

November 2011

About Manulife Singapore

Background

Established in 1980, Manulife Singapore has grown from strength to strength and has built a reputation as a product innovator in the ever-changing financial services market. We aim to provide one-stop financial solutions to meet the financial needs of our clients at different stages of their lives. In addition to its established agency force, Manulife Singapore has an experienced team of partnership distribution specialists, which have marketed a series of innovative products through banks and other channels.

Products

- Launched *mPal*, a personal accident plan that covers accidental death and dismemberment benefit and medical reimbursement for injury or 14 common diseases and a double medical reimbursement limit for injury sustained or covered disease diagnosed and treated overseas. In addition, *mPal* allows for reimbursements of medical treatments as a result of injury from registered Chinese physicians or chiropractors. The plan pays a weekly benefit when hospitalized due to accident or accidental disability as long as it is within 90 days from the date of accident.
- Launched *mEase*, a term plan that provides comprehensive coverage against 30 critical illnesses, total & permanent disability (TPD) and loss of life. It gives customers the option to convert into a regular premium plan from a range of available products of similar cover without further evidence of health. *mEase* pays out the chosen Sum Insured upon TPD or diagnosis of 29 covered critical illnesses and 10% of the Sum Insured for angioplasty and other invasive treatments for coronary artery disease.
- Launched 3 new funds: Global Contrarian Fund, Strategic Income Fund and Asia Total Return Fund. This gives us a total of 19 funds, offering policyholders a wide selection of fund choices.

Achievements

- Manulife Singapore topped the Financial Services Sector as well as exceeded the national average for all industries surveyed in the most recent (2010) Customer Satisfaction Index of Singapore, conducted by the Institute of Service Excellence of Singapore Management University.

Corporate Social Responsibility

Manulife Singapore believes in the importance of giving back to the community. Our most recent community projects include:

- Straits Times School Pocket Money Fund: providing 10,000 needy school children with pocket money for school, helping to ease the financial burden faced by their parents.
- Movember: on 1 November 2011, together with Singapore Cancer Society (SCS), we launched *movember.Sg* to increase cancer awareness among men. Through *movember.Sg*, we aimed to get men to start thinking about their health, in particular cancer risks, early detection, and recognition of signs and symptoms. Manulife, we are proud and keen to be associated with this inaugural and important initiative.
- Volunteerism: over 70 staff and agents brought cheers to elderly folks during Mid-Autumn Festival 2011. Besides receiving mooncakes and goodie bags, the seniors were treated to a tea reception and song and dance item put up by the staff and agents.

Manulife Singapore Fact At-a-Glance

Country General Manager	Ms Annette King
Years in country / established date	30 years / est. 20 June 1980
Number of employees	Over 200
Number of agents	Nearly 1,000
Number of clients (in-force policies)	Over 278,000 policies
Business units / lines	Life insurance, wealth management and asset management
AUM	USD 3.4 billion
Number of offices	3 offices

All information is current as at Sept 30, 2011 unless otherwise indicated.

About Manulife Financial

Manulife Financial is a leading Canada-based financial services group operating in 21 countries and territories worldwide. For more than 120 years, clients have looked to Manulife for strong, reliable, trustworthy and forward-thinking solutions for their most significant financial decisions. Our international network of employees, agents and distribution partners offers financial protection and wealth management products and services to millions of clients. We provide asset management services to institutional customers worldwide as well as reinsurance solutions, specializing in property and casualty retrocession. Funds under management by Manulife Financial and its subsidiaries were C\$492 billion (US\$473 billion) as at September 30, 2011. The Company operates as Manulife Financial in Canada and Asia and primarily as John Hancock in the United States. 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.

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