Manage your
customers' policies
anytime, anywhere.
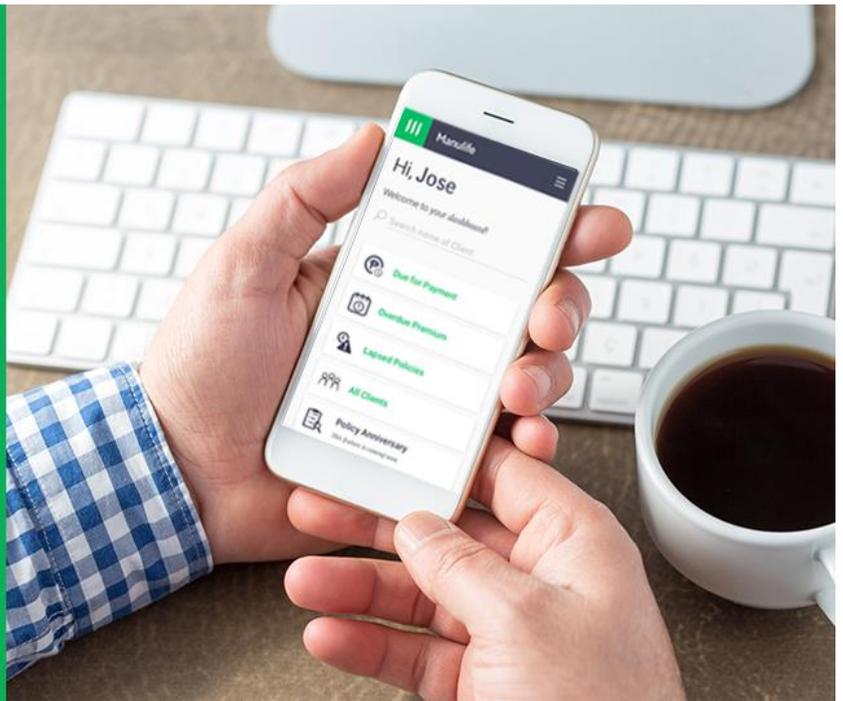
About Manulife Online

Manulife Online is a facility that lets you manage your customers' insurance policies wherever you are, whenever you need to. You may now access policy information, view your clients' policies with upcoming premium due dates and check payment information at your convenience without having to wait in line at the branches or wait to be answered when you call Customer Care.

Features

Quick Client Search

You can find your customers by searching their last or first name.

Easy access to policy and payment information

View important details about your customers' policy.

Listing of policies that are due and overdue for payment

Know when your customer missed their payment

Listing of policies that are lapsed

Know whose policies that needs to be reinstated

How to Access (First-time)

Step 1

Click here to enter your Manulife email address and receive a link to reset your password.
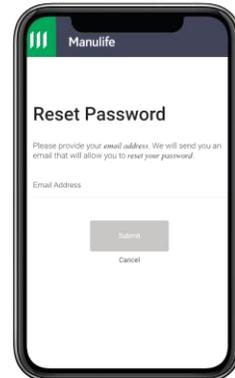
Step 2

Go to Manulife Online at online.manulife.com.ph and choose "Agent" and then tap on "Log-in".
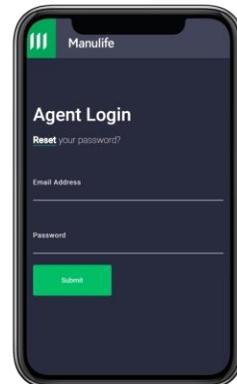
Step 3

Enter the One-Time PIN to access your account.
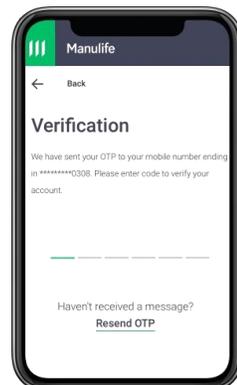
Frequently Asked Questions

Find answers to frequently asked questions about Manulife Online below.

Getting Started

1. How do I create a Manulife Online account?

   As an agent/ financial advisor, your Manulife Online account will be pre-registered. All you need to do is to nominate a password by clicking here and follow the instructions for password reset.

2. What if I am an existing ePOS user, how do I access Manulife Online?

   If you are an existing ePOS user, you may access Manulife Online using the same credentials you are using for your ePOS account. To login, simply use your Manulife email address and your ePOS password at online.manulife.com.ph.

3. I did not receive the password reset link via email. How do I proceed?

   If you did not receive the password reset email in your inbox, please try searching through your spam and/or junk mail folders, as it may have been filtered to one of these folders. If you're using Gmail, please check your Social and Promotions tabs too.

   To ensure deliverability, kindly add manulife_online_ph@manulife.com to your Contact list. You will have 24 hours from the time you entered Manulife email address to click on the password reset link and nominate a new password. Once you access the link, you have 5 minutes to complete the password nomination process.

4. The link you sent to my email has already expired. What should I do?

   In the event that you're unable to find the password reset email or if the link has expired, you can request for a new password reset link by clicking here and entering your Manulife email address.

5. What are the rules for creating my Password?

   To ensure the security of your account, you will need to nominate a Password with the following requirements:
   Must be 8 characters or more
   Must have at least 1 uppercase letter and 1 lowercase letter
   Must have at least 1 number
   Must have at least 1 special character (! " # $ % - _ = + < >)

Logging in

1. I cannot login to my account. What could be the problem?

   Check if you're entering the correct email address and password. If you are certain that you are inputting the correct information but are still unable to log in, you may click on "Forgot your Password" link to reset your password.

2. I forgot my password. How can I login to my account?

   You can reset your password by clicking on the "Forgot your Password' link in the log-in screen. You will need to input your registered email address. For your security, a password reset link will be sent to your registered email address. You may click on this link to nominate a new password.

One-Time Pin (OTP)

1. What is One-Time PIN (OTP)?

   One-Time PIN (OTP) is a unique six-digit Personal Identification Number (PIN) that you will need to input every time you log in to your account. This serves as a user authentication tool to protect your account and your log in credentials. OTP gets delivered to your registered mobile number or email address, depending on which one you selected to receive your OTP. Upon receipt, you have to enter the OTP within 5 minutes as it expires after and cannot be re-used.

2. I did not receive my OTP. How can I login to my Manulife Online account?

   You can still log on to your account by clicking on the "Resend OTP" link. If you are still unable to receive your OTP, you may opt to choose an alternate OTP delivery option.

3. I'm currently out of the country. Will I receive my OTP?

   If you opted to have your OTP sent via your registered mobile number, it will be sent as long as your local mobile number is on roaming and is enabled to receive text messages when you're abroad. On the other hand, if you chose email address as the OTP delivery option, your OTP will be sent regardless of your current location.

4. Is the OTP via SMS free of charge?

   Yes, the OTP via SMS is free of charge except for cases wherein incoming SMS charges are imposed by your telco provider for international roaming.

5. Do I have to enter an OTP each time I login?

   Yes, you need to enter the OTP once per online session. This is to provide you an extra layer of security as well as a safer online experience.

6. I have recently changed my mobile number, when will I start receiving my OTP?

   Upon successful update of your mobile number in our records, please allow 2-3 business days for your number to be activated to receive OTP. In the meantime, please select email address as your OTP delivery option.

7. What if I receive an OTP even if I'm not trying to login?

   You should inform us immediately to report the incident to rule out any fraudulent activities and threats, e.g. unauthorized access to your account.

Customer – Related Questions

1. How come I do not see the complete list of my customers online?

    You can only view the details of customers who have at least one (1) policy in force. Those with lapsed policies are also included. But those whose policies are already inactive (e.g. matured, cancelled, suspended, etc.) are no longer included in the customer list.

2. How do I search for a particular customer?

    Just go to the search box and type in the First Name or Last Name of the customer you're searching for.

Policy – Related Questions

1. My customer's account does not display the correct amount paid in the payment history of his/ her policy. What should I do?

    The payment history only displays the amount paid using the policy reference. If you or your customer used only one policy reference number to pay for all his/ her policies, then you won't be able to see the payment history in the other policies.

2. I've noticed that one of my customer's policies does not display the premium amount and due date. Why is this so?

    If your customer's policy is under a SLPO (Self Liquidating Premium Option), the due date and premium amount will not be displayed since the premium payment is taken from the accumulated dividends.

General Questions

1. The screens are not displaying correctly. Some of the images/buttons are missing or I only see blank page after I log in, what do I need to do?

    When you access a site or web page, your device saves some information to make it faster for you to access the site on your next visit. Since we update our site regularly, there is a need for you to clear your browser history to ensure that you open the updated site.

2. I could not access Manulife Online Site. What should I do?

    The site is supported by the following browsers on your mobile phone. In case your browser is lower than what is listed, you will need to update your browser to be able to access the site.
    Safari: 10 and later
    Chrome: 51 and later