Manulife Bank

Managing your Business Advantage Account: Digital & Phone requests

If your **Business Advantage Account requires two or more signatures to transact**, some transactions can be completed digitally, while others require a call to our Customer Service Centre. Use the chart below to see what Signing Officers can do online or through mobile banking—and what needs support by phone from our Manulife Bank Customer Service Centre. Please keep in mind that Manulife Bank Customer Service Centre will ask for authorization from the required number of signing officers on file to process any transactions or update information. The limitation applies only to accounts where the signature of two or more signing officers is required to transact.

Activities that Signing Officers can do online including but not limited to the following:

Money management:

- Bills – add or delete payees, edit payee nicknames
- Bills – view scheduled bills
- Money Transfers – view scheduled transfers
- Money Transfers – link external bank account
- Incoming Money Transfers – one-time transfer (from external bank account to Business ADVA account)
- Incoming Money Transfers – set up ongoing transfers (from external bank account to Business ADVA account)

Profile and communications:

- Statement preferences
- Upload documents (online banking only)

Accounts:

- Account Details, Transactions, Statements
- Account Nickname
- Direct Deposit Form (online banking only)
- Order cheques
- ABM locator

Cheque Deposit (mobile banking only):

- Cheque deposit

More (mobile banking only):

- Send us a message (secure inbox)

Signing officers will need to call Manulife Bank Customer Service Centre at 1-877-765-2265 for these requests

Money management:

- Pay Bills (Pay a Bill)
- One-time transfer (Transfer money)
- Set up ongoing transfers (Transfer money)
- Wire Transfer
- Stop Bill Payments
- Stop Upcoming Transfer

Profile & communications:

- Edit Profile (Banking profile)

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