

December 7, 2023

## Manulife's New Travel Claim Centre

We're excited to announce that Manulife's claims and assistance partner, Global Excel Management (GEM), is launching a new online Claim Centre on December 7, 2023.

This new site will feature several enhancements, including:

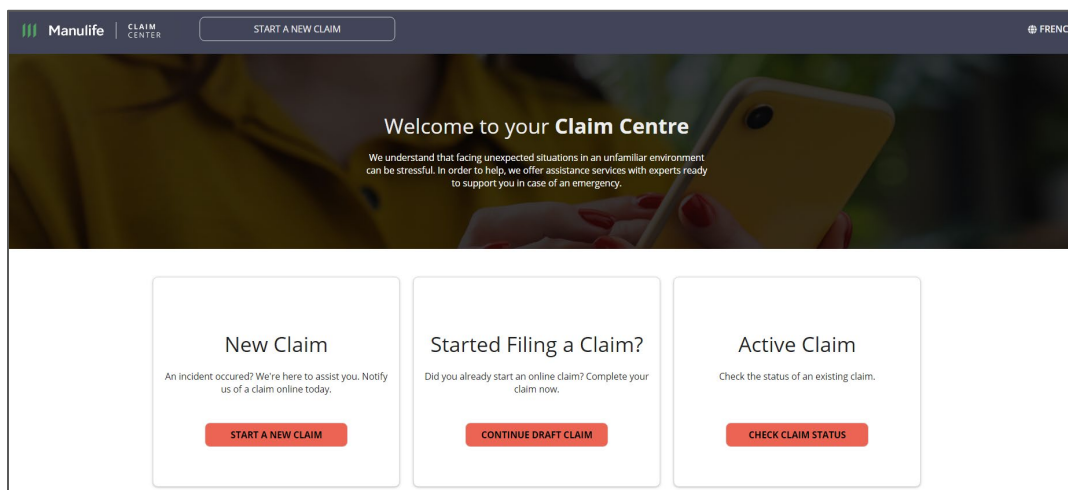
- Refreshed design & improved user experience
- Document checklist
- Submission progress tracking
- Ability to save and resume claim submission

### Will the new Claim Centre have a different web address than the current claim portal?

No, the existing web address/URL will be used to access the Claim Centre.

### What will the new Claim Centre look like?

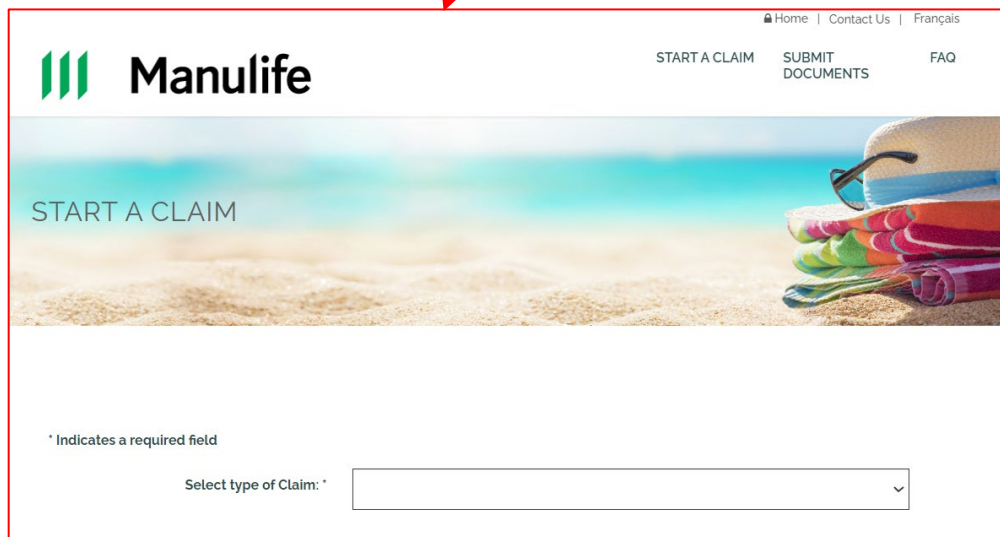
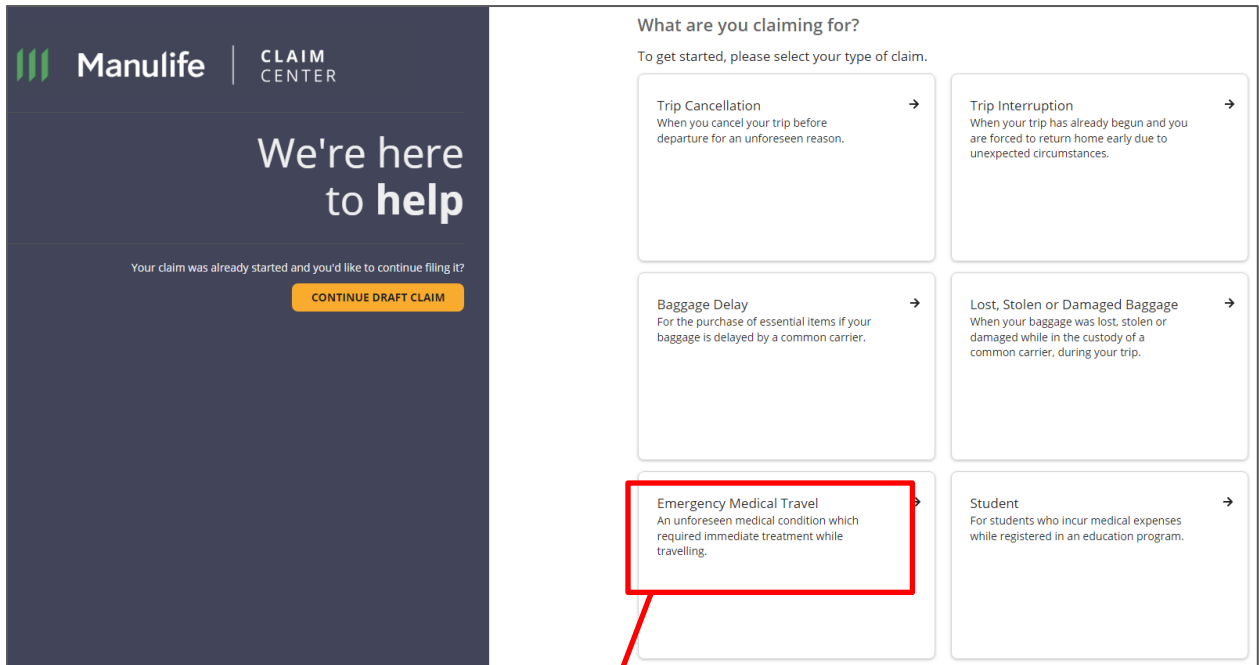
The Claim Centre's new design will make it easier for users to navigate through the claims experience. It will include a new home page to easily guide users to start a claim, continue a claim, or check the status of an existing claim.



## Will all travel insurance claims be submitted through the new Claim Centre?

At this time, the new Claim Centre experience will be limited to non-medical claims.

Emergency Medical, Student and Visitors to Canada claim types will migrate to the new Claim Centre in early 2024. In the interim, these claim types, when selected, will redirect users to the current claim portal experience. See example below.



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