



 **Manulife** Bank

Manulife Bank Select

Client Guide

Welcome to Manulife Bank...

Manulife Bank Select® is an integrated approach to managing your mortgage and day-to-day banking. This guide will assist you in getting the most out of the features of this unique banking solution.

While you don't need to read this entire guide today, please review **Section 1: Getting started**, **Section 2: Using your Select mortgage** and **Section 3: Using your Select banking account**.

Need help with your account?

If you have questions about your Manulife Bank Select account, visit manulifebank.ca or give us a call at 1-877-765-2265. We're available Monday to Friday, from 8 a.m. to 8 p.m., and Saturday and Sunday, from 9 a.m. to 5 p.m. across all times zones in Canada.

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About Manulife Bank Select

Manulife Bank Select provides Canadians with an integrated banking solution that combines a mortgage with a high-interest*, full-featured chequing account. You can choose a fixed or variable rate mortgage and enjoy all the benefits of a chequing account, while earning high interest on every dollar in your account.

Your Select mortgage: What happens each month?

Your mortgage payment will be taken automatically from your Select banking account or another bank account in your name – you choose when, based on the timing that best suits your monthly cash flow needs:

- Weekly.
- Bi-weekly.
- Semi-monthly.
- Monthly.
- Weekly accelerated.
- Bi-weekly accelerated.

If you've chosen to split your mortgage across multiple portions, you'll have a separate payment for each portion. For more information on splitting your mortgage, see page 13.

Your Select banking account: What happens each month?

Money flows in

You can deposit money into your account in a number of ways:

- Have your income automatically deposited.
- Use our mobile banking app to deposit cheques.
- Make deposits at ABMs displaying THE EXCHANGE® Network logo.
- Transfer money from an account at another Canadian financial institution.
- Accept *Interac*® e-Transfers.
- Mail us a cheque that's payable to you.
- Use a deposit slip with an RBC Royal Bank teller.

Every deposit you make into your account increases the balance, earning you more interest. For more information on making deposits to your account, turn to page 16.

Interest earned:

- Each day, the amount of interest* earned is calculated on the closing balance. On the last day of each month, the net amount of interest for the month is added to your Select banking account.

* Interest earned is calculated on the daily closing balance and added to your account monthly.

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Money flows out

Whether you want to make a purchase or you need to cover your living expenses, you always have easy access to the money in your account. Here's how you can make withdrawals:

- Use an ABM.
- Make a debit purchase.
- Send an *Interac* e-Transfer.
- Make a pre-authorized payment.
- Transfer funds to an account at another Canadian financial institution.
- Pay a bill.
- Write a cheque.

For more information about withdrawing money from your account, see page 21.

Account fees:

- If you've chosen the monthly fee with unlimited transactions option, the monthly fee will be withdrawn from your account on the last day of the month. For more information on the monthly fee with unlimited transactions option, see page 30.

- If you've chosen the pay-per-transaction option, the fee for the transaction is withdrawn from your account on the date the transaction is made – it may take a few days to appear on your account statement. Note that there is no charge for money transfers (including pre-authorized payments), direct deposits, cheque writing, mail-in cheques and ABM deposits at machines displaying THE EXCHANGE® Network logo. For more information on the pay-per-transaction option, see page 30.

*Interest earned is calculated on the daily closing balance and added to your account monthly.

Section 1 :

Getting started

Complete the account activation process

Before you can use your Manulife Bank Select account, you'll need to complete the activation process.

- i. A Manulife Bank representative will contact you to complete the legal documentation.
- ii. You'll receive several mailings from Manulife Bank
 - Copies of your legal documents.
 - Access card(s)¹ for electronic banking transactions, ABM access and debit purchases.
 - Personalized cheques¹ (if you've chosen the monthly fee with unlimited transactions option).
 - RBC Royal Bank deposit slips¹ (if requested).

Activation process

- | | |
|---------------|--|
| Step 1 | Activate your access card; see instructions on the card and in the accompanying letter. |
| Step 2 | Deposit your income. |
| Step 3 | Set up pre-authorized payments and bill payments. |
| Step 4 | Transfer balances from external accounts. |
| Step 5 | Optional: Complete Manulife Bank Select Creditor's Group Insurance and ManulifeMONEY+™ Visa* credit card applications. |
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¹Your access card, cheques and deposit slips cannot be used until the account is active.

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Step 1 – Activate your access card

Your access card, along with your online, mobile and telephone banking passwords, allow you to self-serve when you need to bank. You can make account inquiries and complete transactions online at manulifebank.ca, through our mobile banking app and through telephone banking at 1-877-765-2265.

Your card and PIN allow you to make debit purchases and ABM withdrawals across Canada and around the world. In Canada, use your access card and PIN at ABMs displaying THE EXCHANGE® Network logo to avoid paying convenience fees.

How do I activate my access card?

Your access card and PIN will be mailed to you separately for the security of the account. When you receive your access card, call us to activate your card and create your online, mobile and telephone banking passwords.

For security reasons, we will ask you to provide two pieces of personal information (e.g., your postal code and birth date) in addition to the access card number.

Can I change my PIN?

You can change your PIN at any ABM that's part of THE EXCHANGE® Network in Canada.

What is THE EXCHANGE® Network?

THE EXCHANGE® Network is a group of banks and credit unions that have come together and agreed to let their cardholders use each others' ABMs as if they were their own. This allows cardholders to access thousands of ABMs across Canada without having to pay convenience fees. Manulife Bank is a member of THE EXCHANGE® Network.

If you use an ABM that is not part of the THE EXCHANGE® Network, you may be charged a convenience fee by the bank or operator that owns the ABM.



Tips:

- Your PIN is the four-digit number we mailed to you, which you'll need when you use your access card at ABMs or to make debit purchases. For the security of your account, do not write down your PIN or keep it near your access card.
- Your PIN is different from your online, mobile and telephone banking password(s). Changing your PIN does not affect your password(s).
- When you receive your access card, keep the accompanying letter, which includes your access card number. Being able to reference this number if your card is lost or stolen will help expedite the card-cancellation process.

Step 2 – Deposit your income

By automatically depositing your income into your Select banking account, you can ensure that every dollar you earn immediately goes to work earning interest for you.*

To set up pre-authorized deposits, see page 16.

Step 3 – Set up pre-authorized payments and bill payments

Using your Select banking account as your everyday account can simplify your banking and make it easy to keep track of your expenses, including pre-authorized payments and bill payments.

To set up pre-authorized payments and bill payments, see page 23.

Step 4 – Transfer balances from external accounts

Moving money from your chequing and/or short-term savings accounts at another Canadian financial institution to your Select banking account increases your balance and, therefore, the interest you earn. It also simplifies your banking and eliminates any administrative charges you're currently paying to maintain these external accounts.

How do I set up money transfers?

Use online banking or our mobile banking app to request a link between your Select banking account and a bank account in your name at another Canadian financial institution. You will be asked to provide an image of a void personalized cheque from your external account.

Using online banking

- Sign into online banking and under 'Transfer Funds', select 'Link an External Account'

Using our mobile banking app

- Sign into our mobile banking app, select 'Transfers' and then tap 'Link an external account'.

Or, complete and submit the Funds Transfer Agreement included in your welcome package. You will also need to attach a void personalized cheque from the other account to the form.

Once we receive your request to link your accounts, the account will be added to your 'Transfer Funds' list and you'll be able to move money to and from your accounts using online, mobile or telephone banking.

* Interest earned is calculated on the daily closing balance and added to your account monthly.

More about money transfers

Personal account restrictions

Due to rules set by Payments Canada, transfers can only be made from personal accounts that are in the same name(s) as your Select banking account.

Future-dated and recurring transfers

Transfers can be future-dated or set to run on a recurring basis. Once entered, these transactions can be viewed using online banking or the mobile banking app.

Transfers between Manulife Bank accounts

If you have more than one Manulife Bank account, you do not have to link your accounts to transfer money. You can transfer money between your Manulife Bank accounts using online, mobile or telephone banking at any time.



Tips:

When redirecting your income, moving account balances and changing your pre-authorized payments from existing accounts, make sure that you:

- Leave enough money in existing accounts to cover any cheques that may not have been cashed or scheduled payments that may come out before the change is made.
- Wait to close an existing account until you are certain that all deposits, cheques and bill payments going into and out of that account have been moved to your Select banking account.





What if I want to keep an external account open?

Manulife Bank Select may be the only bank account you'll ever need. However, if you want to keep an external bank account, you can simply transfer money between your accounts as needed.

But remember, you'll get the most out of your Select banking account when you make it your sole source of banking activity.

Step 5 – Optional: Complete Manulife Bank Select Creditor's Group Insurance and ManulifeMONEY+™ Visa* credit card applications

You may have already applied for our Manulife Bank Select Creditor's Group Insurance and/or a ManulifeMONEY+™ Visa* credit card when you applied for your Manulife Bank Select account.

For more information or to apply, contact either your Manulife Bank representative or:

- Manulife Bank Select Credit's Group Insurance:
1-877-765-2265
- ManulifeMONEY+™ Visa* credit card services:
1-844-859-4516

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Section 2 :

Using your Select mortgage

Your mortgage

You have chosen a fixed or variable rate mortgage with your Manulife Bank Select account. Please see your Operating Agreement for the specifics of your mortgage such as:

- Principal amount.
- Interest rate.
- Term.
- Regular payment amount which includes interest and principal (and mortgage default insurance premium if your initial mortgage principal was greater than 80% of the value of your home).
- Payment frequency (weekly, bi-weekly, semi-monthly, monthly, weekly accelerated or bi-weekly accelerated.)
- Amortization period.

Your mortgage payment will be automatically withdrawn from your Select banking account or an account in your name at another financial institution. If you have chosen to split your mortgage across multiple portions, you'll have separate withdrawals for each of them based on the payment frequency and amount you have chosen for each portion. You may change your payment frequency at any time to better suit your monthly cash flow needs. Simply call us at 1-877-765-2265.

At any time, you can “lock in” and move any balance from a variable rate to a fixed rate at the same or longer term than the term remaining on the variable rate without incurring a prepayment charge. If you would like to move from a fixed rate to another fixed rate term or move from a fixed rate to a variable rate term, you'll be required to pay a prepayment charge (the higher of three months interest or IRD*). If you have multiple fixed rate terms, you'll be required to pay a prepayment charge for each change you make.

Each of your mortgage payments will be for the same amount throughout the term of your mortgage unless:

- You choose to increase it, or
- In the case of a variable rate mortgage, the trigger interest rate is hit.

The trigger interest rate is the interest rate at which your regular payment is no longer sufficient to pay the required interest. The Operating Agreement indicates your trigger interest rate (applies to variable rate mortgage only) and the General Terms document provides further explanation.

* **Interest Rate Differential:** a prepayment charge that may apply if you prepay more of your mortgage principal than your prepayment privileges permit. It's the difference between your mortgage rate and the rate of a mortgage that is closest to the remainder of your term, multiplied by the outstanding balance of your mortgage for the time that is left on your term. It is calculated on the amount of principal being prepaid.

Prepayment privileges

If you have a closed term mortgage, you could be debt-free sooner by taking advantage of one or both of the following annual prepayment privileges:

- Make lump-sum payments up to 20% of your original mortgage amount.
- Increase your regular mortgage payment by up to 25%.

If you have an open term mortgage, you may prepay any amount at anytime, including the full principal. You can also increase your regular payment by any amount once in each year of the term, without incurring a prepayment charge.

If you've chosen to split your mortgage into portions, you can make these prepayments on any or all of the portions. For information on splitting your mortgage, see page 13.

If you make a prepayment above these privileges, a prepayment charge will apply (the higher of three months interest or IRD*). You may not use any unused prepayment privilege to reduce any prepayment charge if you prepay the portion(s) in full.

How do I make a mortgage prepayment?

Call us at 1-877-765-2265 any time during your term to make a mortgage prepayment. You can make more than one prepayment during the year. The annual privileges are based on the anniversary date of your Select mortgage. A lump-sum payment will be applied at the time you call and will be taken from your Select banking account or the account that your regular mortgage payments come from. An increased payment will be applied at your next scheduled regular payment. For closed term mortgages, the 25% maximum increase is based on the regular payment amount at the beginning of the annual period.

* **Interest Rate Differential:** a prepayment charge that may apply if you prepay more of your mortgage principal than your prepayment privileges permit. It's the difference between your mortgage rate and the rate of a mortgage that is closest to the remainder of your term, multiplied by the outstanding balance of your mortgage for the time that is left on your term. It is calculated on the amount of principal being prepaid.

Splitting your mortgage

You may be able to split your mortgage across up to five portions, in any combination of fixed and variable rate terms. This can help make your mortgage work for you by combining the benefits of variable and fixed rates, short and long terms. Some restrictions apply. Each portion must have a minimum mortgage amount of \$25,000. Here are a few results you may be able to achieve by splitting your mortgage:

Reduce stress around rising interest rates: You can lock-in a portion of your mortgage at an attractive long-term fixed rate today, while keeping a portion in a low variable rate to help you pay down your principal more quickly.

Lower your effective interest rate: Interest rates are typically lower for shorter terms. You can make this work to your advantage. For example, if you split your mortgage between a one-year fixed term at 3.60% and a five-year fixed term at 4.00%, your effective interest rate would be 3.80% for the next year, which is lower than if you chose just a five-year fixed term.

Enjoy the best of both (fixed and variable) worlds:

Historically, people often saved interest with variable rate mortgages. However, you may be uncomfortable with the risk that rates can change. With Manulife Bank Select, you can put a portion of your mortgage in a variable rate term and keep a portion in a fixed rate.

Track a portion of your mortgage for tax purposes:

Do you work out of your home? With Manulife Bank Select you could put part of your mortgage – an amount equal to the percentage of your home that you use as your office – in a separate portion. You'll appreciate the simplicity this can bring to your finances at income tax time.

Reduce your mortgage renewal risk: No one knows where future interest rates will be when it comes time to renew your fixed rate mortgage. But by splitting your mortgage into portions, you can renew in steps over time, reducing the risk of higher rates at renewal time.

Note: You can choose to divide your mortgage into portions when you complete your initial Manulife Bank Select application or when your mortgage is up for renewal.

Section 3 :

Using your Select banking account

Online banking

Your access card number gives you self-serve control of your account. To view your account online, go to manulifebank.ca and select 'Sign In.' When prompted, enter your access number and the online banking password you created when you called to activate your access card.

Once you've signed in, you'll be able to view a summary of your account information and recent transactions. Online banking lets you:

- View the current interest rates* applicable to your account.
- Set up and pay bills.
- Transfer money between your Select banking account and an account at another Canadian financial institution.
- Send and receive *Interac* e-Transfers.
- Check your banking account and mortgage balances.
- Review recent account activity.
- Change your password.
- Order cheques.
- Print transaction-only statements.
- Download your account information to a variety of third-party accounting software.

When you're finished banking online, sign out of our website and close your web browser.

* Interest earned is calculated on the daily closing balance and added to your account monthly.

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Mobile banking

To bank using your mobile device, you must download Manulife Bank Mobile from either the App Store (Apple®) or Google Play™ (Android™).

Once you've downloaded the app, you can visit manulifebank.ca/mobile for information on using the app.

Using our mobile banking app, you can:

- Access your account quickly and easily using Apple Face ID® or Touch ID®, or Android fingerprint ID sensor technology.
- Deposit cheques.
- Set up and pay bills.
- Transfer money between your Select banking account and an account at another Canadian financial institution.
- Send an *Interac* e-Transfer.
- Check your banking account and mortgage balances.
- Review recent account activity.
- Change your password.
- Order cheques.
- Find an ABM in your area.
- Request an increase to your mortgage.

Telephone Banking

Our telephone banking system allows you to access your banking account over the phone. Once you have set up any desired money transfers and billing companies, you can:

- Pay a bill.
- Listen to your bill profile.
- Transfer money between your Select banking account and an account at another Canadian financial institution.
- Check your banking account and mortgage balances.
- Review recent account activity.
- Check current interest rates.
- Change your password.



Tips:

For security reasons, we recommend changing your passwords at least every 90 days.



Making deposits

You can use any of the following methods to deposit money into your Select banking account.

1. Pre-authorized deposits	Have your income automatically deposited into your account.
2. Mobile deposits	Deposit cheques with your mobile device by simply taking a picture.
3. Money transfers	Transfer money from an account at another Canadian financial institution.
4. Interac e-Transfers	Receive money using <i>Interac</i> e-Transfer.
5. ABMs	Make deposits at almost all ABMs displaying THE EXCHANGE® Network logo.
6. RBC Royal Bank deposit slips (if requested on your application)	Make deposits at any branch of the RBC Royal Bank with bank tellers. (Note: Special deposit slips must be presented to a teller. Please do not use the night deposit box.)
7. Set up Select banking account as a “bill”	You can set up your Select banking account as a “bill” at another financial institution to make deposits.
8. Cheques	Mail cheques to: Manulife Bank, 500 King St. N, PO BOX 1602, Waterloo, ON N2J 4C6

1. Pre-authorized deposits

The easiest way to boost your account balance is to have your income automatically deposited each time you get paid. To set this up, contact the person or department at your place of employment responsible for payroll. They will need a void cheque from your Manulife Bank Select account. You can use the ‘Print a Void Cheque’ feature available through online banking.

You may also be asked to complete a direct deposit form, sometimes called a payroll request or payroll change form. A direct deposit form is available in the ‘Forms’ section of online banking.

You can also deposit other sources of income, such as investment income, by contacting the appropriate financial institution or company and having them automatically deposit the income into your Select banking account.

2. Mobile deposits

Our mobile deposit feature allows you to deposit a cheque anywhere, anytime by simply taking a photo of the cheque.

Once you have signed into our mobile banking app, tap ‘Deposit’ in the main menu. From there, follow the instructions to complete your deposit.

For more information on this feature, visit manulifebank.ca/mobile.

3. Money transfers

If you have a bank account at another Canadian financial institution, you can link your external and Select banking accounts to easily transfer money between the accounts. For more information on setting up money transfers, see page 8.

When transferring money into your Select banking account, the deposit is subject to a hold. Please refer to your General Terms for our hold funds policy or contact us for further details.

4. *Interac*[®] e-Transfers

An *Interac* e-Transfer allows you to receive money online quickly, easily and securely from anyone with an email address and a personal bank account at a Canadian financial institution. Also called “email money transfers,” *Interac* e-Transfers can be a great alternative to cash or cheques.

When you receive an *Interac* e-Transfer, the money will be available in your account immediately, and accessible through an ABM or debit transaction the next business day. We never charge a fee to receive an *Interac* e-Transfer.

***Interac* e-Transfer Security**

The money sent by an e-Transfer never actually travels by email or text message. Those are only the methods used to notify the recipient and to provide instructions on how to deposit the money. The money always resides safely at a financial institution and is transferred through existing payment networks that financial institutions have used for years to settle cheques, bank machine deposits and withdrawals.

5. ABMs

Using your access card, you can make deposits to your Select banking account at most ABMs in Canada that display THE EXCHANGE® Network logo. Use our ABM locator on manulifebank.ca and within our mobile banking app to find a machine near you.

6. RBC Royal Bank deposit slips

To make deposits more convenient for you, we've made special arrangements that allow you to make deposits **with a bank teller only** at any branch of the RBC Royal Bank.

This does not mean that you have an account at the RBC Royal Bank – nor are the tellers familiar with the Manulife Bank Select account. Deposits cannot be made through an RBC Royal Bank ABM or night deposit box – only in-person with an RBC Royal Bank teller.

How do I make a deposit at the RBC Royal Bank?

If you requested deposit slips on your application, you'll receive personalized RBC Royal Bank deposit slips within four to six weeks after your Manulife Bank Select account has been activated. If you haven't ordered deposit slips and would like to, you can call us at 1-877-765-2265. These personalized deposit slips are encoded with Manulife Bank information and your personal account information.

To use your RBC Royal Bank deposit slips, simply:

1. Complete the date and deposit amount on the deposit slip.
2. Take it and your deposit(s) **to a teller only** at any branch of the RBC Royal Bank. Do not use a night deposit box.

Please allow a minimum of two business days for delivery and processing of any deposits made with an RBC Royal Bank teller. Even though it may take a few days to process your deposit, your account will be credited as of the date you submitted your deposit. All deposits made at an RBC Royal Bank branch after 3 pm EST will be credited to your account the following business day.

The teller may refer to your deposit as a business transaction - don't worry. Since the deposit is encoded with your personal information, your deposit will go into your Manulife Bank Select account regardless of how RBC Royal Bank processes the deposit at their end.



Tips:

You can use any **RBC Royal Bank teller** at the branch – including the line designated for business transactions.



7. Set up Select banking account as a “bill”

Some Manulife Bank Select customers maintain an account with a traditional bank for the purpose of cashing cheques, changing coins, branch banking, etc. If you’ve done this, you may be able to set up your Select banking account as a “bill” with that institution. Then, you can deposit cash or cheques into that account and use that institution’s bill payment options – phone, online, mobile, sometimes ABMs – to “pay” or transfer money into your Select banking account.”

8. Cheques

You can mail us cheques for deposit into your account. Make sure the cheque is payable to you, write your Select banking account number on the back of the cheque and mail it to us at Manulife Bank, 500 King St. N., PO BOX 1602, Waterloo, ON N2J 4C6.

Please **do not:**

- Sign the back of the cheque.
- Send cash through the mail.

Important information regarding deposits to your account

Remember to allow time for deposit processing. Please remember to allow time (at least two business days) for delivery and processing of any ABM deposit, RBC Royal Bank teller deposit and money transfers into your Select banking account. Even though it may take a few days to process your deposit, your account will be credited as of the date you submitted your deposit. Cheques mailed to Manulife Bank will be credited to your account effective the day they arrive.

When depositing cheques or transferring funds into your account, the deposit is subject to a hold. Please refer to your General Terms for our hold funds policy or contact us for further details.

Making withdrawals

Your Select banking account gives you easy access to your money.

1. Debit purchases and cash back	Make direct payment purchases at retailers. Use the “cash back” option at retail locations, where available.
2. ABMs	Withdraw money at any ABM*.
3. Money transfers	Transfer money to an account at another Canadian financial institution.
4. Interac e-Transfers	Send money using <i>Interac</i> e-Transfer.
5. Pre-authorized payments	Set up pre-authorized payments.
6. Bill payments	Use online, mobile and telephone banking to pay bills.
7. Personalized cheques	Write a cheque for payment.

1. Debit purchases and cash back

Using your access card, you can make direct payment (debit) purchases at retailers worldwide. If your purchase is less than \$100, you may be able to use *Interac* Flash® – a feature built into your access card, which allows you to pay by simply holding your card up to a payment terminal.

If you have chosen the monthly fee with unlimited transactions option, all purchases made in Canada are covered by your monthly fee. If you have chosen the pay-per-transaction option, you will incur a charge for direct payment (debit) purchases. For a full list of services and fees, visit manulifebank.ca.

A debit purchase may also provide you an easy opportunity to access cash without convenience fees if there isn't an ABM that is part of THE EXCHANGE® Network nearby. Some retailers, such as grocery stores, will allow you to request “cash back” at no extra cost when making a debit purchase.

*Using THE EXCHANGE® Network ABMs ensures you do not incur convenience fees. However, if you have chosen the pay-per-transaction option, you will incur a charge for ABM withdrawals.

2. ABMs

Your access card allows you to withdraw money at any THE EXCHANGE®, *Interac*®, Cirrus® or Maestro® ABM in the world.

In Canada, use ABMs that are part of THE EXCHANGE® Network to avoid convenience fees charged by other banks. See page 7 for more information on THE EXCHANGE® Network.

If you have chosen the monthly fee with unlimited transactions option, ABM withdrawals made in Canada are covered by your monthly fee. If you have chosen the pay-per-transaction option, you will incur a charge for ABM withdrawals in Canada.

You will incur a charge for any ABM withdrawals outside of Canada. For a full list of services and fees, please visit manulifebank.ca.

3. Money transfers

If you have a bank account at another Canadian financial institution, you can link your external and Select banking accounts to easily transfer money between the accounts. For more information on setting up money transfers, see page 8.

To allow for processing time, a transfer to an external account must be future dated by a minimum of one business day. The time it takes to complete the transfer also depends on the processing time of the external financial institution.

4. *Interac* e-Transfers

You can withdraw money from your Select banking account by sending an *Interac* e-Transfer. This is a secure way of transferring money using online or mobile banking from your account to another bank account at a Canadian financial institution. A great alternative to taking out cash or writing a cheque, *Interac* e-Transfers are quick, secure and easy to do. When you send an *Interac* e-Transfer, the money is transferred out of your account immediately.

To get started, either sign into online banking or our mobile banking app. You will need to register for *Interac* e-transfers, set up your profile and add your recipients.

If you've chosen the monthly fee with unlimited transactions option, the first three e-Transfers you send each month are free. You'll incur a charge for subsequent e-Transfers. If you've chosen the pay-per-transaction option, there is a charge for each *Interac*-Transfer.

5. Pre-authorized payments

You can set up payments, such as your gym membership fee or car payment, to be automatically withdrawn from your account.

How do I set up an automatic payment?

To set up automatic payments from your Select banking account, contact the billing company. They will require your account information and will likely request a void cheque. You can use the 'Print a Void Cheque' feature available through online banking. They may also ask you to complete a direct deposit form, which is available in the 'Forms' section of online banking.

6. Bill payments

You can pay bills directly from your account at no extra cost with the monthly fee chequing account or for a per transaction fee with the pay-per-transaction option. You can set up a bill payment vendor as well as make immediate, future-dated or recurring bill payments through online, mobile and telephone banking.

How do I set up a bill payment from my Select banking account?

Set up your bill payments in one of the following two ways:

1. Gather the bills you would like to pay then sign into either online or mobile banking. Use the 'Add a payee' feature for each bill you want to pay. If a company is not listed, you can suggest the payee to be added to the database through either online or mobile banking, or by calling us at 1-877-765-2265.
2. Gather the bills you would like to pay and call us at 1-877-765-2265. We'll update your file to include your bill payment details.

The bills you set up will also be added automatically to your online, mobile and telephone banking services in the order that you enter them.



Tips:

Be sure to have a recent bill statement for account reference and proper name of the company. There are thousands of companies on Manulife Bank's bill payment system – some with very similar names.

How do I pay a bill online?

Sign into online banking and choose 'Pay Bills' from the left-side menu. Then select the bill(s) you want to pay and input the amount and the date you want the transaction to be completed.

How do I pay a bill with my mobile device?

Sign into our mobile banking app and choose 'Bills' from the bottom menu. Then choose a payee from your list – or add a new one. Fill in the remaining fields and submit your payment.

How do I pay a bill over the phone?

To pay a bill using telephone banking, select the 'Pay bills, transfer funds and get account transactions' option from the main menu. Then follow the prompts.

The system will say your bill name, the last four digits of your bill's account number and a two-digit identifier code (e.g., 'For Phone Company 1234 press 01').

Remember to allow time for online, mobile and telephone bill payments. Some companies take two or more business days to acknowledge receipt of your bill payment. To avoid making a late payment, please ensure you submit payment **at least three business days prior to the due date** stated on the bill. A list of companies that typically take longer to acknowledge receipt of bill payments is available through online banking and our mobile banking app.



Tips:

When creating future-dated transactions, ensure that you will have sufficient funds in your account to cover these costs on the payment date. If there aren't enough funds available on the date selected, further future-dated transactions will not occur.

7. Personalized cheques

If you've chosen the monthly fee with unlimited transactions option, we'll provide an initial supply of free personalized cheques. You'll receive the cheques in a separate mailing within two weeks after your account is opened. If you've chosen the pay-per-transaction option, you'll need to order cheques.

When you receive your cheques, please ensure your name(s), address, telephone number and account numbers are correct.

To order cheques, either:

- Use the 'Order cheques' option available through online and mobile banking;
- View cheque options at dhltd.com and then contact the manufacturer (Davis + Henderson) directly at 1-877-448-1294; or
- Call us at 1-877-765-2265 and we'll order the cheques for you.

Please allow two weeks for printing and delivery.

Manulife Bank Select statements

Each month, you'll receive a comprehensive statement for your Select banking account. This statement is designed to help you easily manage your account according to your financial plan. If you don't want to wait for your monthly statement, you can view a transaction-only version within the 'Account Balances' section of online banking. You can use the date parameters of your choice, as far back as two years from the current date.

Once a year, in late January, you will receive a comprehensive statement for your Select mortgage. This statement details your current mortgage balance and summarizes principal and interest payments made during the year, current interest rate, maturity date and other information.



Tips:

Please be sure to carefully review your statements. If you discover any errors or discrepancies with your statement, you have 30 days to contact Manulife Bank.

Lost or stolen access cards

If your access card is lost or stolen or your PIN becomes known by someone else, you must notify us immediately at 1-877-765-2265. We will cancel your existing card and send you a new access card and PIN.

Foreign funds

To buy foreign funds, we recommend you use the services of a currency exchange office. When travelling, you may find that using your access card may be safer and more convenient than carrying cash.

Depositing foreign funds

While Manulife Bank Select is a Canadian funds account, we can accept cheques written in U.S. dollars from accounts held at other Canadian financial institutions; however, they are subject to a foreign funds handling charge. To deposit a cheque that's in U.S. currency:

- Write your Manulife Bank Select account number on the back of the cheque;
- Ensure the cheque clearly indicates that it's written in U.S. currency; and
- Mail your cheque to: Manulife Bank, 500 King St. N., Waterloo, ON, N2J 4C6.

For other currencies, please call us at 1-877-765-2265 for additional information.

Remember to allow several days for processing

When a cheque written in foreign funds is sent directly to us, the cheque must be cleared by a third-party service and credited to us in Canadian dollars before the deposit can be credited to your account. We are unable to guarantee processing times because we do not control the clearing process.

Section 4 :

When you're mortgage-free

So, what happens to your Manulife Bank Select account when you have a paid off your mortgage? The banking account remains the same – simply continue to use it as you always have. And remember that every dollar in the account earns a high rate of interest.* You can view our current rates at manulifebank.ca or call us at 1-877-765-2265. As with other deposit accounts, credited interest in excess of \$50 per year will be subject to income tax.



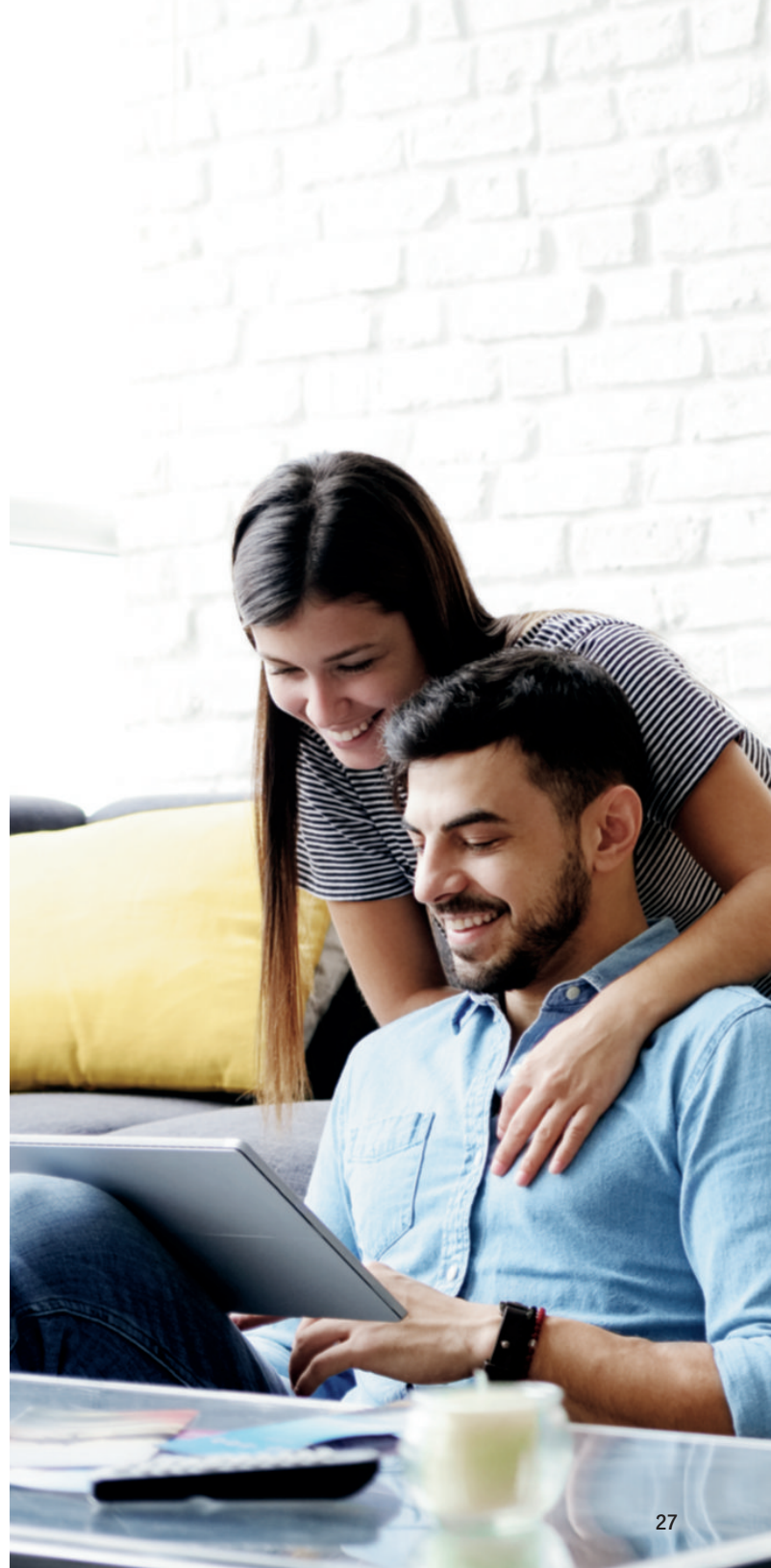
Tips:

Take advantage of some of the industry's best prepayment privileges to help you pay your mortgage off as fast as you can. Each year you can make a lump-sum principal payment up to 20% of your original mortgage amount and/or increase your regular mortgage payment by up to 25% for a closed term mortgage.

For an open term mortgage, you may prepay any amount at anytime and/or increase your regular payment by any amount once in each year of the term.

If you've chosen to split your mortgage into portions, you can make these prepayments on any or all of the portions. Call us at 1-877-765-2265 to make a prepayment.

* Interest earned is calculated on the daily closing balance and added to your account monthly.



Section 5 : Rates and fees

Interest rates

The section below describes different rates associated with your Manulife Bank Select account. Manulife Bank regularly reviews a variety of economic and competitive factors to ensure that our mortgage and banking account rates remain competitive with other similar products in Canada.

Manulife Bank Select mortgage rates

The annual interest rate and term for your mortgage is listed on your Operating Agreement. Please note that the information is outlined in a separate chart for each mortgage portion you may have. Current interest rates for all mortgage types and terms are available at manulifebank.ca.

Manulife Bank Select bank account rate

This is the annual interest that you will earn on any balance in your Select banking account*. This rate is subject to change. The current interest rate is available at manulifebank.ca.

Maximum mortgage interest rate

Your Operating Agreement (a liability document that describes the terms of the mortgage agreement between you and us) sets out the interest rate(s) you will be charged on your Select mortgage. The security document(s) that describe the bank's security interest or charge it takes on your property (attached to your Mortgage/Charge of land document), makes reference to a 'maximum' interest rate, namely the Manulife Bank Prime Rate + 7.0% (the "Security Rate"). Provincial laws require us to set and disclose a maximum interest rate that can be charged for a mortgage. This Security Rate is not the rate you are liable for; this is simply a maximum rate covered by the security. Stated another way, the security interest the Bank takes in your property is for interest up to a maximum rate.

* Interest earned is calculated on the daily closing balance and added to your account monthly.

Fees

Insufficient funds

The balance in your banking account cannot be below \$0 at any time (whether by cheque, mortgage payment, bill payment, money transfer, ABM withdrawal or other account charge). If this occurs, the transaction will be rejected and may be returned as Non-Sufficient Funds (NSF). You will need to deposit additional funds into the account and you will be responsible for any NSF charges. Please ensure that you have deposited enough funds each month to avoid these charges.

Discharge fee

If you discharge the collateral mortgage security for your Manulife Bank Select account, a fee (subject to provincial regulations) is charged to prepare your documents for discharge (this fee is subject to change). Visit manulifebank.ca or call 1-877-765-2265 for details. You are responsible for any fees associated with the registration of the discharge at the applicable land registry office. Please allow 30 days to complete a discharge.

Mortgage amount increase fee

A fee will apply if the increase is within the registered amount of the mortgage. If the increase is in excess of the registered amount, the full Title Insurance fee will apply. Title Insurance fees vary by province; you can call us at 1-877-765-2265 for complete details.

Fee changes

Fees are subject to change with 30 days notice. Current fee information can be found on manulifebank.ca.

Monthly fee

The Select Banking Account Details section of your Operating Agreement outlines whether your banking account is the monthly fee or pay-per-transaction type. Please call us at 1-877-765-2265 if you would like to change your banking account type.

Monthly fee banking account

The Manulife Bank Select monthly account fee is \$16.95 (\$9.95 for customers who are 60 years of age or older).

This fee includes unlimited monthly:

- Direct deposits (Canadian funds).
- Deposits and withdrawals at ABMs bearing THE EXCHANGE® Network logo within Canada.
- Online, mobile and telephone banking.
- Debit purchases within Canada.
- Money transfers.
- *Interac* e-Transfers (up to 3 per month).
- Pre-authorized payments.
- Bill payments.
- Cheque writing (Canadian funds).
- Mail-in cheques (Canadian funds).

The monthly fee is waived for accounts with a positive balance of \$5,000 or more at the end of each month.

Fees associated with access card use outside Canada and sending an *Interac* e-Transfer will be waived when there is a positive balance of \$5,000 or more in the account after each transaction is made.

Some transactions are charged directly by other institutions or require additional administrative support and are not covered by the regular monthly fee. These fees are on a per item basis unless otherwise stated and are in Canadian funds. For the full list of current account fees, please visit manulifebank.ca.

Pay-per-transaction banking account

This type of banking account includes unlimited monthly:

- Direct deposits (Canadian funds).
- Deposits at ABMs bearing THE EXCHANGE® Network logo within Canada.
- Online, mobile and telephone banking.
- Money transfers.
- Pre-authorized payments.
- Cheque writing (Canadian Funds).
- Mail-in cheques (Canadian funds).

The following everyday transaction fees are waived for accounts with a positive balance of \$5,000 or more after each transaction is made:

- ABM withdrawals (within and outside Canada)
- Debit purchases (within and outside Canada)
- Sending an *Interac* e-Transfer
- Bill payments

Section 6 :

Protecting your account

Manulife Bank Select Creditor's Group Insurance is an inexpensive way of protecting your financial stability and maintaining your family's standard of living should an unexpected death, disability or job-loss occur.

Key benefits

Manulife Bank Select Creditor's Group Insurance:

- Can cover Manulife Bank Select mortgage balances up to \$500,000.¹
- Provides life insurance protection with the option to add disability and job loss coverage.
- Is available to eligible Manulife Bank Select account holders from 18 to 64 years of age who are Canadian residents.
- Has a simple application process. After you apply, you will be contacted by a Manulife representative to answer questions regarding your health.
- Offers reducing premiums. As your mortgage balance declines, so does your premium.
- Is available for joint account holders.
- Maintains your coverage eligibility until age 64. If you pay off your current mortgage and then later open a new mortgage with us, you will not have to re-qualify for coverage.

- Your rate is locked in at the time your application is approved. Your payment is calculated based on your outstanding mortgage balance – the lower the balance, the lower your premium.
- Has a 60-day free look period – you have 60 days to review the coverage. If within that 60 days you determine you no longer need the coverage, you can notify us in writing and we will issue a full refund.

More information

When you met with your Manulife Bank representative, they introduced Manulife Bank Select Creditor's Group Insurance to you and provided a brochure with the product details. In the brochure you'll find out when coverage takes effect, when benefits would be terminated, our privacy and confidentiality commitment and our policy regarding the exchange of information.

If you have any questions regarding Manulife Bank Select Creditor's Group Insurance, please speak with your Manulife Bank representative or call us at 1-877-765-2265.

¹ If you have multiple accounts, the maximum amount of Creditor's Group Insurance coverage you may have across all your Manulife One and Manulife Bank Select accounts cannot exceed \$500,000.

² If, in the future, you choose to increase your mortgage, you will need to submit a new application to have your policy cover the increased amount.

Section 7 : **ManulifeMONEY+™ Visa* credit cards**

Manulife Bank Select offers several features that can help you simplify your banking, pay down your debt quickly and save more money. A great way to augment the benefits of Manulife Bank Select – and reward yourself even more – is by getting either a ManulifeMONEY+™ Visa Infinite* or ManulifeMONEY+™ Visa* Platinum credit card.

With either credit card, you'll enjoy valuable introductory offers and cash back rewards on every purchase:

ManulifeMONEY+™ Visa Infinite* Card

Earn 3% cash back at grocery stores, 2% cash back on travel spending (hotels, airlines and cruises) and 1% cash back on all other purchases.¹

ManulifeMONEY+™ Visa* Platinum Card

Earn 2% cash back at grocery stores and 1% cash back on all other purchases.¹

For more information on our credit cards, visit manulifebank.ca/creditcards or call us at 1-844-859-4516.

Section 8 : **Changes to your account**

If you move

If you're selling your home, you may be wondering what that means for your Manulife Bank Select account. That depends on your plans.

If you're not purchasing another home

When you sell your home, you pay out your mortgage with the proceeds and it is removed from your Manulife Bank Select account. You can continue to use your Select banking account as a high-interest chequing account. Please call us at 1-877-765-2265 before your closing date to make arrangements.

* Trademark of Visa Int., used under license.

¹ Conditions apply; visit manulifebank.ca/creditcards for details.

If you're buying a new home

There are a number of critical steps that need to be taken in advance to transfer your Manulife Bank Select account over to your new property.

If the closing date of your purchase is on the closing date of your current home:

1. At least one month before, you should advise us by calling 1-877-765-2265.
2. We'll re-underwrite you (obtain updated financial information and re-check your credit history).
3. We'll arrange for an appraisal of your new property to determine the new mortgage amount for your Manulife Bank Select account. Fees may apply.
4. We'll coordinate the necessary documentation to transfer your mortgage from your current property to your new home.
5. You'll meet with your own lawyer (who will be handling the house purchase) to review the documentation and witness your signature.

If the new home closing date is AFTER the closing date of your current home, and assuming your new property has been approved for Manulife Bank Select

(STEPS 1 TO 5), then:

6. Proceeds from the sale of your home will be applied to your existing Manulife Bank Select mortgage to clear any outstanding mortgage balance you have (e.g., you will need to pay out your Manulife Bank Select mortgage to a balance of zero).
7. Depositing any additional funds in your Select banking account will earn the high rate of interest* that your account offers.
8. On the closing date of your new home, your Manulife Bank Select mortgage will be activated based on the mortgage balance for the new home. A cheque will be issued to your lawyer to facilitate the purchase and your Manulife Bank Select mortgage will reflect the new balance accordingly.

* Interest earned is calculated on the daily closing balance and added to your account monthly.

If the closing date of your new home is BEFORE the closing date of your current home:

Assuming you qualify for a new Manulife Bank Select mortgage, interim financing is available. You should be aware that we only provide interim financing if there is a firm offer to buy and a firm offer to sell. Please note that you may need to set up a new Manulife Bank Select account with a new account number if the closing date of your new home is BEFORE the closing date of your current home.

Construction financing

If you plan to construct a custom home, building financing is not normally available under Manulife Bank Select. Please call us at 1-877-765-2265 to determine if financing is available under Manulife One.

If you are purchasing a home that is under construction, Manulife Bank will appraise the property upon completion, or just prior to closing, to ensure the home is finished. Generally, 10% of the appraised value of the home will be initially withheld from your Manulife Bank Select mortgage to ensure that there are no outstanding construction liens on the property.

Increasing your mortgage amount

If your home increases significantly in value, you may have more borrowing capacity. To increase your approved mortgage amount, we will arrange for a new appraisal of your property. A mortgage amount change is subject to re-underwriting. If you initially chose a mortgage amount below the maximum approved amount, you can request to increase the mortgage amount up to the maximum approved amount. Fees may apply. You can request an increase to your maximum approved amount through our mobile banking app or by calling us at 1-877-765-2265.

Additional mortgage financing

Should you decide to seek additional home financing outside of Manulife Bank, you are not permitted to add a mortgage without first notifying us by calling 1-877-765-2265 and receiving our consent in writing.

For more information,
visit **manulifebank.ca.**



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