

Policyholder FAQ

How do I vote?

This year, more than ever, policyholders are encouraged to vote prior to the meeting. Please refer to the “How to vote” section on page 12 of the [Report to Policyholders](#) for details.

How can I attend the annual meeting?

Policyholders will not be able to attend the meeting in person but are invited to view the live broadcast at manulife.com. By following the instructions below, policyholders and their duly appointed proxyholders will be able to ask questions and vote during the live broadcast. In order to participate in the meeting, policyholders must be connected to the internet.

How policyholders can join the meeting, vote and ask questions:

Log in online at <https://web.lumiagm.com/121039121>. To allow policyholders the opportunity to test their internet connectivity, the link will be accessible one hour in advance of the meeting start time.

Click “I have a login” and then enter the Control Number (see below) and Password “manulife2020” (Note: password is case sensitive).

Voting during the live broadcast: The Control Number will allow policyholders and proxyholders to log in, vote and ask questions during the live broadcast. Any vote properly cast at the meeting will automatically revoke any proxy previously submitted. Policyholders and proxyholders who do not wish to revoke a previously submitted proxy should not vote during the live broadcast.

Without a Control Number policyholders and proxyholders will only be able to log in to the meeting as a guest and will not be able to vote or ask questions (see below).

Policyholders: The Control Number is located on the form of proxy included with the meeting materials.

Proxyholders: As is the case for an in-person meeting, proxyholders who wish to vote and ask questions during the live broadcast must carefully follow the instructions in the Report to Policyholders and on their form of proxy to appoint themselves (or another person) as proxyholder in order to vote and ask questions during the live broadcast. The person appointed as proxyholder must then also contact AST Trust Company (Canada) at 1-866-751-6315 by 9:00 a.m. (Eastern Time) on May 6, 2020, to request a Control Number for the meeting.

Can guests join the live broadcast of the annual meeting?

Any member of the public may join the live broadcast by following the instructions below. Guests can listen to the meeting but are not able to vote or ask questions.

Guests may log in online at <https://web.lumiagm.com/121039121>. To allow guests the opportunity to test their internet connectivity, the link will be accessible one hour in advance of the meeting start time.

Click “I am a guest” and then complete the required fields.



Who do I contact for more information on how to vote?

Policyholders should contact the [stock transfer agent](#) in their region for assistance.

I misplaced/did not receive my form of proxy/voting information form. Who do I contact?

Policyholders who opted to receive voting material and misplaced or did not receive a form of proxy should contact the [stock transfer agent](#) in their region for assistance.