

Manulife Contact Information for Plan Sponsors & Members

Plan Sponsor Services	
Types of questions, services, etc.	Day-to-day administration, contributions, member withdrawals, terminations, audits, financial statements, reversals, fixes, etc.
Toll-free	1-888-713-7788 Have your policy number ready and follow the prompts
Plan sponsor website	Manulife.ca/GRO
E-mail	cpomontreal@manulife.ca Include your company name and policy in the subject line
Fax	514-845-8013
Courier address	Manulife Attn: GRS Client Services 2000 Rue Mansfield, Suite 1410 Montreal QC H3A 3A2
Mailing address	Manulife Attn: GRS Client Services 2000 Rue Mansfield, Suite 1410 Montreal QC H3A 3A2

Plan Member Services	
Types of questions, services, etc.	Activate PIN, account balances, beneficiary information, general inquiries, etc.
Toll-free	1-888-727-7766 Members will require their Customer Number provided during online enrolment or on their welcome letter (if they enrolled using a paper form) and included on each member statement
Member account	Manulife.ca/GRO
Send a document securely to Manulife from your member account	Manulife.ca/GRO > My Account > Send Documents
E-mail	gromail@manulife.ca
Mailing address	Manulife Attn: GRS Client Services 2000 Rue Mansfield, Suite 1410 Montreal QC H3A 3A2