

Accessible Banking and Taxation

As Canada's first chartered bank to distribute its unique products and services through independent financial advisors, Manulife Bank of Canada successfully established a new category of advisor-based banking. Manulife Bank's innovative mortgages, loans and deposit products are distributed across Canada by advisors associated with Manulife Financial, making it more than an online financial institution. This vast network of more than 10,000 financial advisors actively helps clients integrate our banking solutions into their overall financial plans.

In addition to personal contact through one of the largest financial advisor networks in the country, the Bank has positioned banking specialists across Canada to support our clients and distribution partners. The Bank's service-focused Internet and telephone banking systems are backed by a highly-trained customer service centre. This combination of self-service and assisted banking ensures accessibility throughout Canada in both official languages.

Many of Manulife Bank's deposit products can be opened quickly and offer a high interest rate. The Bank's flagship product, Manulife One, puts our client in control of their entire bank portfolio and provides immediate access to their daily financial transactions. Manulife One clients are supported by our team of more than 160 banking consultants across Canada. Independent research has confirmed this

unique financial tool could save homeowners thousands of dollars in interest costs. As a result of a successful consumer advertising campaign, over 180,000 Canadians visited the Manulife One website to discover how much they could save by operating just a single bank account to meet both borrowing and spending needs.

In 2008, the Bank redesigned its client website to help Canadians better understand its products and services. The website is updated frequently to inform clients and visitors of improvements and changes to products and services. The customer service centre's hours allow clients to speak personally to a bank service representative from 8:00 a.m. to 8:00 p.m., regardless of their time zone. The interactive voice recognition system provides 24-hour access to account information and transactions such as bill payments and fund transfers. Manulife Bank remains a member of The EXCHANGE® Network (with more than 2,200 automated banking machines across Canada), allowing clients to make deposits and withdrawals without being charged a convenience fee.

The Bank's network of independent financial advisors, team of banking consultants and use of technology provide customers with access to our products virtually anywhere, any time 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 our operating expenses, including property and business taxes, premium taxes, employer payroll taxes, commodity and consumption taxes, and investment income taxes.

For 2008, Manulife incurred \$487 million of income and other taxes paid or payable to all levels of government in Canada. These taxes consisted of \$52 million in income taxes, \$102 million in capital taxes and \$333 million in other taxes.

The following table presents the federal and provincial income and capital taxes paid or payable in Canada for 2008.

Taxes paid or payable in Canada

For the year ended December 31, 2008

(C\$ Thousands)	Income taxes	Capital taxes
Federal	\$ 30,880	\$ 76,867
Provincial and territorial:		
British Columbia	25	–
Alberta	4,298	–
Saskatchewan	21	5
Manitoba	12	196
Ontario	16,636	19,894
Quebec	13	4,109
New Brunswick	3	–
Nova Scotia	102	791
Prince Edward Island	1	–
Newfoundland and Labrador	1	–
Yukon, Northwest Territories and Nunavut	–	–
Total provincial and territorial	21,112	24,995
Total	51,992	101,862

Note: Income tax amounts are estimates based on information available for the year as at December 31, 2008.

