

Your name is printed on each card, even on those you receive for your spouse or eligible children over the age of 21.

Plan Number for Extended Health that includes prescription drugs as well as medical services and equipment

Member Certificate No. (also referred to as your employee number)

Manulife's Customer Service Centre. Phone this centre with any inquiries regarding your coverage or claims.



Plan Number for Dental Care

Manulife Financial's website. Login to access secure personal information regarding your benefit coverage, listed dependents and claims history.

ESI used by pharmacists to electronically process the payment of your prescription drugs.

Pharmacists having trouble processing your claim should phone the Pharmacy Call Center for help.

ManuAssist 24 hour Emergency Travel Assistance Hotlines. Call or have someone call the appropriate number within 24 hours if an emergency occurs.



EMERGENCY TRAVEL ASSISTANCE

CANADA/US
1-800-265-9977

MEXICO
00-1-800-514-3702

DOMINICAN REPUBLIC
1-888-751-4403

INTERNATIONAL TOLL FREE *
COUNTRY CODE + 800-9221-9221

*For participation countries only.
Visit our website for details:
www.manulife.ca/groupbenefits

IN OTHER COUNTRIES, USE OPERATOR TO CALL COLLECT **519-741-8450**

All benefits are provided by the relevant insurance company. For details on terms, conditions, exclusions and limitations, please refer to the relevant policy documents. For more information, please contact your broker or the relevant insurance company. © 2015 Manulife Financial. All rights reserved.

Emergency Travel Assistance Details

Plan Number: **9505**

 Manulife Financial

Travel Assistance Identification number you must provide when phoning the Emergency Travel Assistance Program