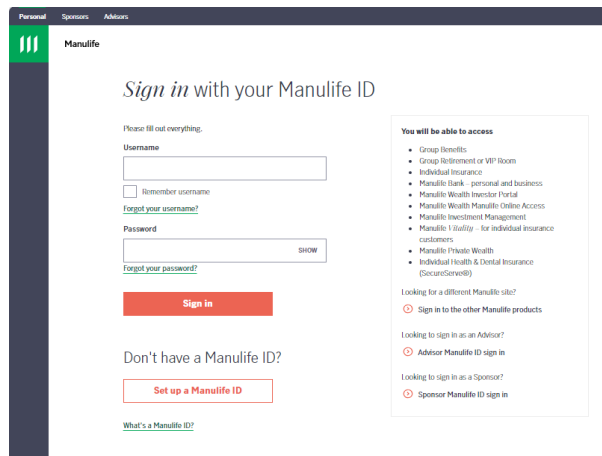




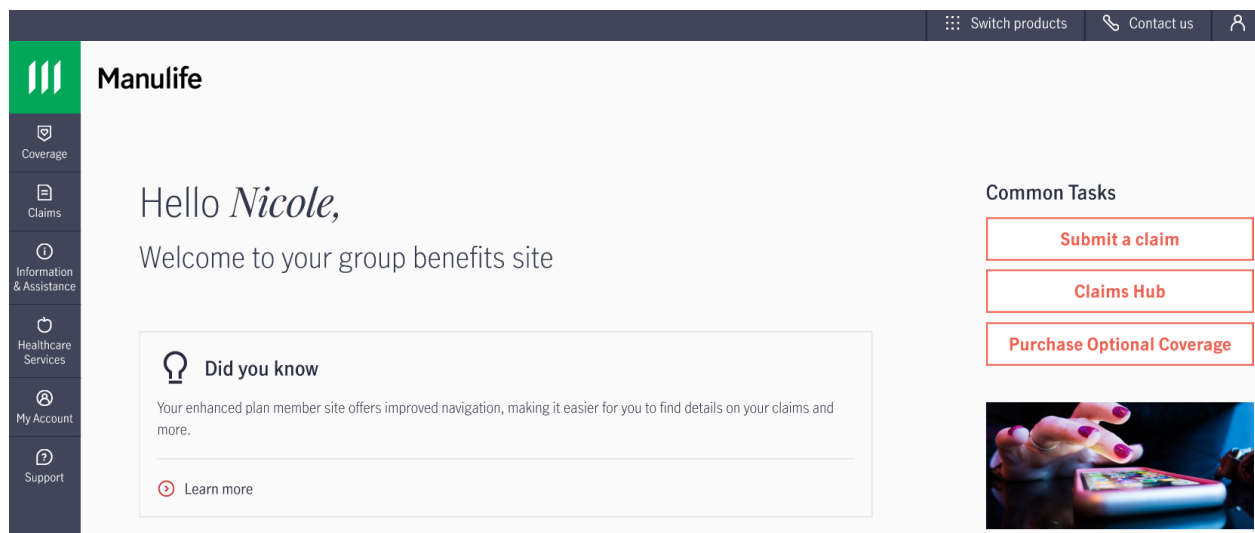
How to submit a claim online

Step 1: Sign in to Manulife group benefits site using your Manulife ID.



The image shows the Manulife sign-in page. At the top, there are tabs for 'Personal', 'Sponsors', and 'Advisors'. The 'Personal' tab is selected. Below the tabs is the Manulife logo. The main heading is 'Sign in with your Manulife ID'. Below this, there is a form with fields for 'Username' and 'Password'. There are links for 'Remember username', 'Forgot your username?', and 'Forgot your password?'. A 'Sign in' button is at the bottom of the form. To the right of the form, there is a section titled 'You will be able to access' with a list of services: Group Benefits, Group Retirement or VIP Room, Individual Insurance, Manulife Bank - personal and business, Manulife Wealth Investor Portal, Manulife Wealth Manulife Online Access, Manulife Investment Management, Manulife Utility - for individual insurance customers, Manulife Private Wealth, and Individual Health & Dental Insurance (SecureServe®). Below this list, there are links for 'Looking for a different Manulife site?' (Sign in to the other Manulife products), 'Looking to sign in as an Advisor?' (Advisor Manulife ID sign in), and 'Looking to sign in as a Sponsor?' (Sponsor Manulife ID sign in). At the bottom left, there is a link for 'Don't have a Manulife ID?' (Set up a Manulife ID) and a link for 'What's a Manulife ID?'.

Step 2: Select **Submit a claim** under the Common tasks.



The image shows the Manulife dashboard. At the top, there is a navigation bar with 'Switch products', 'Contact us', and a user profile icon. Below the navigation bar is the Manulife logo. On the left, there is a sidebar with icons for 'Coverage', 'Claims', 'Information & Assistance', 'Healthcare Services', 'My Account', and 'Support'. The main content area has a greeting 'Hello Nicole,' and 'Welcome to your group benefits site'. Below this, there is a 'Did you know' section with a lightbulb icon and text: 'Your enhanced plan member site offers improved navigation, making it easier for you to find details on your claims and more.' There is a 'Learn more' link. On the right, there is a 'Common Tasks' section with three buttons: 'Submit a claim', 'Claims Hub', and 'Purchase Optional Coverage'. At the bottom right, there is a small image of a hand holding a tablet.

Step 3: Chose the plan that you have your claim paid from. You will also select a claimant.

- Health and Dental Plan
- My lifestyle spending account

To submit a claim to the LSA, select **My lifestyle Spending Account**

Submit a claim



*...Reimburse my claim from:

- ☐ my Health or Dental plan
- ☒ my Lifestyle Spending Account

If your dependant is not listed please contact your plan administrator

*...Select a claimant

Michael Moriarity, 28 Mar 1979 Self



Cancel

Continue



Step 4: Enter the details of your service provider and the details of the expense.

Select service provider



Add service provider

Enter a provider or clinic or supplier

Provider first name:

Provider last name:

Clinic (if applicable):

*...Postal code:

*...Phone #:

Or supplier (i.e. Business Name):

Enter the expenses and submit

* Service Date(MM/DD/YYYY)	MM/DD/YYYY	* Expense details	
		Guidelines	
* Type Of Expense	Select.	* Paid Amount	

Step 7: Accept the terms and conditions and hit submit.

Update

Update

Terms, conditions & authorization

I certify that the information provided for the claim(s) being submitted is true, accurate and complete and that I, my spouse and/or my dependants have received all goods or services as claimed.

I understand and acknowledge that Manulife may reassess the claim(s) being submitted at any time including, but not limited to, any circumstance where the information on a receipt differs from the claim(s) being made. I understand and acknowledge that submission of any claim determined by Manulife to be false or misrepresented may be reported, together with any relevant information to my plan sponsor or its agents. I understand and acknowledge that Manulife may refer any claims it has determined were falsely submitted to law enforcement authorities for possible prosecution. Manulife will pursue the recovery of any money that has been obtained improperly through false or incorrect claim submission.

I understand that I am required to keep the original claim receipt, EOB (explanation of benefits) from other carriers, and any other supporting documentation for 12 months following the date of this online claim submission for audit purposes. These documents could be requested at any time during this period.

Please read and agree with the [terms, conditions](#) and [authorization](#)

☐ I have read and agree with the terms, conditions and authorization.