

Service and support for you from Manulife

Information, service and support... every step of the way.

Manulife provides a range of services to ensure you get the information and answers you need to manage your FortisAlberta Retirement Program.

Online

You can access your secure account information online 24 hours a day, 7 days a week. To access the secure website for the first time, simply click 'Access Your Account'. In the Register box, click 'register now' and follow the instructions to set your email address as your login ID and choose a password. You will need your Customer Number and Social Insurance Number to get started. If you have forgotten your customer number, call Manulife's Customer Service Centre at **1-888-727-7766**.

You will also set-up personal verification questions in the event you need to reset your password.

Through Manulife's secure website you'll find information including:

- Your account balance(s) – updated daily
- A summary of contributions
- Current unit values
- Your personal rates of return
- **How to create a retirement savings goal with Manulife's Steps Retirement Program®**. In just 20 minutes you can set a personal retirement goal and create a plan to achieve it. Return to your account any time to track your progress and, if you want, adjust your retirement goal or saving strategy.

Call centre

Call Manulife's Customer Service Centre toll-free at **1-888-727-7766**. You will need your customer number and PIN.

- For account inquiries, Customer Service Representatives are available Monday to Friday, 6 a.m. to 6 p.m. MT.
- For assistance with investments and retirement planning, Financial Education Specialists are available Monday to Friday, 7 a.m. to 3 p.m. MT.
- The Interactive Voice Response (IVR) system is available 24 hours a day.

Transitions Solutions Team

Thinking about retiring? Manulife Financial's Transition Solution Team can help you learn about your options at retirement. Contact a representative of this team toll-free at

1-866-991-3056 or through the Customer Service Centre at 1-888-727-7766 (option 5) Monday to Friday, 7 a.m. to 3 p.m. MT. Or, you can contact this team by email at GSRSTransitionSolutions@manulife.com.

Email

Send your questions to gromail@manulife.com. You can expect a response within 48 hours.

Mailing address

Manulife
Client Services
PO Box 396, KC-6
Waterloo ON N2J 4A9

Courier address

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