

Submitted Received via Requester

May 8, 2025 at 11:33 Web Form Steve Smith <steve.smith@manulife.com>

Status category Ticket status Type Priority Group Assignee

Solved Solved Question Low Support Aleeza Tabassum

Topic

Other

Aleeza Tabassum May 8, 2025 at 11:33

Dear IT Team,

I'm experiencing issues with my Maulife account. When I try to log in, I'm getting an error message that says [insert error message, if any]. I've tried resetting my password, but it's not working.

Could you please assist me in resolving this issue? I'd appreciate any guidance or support you can provide to get my account up and running.

Thankyou

Aleeza Tabassum May 8, 2025 at 11:35

Hi Steve,

Thanks for reaching out to the IT team about your Maulife account issue. We've received your query and will look into it ASAP. Can you please provide more details about the issue you're facing (error messages, etc.) so we can better assist you?

Best regards, Aleeza Tabassum IT Support Team

Aleeza Tabassum May 8, 2025 at 11:43

Dear Steve,

This is to confirm that your password has been successfully reset. You should have received the new password via a separate email.

If you encounter any further issues or concerns, please don't hesitate to reach out to our IT Help Desk.

We consider this case closed. Thank you for your patience and cooperation.

Best regards,

Aleeza Tabassum IT Support Team

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