

Guide to reset Investor Login password

July 2020



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Existing investor

- To reset your password, please call our customer service personnel to get a *temporary password*.



+ 603 2719 9271



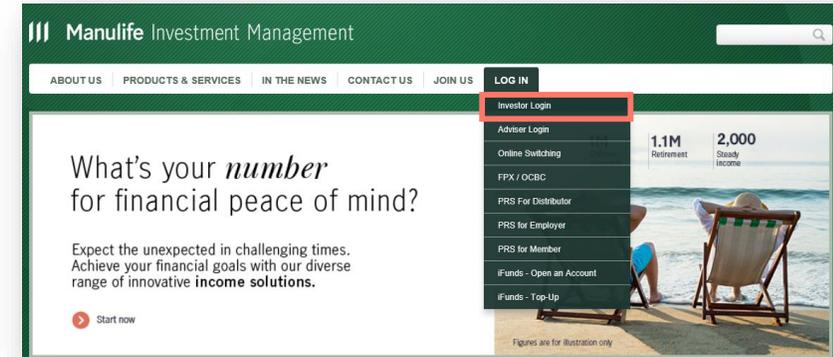
MY_CustomerService@manulife.com

- Our business hours:
Monday-Friday, 8:45am – 5:30pm

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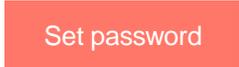
Existing investor

- Please proceed to our website at manulifeinvestment.com.my.
- Go to the **LOG IN** drop down menu, and select **Investor Login**.
- **User ID**: Key in your NRIC number (e.g. xxxxxx-xx-xxxx) / passport number
- Key in your *temporary password* and click **Log In**.



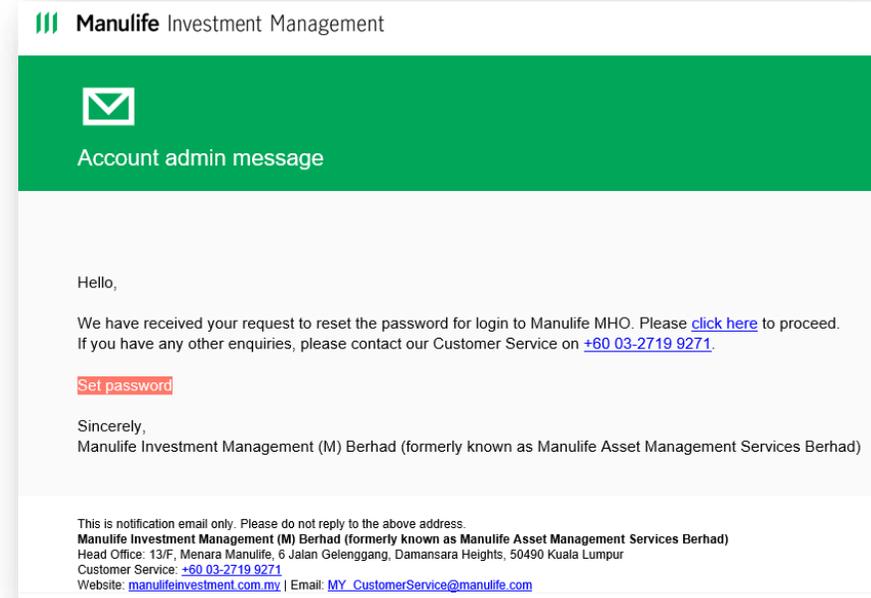
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Existing investor

- You will receive an email from Manulife iFunds. Please check your inbox or spam folder to view the email.
- In the email, “[click here](#)” or  to activate a one time passcode (OTP) that will be sent via SMS to your mobile number. Please ensure your mobile number registered with us is current.
- If you did not receive any email from Manulife iFunds, please contact our customer service personnel for assistance:

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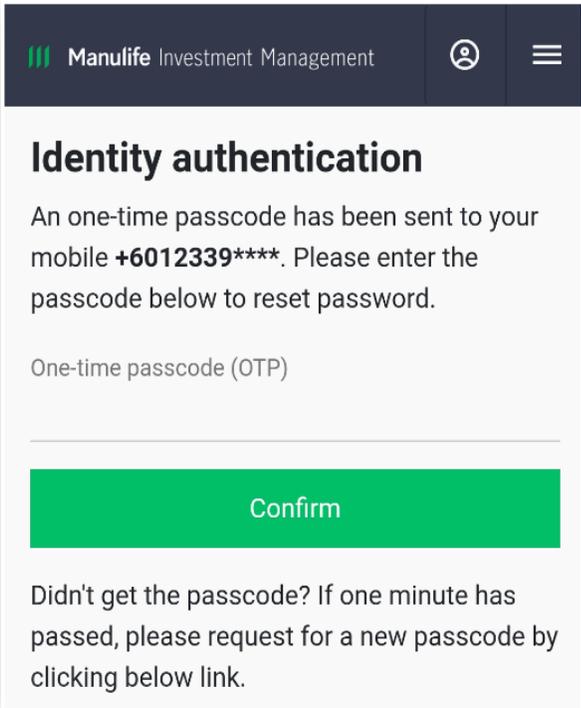
 MY_CustomerService@manulife.com



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Existing investor

- Key in the OTP received via SMS and click 



Manulife Investment Management

Identity authentication

An one-time passcode has been sent to your mobile +6012339****. Please enter the passcode below to reset password.

One-time passcode (OTP)



Didn't get the passcode? If one minute has passed, please request for a new passcode by clicking below link.

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Existing investor

- You can now proceed to reset a new password.
- Your password should have a Capital letter, small letter, number (e.g. 1,2,3) and special character (e.g. @ ! % & *).
- Limit your password length to 10 characters.
- To log into Manulife MHO, repeat step 2 with your User ID and new password.

The screenshot shows a mobile application interface for 'Manulife Investment Management'. At the top, there is a dark header with the company name and a user profile icon. Below the header, the title 'Reset password' is displayed in bold. The instruction 'Please create a new password below.' is followed by a text input field labeled 'New password'. Below this field, a password strength requirement is listed: 'Your password must contain a minimum of 8 characters, including upper and lowercase letters, and at least one number.' A second text input field labeled 'Confirm password' is provided. At the bottom of the form is a prominent green 'Submit' button.

 **Manulife** Investment Management