

Guide to Reset Investor Login Password

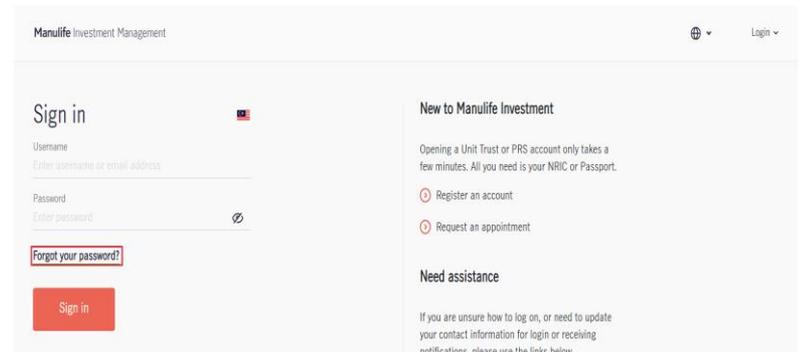
December 18, 2023



1

Existing User

- Please proceed to our website at www.manulifeim.com.my
- Hover to the **Log in** drop down menu and select **Manulife iFunds Login**
- Click “Forgot your password?”



2

Existing User

- Key in your IC Number or registered Passport Number or other identification number

Manulife Investment Management

Forgot password

Please provide the following to verify your identity.

ID number

- **NIC number:** 910001-03-0001 inputs as 910001-03-9001
- **Passport number or other identification number:** input all numbers and letters excluding symbols, e.g. AB123C inputs as AB123C
- **Adviser code:** The adviser code you use to login Manulife Investment Management systems

[Continue](#)

- Click “Continue”

- Choose to receive your OTP (One-Time Password) via email or SMS

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Authentication

Choose how to receive the OTP (One-Time Password) by selecting your **registered** contact information.

Email (haink***@gmail.com)

Mobile phone number (+6012397****)

[Send OTP](#)

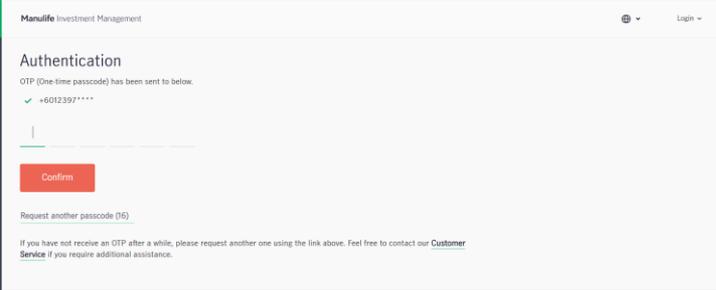
If you no longer access to both of the number and email, You can contact our [Customer Service](#) to update your contact details.

- Click “Send OTP”

3

Existing User

- A 6 digits OTP number will be generated to you via SMS or email.
- Key in the OTP number in the Authentication screen



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Authentication

OTP (One-time passcode) has been sent to below.

✓ +6012397****

Confirm

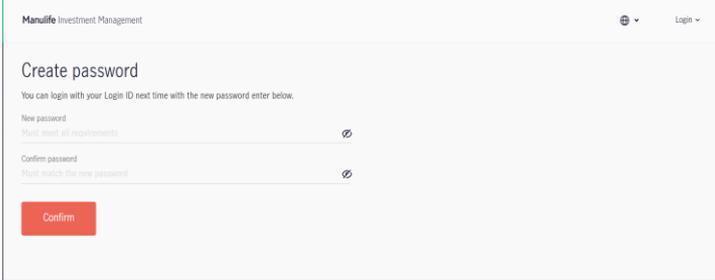
[Request another passcode \(16\)](#)

If you have not receive an OTP after a while, please request another one using the link above. Feel free to contact our [Customer Service](#) if you require additional assistance.

4

Existing User

- You can proceed to update your new password
- Your password must be within 8 to 10 characters with a combination of Capital letter, small letter, number (e.g. 1,2,3) and special character (e.g. @ % &)
- Once updated, the system will log you in automatically and you can start to use the portal



The screenshot shows a web interface for 'Manulife Investment Management'. The page title is 'Create password'. Below the title, there is a sub-header: 'You can login with your Login ID next time with the new password enter below.' There are two input fields: 'New password' with a requirement 'Must meet all requirements' and 'Confirm password' with a requirement 'Must match the new password'. Both fields have a small circular icon to the right. At the bottom of the form is a red 'Confirm' button.

Note : After successfully resetting your password, please use your registered email address as your login username



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