

## Message from the President

At Manulife, accountability is the foundation of our business. Insurance is a contract designed to help people and their families through crises such as the immensely destructive tsunami that hit Southeast Asia and the powerful hurricane that swept the Gulf Coast of the United States. In both circumstances we met our business obligations and more.

But, just as important, our Manulife family went further to make a positive difference to relief and rebuilding efforts.

Early in the year, our employees and agents around the world came together with their colleagues in Indonesia to support our employees, agents and customers in Banda Aceh, whose lives were laid waste by the tsunami. In the summer, I had the opportunity to visit Banda Aceh to open a school that Manulife and its employees helped to rebuild. The resilience of the people is something I will never forget.

Later in the year, the Company and our employees again contributed to relief efforts, this time in the Gulf Coast, which was hard-hit by Hurricane Katrina. Manulife and John Hancock, our U.S. subsidiary, matched employee donations, donated US\$1 million of canned food, organized blood drives and donated household and personal items collected by our employees.

In addition to their response to these events, in 2005 our thousands of employees and distribution partners donated more than 44,000 hours of their time to support our community partners. They bring the same energy and skill to delivering innovative products and services of real value to our customers. I am proud to work with such a dedicated team of people, who believe in Manulife's commitment to our customers and community, and I thank them for their efforts.

In 2005, Manulife donated more than \$23 million worldwide to some 500 non-profit organizations. Our goal was to strengthen the vitality and health of the communities in which we live and work. Our help focused on community-building in four main areas: health care, education, community service and local volunteerism.

To Manulife, setting the highest standards in corporate governance, environmental responsibility, product development and customer satisfaction is part of being accountable. We are gratified that we continue to be recognized with numerous awards in these areas.

All these efforts reinforce our vision of being the most professional life insurance company in the world. I hope you will agree that the programs and activities described in the following pages go hand-in-hand with this goal.



Dominic D'Alessandro  
*President and Chief Executive Officer*

