



Group Retirement Solutions

We're here to help!

A guide to managing your group savings plan

Online account access

Go to... www.manulife.ca/GRO

Choose 'Plan Members' and select 'Login'. Enter your customer number and PIN. Monitor and manage your account online 24 hours a day, 7 days a week. Our website enables you to check your account balance, personal rates of return and complete transactions.

E-mail

E-mail your questions to... gromail@manulife.com

Questions about your account, investments or retirement planning? Send an e-mail to gromail@manulife.com.

Customer number and PIN

Please call 1-888-727-7766 to activate your PIN

To access your account online or through the IVR, you need your customer number and PIN. You will find your customer number on the welcome letter mailed to your home.

Answers to account, investment and retirement planning questions

Call directly to our toll-free member centre at **1-888-727-7766**. You can reach us via Bell Relay Service (TTY).

- Customer Service Representatives are available Monday to Friday from 8 am to 8 pm
- Financial Education Specialists can be reached Monday to Friday between 9 am and 5 pm
- Manulife's Interactive Voice Response (IVR) Phone System is designed with your convenience in mind.

Get secure access to your personal account and obtain current investment information 24 hours a day, 7 days a week.

Have your customer number ready, it's found on the first page of your welcome letter or member statement.



Use Bell Relay Service (TTY).

Contact us:

If you need a PIN
1-888-727-7766

Web address:
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retirement planning
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