

Manulife Connect Referral Program - Frequently Asked Questions

Overview

What is the Manulife Connect Referral Program?

Former employees of Manulife understand the company's vision, values, and culture. As a result, you are a key resource in referring members of your network to Manulife that you know would be an excellent fit within our organization.

Should you refer a candidate into a specific role, who is hired and completes 30 days of employment, Manulife will donate \$250 on your behalf to a Manulife supported charity of your choice, as a gesture of our thanks.

Why should alumni be involved in making connections with candidates?

Alumni are a valued source for endorsing Manulife as an employer of choice. You are also aware of the referral's background and will have a strong sense of whether this is a quality candidate that would fit into our culture.

Alumni referral initiatives offer former employees the opportunity to contribute by building on the strength of our people and organization, while allowing us to continue our relationship with past employees.

Which charities can the donations be applied to, and how do I identify my charity of choice?

During the referral process, you will be asked to select one charity from a list of Manulife supported charities. Should your referred candidate be hired and meet the 30-day employment criteria, the \$250 donation will be made on your behalf to the selected charity.

Should you wish for your name not to be identified with the charitable donation, please indicate so during the referral process.

Is the Referral Program global?

At this time, we are able to accept referrals for externally posted jobs (excluding campus roles) located in North America.

What makes Manulife Financial a great place to work?

Manulife Financial's vision is to be the most professional life insurance company in the world. To accomplish this, we remain true to our [PRIDE](#) values which in turn makes Manulife Financial a sought after working environment.

One of our values is to be an employer of choice, providing an environment that values enterprise, preparedness and competence. We reward those who set high standards for themselves and deliver. Bright, capable, energetic people can chart their own destiny here at Manulife Financial and the opportunities are plentiful.

Referral Process

How do alumni refer a candidate to Manulife Financial?

It's easy. From the Manulife Alumni Group on Linked In, click on the link provided in the "Jobs" tab. You will be able to view the available career opportunities. Simply click on the position you would like to submit a referral and follow these steps:

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The referral process steps are as follows:

Step	Action				
1	Through the Manulife Alumni Group on Linked in, go to the “Jobs” tab <ul style="list-style-type: none"> • Click on “Current Opportunities” 				
2	Select the job posting to which you would like to refer your candidate.				
3	On the right hand side of the page, click on the “Refer a friend” link.				
4	You will be prompted to provide your user name and password. This is the same username and password used or created during registration for the Manulife Alumni Connect group. If you have forgotten either component, you can use the ‘Forgot username?’ and ‘Forgot Password’ functionality available, or email manulifeconnect@manulife.com for assistance.				
5	You will be required to provide the following information: <ul style="list-style-type: none"> • Your name, e-mail address, and phone number • Contact information for your candidate, including their full name, e-mail address, and phone number • Your relationship to the candidate • Two reasons why your candidate would be a good fit for Manulife Financial/John Hancock and/or the position. The candidate will not see this information. <table border="1" data-bbox="500 1031 1230 1314" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th data-bbox="500 1031 808 1087">IF</th> <th data-bbox="808 1031 1230 1087">THEN</th> </tr> </thead> <tbody> <tr> <td data-bbox="500 1087 808 1314">More than one alumni refers the same candidate...</td> <td data-bbox="808 1087 1230 1314">the alumnus to make the referral first will be associated with the candidate’s file for a period of 6 months and will be eligible for the charity donation, should the candidate be hired and complete 30-days of employment.</td> </tr> </tbody> </table>	IF	THEN	More than one alumni refers the same candidate...	the alumnus to make the referral first will be associated with the candidate’s file for a period of 6 months and will be eligible for the charity donation, should the candidate be hired and complete 30-days of employment.
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6	Check your e-mail for an acknowledgement that your referral has been received.				
7	Contact your candidate to let them know they will also receive an e-mail acknowledgement. The email message includes a link to the application and the job-specific questions that they must answer. Note: Your candidate’s application is not considered complete until the job-specific questions are answered.				

What happens after a referred candidate applies to Manulife Financial?

All candidates will receive an automatic e-mail to acknowledge their application.

- To protect the privacy of candidates, the Recruitment Services team cannot provide you with an update on the application status of your referral. However, if your referred candidate is successfully hired, you will be notified by email.
- Only qualified candidates will be contacted for an interview so setting appropriate expectations with your referred candidate is appropriate.
- Your referral is applicable for up to six months from the time of the initial referral. After six months, you will need to re-qualify your candidate by registering them through the "Jobs" tab on Linked In.

If I refer someone for a position, will the Recruitment Consultant call me to verify any information on the candidate?

The Recruitment Consultant will contact the candidate directly to obtain further information.

Can alumni refer the same candidate to more than one position?

Yes, if you have registered your candidate online your name is attached to them in our database for six months. If, after you register your candidate for one position, and you see other positions they might be interested in, you can advise them to apply directly or you can refer them for that position as well.

When I refer a candidate, what information do I need to have?

Using the "Refer a friend" link on the job posting page, you will be required to provide the following information: need to login info to linked in

- your first name, last name, e-mail address, and phone number;
- contact details for your candidate, including their name, phone number, email address;
- your relationship to the candidate; and
- a brief explanation on why your candidate would be a good fit for Manulife Financial and for this specific position.

You must reach the "Thank you" page of the referral application to complete your referral. Once you have completed the referral, check your email for an acknowledgement.

By registering your candidate online, your name will be identified in our system as their referee, for a period of six months. Please ensure your candidate checks their inbox for the email containing the link back to their application and ask that they update all personal information and answer the job posting specific questions.

Do I need to endorse all candidates I refer to Manulife Financial?

Yes! In addition to providing Recruitment Services with their details, we are looking to you to endorse your referral and explain why you feel they are the right person for this job and for our organization. A stronger focus on alumni endorsements will ensure the success of bringing talent into Manulife Financial.

Will my referred candidate be given priority over other candidates?

The résumés of candidates referred by alumni will be carefully considered during the review process of external applicants. However, referred candidates undergo the same rigorous screening process as other candidates - they are not assured of the position because they were referred.

I was not prompted to provide an updated copy of my candidate's résumé. How can a résumé be attached to my candidate's file?

Your candidate will receive an email containing a link back to the application you started for them through your referral. Your candidate should click on the link and login to the system to update their application including attaching a current version of his/her résumé.

Please note that the Alumni Referral Program and its terms and conditions may be subject to changes and cancellation as determined by Manulife Financial.

More questions?

If you have more questions please send an e-mail to: manulifeconnect@manulife.com