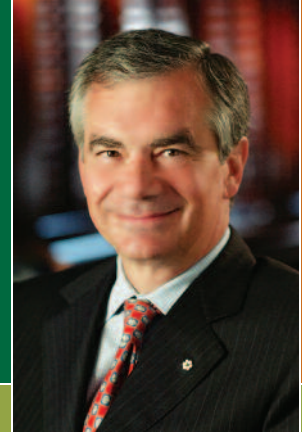


Dominic D'Alessandro
President and Chief Executive Officer



Message from the President

The financial turmoil of 2008 underscored the importance of Manulife's mission of providing security and stability to individuals and businesses around the world. This is an undertaking we pursue not only through our products and services, but also through a long-standing tradition of giving back to the communities in which we live and work.

In 2008, Manulife donated more than \$26 million to over 600 non-profit organizations around the world. These financial contributions were augmented by the generous donations our employees made of perhaps their most valuable resource – their time. Employee volunteerism has long been a cornerstone of Manulife's community support initiatives. Last year, 15,600 Manulife employees and distribution partners donated 74,000 volunteer hours to a wide range of charities and causes (an increase of more than 23 per cent from 2007). I want to commend our employees for their dedication and hard work.

Manulife focuses its corporate philanthropy on well-managed, non-profit organizations that support community service, champion youth initiatives and foster health and wellness. For the fifth consecutive year, we participated in Habitat for Humanity, with more than 1,000 of our employees helping to build homes for those in need in Canada, the U.S. and Thailand. For the 23rd consecutive year, John Hancock sponsored the Boston Marathon, with 95 employee runners raising US\$134,000 on behalf of community organizations. In Asia, our employees rallied to assist victims of the devastating Sichuan earthquake, which killed 70,000 people and left nearly 5 million homeless. These are just a few examples of the many organizations and initiatives Manulife supported over this past year.

Recognizing that charities also require people with business skills to help run their organizations, Manulife continued the tradition of lending, through its employees, its expertise to the charitable sector in 2008. More than 100 of our leaders served on charitable boards last year, helping to lead these organizations. While gaining a deeper connection to our communities, these individuals also acquired critical leadership skills that they will apply in their work and lives.

Our Company pursues the highest standards of environmental responsibility. Manulife is a leading provider of financing to the renewable power sector, with dedicated Project Finance Groups in Toronto and Boston. In addition, we remain committed to incorporating the latest environmental technologies and systems into the energy conservation projects for our real estate. Our ambitious and long-standing recycling program successfully diverted 9,225 metric tonnes of office waste (primarily paper, aluminum, metal and glass) from landfill sites in 2008.

This is the last time I will introduce Manulife's Public Accountability Statement as I am retiring in May 2009. Reading the inspiring stories on the following pages, I believe we have ably demonstrated our commitment to the public welfare.

I encourage you to read our statement and explore the many ways our Company, employees and partners have demonstrated their commitment to our communities.

A handwritten signature in green ink that reads "D'Alessandro". The signature is stylized and written in a cursive-like font.

Dominic D'Alessandro
President and Chief Executive Officer