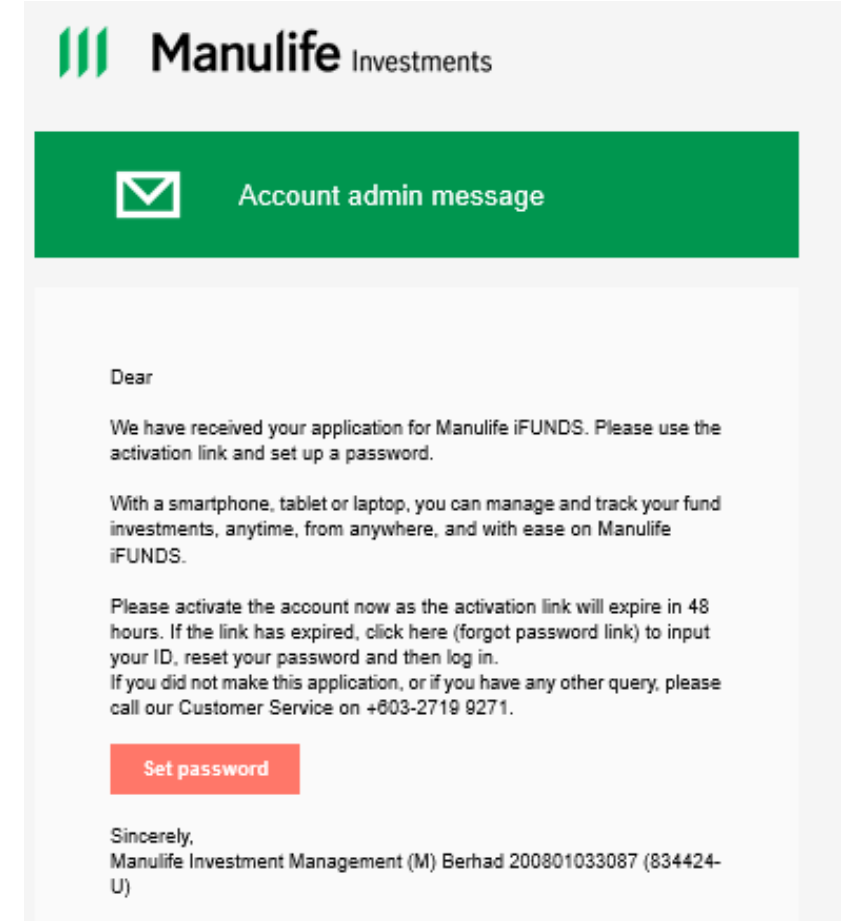


Guide to set up new Investor Login password

December 2025

New investor




- A new investor will receive an email from Manulife iFUNDS after 3-5 working days upon opening an account with us. Please check your inbox or spam folder to view the email.
- In the email, click “here” or “Set password” 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.



2

New investor

- Key in the OTP received via SMS and click “Confirm”.

 Manulife Investments  

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)




Confirm

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

3


New investor

- You can now proceed to create 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.


 Manulife Investments  

Reset password

Please create a new password below.

New password 

Your password must contain a minimum of 8 characters, including upper and lowercase letters, and at least one number.

Confirm password 

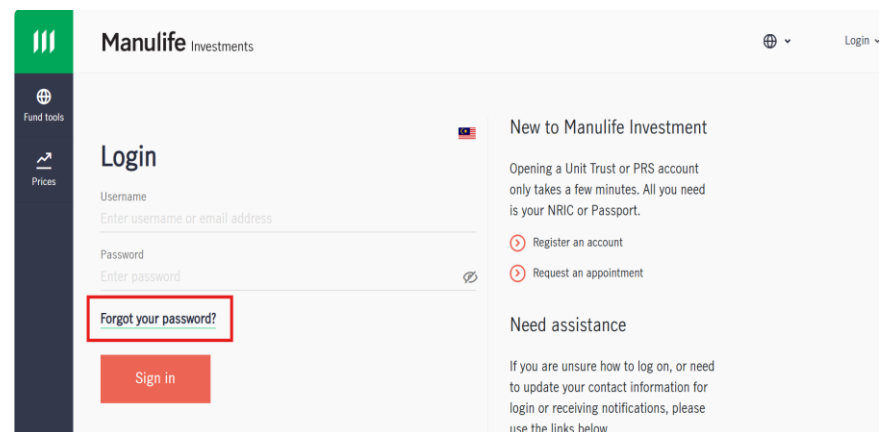
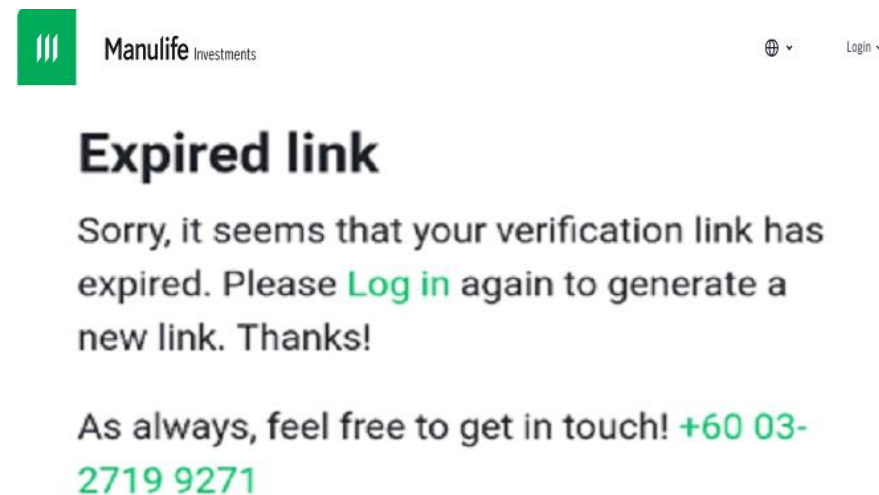
Submit

4

New investor

- If you receive the message shown on the right, this means that your verification link has expired.

- Please return to the Manulife iFUNDS sign in page and click Forgot Your Password?



5

New investor

- Key in your ID number and click “Continue”.

Manulife Investments 🌐 Login

Forgot password

Please provide the following to verify your identity.

ID number 🔗

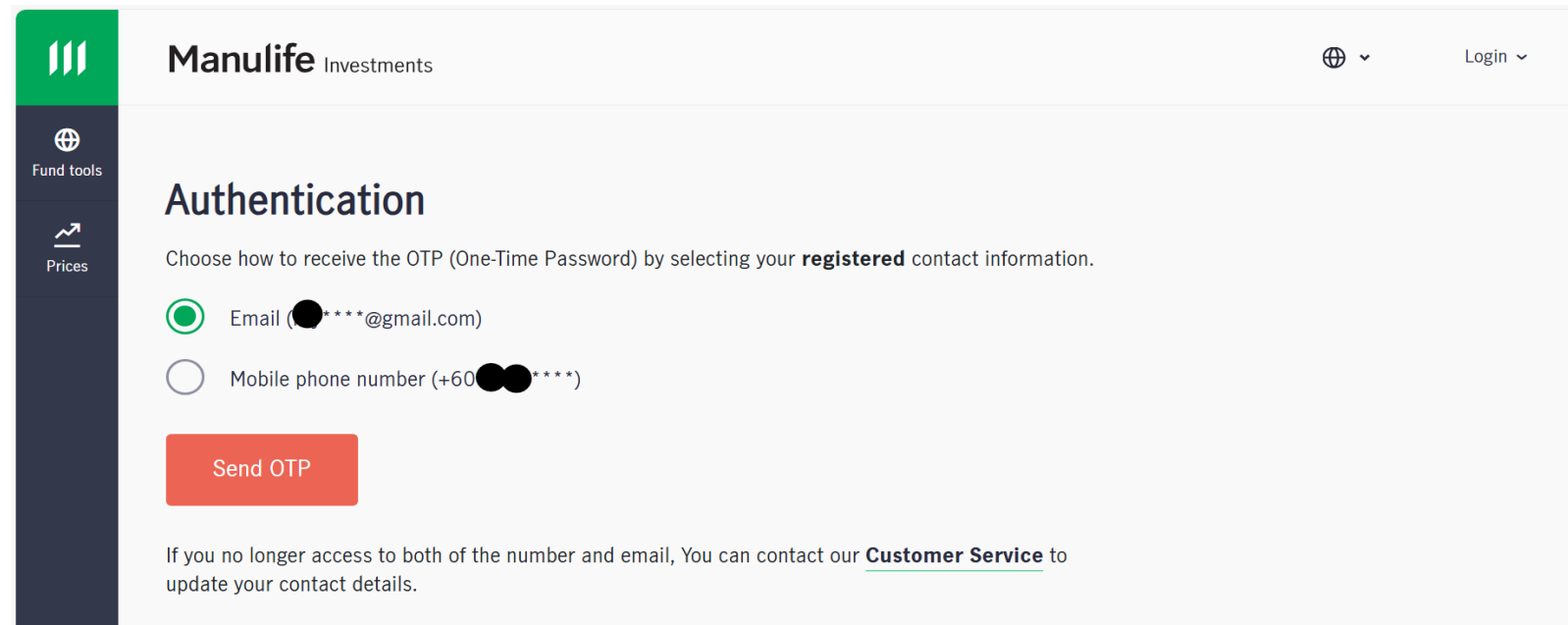
- **NRIC number:** 900909-09-9000 inputs as 900909-09-9000
- **Passport number or other Identification number:** Input all numbers and letters excluding symbols, e.g. AB-123(C) inputs as AB123C
- **Adviser code:** The adviser code you use to login Manulife Investment Management systems

Continue

6

New investor

- Choose to receive your OTP (One-Time Password) via email or SMS.
- Click at “Send OTP”.

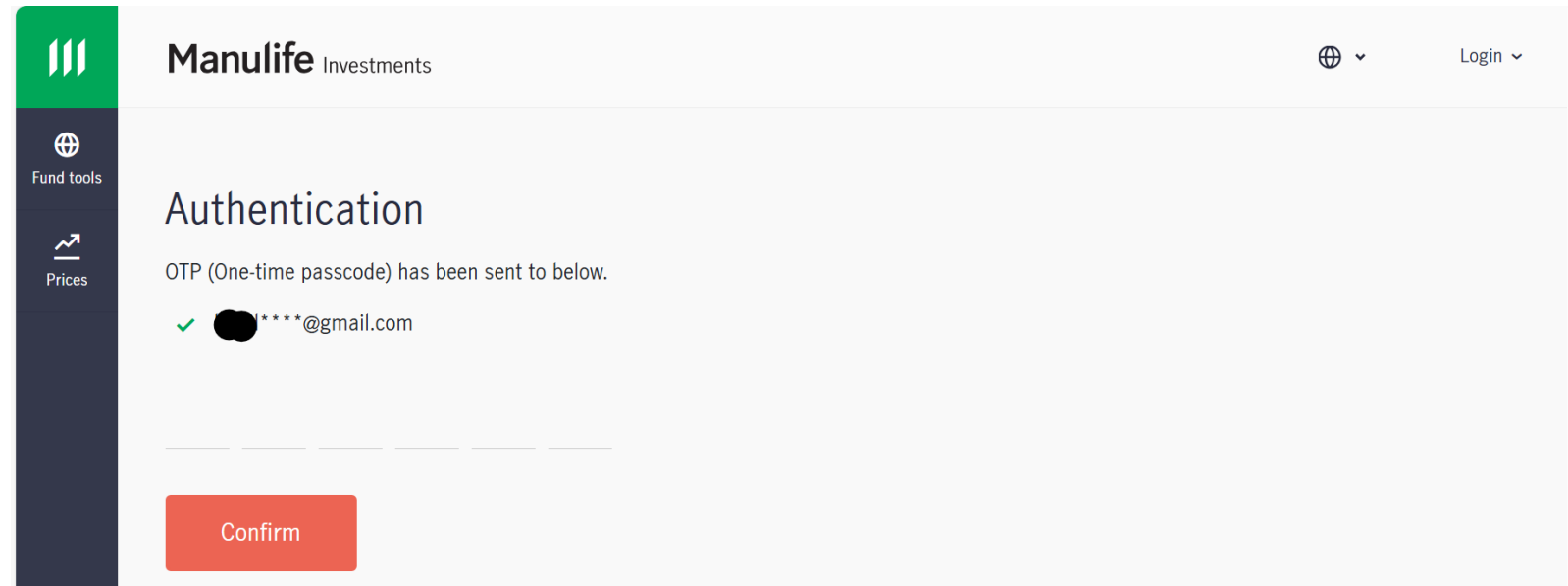


The screenshot shows the Manulife Investments website's authentication page. The header includes the Manulife logo and 'Investments' text, a globe icon with a dropdown arrow, and a 'Login' link with a dropdown arrow. The left sidebar contains 'Fund tools' and 'Prices' links. The main content area is titled 'Authentication' and instructs the user to choose how to receive their OTP (One-Time Password) by selecting their **registered** contact information. There are two radio button options: 'Email (●****@gmail.com)' which is selected, and 'Mobile phone number (+60●●****)'. Below these options is a red 'Send OTP' button. At the bottom, a note states: 'If you no longer access to both of the number and email, You can contact our [Customer Service](#) to update your contact details.'

7

New investor

- Key in the OTP and click “Confirm”.

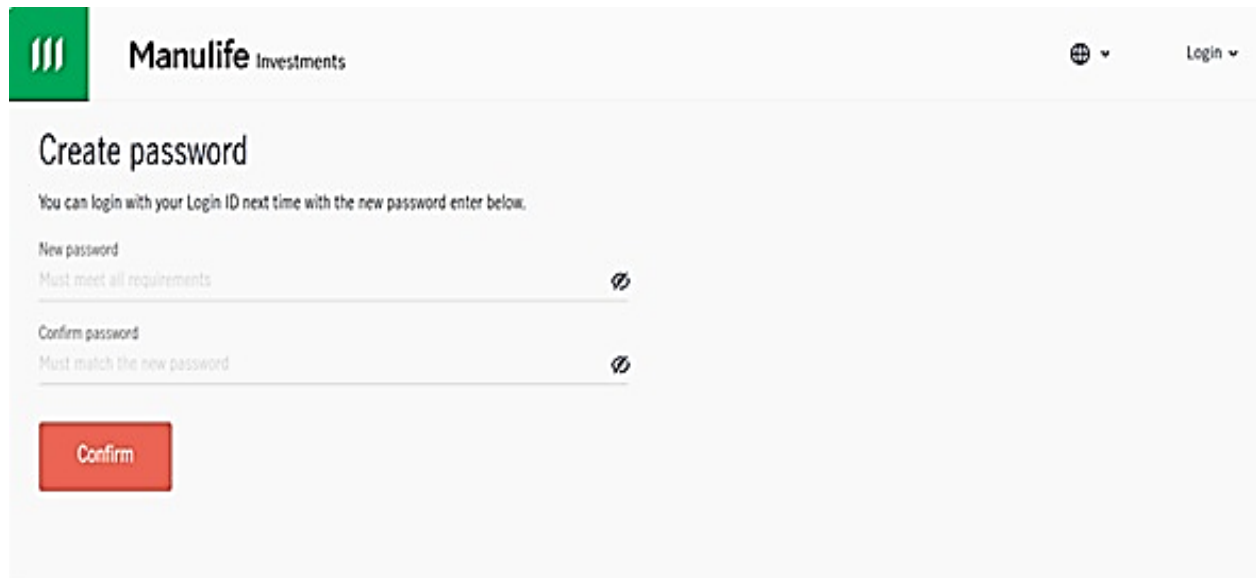


The screenshot shows the Manulife Investments website's authentication interface. On the left is a dark blue sidebar with the Manulife logo at the top, followed by 'Fund tools' and 'Prices' with their respective icons. The main content area has a light gray header with the Manulife Investments logo and a 'Login' dropdown. Below the header, the title 'Authentication' is displayed. A message states 'OTP (One-time passcode) has been sent to below.' followed by a green checkmark and a redacted email address '*****@gmail.com'. Below this is a red button labeled 'Confirm'.

8

New investor

- You can now proceed to create 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.



The screenshot shows the 'Create password' page of the Manulife Investments portal. The header includes the Manulife Investments logo and a 'Login' link. The main heading is 'Create password', followed by a subtext: 'You can login with your Login ID next time with the new password enter below.' There are two input fields: 'New password' with a hint 'Must meet all requirements' and 'Confirm password' with a hint 'Must match the new password'. Both fields have a small circular icon to the right. A red 'Confirm' button is at the bottom.

New investor

- If you did not receive any email from Manulife iFUNDS, please contact our customer service personnel for assistance:



+ 603 2719 9271



MY_CustomerService@manulife.com

