

August 2016

Manulife Vietnam

Background

Manulife (Vietnam) Limited (Manulife Vietnam) became the first foreign-owned life insurance company licensed in Vietnam in June 1999, and currently looks after nearly 640,000 policies through a network of over 20,000 professionally trained agents, as well as bancassurance partnerships, direct marketing and tele-marketing (DMTM). Headquartered at Manulife Plaza, District 7, Ho Chi Minh City, Manulife Vietnam has a nationwide network of 50 offices across 36 major cities and provinces.

On 14 June 2005, Manulife Asset Management (Vietnam) Company Limited (MAMV), a wholly owned local subsidiary of Manulife Vietnam, was granted a license to operate fund management and portfolio management services, further expanding Manulife Vietnam's product offerings for its customers.

Throughout its 17 years of operations in Vietnam, Manulife has successfully built a strong reputation for its high quality of products and professional services, maintaining its leading position as a top player in the market. The Company offers a wide range of innovative insurance products, including traditional life, health, education, investment and pension solutions.

Financial Solutions

Manulife Vietnam offers a wide range of financial solutions:

- **Manulife – My Beloved Family:** An innovative 3-in-1 financial solution, offering families a combination of comprehensive protection, product flexibility and attractive long-term savings.
- **Manulife – The Dream Life, Manulife – The Best Childhood, Manulife – Peaceful Life, and Manulife – Golden Age:** Comprehensive financial solutions, which together with available enhanced options, are designed to meet the different and changing needs of customers and their families throughout their various life stages.
- **Unit-linked product:** An investment linked insurance product which provides protection, with saving benefits and investment returns through flexibly premium allocating among the three unit-linked funds.
- **Manulife - My Dream and Manulife – My Love:** A single premium or a 6-year premium period with 20-year comprehensive financial protection.
- **Manulife - My Talent:** A savings fund for children up to the age of 12 for their university education and a medical fund to cover unforeseen hospitalization expenses, illnesses or surgery.
- **Manulife - My Freedom:** A voluntary pension product for group of employees of 18-55 years old, offering a flexible retirement payout scheme that the enterprise can choose and change at any time.

Achievements



Manulife Vietnam has received many prestigious awards for its achievements and contributions to Vietnam's life insurance industry and community. Some of our recent awards include:

- Certificate of "Business Excellence" on customer satisfaction index (CSI:2016)
- "Trusted Product, Perfect Service, Favourite Brand" Award 2016
- Certificate of Merit by Ministry of Finance 2015
- Certificate of Merit by HCMC People's Committee 2015
- Golden Dragon Award for "Best Life Insurance Service" 2008, 2009, 2011, 2012, 2013, 2014 & 2015
- "Top 100 Best Places to Work" 2013, 2014 and 2015
- "Best Life Insurance Company Vietnam" 2014 by The Global Banking & Finance Review
- "Most Trusted Product" 2014 & 2015 for "Manulife – My Family" and "Manulife – My Beloved Family" product.
- "Vietnam Top Trade Services Enterprises" by The Ministry of Industry and Trade 2013
- "Top 100 Best Products & Services for Family and Children" and "Top 20 Enterprises with Best Products and Services for Family and Children" 2013.

Corporate Social Responsibility

Manulife Vietnam is committed to supporting educational, health and charitable activities in the communities.

- **Education:** Providing various support and sponsorships to students, including interest-free loans to university students; scholarships for financially challenged students; educational equipment and sponsorships for schools in remote areas.
- **Health:** Annual blood drive; Terry Fox Run in Ho Chi Minh City and Run for Children in Hanoi to raise funds for cancer research; Da Nang International Marathon 2015.
- **Charity:** House donations to underprivileged families in rural areas; donations to disadvantaged people and people suffering damage from storms and floods.

- **Micro-insurance program:** Manulife Vietnam, in partnership with Vietnam Women's Union, is the only life insurance company that offers a micro-insurance program for low income women in rural areas.



Manulife offers scholarships to 40 pupils of the Krông Ana Primary School in Buon Ma Thuot Province

Manulife Vietnam At-a-Glance

Senior Official	Mr. Paul George Nguyen Vice President and General Director
Years in country / established date	17/1999
Business units/ lines	Life insurance, Pension

All information current as of June 2016 unless otherwise indicated

About Manulife

Manulife Financial Corporation is a leading international financial services group providing forward-thinking solutions to help people with their big financial decisions. We operate as John Hancock in the United States, and Manulife elsewhere. We provide financial advice, insurance and wealth and asset management solutions for individuals, groups and institutions. At the end of 2015, we had approximately 34,000 employees, 63,000 agents, and thousands of distribution partners, serving 20 million customers. At the end of June 2016, we had \$934 billion (US\$718 billion) in assets under management and administration, and in the previous 12 months we made more than \$25.4 billion in benefits, interest and other payments to our customers. Our principal operations are in Asia, Canada and the United States where we have served customers for more than 100 years. With our global headquarters in Toronto, Canada, we trade as 'MFC' on the Toronto, New York, and the Philippine stock exchanges and under '945' in Hong Kong. Follow Manulife on Twitter @ManulifeNews or visit www.manulife.com or www.johnhancock.com.

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