



Accessible Banking and Taxation

Our financial clients receive quality service

Manulife Bank's innovative mortgage, loan and deposit products are distributed across Canada by advisors associated with Manulife. Our vast network of professionals ensures clients receive quality customer service and advice to help them meet their financial goals. More than 4,000 financial advisors are now helping clients discover how to integrate banking solutions with their financial plans.

In 2005, Manulife Bank enhanced its service to clients in three ways:

- adding customer service representatives and banking consultants;
- enhancing existing products to increase flexibility for consumers;
- focusing on customer education materials.

We also developed new education tools for understanding investment leverage and new research into debt consolidation to help customers better understand their banking options. Our focus on client service continues to reap benefits: customer satisfaction remains above 85 per cent for Manulife Bank's all-in-one account, Manulife One.

Manulife Bank is a member of The EXCHANGE® Network, a network of more than 2,000 automated bank machines across Canada, allowing clients to make deposits and withdrawals without paying a convenience fee. We have increased our banking consultants to more than 80 professionals, giving Manulife Bank a personal presence in most communities across Canada.

The bank's network of independent financial advisors, its banking consultants and its use of technology enable customers to access our products virtually anywhere in Canada. We believe this commitment to service is part of our ability to offer "Banking, the way it should be.®"



Manulife taxation report

Taxes, levies and assessments are a significant component of Manulife's expenses. In addition to Canadian income and capital-based taxes, the Company in Canada is subject to other taxes reported as part of its operating expenses, including property and business taxes, premium taxes, employer payroll taxes, commodity and consumption taxes and investment income taxes.

For 2005, Manulife incurred \$509 million of income and other taxes paid or payable to all levels of government in Canada. These taxes consisted of \$110 million in income taxes, \$91 million in capital taxes and \$308 million in other taxes.

The following table presents the federal and provincial income and capital taxes paid or payable in Canada for 2005:

Taxes paid or payable in Canada

For the year ended December 31, 2005

(\$ THOUSANDS)	INCOME TAXES ¹	CAPITAL TAXES
Federal	\$ 72,704	\$ 59,877
Provincial and territorial:		
British Columbia	2,181	1,381
Alberta	16,441	–
Saskatchewan	913	342
Manitoba	595	364
Ontario	14,012	27,770
Quebec	1,714	290
New Brunswick	382	234
Nova Scotia	778	500
Prince Edward Island	103	52
Newfoundland and Labrador	399	260
Yukon and Northwest Territories and Nunavut	36	26
Total provincial and territorial	37,554	31,219
TOTAL	\$ 110,258	\$ 91,096

¹ Income tax amounts are estimates based on information available for the year as at December 31, 2005.

