

## Shareholder FAQ

### How do I vote?

This year, more than ever, shareholders are encouraged to vote your shares prior to the meeting. Please refer to the “Vote by proxy” sections on pages 11 and 12 of the [Management Information Circular](#) for details.

### How can I attend the annual meeting?

Shareholders will not be able to attend the meeting in person but are invited to view the live broadcast at [manulife.com](http://manulife.com). By following the instructions below, shareholders and their duly appointed proxyholders will be able to ask questions and vote during the live broadcast. In order to participate in the meeting, shareholders must be connected to the internet.

### How shareholders can join the meeting, vote and ask questions:

Log in online at <https://web.lumiagm.com/121039121>. To allow shareholders 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 shareholders 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. Shareholders and proxyholders who do not wish to revoke a previously submitted proxy should not vote during the live broadcast.

Without a Control Number shareholders 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).

Registered shareholders and ownership statement holders: The Control Number is located on the form of proxy included with the meeting materials.

Non-registered (beneficial) holders: As is the case for an in-person meeting, non-registered (beneficial) shareholders who wish to vote and ask questions during the live broadcast must carefully follow the instructions in the Circular and on their form of proxy or voting instruction form 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?**

Registered shareholders and ownership statement shareholders should contact the [stock transfer agent](#) in their region for assistance. Non-registered (beneficial) shareholders should contact their brokerage for assistance.

### **How do I tell if I am a registered shareholder, ownership statement shareholder or non-registered (beneficial) shareholder?**

You're a registered shareholder if you have a share certificate in your name or your shares are recorded electronically in the Direct Registration System (DRS) maintained by our stock transfer agent.

You're an ownership statement holder if you hold a share ownership statement that was issued when The Manufacturers Life Insurance Company demutualized.

You're a non-registered (beneficial) shareholder if you hold your shares through an intermediary (a bank, trust company, securities broker or other financial institution). This means the shares are registered in your intermediary's name and you're the beneficial shareholder.

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

Registered shareholders and ownership statement shareholders 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. Non-registered (beneficial) shareholders who opted to receive voting information and misplaced or did not receive a voting instruction form/form of proxy should contact their brokerage for assistance.