Descriptive Text for How to submit a Health Care Spending Account claim video.

[Manulife logo appears on screen and appears in a smartphone as music plays.]

[The image of the smartphone with the claims website moves to the right side of the screen, as the text "How to submit a claim" appears on the left. Then, the text "Welcome to the Manulife SecureServe Health & Dental claims website." Animates from the bottom, followed by the text "Here, you can submit your claims online via our mobile-friendly website, via your phone, laptop, tablet or other digital device."]

[The text "Ready to submit a claim?" animates from the bottom, followed by the text "It's easy. Just follow the steps in this short video."]

[The video shifts and the text "To start:" animates from the bottom, followed by the text "Log into the secureserve website at the URL www.portal.manulife.ca/secureserve shown below this video." The image of the smart phone animates off the screen and the text "To start:" remains on the screen. The text "You'll need a Manulife ID to make a claim" appears, followed by the text "If you do not yet have a Manulife ID, watch the video at top right for instructions."]

[An arrow animates on the screen and flashes to "Setting up your Manulife ID for SecureServe customers"]

[The text "If you already have a Manulife ID, you're all set!" appears.]

[The video shifts to a white screen with the text "Review this Pre-Claim Checklist". The text "Make sure you:" appears, along with 4 square checkboxes on the bottom left of the screen. The text "Have your receipts saved, as you may be required to upload them along with your claim." appears as three invoices for optometry, massage and a prescription appear on the right side. The first box is checked, and a check sound plays. The video shifts with the text "Have a cheque on hand if you haven't yet signed up for direct deposit." As an image of a cheque appears on the right side of the screen, followed by the text "You'll need to do this before you submit a claim" The second box is checked, and a check sound plays. The video shifts with the text "Have your supporting documents on your phone or computer and ready to upload" appears, as four invoices animate on screen. The receipts stack together on the screen and the text "Supporting documents can include:" appear as the following text appears: "Receipts". The video shifts and the receipt changes as the text "Doctor's notes" appear. The video shifts again and the receipt changes as the text "prescriptions" appear. The video shifts again and an insurance statement appears with the text "Explanation of Benefits (EOB) statements from another insurance company. The third box is checked, and a check sound plays.]

The text "Make sure you:" appears on screen, and the single insurance statement animates to show three receipts again on the right side. The text "Take a photo or scan of any supporting documents you have in paper form, so that you can quickly upload them from your phone or computer during the claims process." The fourth box is checked, and a check sound plays.

[The video shifts to a white screen with the text "Let's get started!" animates from the bottom, followed by the text "This video will walk you through the steps submitting a claim using your Health Care Spending Account."]

[The video shifts to a white screen. The text "Ready to submit a claim to your Health Care Spending Account (HCCA)?" animates on the left, along with the smartphone showing the claims website on the right.]

[The video shifts and the text "Step 1:" appears, followed by "Log into Manulife SecureServe for the Health Care Spending account Plan and click "Start" to submit a claim online." The text "Note: be sure to have a digital copy of your supporting documents ready to upload before you start the claims process." Appears under that.

[A circle cursor appears beside the "Note" and moves over to the smartphone to press start. A click sound plays.]

[The video shifts and the image of the smartphone shows step 1 of the claims process. The circle cursor moves to the left side of the screen, as the text "Step 2" appears. The text "Select the plan member you are submitting for." Then "If the claim is for a family member not on the plan, please select their name." The circle cursor moves back to the smartphone and a whoosh sound plays as the cursor swipes up to scroll on the smartphone and clicks on plan member box. A click sound plays. The circle cursor moves back to the left side where the text appears "Select the plan or account you are claiming from." The circle cursor moves to the smartphone and selects "Health care spending account" from the list of options and a click sound plays. The cursor moves back to the left side of the screen with the text "Be sure to select "yes" or "no" if this expense is covered under another insurance plan." The circle cursor moves back to the smartphone and a whoosh sound plays as it scrolls up and selects the "No" button as a click sound plays. The circle cursor moves back to the left side of the screen as the text "Note: the balance showing on your Health care spending account is your remaining balance." Followed by "To learn more about what you can use your HCSA for, visit Canada Revenue Agency website at rc4065-20e.pdf (Canada.ca)" The cursor moves back to the smartphone and clicks "Continue". A click sound plays."]

[The video shifts and the screen is white on the left side as the text "Step 3:" appears, followed by "Enter in the type of claim you are submitting. Ex. Massage". The circle cursor moves to the smartphone and clicks in the search field as a click sound plays, followed by typing sounds as "Massage" is entered. The cursor clicks on "Massage therapist" and then clicks on "Continue" with a click sound playing.]

[The video shifts and the screen is white on the left side as "Step 4:" appears, followed by Enter your claim details." The circle cursor moves back to the smartphone and clicks on the calendar icon. A calendar appears on the smartphone and the circle cursor selects a date as a click sound plays. The cursor clicks on "Subsequent visit" under "Type of Visit" and a click sound plays. A whoosh sound plays as the cursor swipes up to "Length of visit (round up to the nearest interval)". A click sound plays as the cursor presses "hours" and chooses "1 hour" from the dropdown menu. The circle cursor clicks into the "Total charges" field and a click sound plays, followed by typing sound as "90.00" is entered. The circle cursor moves down to click on "No" under "Did you receive a doctor's not or prescription for this expense?" and a click sound plays.]

[The circle cursor moves to the left side of the screen and the text "You can also add additional claims for the same plan member and service." appears. The circle cursor moves to the smartphone beside the box "Add another massage therapist expense for the same plan member" and a whoosh sound plays as the box animates. The circle cursor moves to the left side of the screen as the text "If required, upload your supporting documents by browsing your device or dragging and dropping your files." The cursor moves down as the text "Please upload files as a gif, jpeg, jpg, pdf, png, tif or tiff." appears. The circle cursor moves to the smartphone and makes a whoosh sound as it scrolls the smartphone and clicks on "Browse your device" as a click sound plays as the options for "Photo library", "Take a photo or Video" or "Choose File" pop up on the smartphone. The cursor clicks on "Photo Library" as images from the Smartphone appear on the smartphone. The cursor sound clicks as an image is selected and appears on the smartphone. The smartphone shows the image along with the text "For audit purposes, please keep your documents for one full year after submitting this claim." The cursor moves down to "Continue" and a click sound plays."]

[The video shifts and the left side of the screen is blank, while the smart phone shows "Review your claim summary" showing the information that was entered for the claim. The cursor moves back to the left of the screen where the text "Step 5:", followed by "Review your claim summary" appears. A check box appears under with the text "Ensure that any supporting documents that are required are attached." The circle cursor moves back to the smartphone and a whoosh sound plays as the cursor scrolls the smart phone to show the attachment of the invoice. The invoice animates with a whoosh sound, checking off the "supporting documents" check box. Another check box appears with the text "Ensure your current banking and personal information is up to date." The circle cursor moves back to the smartphone and scrolls down to the banking information on the screen, which animates with a whoosh sound. The cursor then moves down to the contact information, while it animates the email and phone number, and checks off the "contact info" checkbox is complete.]

[The video shifts and the left side is white with "Step 5" still on the screen. The circle cursor moves back to the left side, as the text "Click on "I agree that I have read and accepted the terms and conditions and authorization." appears. The cursor moves back to the smartphone and scrolls down to the checkbox "I agree that I have read and accepted the terms & conditions and authorization." The box checks, and a click sound plays. The cursor moves down to the box "Submit your claim" and a click sound plays, as the cursor then moves to the left side of the screen.]

[The video shifts and the left side is white as "Step 6" appears on the left, along with the text "You're all done!" "You'll soon receive a confirmation email with your reference number included." And "You can now go back to the home page or submit another claim." The circle cursor moves back to the smartphone and clicks on "Back to homepage" as a click sound plays. The image on the smartphone changes to the homepage as the cursor moves back to the left side where the text "You can see your recent claims history on your SecureServe® home page." Appears. The circle cursor moves back to the smartphone and swipes up. Recent claim history animates as a whoosh sound plays.]

[The video shifts and the text heading "That's all there is to it." animates on screen, followed by "Your claim has been submitted." The copy under changes to "An update on your claim's status will be available under 'Recent claim history' on your homepage within the next 5 business days."]

[The video shifts as the Manulife logo animates on screen, along with disclaimer on the bottom. Music fades.]