



## Welcome to your Manulife Group Savings and Retirement Program

This guide provides you with basic information about your Manulife Defined Contribution Pension Plan (DC Plan), Registered Retirement Savings Plan (RRSP), Tax-Free Savings Account (TFSA), and Global Share Ownership Plan (GSOP), including easy to follow enrolment instructions to guide you through each plan.

### Getting started with the Manulife Savings Program is quick and easy

Make sure to have the following information available:

#### Your Social Insurance Number (SIN)

#### Your date of hire/service date

During the electronic enrolment (e-enrolment) process you'll be asked for "the date you started with your employer." This is the same as your date of hire or service, which can be found on your offer letter.

**Note for former contract employees** – If you are a contract employee being hired as a regular full-time or part-time employee and you have no break in service, your date of hire is the original date you started at Manulife. For example, if you were hired as a contract employee on July 1, 2009 and you are being hired as a regular employee on January 1, 2010, your date of hire is July 1, 2009.

#### Date joining plan

During the e-enrolment process you'll be asked for "the date you are joining the plan." If you were hired as a regular full-time or part-time employee, this date is the same as your date of hire.

**Note for former contract employees** – If you are a contract employee being hired as a regular full-time or part-time employee and you have no break in service, your date joining the plan is the date you became a regular employee. For instance, if you were hired as a contract employee on July 1, 2009 and you are being hired as a regular employee on January 1, 2010, your date joining the plan is January 1, 2010.

#### Member number

Your member number is your employee number. This can be found on your offer letter.

#### Plan details

The Manulife Savings Program includes four different plans: a Defined Contribution Pension Plan (DC Plan), a Registered Retirement Savings Plan (RRSP), a Tax-Free Savings Account (TFSA), and a Global Share Ownership Plan (GSOP).

#### Beneficiary designation(s)

You will be prompted to print, sign, and forward your beneficiary designation to GRS Client Services, KC-6. Please note that you need to select a beneficiary for each plan you join.

*The Manulife Savings Program is administered by Manulife's Group Retirement Solutions (GRS).*

**Please note:** You must enroll in your DC Plan within 15 days of your employment start date.

# Let's get started

You must enroll in the Manulife DC Plan and you must make investment elections. If you do not choose investments, the contributions you make – and the ones Manulife makes on your behalf – will be invested in the Retirement Date Fund that matures closest to the year in which you turn 65.

- To start go to [manulife.ca/newhire](https://manulife.ca/newhire)
- Select '**Enroll now**' from the left hand menu, and follow the instructions.

Enter the following codes to enroll in your DC Plan:

- Policy number to enter: **10101010**
- If you work in Canada enter access code: **A4843**
- Follow the e-enrolment instructions.

For information about the funds available refer to the 'Fund Information' section at [manulife.ca/newhire](https://manulife.ca/newhire).

**Remember** – Required contributions of 2% will automatically be deducted from your pay.

**Optional Contributions** – Your optional contribution amount has been automatically set at 5% of your pensionable earnings. You can contribute between 0 – 5% of your pensionable earnings in 0.5% increments.

To change your optional contribution, log in to [manulife.ca/GRO](https://manulife.ca/GRO). From the menu at the top of the screen, select 'View/Change My Payroll Deduction Amount' from the 'My Account' section.

Be sure to keep a copy of the customer number assigned to you during enrolment and make note of the personal identification number (PIN) you've chosen. You'll need both for future access to the plan member secure site and phone system.

## If you choose to enroll in the RRSP:

Your member number for the RRSP is your employee number.

**Note:** *If you decide to join the RRSP, you must make an investment election or the contributions you make will be invested in the Retirement Date Fund that matures closest to the year in which you turn 65.*

Go to [manulife.ca/newhire](https://manulife.ca/newhire), and click '**Enroll now**'.

Enter the following codes to enroll in your RRSP:

- Policy number: **20202020**
- Access code: **A2886**
- Follow the e-enrolment instructions.

To manage your payroll deductions log in to [manulife.ca/GRO](https://manulife.ca/GRO). From the menu at the top of the screen, select 'View/Change My Payroll Deduction Amount' from the 'My Account' section.

## If you choose to enroll in the TFSA:

Your member number for the TFSA is your employee number.

**Note:** *If you decide to join the TFSA, you must make an investment election or the contributions you make will be invested in the Manulife Canadian Money Market (MAM) Fund (fund code 3132).*

Go to [manulife.ca/newhire](https://manulife.ca/newhire), and click '**Enroll now**'.

Enter the following codes to enroll in your Group TFSA:

- Policy number: **41101010**
- Access code: **C1924**
- Follow the e-enrolment instructions.

To manage your payroll deductions log in to [manulife.ca/GRO](https://manulife.ca/GRO). From the menu at the top of the screen, select 'View/Change My Payroll Deduction Amount' from the 'My Account' section.

## If you choose to enroll in the GSOP:

Enter the following codes to enroll in the GSOP:

- Policy number: **50505050**
- Access code: **A7386**
- Follow the e-enrolment instructions.

You will also need to complete a GSOP Shareholder Communication Instruction Form available at [manulife.ca/newhire](http://manulife.ca/newhire). Use this form to provide instructions pertaining to disclosure, the information you wish to receive and how you wish to be contacted.

When you have completed the form, please print, sign and return it to GRS Client Services, Delivery Station KC-6.

### Remember...

To manage your deductions go to: [manulife.ca/GRO](http://manulife.ca/GRO). From the menu at the top of the screen, select 'View/Change My Payroll Deduction Amount' from the 'My Account' section.

## Service and support available to you

The Manulife Group Savings Program offers these competitive features and services to help you manage and monitor your account:

- **Secure access to your account online and by phone**, so you can manage your account at your convenience. Go to [manulife.ca/gro](http://manulife.ca/gro) or contact the Customer Service Centre at **1 888-747-4283**.
- **Industry-leading member statements**. Twice a year you will receive a statement for your DC Plan, RRSP and TFSA. You will also receive a personalized newsletter. Four times a year you will receive a statement for your GSOP.

- **Personalized service and financial expertise at your fingertips**. Manulife's Financial Education Specialists are available toll-free at **1 888-747-4283**. They can help you review your investment options by phone Monday to Friday, from 9 a.m. to 5 p.m. ET.
- **TFSA Contribution Limit Monitoring**. To help ensure you do not exceed your TFSA contribution limit, activate this service and Manulife Financial will notify you when you near your maximum contribution limit. Refer to your most recent Notice of Assessment from the Canada Revenue Agency for your TFSA contribution room.
- More information about the Manulife DC Plan, RRSP, TFSA and GSOP can be found on MFCentral.

### To find out information about these four programs follow the steps below...

**Step 1:** Select Employee Services

**Step 2:** From the left-hand menu, select 'Pensions' or 'Share Ownership (GSOP)'

### QUESTIONS? NEED HELP?

If you need additional assistance, contact the Customer Service Centre at **1 888-747-4283**.

- Bilingual Customer Service Representatives are available Monday to Friday, from 8 a.m. to 8 p.m. ET.
- Financial Education Specialists are available Monday to Friday, from 9 a.m. to 5 p.m. ET.

If you need help developing a full financial plan, staff financial counselors are available free of charge. Please see [manulife.ca/sfs](http://manulife.ca/sfs) for contact details.





## About your plans

This table provides information about the plans included in Manulife’s Group Savings & Retirement Programs. This table is intended as an overview. More detailed information can be found on MFCentral along with all the forms you need to manage your plan(s).

	Manulife Defined Contribution Registered Pension Plan (DC Plan)	Group Registered Retirement Savings Plan (RRSP)	Group Tax-Free Savings Account (TFSA)	Global Share Ownership Plan (GSOP)
<b>Who is eligible to join this plan?</b>	All full-time and part-time regular employees <b>must</b> join the plan.	All full-time and part-time regular employees <b>may</b> join the plan, or set up a spousal RRSP.  Your spouse can also open their own RRSP account even if he or she is not a Manulife employee.	All full-time and part-time regular employees <b>may</b> join the plan.	All regular employees <b>may</b> join the plan.
<b>When can I join the plan?</b>	You must join the plan within 15 days of your employment start date.	You may join the plan immediately on your employment start date or any time after.	You may join the plan immediately on your employment start date or any time after.	You may join the plan immediately on your employment start date or any time after.
<b>Am I required to contribute to the plan?</b>	Yes. You are required to contribute 2% of your gross pensionable earnings each pay.  Your optional contribution amount has been automatically set at 5% of your pensionable earnings. You can contribute between 0 – 5% of your pensionable earnings in 0.5% increments.  <b>Note: To change your optional contribution amount:</b> <ul style="list-style-type: none"> <li>Log in to your account at <a href="http://www.manulife.ca/GRO">www.manulife.ca/GRO</a> using your Customer Number and Personal Identification Number (PIN).</li> <li>From <b>My Account</b> select <b>View/Change my Payroll Deduction Amount</b></li> <li>Follow the instructions to change your optional contribution amount</li> </ul>	No. If you choose to participate in the RRSP, you can contribute the lesser of 18% of your previous year’s annual income or the current limit set by Canada Revenue Agency (CRA), less your pension adjustment plus any carried forward room you may have. Refer to your most recent Notice of Assessment from the CRA. For more information, please visit <a href="http://www.cra-arc.gc.ca">www.cra-arc.gc.ca</a> or call 1 800 959 8281.	No. If you choose to participate in the TFSA, you can contribute up to the Canada Revenue Agency (CRA) maximum limit (\$5,500 in 2015). In future, the contribution room will be indexed according to inflation and rounded to the closest \$500.  Contributions to this plan do not reduce taxes payable.  In addition, if you have unused contribution room carried forward from previous years, you may contribute up to that amount. For your personal contribution maximum, refer to your Notice of Assessment sent to you from CRA.	No. You may choose to contribute 1, 2, 3, 4 or 5% of your earnings.
<b>Will Manulife contribute to the plan?</b>	Yes. Manulife will contribute 3% of your gross pensionable earnings each pay.  After you have one year of continuous service, Manulife will also match 50% of any optional contributions you make.	No. Manulife does not contribute to the RRSP.	No. Manulife does not contribute to the TFSA.	Yes. Manulife will contribute 50% of the contributions you choose to make to a maximum of \$2,000 per year.

	Manulife Defined Contribution Registered Pension Plan (DC Plan)	Group Registered Retirement Savings Plan (RRSP)	Group Tax-Free Savings Account (TFSA)	Global Share Ownership Plan (GSOP)
<b>What investment options do I have?</b>	You can invest in a wide range of group investment accounts and segregated funds.  Please refer to 'Fund Information' online at <a href="http://www.manulife.ca/newhire">www.manulife.ca/newhire</a> to view your investment options.	You have the same investment options available with the RRSP as the DC Plan. You can invest in a wide range of group investment accounts and segregated funds.  Please refer to 'Fund Information' at <a href="http://www.manulife.ca/newhire">www.manulife.ca/newhire</a> to view your investment options.	With the exception of Group IncomePlus (fund code 6203), you have the same investment options available with the TFSA that you have with the DC Plan and the RRSP. You can invest in a wide range of guaranteed investment accounts and segregated funds.	The GSOP plan invests in Manulife stock.
<b>Who decides how the contributions will be invested?</b>	You decide how your contributions, as well as Manulife's contributions, will be invested.	You decide how your own contributions will be invested.	You decide how your own contributions will be invested.	The only investment option in the GSOP plan is Manulife stock.
<b>What are the tax benefits of this plan?</b>	Your contributions are deducted before payroll taxes are calculated lowering your taxable income.  Also, contributions are tax-sheltered, meaning there are no tax implications until your assets are withdrawn.	You can choose whether your contributions are deducted before tax or after tax.  Also, contributions are tax-sheltered, meaning there are no tax implications until your assets are withdrawn.	The TFSA allows you to save up to \$5,500 (as of 2015) in after-tax dollars each year. You will not be taxed on investment growth or any withdrawals made.	This is an after-tax plan, so there are no tax advantages.  <b>Note: Manulife's contributions will be reported on your T4 as a taxable benefit.</b>
<b>Can I take money out of this plan while I am employed?</b>	No.	Yes. However, withdrawals are subject to withholding tax.  The first withdrawal made during a calendar year is free, however, you will be charged an administration fee of \$25 for each subsequent withdrawal made during that calendar year.	Yes, you can withdraw savings.  Unlike the RRSP, withdrawals from a TFSA are not subject to tax withholding.  Once you withdraw savings from the plan, effective the next calendar year, you are eligible to re-deposit that amount plus contribute up to your new limit for the year.  You will be charged an administration fee of \$50 for each withdrawal.	Yes. However, if you have been in the plan less than a year or it has not been one year since your last withdrawal, Manulife will suspend matching contributions for six months from the date of your withdrawal.  For information about fees applicable to selling or withdrawing shares, go to MFCentral, 'Employee Services' and click 'Share Ownership (GSOP)' from the menu on the left side of the screen.
<b>What happens if I terminate employment?</b>	You are entitled to: Required and Optional contributions: <ul style="list-style-type: none"><li>• If you have less than 2 years of membership in the plan, your assets are 100% vested and not locked-in.</li><li>• If you have more than 2 years of membership in the plan, your assets are 100% vested and locked-in. In Quebec, your assets are 100% vested and locked-in immediately, regardless of the amount of time you are a member of the plan.</li></ul>	If you choose to leave your funds with Manulife, they will be transferred to the Personal Plan.	You are entitled to the full value of your account.	You are entitled to the full value of your account.
<b>What happens if I die while employed at Manulife?</b>	Your beneficiary will receive the full value of your account.  <b>Note: Provincial legislation may require that your spouse be designated as your beneficiary.</b>	Your beneficiary will receive the full value of your account.	Your beneficiary will receive the full value of your account.	Your beneficiary will receive the full value of your account.

**It is important to enroll in the Manulife DC Plan as soon as possible. You are responsible for selecting investment funds for your pension account, regularly monitoring the fund performance and making changes when necessary. Use the tools available to select the funds that best match your investor style. How you invest today could dramatically affect how much you save for tomorrow.**





## Frequently Asked Questions

### **Q – How will I know what funds to invest in for my DC Plan, RRSP, or TFSA?**

A – The Steps Retirement Program® is an excellent tool to help you reach your retirement savings goals. As part of the Steps process, you will determine your risk tolerance, which can help you select appropriate funds for investment. As part of the e-enrolment process, you'll complete the 8-question Investor Strategy Worksheet to help you to determine what portfolio option suits your needs.

General fund and fund manager information is available at [www.manulife.ca/newhire](http://www.manulife.ca/newhire) but you can also direct questions about the funds to Manulife's Education Specialists. You can reach a Financial Education Specialist at **1-888-747-4283**, Monday to Friday, from 9 a.m. to 5 p.m. ET.

### **Q – Is there a penalty for making changes to my investments?**

A – No. You can make changes to your investments as often as you like online at [www.manulife.ca/GRO](http://www.manulife.ca/GRO), or by contacting a Customer Service Representative at **1-888-747-4283**.

### **Q – Is there a service available to help me monitor the amount I contribute to my TFSA?**

A – Yes, to help ensure you do not exceed your contribution limit, Manulife offers a TFSA Contribution Limit Monitoring Service. Manulife will assist you in monitoring your contributions in the TFSA to the CRA maximum. You will be prompted to enter your personal contribution maximum.

Please refer to your most recent Notice of Assessment from the CRA to determine the appropriate amount. Once you are within 85% of the maximum contribution limit, Manulife will notify you.

To activate this service, access your account online at [www.manulife.ca/GRO](http://www.manulife.ca/GRO). From **My Account** select **Add/Change Contribution Limit** and follow the instructions. Once you have been notified, you must update your payroll deduction instructions if you would like to change the amount you contribute. Otherwise, your contributions will continue to be invested in the TFSA.

Although Manulife Financial will notify you when you approach your CRA contribution limit, the overall management of your retirement savings is your responsibility. Manulife does not have knowledge of other contributions you've made, or are making to other plans, or carry-forward room.

### **Q – How secure is my personal information?**

A – Manulife and its employees are committed to protecting the confidentiality of personal information and have established comprehensive safeguards to protect customer privacy. Information you provided through the website is used for Manulife business purposes only. Information is protected with a wide variety of measures designed to secure information, strictly control access to it, and yet make it available to serve you.

To find out more about Manulife's privacy policy, visit [www.manulife.ca/GRO](http://www.manulife.ca/GRO) and click the link at the bottom of the page. You can also contact Customer Service Representatives at 1-888-747-4283.

