



## Advantage Account online application Frequently asked questions (FAQ)

Manulife Bank’s new online application has made applying for personal, non-registered, Canadian-dollar Advantage Accounts easy and convenient for you – and your clients. We’ve developed the following list of frequently asked questions and answers to help guide you through the online application process.

Topics covered include:

- **Accessing the online application**
- **Getting started**
- **Making deposits and linking accounts**
- **Identification requirements**
- **General/miscellaneous questions**

### Accessing the online application

<b>How do I get my personal web link?</b>	Please contact your Manulife Bank business development consultant to obtain your personal web link. The link will include your sales code, ensuring you’re the advisor on record when either you or your client(s) uses the link to apply for an Advantage Account.
<b>Can I complete an application on behalf of my client?</b>	No, but you can help your client complete the application if you are together, in the same room.
<b>Can the online application be used to open other types of accounts, besides the Advantage Account?</b>	No, the online application can only be used to apply for a <b>personal, non-registered, single-owner Canadian-dollar Advantage Account</b> . However, we plan to add more capabilities in the future.
<b>How will I know if a client opens an account using my personal web link?</b>	<p>A report of the accounts that are open by clients through the online application will be available through <b>BankLink</b> along with other account reporting – <b>View Client Accounts, the Book of Business report and MyClients</b>.</p> <p>Currently, we do not identify the application type for each account; however, we are investigating opportunities to enhance these reports.</p>

# Getting started

<p><b>What information is required of my client to complete the online application?</b></p>	<p>Clients who are new to Manulife Bank must provide:</p> <ul style="list-style-type: none"> <li>• Contact details, including a valid email address</li> <li>• Social insurance number (SIN) for tax-reporting obligations</li> <li>• Date of birth</li> <li>• Employment details</li> <li>• Tax residency information</li> </ul> <p>During the application process, your client will be asked about their financial history based on details in their credit file.</p> <p>Your client may also be required to provide a <b>personal cheque</b> for at least \$1, from a personal account at another Canadian financial institution, with his/her full name preprinted on the front; and/or <b>an original electronic document</b> that includes either the client’s name and address, or their name and date of birth. The source of the document must be well known and reputable, such as a Canadian government body; a hydro provider or telecommunications company; or a financial services company.</p> <p><b>Note:</b> The document must be an original electronic bill or benefits statement, not a photo, scan or copy. Government-issued photo ID is not acceptable.</p>
<p><b>How old must a client be to apply for an Advantage Account using the online application?</b></p>	<p>Age 18 or older.</p>
<p><b>What if my client doesn’t have an email address?</b></p>	<p>An email address is required to apply for a new account online since all account-related communications are electronic.</p>
<p><b>If a client already has a Manulife Bank product, can they use the online application to apply for an Advantage Account?</b></p>	<p>Yes. The first question clients will be asked when using the online application is whether they already have an account with us and bank online.</p> <p><b>If they don’t</b>, they simply continue with the existing online application.</p> <p><b>If they do</b>, they can login to the client site and complete a short “express” version of the</p>

	<p>application, pre-populated with data we already have on file for them. (Customers can make updates to the information if necessary.) Once submitted, new account applications from existing Manulife Bank customers will not require manual review and can be approved immediately.</p> <p>Either way, you will be the advisor of record on the new account.</p>
<p><b>Can my client apply for an Advantage Account with a joint account owner using the online application?</b></p>	<p><b>No, our online application doesn't allow a client to apply for an Advantage Account with a joint owner.</b> If your client wants to open an account with a joint owner, please help them apply using either our paper-based application form or BankLink.</p>
<p><b>Can my client save an unfinished application and submit it later?</b></p>	<p>No, partially completed applications cannot be saved.</p>

**Making deposits and linking accounts**

<p><b>How does my client link their new Advantage Account to an account at another Canadian financial institution to allow fund transfers?</b></p>	<p>Your client can establish a linked account for fund transfers in two ways:</p> <ol style="list-style-type: none"> <li> <p>1. Make their first deposit <b>within 30 days</b> of their application, <b>using a personalized cheque for a minimum of \$1, Canadian funds (not void)</b> from another external bank account at another Canadian financial institution. This deposit must be made using either our <b>mobile banking app</b> or by <b>mailing the cheque to us.</b></p> <p>Your client can also request fund transfer(s) through online, mobile and telephone banking once the link is established after the application process. See item 2 below.</p> </li> <li> <p>2. <b>After the Advantage Account is open for 30 days or more,</b> the client must:</p> <ul style="list-style-type: none"> <li>• Send us a request through our mobile banking app; <b>OR</b></li> <li>• Complete a <a href="#">Funds Transfer Agreement (AB0190)</a></li> </ul> </li> </ol>
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	<p>Together with this second type of request or Funds Transfer Agreement, your client must provide either:</p> <ul style="list-style-type: none"> <li>• A void personal cheque from their external bank account at another Canadian financial institution with their full name pre-printed on the front; <b>OR</b></li> <li>• A direct deposit form from the other Canadian financial institution, with the client’s banking information included on the form.</li> </ul>
<p><b>Does my client have to set up a funds transfer to create a link to their external account at another Canadian financial institution?</b></p>	<p>We will automatically create a link if your client makes an initial deposit of a personalized cheque (<b>i.e. client’s first and last name must be preprinted on the cheque</b>) through the mobile banking app, or by mailing the cheque to us, <b>within the first 30 days</b> the Advantage Account is open. In this case, setting up a funds transfer isn’t necessary. (<b>see previous questions for details</b>).</p> <p><b>After 30 days</b>, the client can request us to create a link through mobile banking. Setting up a funds transfer isn’t necessary.</p>
<p><b>How does my client make a deposit (e.g. personal cheque)?</b></p>	<p>Clients can make a deposit to a new account by:</p> <ul style="list-style-type: none"> <li>• Mobile cheque deposit (<i>*recommended – it’s fast, convenient and free!</i>)</li> <li>• Mailing a cheque to us</li> <li>• Interac® e-Transfer</li> <li>• Automated bank machine (ABM)</li> <li>• Advisor-assisted local-area banking</li> </ul> <p><b>Note: A link to an external account at another Canadian financial institution will only be created if the client makes an initial cheque deposit either through mobile banking or by mailing the cheque to us.</b></p>

**Identification requirements**

<p><b>What are my client’s identification requirements?</b></p>	<p>During the application, your client will be asked to provide personal information (see ‘Getting Started’ section for details) that will be used to:</p>
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	<ol style="list-style-type: none"> <li>1. Identify them by matching their information to a credit file, and</li> <li>2. Confirm their identity by asking about their financial history, based on details in their credit file.</li> </ol> <p>In some cases, your client may also be required to provide a <b>personal cheque</b> from another Canadian financial institution, with his/her full name preprinted on the front; and/or <b>an original electronic document</b> that includes either the client's name and address, or their name and date of birth. This is required when our identification requirements aren't satisfied under the first two steps.</p>
<p><b>What does the identity verification involve?</b></p>	<p>This process helps us confirm a client is opening an account for him/herself and mitigates the risk of fraud. If a client accidentally answers incorrectly, we will work with them to confirm their identity through other methods.</p>
<p><b>What happens after my client answers all the identity verification questions?</b></p>	<p>Depending on the client's responses, they will receive a confirmation message, on screen and via email, indicating one of the following:</p> <ul style="list-style-type: none"> <li>• The application has been approved and their account is open and ready to use.</li> <li>• Additional steps are required to verify their identity, their account is open (on hold) to facilitate their next step(s); or</li> <li>• Their application is under review. This can occur if the client is either a past or present Manulife Bank client, or if they replied 'Yes' to one or more of the regulatory questions related to, for example, tax obligations.</li> </ul>
<p><b>Why do only some clients have to provide a personal cheque and/or an original electronic document?</b></p>	<p>The Canadian Department of Finance and FINTRAC (Financial Transactions and Reports Analysis Centre of Canada) regulates the way financial institutions identify clients. Manulife Bank uses credit file information to help satisfy these requirements. If the credit file information and/or your client's responses to the identity verification questions don't satisfy the requirements, he/she will be asked to provide a personal cheque and/or an original electronic document.</p>

	<p>Alternatively, you can submit a completed <a href="#">Identification Verification Form and Signature Card</a> (AB0487) on the client’s behalf.</p>
<p><b>How does my client deposit a personal cheque for identity verification purposes?</b></p>	<p>Your client can:</p> <ul style="list-style-type: none"> <li>• Use our mobile banking app – provided they have their access number and password; or</li> <li>• Mail the cheque to: Manulife Bank, 500 King St. N., Waterloo, ON, N2J 4C6.</li> </ul>
<p><b>How does my client provide an original electronic document?</b></p>	<p>Your client can provide an original electronic document by <b>signing into online banking and uploading the file</b>. The source of the document must be well known and reputable, such as a Canadian government body; a hydro provider or telecommunications company; or a financial services company.</p> <p><b>Note:</b> The document must be an original electronic bill or benefits statement, not a photo, scan or copy. Government-issued photo ID is not acceptable.</p> <p>If the client is new to Manulife Bank, they’ll need their access number and the password they created earlier in the online application process. If the client is an existing Manulife Bank customer, they must use the online banking password they use now.</p> <p>Once they’ve signed in, they must:</p> <ul style="list-style-type: none"> <li>• Choose “Upload Documents” in the left-hand side navigation menu, and</li> <li>• Select "Online account opening" as the document type.</li> </ul>
<p><b>Will my client’s credit score be affected by the identity verification process?</b></p>	<p>No, your client’s credit score will not be affected by the identity verification process.</p>
<p><b>What if a client doesn’t have a sufficient credit file for identification purposes, or they make a mistake when answering a question about their credit file?</b></p>	<p>The client may still be able to open an account; however, we won’t be able to give them full access right away.</p> <p>We may need them to deposit a personalized cheque (minimum \$1, Canadian funds) from an account in their name at another Canadian financial institution; and/or upload an original electronic document that includes either their name and address, or their name and date of birth. The source of the document must be well</p>

	<p>known and reputable, such as a Canadian government body; a hydro provider or telecommunications company; or a financial services company. <b>Note:</b> The document must be an original electronic bill or benefits statement, not a photo, scan or copy. Government-issued photo ID is not acceptable.</p> <p>Alternatively, you can submit a completed <a href="#">Identification Verification Form and Signature Card</a> (AB0487) on the client’s behalf.</p>
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**General/miscellaneous questions**

<p><b>If a client wants to add me as the advisor of record on a new account, what do they have to do?</b></p>	<p>Your client must personally direct us to add you on their new account by calling 1-877-765-2265 and providing your first and last name, as well as your advisor selling code.</p>
<p><b>If a client applies for an account with my personal web link, how will you know to compensate me?</b></p>	<p>Your name will appear at the top of each application screen – indicating you’re the advisor on record – and ensuring you’re compensated.</p>
<p><b>How do I promote my personal web link on my own website?</b></p>	<p>You can download an Advantage Account banner ad from Repsource; embed your personal web link into the ad; and post the ad to your website.</p>
<p><b>Can I still submit Advantage Account applications on BankLink and on paper?</b></p>	<p>BankLink and paper-based applications are still acceptable; however, the online application is the most efficient way for your clients to open new accounts.</p> <p><b>Please do not use more than one application method for the same client; doing so will create problems and delay the set-up process.</b></p>
<p><b>Who can a client call if they’re having trouble completing the online application?</b></p>	<p>Depending on the nature of the inquiry, you may be able to assist them. If not, your client can call us at 1-877-765-2265.</p>