

# Client E-Delivery Process

Before reviewing the contract with your advisor, consider the following points to ensure the E-Delivery is as seamless as possible :

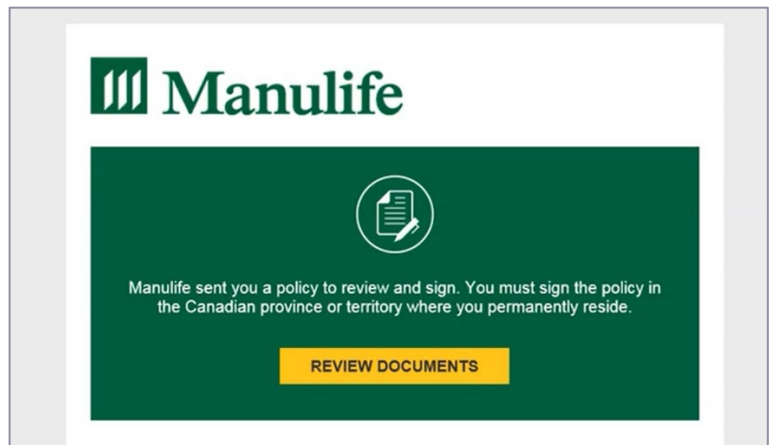
- Ensure you are using one of our supported browsers
  - Microsoft® Edge
  - Firefox (for Windows)
  - Apple® Safari® (for Mac and iPad)
  - Google® Chrome® (for Windows)
- Turn off your pop-up blockers
- You will receive your authentication code via text message, this code is required to access your contract via email
- You are limited to three failed pass code attempts before you are locked out
- The email link expires after 30 days
- If you are locked out, do not receive the verification code or the email link expires, please contact your advisor

## Step-by-step process for clients

### E Delivery by email

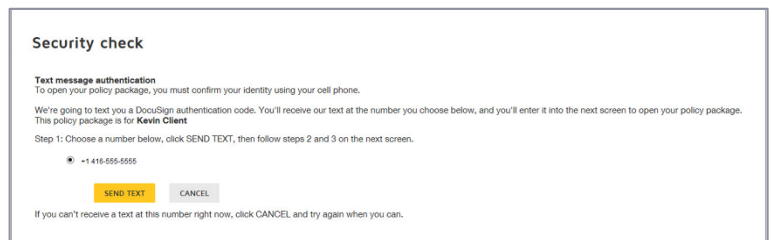
**1.** You will receive an email from Manulife via DocuSign. Open the email and click **Review Documents**, highlighted in yellow, to start the process.

**Note!** The email may go to your spam/junk mail folder, so be sure to check there as well.

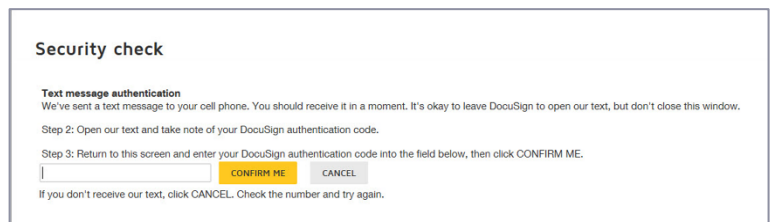


**2.** Verify your mobile device number is correct then click **Send Text**.

**Note!** A six-digit code will be sent to your mobile device.

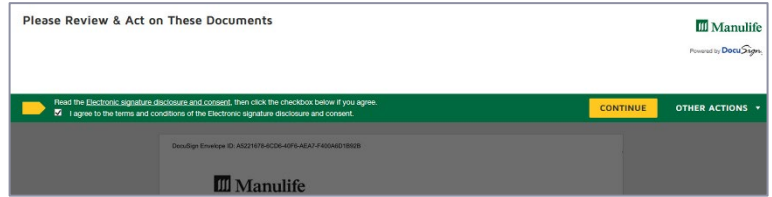


**3.** Enter the six-digit code and click **Confirm Me**.



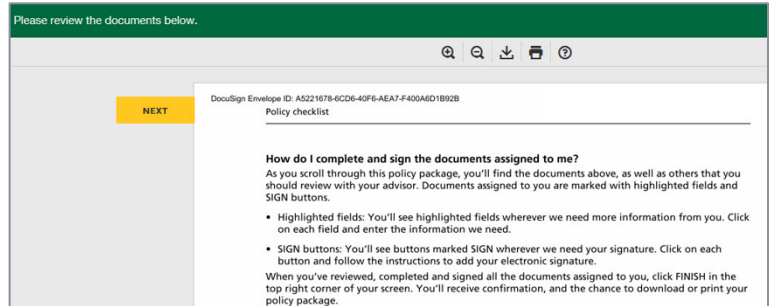
**4.** Read the **Electronic record and signature disclosure** provided as a hyperlink. Once reviewed, select the checkbox to agree to the terms and conditions.

Click **Continue**.



**5.** Click **Start** on the first page of the contract. The yellow tab to the left will change from Start to Next.

The easiest way for you to review and complete all the required paperwork in sequential order is to continue through the contract by clicking **Next**.

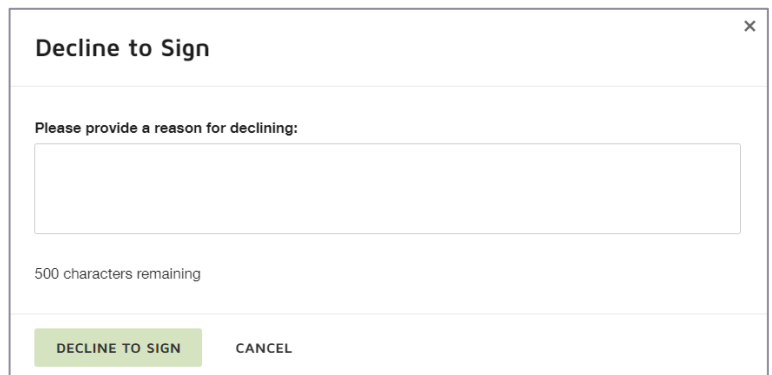
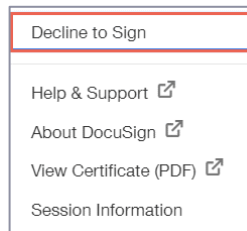


**6.** You should only sign the delivery receipt if all statements are true. If you are unsure, click **Finish later** under **Other Actions** and contact your advisor.

Use **Decline to sign\*** under **Other Actions** when:

- You require a change in product, coverage amount or premium.
- An answer to a question in the application is incorrect.
- There is a spelling error or date of birth error.
- The statements on the delivery receipt are no longer true.
- You do not want the policy.
- You are not physically in Canada at the time of signing.


\*Decline to sign does not close your application. You can provide the reason you are declining along with your instructions within a text box after selecting Decline to sign.



If all statements are true on the delivery receipt and you have no reason to decline to sign, click **Sign** to add your signature and enter the **city and province** where you are signing.

If you have read and agree with all the statements above, sign below.

We use the information you have provided in this application to determine if you are eligible for the coverage you're applying for. If you misrepresent any facts or the information you provide is not current, correct and complete, we can cancel any policy we have issued based on the information you have provided.

**Signatures**  


Signature of  Date

**Location of signing**



City or town Province

**7.** Once complete, click **Finish** and then click **Continue**.

A final email will arrive confirming the documentation is complete.

You have 30 days to save or print the contract received via email. You **must** download or print your contract for your records.

## You're Done Signing

You may download or print using the icons above. After all recipients finish signing, you will receive an email with a link to the document.

**CONTINUE**