

# 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.



Account admin message

Dear

We have received your application for Manulife iFUNDS. Please use the activation link and set up a password.

With a smartphone, tablet or laptop, you can manage and track your fund investments, anytime, from anywhere, and with ease on Manulife iFUNDS.

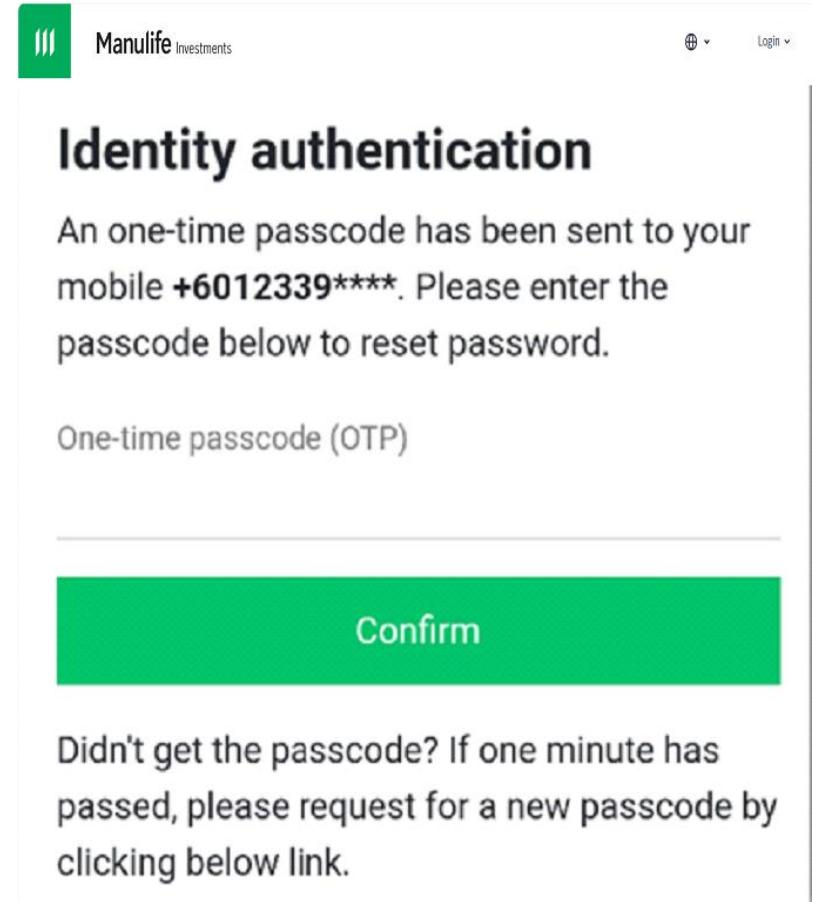
Please activate the account now as the activation link will expire in 48 hours. If the link has expired, click [here](#) (forgot password link) to input your ID, reset your password and then log in. If you did not make this application, or if you have any other query, please call our Customer Service on +603-2719 9271.

[Set password](#)

Sincerely,  
Manulife Investment Management (M) Berhad 200801033087 (834424-U)

## New investor

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



The image shows a screenshot of the Manulife Investments website's identity authentication page. At the top, the Manulife Investments logo is visible, along with a user icon and a 'Login' button. The main heading is 'Identity authentication'. Below it, a message states: 'An one-time passcode has been sent to your mobile **+6012339\*\*\*\***. Please enter the passcode below to reset password.' A text input field is provided for entering the OTP, with the placeholder 'One-time passcode (OTP)'. A large green 'Confirm' button is positioned below the input field. At the bottom, a link for requesting a new passcode is available.

Manulife Investments

Identity authentication

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

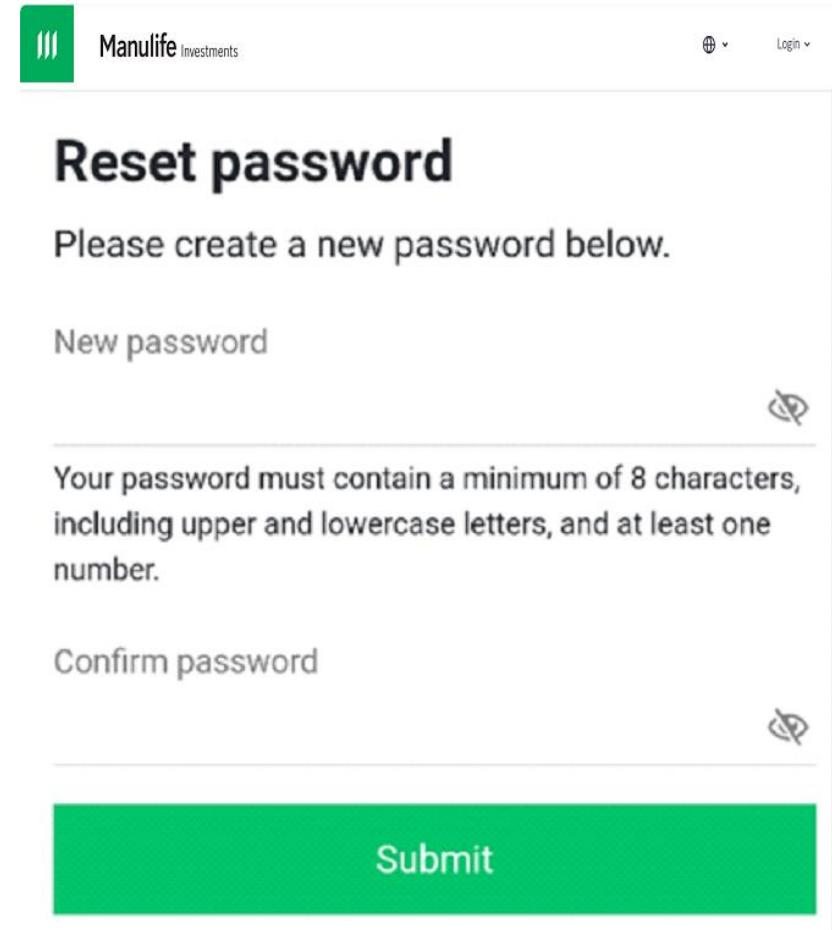
One-time passcode (OTP)

Confirm

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

## 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 image shows a screenshot of a web page titled 'Reset password' from the Manulife Investments website. The page has a green header bar with the Manulife Investments logo and a 'Login' link. The main content area has a light gray background. It features a 'New password' input field with a green placeholder 'New password' and a 'Confirm password' input field with a green placeholder 'Confirm password'. Below these fields is a large green 'Submit' button. To the right of the input fields, there is a note: 'Your password must contain a minimum of 8 characters, including upper and lowercase letters, and at least one number.' There are small green icons with arrows pointing right next to the placeholder text in the input fields.

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

## New investor

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

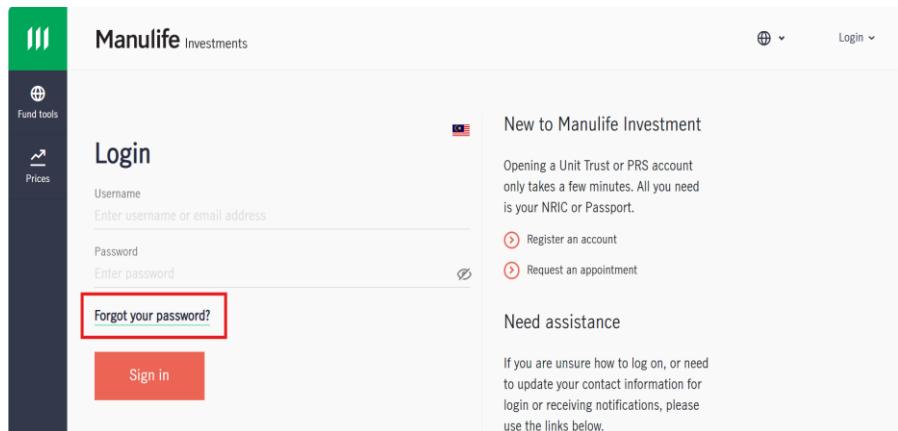


### Expired link

Sorry, it seems that your verification link has expired. Please [Log in](#) again to generate a new link. Thanks!

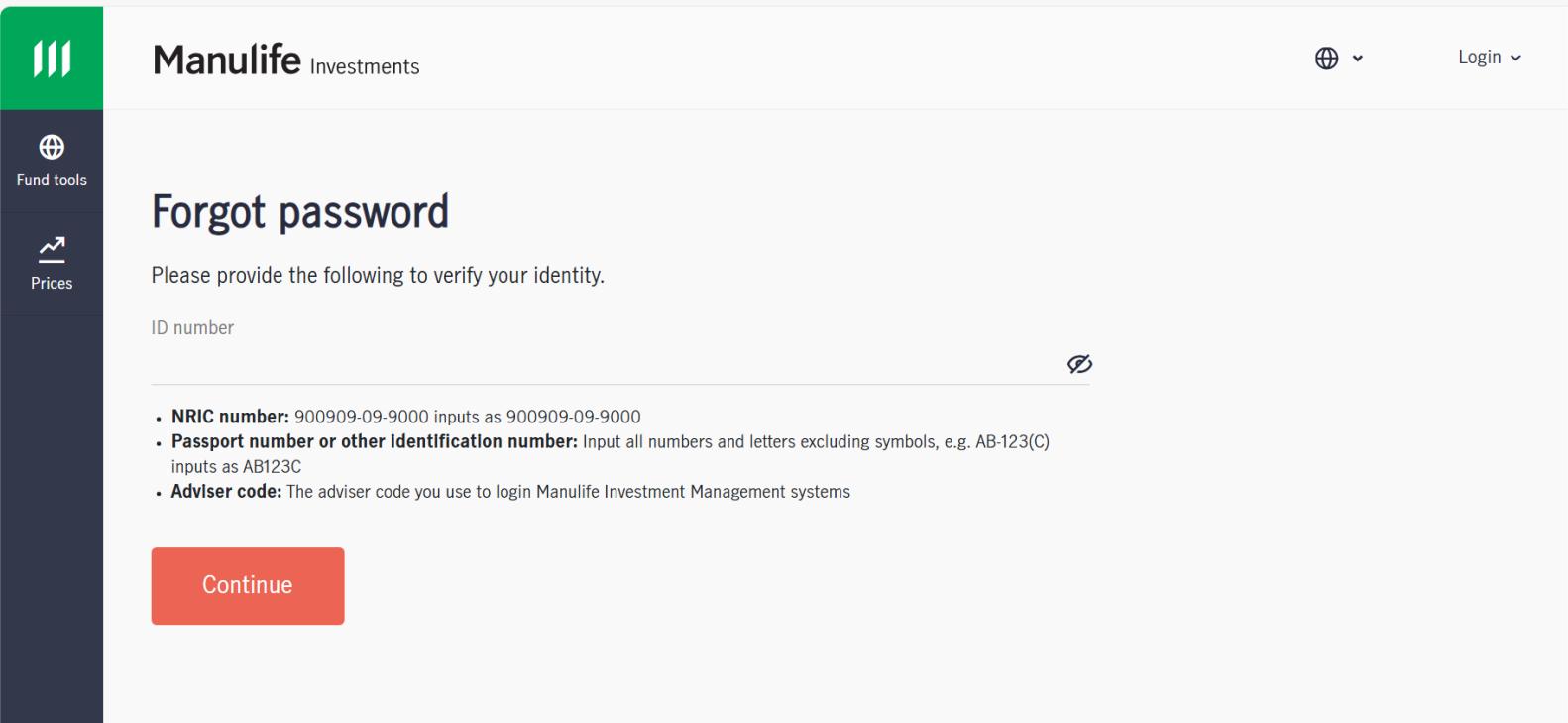
As always, feel free to get in touch! [+60 03-2719 9271](#)

- Please return to the Manulife iFUNDS sign in page and click [Forgot Your Password?](#)



## New investor

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



The screenshot shows the Manulife Investments website. The header includes the Manulife Investments logo, a search icon, and a 'Login' dropdown. A vertical sidebar on the left offers links to 'Fund tools' and 'Prices'. The main content area is titled 'Forgot password' and instructs the user to provide an ID number. Below this, there is a list of three items: 'NRIC number', 'Passport number or other Identification number', and 'Adviser code'. A large orange 'Continue' button is at the bottom of the form.

Manulife Investments

Fund tools

Prices

### Forgot password

Please provide the following to verify your identity.

ID number

• **NRIC number:** 900909-09-9000 inputs as 900909-09-9000

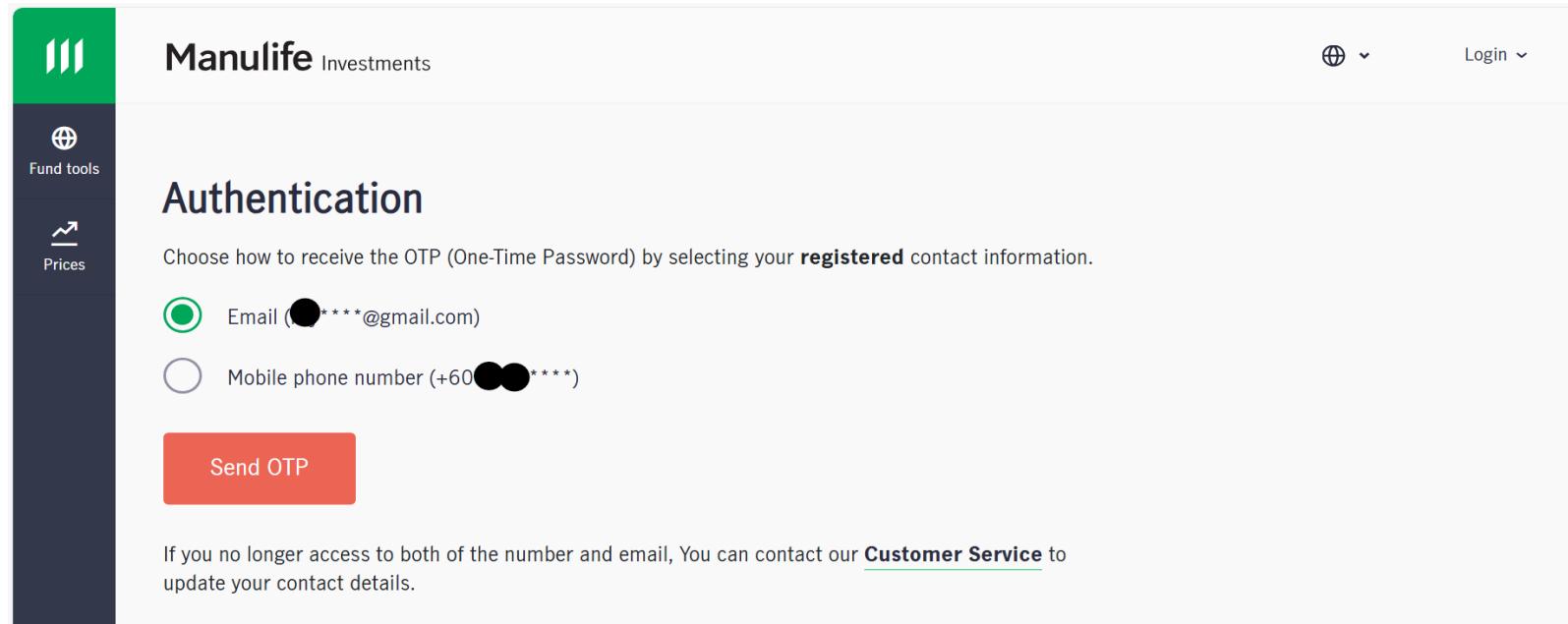
• **Passport number or other Identification number:** Input all numbers and letters excluding symbols, e.g. AB-123(C) inputs as AB123C

• **Adviser code:** The adviser code you use to login Manulife Investment Management systems

Continue

## New investor

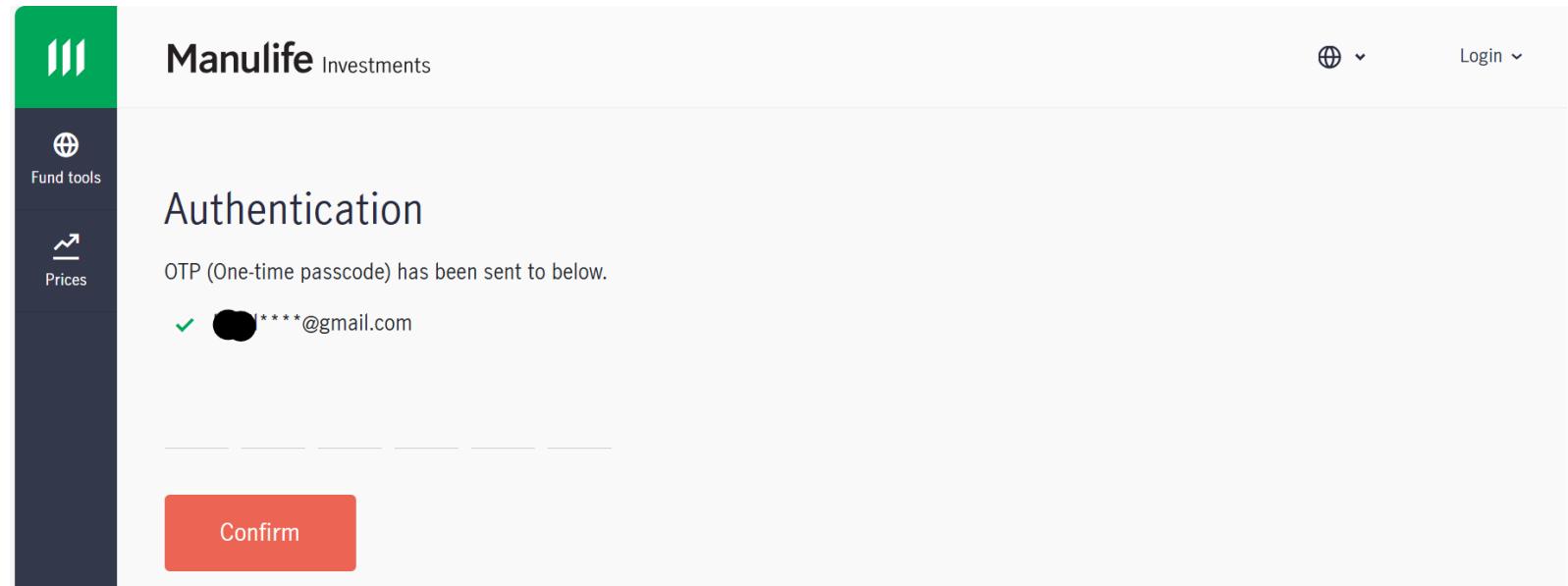
- Choose to receive your OTP (One-Time Password) via email or SMS.
- Click at “Send OTP”.



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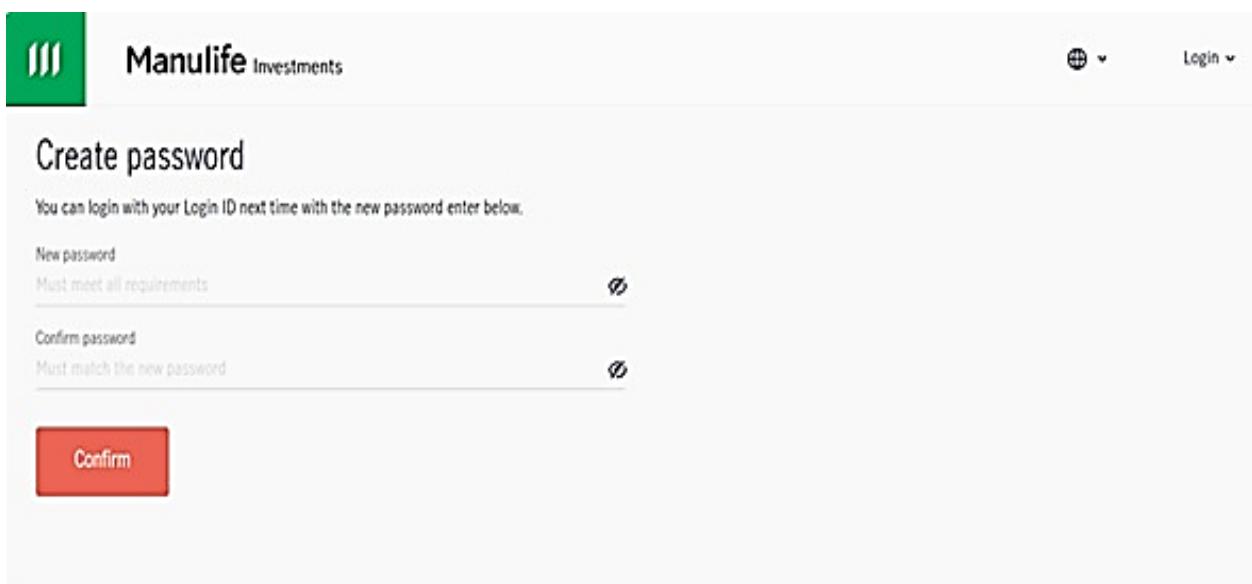
## New investor

- Key in the OTP and click “Confirm”.



## 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 image shows a screenshot of the Manulife Investments website's 'Create password' page. The page has a light gray background. At the top, there is a header with the Manulife Investments logo on the left, a dropdown menu in the center, and a 'Login' button on the right. Below the header, the page title 'Create password' is centered. A sub-instruction 'You can login with your Login ID next time with the new password enter below.' is displayed. There are two input fields: 'New password' and 'Confirm password'. Both fields have placeholder text: 'Must meet all requirements' for the first and 'Must match the new password' for the second. Each input field has a small circular 'eye' icon to its right. At the bottom of the form is a large red 'Confirm' button.

## 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



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