

Manulife Hong Kong Operations

Canadian-based Manulife Financial commenced operations in Hong Kong in 1897. Now operating under three wholly owned subsidiaries – Manulife (International) Limited (MIL), Manulife Asset Management (Hong Kong) Limited (MAMHK) and Manulife Provident Funds Trust Company Limited (MPFTC) – it is one of the largest financial-services organisations in Hong Kong. Manulife also operates in Macau and is the majority shareholder in China's first joint-venture life-insurance company, Manulife-Sinochem Life Insurance Co. Ltd.

Michael Huddart is Executive Vice President and Chief Executive Officer for Hong Kong, MIL and Chief Executive of MAMHK.

Competitive Strengths

Financial Strength

- Manulife Financial is a leading international financial services group serving millions of customers in 22 countries and territories worldwide. Operating as Manulife Financial in Canada and Asia, and primarily through John Hancock in the United States, the company offers clients a diverse range of financial protection products and wealth management services through its extensive network of employees, agents and distribution partners.
- As at July 31, 2009, Manulife Financial's market capitalization was US\$39 billion, making it one of the largest life insurance companies in the world.
- Manulife Financial enjoys a strong capital position – its insurance arm The Manufacturers Life Insurance Company reported a Minimum Continuing Capital and Surplus Requirements (MCCSR)¹ ratio of 242 per cent as at the end of the second quarter of 2009.
- For the second quarter ended June 30, 2009, Manulife Financial reported shareholders' net income of C\$1,774 million, an increase of 75 per cent over the second quarter of 2008.
- In Hong Kong, Manulife also reported a 30 per cent increase in second quarter shareholders' net income to HK\$856.9 million, comparing to the same period last year. Shareholders net income for the first six months of 2009 was HK\$1.4 billion, up 19 per cent from HK\$1.2 billion in the corresponding period of last year. Total regular premiums and deposits for the first half and second quarter of 2009 rose two per cent and three per cent from that of the same period last year to reach HK\$7.6 billion and HK\$3.9 billion, respectively.

Comprehensive and Innovative Product Offerings

As a leading financial services provider in Hong Kong for more than a century, Manulife is committed to offering a comprehensive range of individual insurance, investment-linked insurance, employee life

¹ Minimum Continuing Capital and Surplus Requirements (MCCSR) is one of the measures used by Canada's financial services regulator, OSFI, to measure an insurer's capital adequacy and financial strength.

and health insurance, provident funds, mutual funds, wealth management products and professional financial planning services to its customers. Being a trustworthy financial partner, Manulife looks continually to introduce innovative financial solutions that help customers protect and build their wealth, plan for retirement, and enjoy an ultimate peace-of-mind and quality life.

Individual Insurance:

Manulife markets a comprehensive range of life insurance, living benefits and wealth accumulation plans that can custom-fit into one's medium- and long-term financial planning needs, including:

- the new medical funding solution "Follow Me". Introduced in May 2009, "Follow Me" is designed to fill the distinct gap in medical products in the market and give customers much more control over medical funding. "Follow Me" is a first-to-market medical-funding solution to offer the following guaranteed features: a) guaranteed premiums paid up by retirement (age 65), b) guaranteed increase in benefit limits to cope with medical inflation, c) guaranteed extra cover at age 65, d) guaranteed options to increase cover regardless of health condition and e) guaranteed money back options,
- a series of innovative, pro-customer critical illness insurance solutions such as "PremierPlus Critical Illness Protector/Benefit" and "Critical Illness Living Benefit", with guaranteed paid up and cover-me-again option,
- investment-linked insurance plans, and
- other popular wealth accumulation and protection plans such as Guaranteed Retirement Income Plan, Premier Lifestyle Protector and Premier Estate Protector Series.

Employee Benefits:

Provident Funds -

- Manulife has been in Hong Kong for more than 100 years and our experience in managing pension schemes can be traced back to 1936. With its wealth of experience and ISO 9001 certification, Manulife provides superb quality of provident funds services to both employers and members. Now we are one of Hong Kong's major MPF providers offering our services to more than one million pension accounts.

Protection -

- Manulife is also one of the top group health plan providers. Its ManuChoice, later enhanced and renamed as "ManuChoice Plus", is a pioneering voluntary employee-benefit plan in Hong Kong that enables employees to increase their family medical coverage at their own discretion, with the added feature of portability.
- Our excellent and highly innovative services in protection have been recognized by customers and hold top-ranking in group business in terms of number of in-force policies issued under group insurance in 2008².

Investment Funds:

Through its comprehensive fund suite of diverse risk appetites, geographical location, sectors and asset classes for Manulife different product platforms – mutual funds, investment-linked products and provident funds, Manulife helps customers in developing diversified portfolios for long-term wealth accumulation and distribution.

² According to the 2008 HKFI Statistics Report on Medical Insurance Business

Full-time Professional Advisors

Manulife's core distribution platform is built on a strong base of full-time professional insurance/financial advisors. As at end of June 2009, the company has a strong team of more than 4,150 advisors to service its clients. Among these advisors, approximately 3,800 and 1,400 of them are licensed to sell investment-linked and mutual funds products respectively, making them one of the largest teams of professional financial advisors in Hong Kong.

- Manulife advisors' professional expertise and their financial planning capacity are affirmed by receiving the "Best Company for Financial Planning Excellence" award for insurance sector in the Institute of Financial Planners Hong Kong Financial Planner/SCMP Awards for two consecutive years in 2007 and 2008.
- Manulife is also the first insurance company in Hong Kong to initiate a "Caring and Professional" award for its insurance/financial advisors, in an attempt to reaffirm the company's emphasis on Caring and Professional service to customers.

Website Service (www.manulife.com.hk)

- Manulife has continually employed technology to provide more convenient service to customers. An outstanding example is its web site which allows customers to view account information, obtain after-sales service and perform self-service functions, such as managing provident fund accounts including checking fund balances and performing fund switches. This technological capability has greatly relieved group customers (the employers) from their administrative burden, while allowing employee customers to enjoy easier access to their personal account information.
- Manulife is also the first insurer in town to provide a dynamic online fund-pricing tool that gives customers and members of the public access to the up-to-date fund performance data day by day. Through this powerful online tool, customers review the latest fund performance via up-to-date and easy-to-read charts and graphs, and use such intelligence to make informed, timely and strategic investment decisions.

Independent Distributions

- Manulife also offers a wide range of financial products to customers through the branches of CITIC Ka Wah Bank, privilege banking center of United Overseas Bank and the brokerage arm of Shanghai Commercial Bank in Hong Kong.
- Manulife partners with leading banks in Hong Kong and Macau to distribute mutual funds, including Bank of China (Hong Kong), Bank of East Asia, DBS, Chong Hing Bank in Hong Kong, and Banco Weng Hang and Bank of China in Macau.
- In addition, Manulife also extends its distribution network to Independent Financial Advisors and Brokers, providing an additional channel for customers to reach Manulife's high quality and innovative products.

Top Marks in the Marketplace

- Manulife Hong Kong is named the "Best Company for Financial Planning Excellence" in the insurance sector by the Institute of Financial Planners Hong Kong Financial Planner/SCMP Awards for two consecutive years.
- Next Magazine's "Top Service Award" for 10 times

- Reader's Digest "Trusted Brands Survey: Gold Award" for six consecutive years
- Yahoo! Emotive Brand Award for six consecutive years
- Capital Outstanding Enterprise Awards 2008
- Sing Tao Excellent Services Brand Award for three consecutive years
- Two Six Sigma awards under the Projects and Leaders categories by the Six Sigma Institute
- Manulife's corporate social responsibility effort is also acknowledged with the "Caring Company" title from the Hong Kong Council of Social Service for seven consecutive years, the Web Care Gold Award from the Internet Professional Association for five times, and the "Wastewi\$e" Label Gold Level from the Government's Environmental Campaign Committee.

About Manulife Financial

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Manulife Financial Corporation trades as 'MFC' on the TSX, NYSE and PSE, and under '945' on the SEHK. Manulife Financial can be found on the Internet at www.manulife.com.