

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**
- **Fund transfers and account deposits**
- **Identification requirements**
- **General/miscellaneous questions**

Accessing the online application

| Question | Answer |
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| How do I get my personal web link? | 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. |
| Can I complete an application on behalf of my client? | No, but you can help your client complete the application if you are together, in the same room. |
| Can the online application be used to open other types of accounts, besides the Advantage Account? | No, the online application can only be used to apply for a personal, non-registered, single-owner Canadian-dollar Advantage Account . However, we plan to add more capabilities in the future. |
| How will I know if a client opens an account using my personal web link? | A report of the accounts that are open by clients through the online application will be available through BankLink along with other account reporting – View Client Accounts, the Book of Business report and MyClients . |

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| | Currently, we do not identify the application type for each account; however, we are investigating opportunities to enhance these reports. |
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Getting started

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| <p>What information is required of my client to complete the online application?</p> | <p>Your client must provide:</p> <ul style="list-style-type: none"> • Contact details, including a valid email address • Social insurance number (SIN) for tax-reporting obligations • Date of birth • Employment details • Tax residency information <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 personal cheque from another Canadian financial institution, with his/her name preprinted on the front; and/or an original electronic document 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. Note: Government-issued photo ID is not acceptable.</p> |
| <p>How old must a client be to apply for an Advantage Account using the online application?</p> | <p>Age 18 or older.</p> |
| <p>What if my client doesn’t have an email address?</p> | <p>An email address is required to apply for a new account online since all account-related communications are electronic.</p> |
| <p>If a client already has a Manulife Bank product, can they use the online application to apply for an Advantage Account?</p> | <p>The online application works best for new clients who want to begin banking with us. Application processing for past or existing clients will take longer to complete.</p> |

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| <p>Can my client apply for an Advantage Account with a joint account owner using the online application?</p> | <p>No, our online application doesn't allow a client to apply for an Advantage Account with a joint owner. 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>Can my client save an unfinished application and submit it later?</p> | <p>No, partially completed applications cannot be saved.</p> |

Fund transfers and account deposits

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| <p>How does my client link their new Advantage Account to an account at another Canadian financial institution to allow fund transfers?</p> | <p>Your client can establish a linked account for fund transfers in two ways:</p> <ol style="list-style-type: none"> <li data-bbox="873 804 1416 1083"> <p>1. Make their first deposit within 30 days of their application, using a personalized cheque for a minimum of \$1, Canadian funds (not void) from another external bank account at another Canadian financial institution. This deposit must be made using either our mobile banking app or by mailing the cheque to us.</p> <p>Once the link is created, we will complete any fund transfer(s) requested during the application process (if applicable). Your client can also request fund transfer(s) through online, mobile and telephone banking once the link is established after the application process.</p> <li data-bbox="873 1409 1416 1619"> <p>2. After the Advantage Account is open for 30 days or more, the client must:</p> <ul style="list-style-type: none"> <li data-bbox="922 1482 1416 1545">• Send us a request through our mobile banking app; OR <li data-bbox="922 1556 1416 1619">• Complete a Funds Transfer Agreement (AB0190) <p>In both cases, your client must provide either:</p> <ul style="list-style-type: none"> <li data-bbox="922 1734 1416 1835">• A void personal cheque from their external bank account at another Canadian financial institution with |
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| | <p>their name pre-printed on the front; OR</p> <ul style="list-style-type: none"> • A direct deposit form from the other Canadian financial institution, with the client’s banking information included on the form. <p>Note: This option is available to clients in the first 30 days as well, but any funds transfer(s) requested during the application process will not be authorized.</p> |
| <p>Can my client request a funds transfer from an account at another Canadian financial institution into their new Advantage Account?</p> | <p>Yes, your client can request a one-time or recurring funds transfer during the online application process. To do so, they must (in this order):</p> <ul style="list-style-type: none"> • Complete the funds transfer screen within the online application; AND • Deposit a personal cheque for a minimum of \$1, Canadian funds (void cheques are not accepted) from an account at another Canadian financial institution into their new Advantage Account either by using our mobile banking app OR by mailing the cheque to us. <p>Note: The amount on the cheque <u>does not</u> have to be the same as the transfer amount – they are separate transactions.</p> <p>Fund transfers can be set up anytime following the application – provided an external link has been created between their accounts (see above for details).</p> |
| <p>Does my client have to set up a funds transfer to create a link to their external account at another Canadian financial institution?</p> | <p>No, requesting a funds transfer during the application process is optional. We will automatically create a link if your client makes an initial deposit of a personalized cheque (i.e. client’s first and last name must be preprinted on the cheque) through the mobile banking app, or by mailing the cheque to us, within the first 30 days the Advantage Account is open. In this case, setting up a funds transfer isn’t necessary. (see previous questions for details).</p> |

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| | <p>After 30 days, the client can request us to create a link through mobile banking. Setting up a funds transfer isn't necessary.</p> |
| <p>How does my client make a deposit (e.g. personal cheque)?</p> | <p>Clients can make a deposit to a new account by:</p> <ul style="list-style-type: none"> • Mobile cheque deposit (<i>*recommended – it's fast, convenient and free!</i>) • Mailing a cheque to us • Interac® e-Transfer • Automated bank machine (ABM) • Advisor-assisted local-area banking <p>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.</p> |

Identification requirements

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| <p>What are my client's identification requirements?</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> <ol style="list-style-type: none"> 1. Identify them by matching their information to a credit file, and 2. Confirm their identity by asking about their financial history, based on details in their credit file. <p>In some cases, your client may also be required to provide a personal cheque from another Canadian financial institution, with his/her name preprinted on the front; and/or an original electronic document 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>What does the identity verification involve?</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> |

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| <p>What happens after my client answers all the identity verification questions?</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"> • The application has been approved and their account is open and ready to use. • Additional steps are required to verify their identity, their account is open (on hold) to facilitate their next step(s); or • 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. |
| <p>Why do only some clients have to provide a personal cheque and/or an original electronic document?</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 Identification Verification Form and Signature Card (AB0487) on the client’s behalf.</p> |
| <p>How does my client deposit a personal cheque for identity verification purposes?</p> | <p>Your client can:</p> <ul style="list-style-type: none"> • Use our mobile banking app – provided they have their access number and password; or • Mail the cheque to: Manulife Bank, 500 King St. N., Waterloo, ON, N2J 4C6. |
| <p>How does my client provide an original electronic document?</p> | <p>Your client can provide an original electronic document by signing into online banking and uploading the file. 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. Note: Government-issued photo ID is not acceptable.</p> |

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| | <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"> • Choose "Upload Documents" in the left-hand side navigation menu, and • Select "Online account opening" as the document type. |
| <p>Will my client's credit score be affected by the identity verification process?</p> | <p>No, your client's credit score will not be affected by the identity verification process.</p> |
| <p>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?</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 known and reputable, such as a Canadian government body; a hydro provider or telecommunications company; or a financial services company. Note: Government-issued photo ID is not acceptable.</p> <p>Alternatively, you can submit a completed Identification Verification Form and Signature Card (AB0487) on the client's behalf.</p> |

General/miscellaneous questions

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| <p>If a client wants to add me as the advisor of record on a new account, what do they have to do?</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> |
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| <p>If a client applies for an account with my personal web link, how will you know to compensate me?</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>How do I promote my personal web link on my own website?</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>Can I still submit Advantage Account applications on BankLink and on paper?</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>Please do not use more than one application method for the same client; doing so will create problems and delay the set-up process.</p> |
| <p>Who can a client call if they’re having trouble completing the online application?</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> |