Manulife | John Hancock

First Quarter 2014
Financial & Operating Results

May 1, 2014

Manulife Financial Corporation operates as John Hancock in the United States, and Manulife in other parts of the world.

Caution regarding forward-looking statements

From time to time, MFC makes written and/or oral forward-looking statements, including in this presentation. In addition, our representatives may make forward-looking statements orally to analysts, investors, the media and others. All such statements are made pursuant to the “safe harbour” provisions of Canadian provincial securities laws and the U.S. Private Securities Litigation Reform Act of 1995. The forward-looking statements in this presentation include, but are not limited to, statements with respect to our 2016 management objectives for core earnings and core ROE, and long-term leverage as disclosed in our 2012 Investor Day press release. The forward-looking statements in this presentation also relate to, among other things, our objectives, goals, strategies, intentions, plans, beliefs, expectations and estimates, and can generally be identified by the use of words such as “may”, “will”, “could”, “should”, “would”, “likely”, “suspect”, “outlook”, “expect”, “intend”, “estimate”, “anticipate”, “believe”, “plan”, “forecast”, “objective”, “seek”, “aim”, “continue”, “goal”, “restore”, “embark” and “endeavour” (or the negative thereof) and words and expressions of similar import, and include statements concerning possible or assumed future results. Although we believe that the expectations reflected in such forward-looking statements are reasonable, such statements involve risks and uncertainties, and undue reliance should not be placed on such statements and they should not be interpreted as confirming market or analysts’ expectations in any way. Certain material factors or assumptions are applied in making forward-looking statements, including in the case of our 2016 management objectives for core earnings and core ROE, the assumptions described under "Key Planning Assumptions and Uncertainties" in our 2013 Annual Report, and actual results may differ materially from those expressed or implied in such statements. The amount of the fourth quarter charge related to modeling of future tax cash flows for our U.S. Variable annuity business is dependent upon the potential implementation of changes to the investment objectives of separate accounts that support our Variable Annuity products, which require policyholder approval. The sale of our Taiwan business is subject to regulatory approval. Important factors that could cause actual results to differ materially from expectations include but are not limited to: the factors identified in “Key Planning Assumptions and Uncertainties” in our 2013 Annual Report; general business and economic conditions (including but not limited to the performance, volatility and correlation of equity markets, interest rates, credit and swap spreads, currency rates, investment losses and defaults, market liquidity and creditworthiness of guarantors, reinsurers and counterparties); changes in laws and regulations; changes in accounting standards; our ability to execute strategic plans and changes to strategic plans; downgrades in our financial strength or credit ratings; our ability to maintain our reputation; impairments of goodwill or intangible assets or the establishment of provisions against future tax assets; the accuracy of estimates relating to morbidity, mortality and policyholder behaviour; the accuracy of other estimates used in applying accounting policies and actuarial methods; our ability to implement effective hedging strategies and unforeseen consequences arising from such strategies; our ability to source appropriate assets to back our long dated liabilities; level of competition and consolidation; our ability to market and distribute products through current and future distribution channels; unforeseen liabilities or asset impairments arising from acquisitions and dispositions of businesses; the realization of losses arising from the sale of investments classified as available-for-sale; our liquidity, including the availability of financing to satisfy existing financial liabilities on expected maturity dates when required; obligations to pledge additional collateral; the availability of letters of credit to provide capital management flexibility; accuracy of information received from counterparties and the ability of counterparties to meet their obligations; the availability, affordability and adequacy of reinsurance; legal and regulatory proceedings, including tax audits, tax litigation or similar proceedings; our ability to adapt products and services to the changing market; our ability to attract and retain key executives, employees and agents; the appropriate use and interpretation of complex models or deficiencies in models used; political, legal, operational and other risks associated with our non-North American operations; acquisitions and our ability to complete acquisitions including the availability of equity and debt financing for this purpose; the disruption of or changes to key elements of the Company’s or public infrastructure systems; environmental concerns; and our ability to protect our intellectual property and exposure to claims of infringement. Additional information about material risk factors that could cause actual results to differ materially from expectations and about material factors or assumptions applied in making forward-looking statements may be found under “Risk Factors” in our most recent Annual Information Form, under “Risk Management”, “Risk Management and Risk Factors” and “Critical Accounting and Actuarial Policies” in the Management’s Discussion and Analysis in our most recent annual report, under “Risk Management and Risk Factors Update” and “Critical Accounting and Actuarial Policies” in the Management’s Discussion and Analysis in our most recent interim report, in the “Risk Management” note to consolidated financial statements in our most recent annual and interim reports and elsewhere in our filings with Canadian and U.S. securities regulators. The forward-looking statements in this presentation are, unless otherwise indicated, stated as of the date hereof and are presented for the purpose of assisting investors and others in understanding our financial position and results of operations as well as our objectives and strategic priorities, and may not be appropriate for other purposes. We do not undertake to update any forward-looking statements, except as required by law.

Conference Call Participants

Donald Guloien
President & Chief Executive Officer

Steve Roder
SEVP & Chief Financial Officer

Paul Rooney
SEVP & Chief Operating Officer

Robert Cook
SEVP & General Manager, Asia

Marianne Harrison
SEVP & General Manager, Canada

Craig Bromley
SEVP & General Manager, U.S. Division

Warren Thomson
SEVP & Chief Investment Officer

Scott Hartz
EVP, General Account Investments

Rahim Hirji
EVP & Chief Risk Officer

Cindy Forbes
EVP & Chief Actuary

Steven Moore
SVP and Treasurer

CEO's remarks

Donald Guloien
President & Chief Executive Officer

1Q14 strategic highlights

Developing our Asian opportunity to the fullest
- Improved momentum in insurance sales[1] with a significant increase in Japan and double-digit growth in most territories
- Insurance sales momentum supported by new product launches and marketing efforts
- Wealth sales continued to be at the levels in the second half of last year but down from the first half of 2013

Growing our wealth and asset management businesses around the world
- Achieved 22nd consecutive quarter of record funds under management[1]
- Manulife Asset Management reported strong results including: record institutional advisory assets under management, new mandates in Asia and North America, the majority of public asset classes outperforming, on a 1, 3 and 5-year basis

Building on our balanced Canadian business
- Continued momentum in mutual funds and strong group pension sales drove record wealth sales
- Retail insurance sales increased due to our actions to improve our competitive positioning
- Manulife Bank lending volumes declined reflecting slowing consumer credit and aggressive rate competition

Continuing to drive sustainable earnings & opportunistic growth in the U.S.
- Record mutual fund sales and funds under management; 10th consecutive quarter of positive net mutual fund sales
- Retirement Plan Services sales declined but we reported meaningful sales in our new mid-market product
- Insurance sales slowed reflecting pricing actions taken last year. Recently introduced product enhancements and more competitive prices are expected to improve sales[2]

[1] Non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.
[2] See "Caution Regarding Forward-Looking Statements" above.

1Q14 financial highlights

Delivered solid financial results:
- Reported net income attributed to shareholders of $818 million
- Generated core earnings[1] of $719 million, up $34 million vs. 4Q13
- Achieved wealth sales[1] of $13.8 billion, up 5%[2] vs. 1Q13
- Reported insurance sales of $537 million, down 15% vs. 1Q13
- Reported MLI's MCCSR ratio of 255%[3], up 7 points from December 31, 2013
- Achieved 22nd consecutive quarter of record funds under management[1] of $635 billion

[1] Non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.
[2] All sales growth (decline) figures stated on a constant currency basis, a Non-GAAP measure. Insurance sales exclude Taiwan.
[3] MLI refers to The Manufacturers Life Insurance Company.

CFO's remarks

Steve Roder
SEVP & Chief Financial Officer

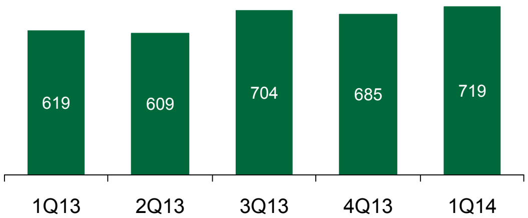
1Q14 financial summary

	(C$ millions, unless noted)	1Q13	1Q14	Change[2]
Profitability	Net Income Attributed to Shareholders	540	818	▲ 51%
	Core Earnings[1]	619	719	▲ 16%
	Diluted Core Earnings per Share[1]	$0.32	$0.37	▲ 16%
	Core Return on Equity (annualized)[1]	10.6%	10.4%	▼ 20 bps
Growth	Insurance Sales[1,3]	613	537	▼ 15%
	Wealth Sales[1] (C$ billions)	12.4	13.8	▲ 5%
	New Business Embedded Value[1]	301	324	▲ 8%
	Funds Under Management[1] (C$ billions)	555	635	▲ 8%
Financial Strength	MCCSR ratio[4]	217%	255%	▲ 38 pp
	Financial Leverage Ratio	32.7%	30.8%	▼190 bps

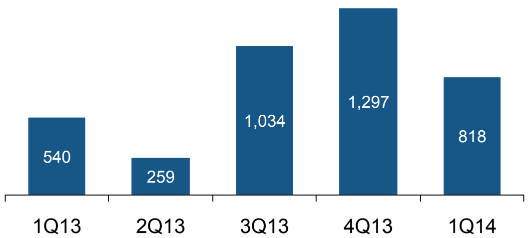
1 Non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.
2 Insurance sales, wealth sales and funds under management growth (decline) figures stated on a constant currency basis, a Non-GAAP measure.
3 Insurance sales exclude the Taiwan insurance business that was sold.
4 Minimum Continuing Capital and Surplus Requirements (MCCSR) of The Manufacturers Life Insurance Company (MLI).

Core earnings growth demonstrates progress towards our 2016 objectives

Core Earnings[1]
(C$ millions)



Net Income attributed to shareholders
(C$ millions)



Core earnings of $719 million, an increase of $34 million from 4Q13 reflecting:

- \+ Lower expenses
- \+ Favourable impact of currency
- \+ Higher fee income
- \- Unfavourable policyholder experience

Net income attributed to shareholders of $818 million, impacted by:

- \+ Strong investment-related experience
- \- Direct market impacts

[1] Non-GAAP measure. See “Note to Users – Performance and Non-GAAP Measures” below.

Manulife John Hancock

Net income benefited from continued strong investment-related experience

Earnings reconciliation for the first quarter of 2014

	C$ millions	Per Share[2]
Core earnings[1]	**$719**	**$0.37**
Investment-related experience in excess of amounts included in core earnings	225	0.12
Core earnings plus investment-related experience above	**$944**	**$0.49**
Impact of the following items excluded from core earnings:		
Direct impact of equity markets and interest rates and gains on variable annuity guarantee liabilities that are dynamically hedged	(90)	(0.05)
Change in actuarial methods and assumptions (excluding URR update)	(40)	(0.02)
Tax changes	4	0.00
Net Income attributed to shareholders[2]	**$818**	**$0.42**

[1] Non-GAAP measure. See “Note to Users – Performance and Non-GAAP Measures” below.
[2] Per share amounts available to common shareholders, including the impact of preferred share dividends.

Manulife John Hancock

Expected profit impacted by dynamic hedging, managed volatility program and sale of Taiwan

Source of Earnings[1]
(C$ millions)

	4Q13	1Q14
Expected Profit on In-Force	894	917
Impact of New Business	(61)	(79)
Experience Gains	266	15
Mgmt Actions & Chgs in Assumptions	515	(88)
Earnings on Surplus Funds	178	165
Other	2	21
Income Before Taxes	1,794	951
Income Taxes	(497)	(133)
Net Income	**1,297**	**818**
Preferred Dividends	(34)	(34)
Common Shareholders' Net Income	**1,263**	**784**
Currency Adjusted[2] Expected Profit on In-force	***914***	***917***

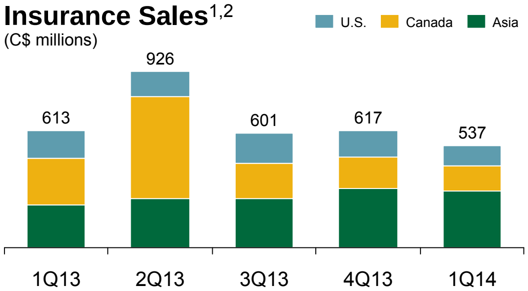
- **Expected Profit on In-Force** was in-line[2] with the prior quarter, as higher fee income, and lower DAC amortization were largely offset by lower PfAD releases on variable annuities due to higher markets and the implementation of the managed volatility program, increased dynamic hedging, and the sale of our Taiwan insurance business
- **Impact of New Business** negatively impacted by lower insurance sales in the U.S.
- **Experience Gains** reflect the favourable impact of our investing activities, partially offset by unfavourable policyholder experience and market impacts
- **Mgmt Actions & Chgs in Assumptions** reflect actuarial model refinements and expected costs of macro hedging which decreased in 1Q14
- **Earnings on Surplus Funds** benefited from favourable mark-to-market gains and 4Q13 benefited from favourable tax-related items
- **Income Taxes** reflect income earned in lower tax jurisdictions and tax exempt investment income

[1] The Source of Earnings (SOE) analysis is prepared following OSFI regulatory guidelines and draft guidelines of the Canadian Institute of Actuaries. The SOE is used to identify the primary sources of gains or losses in each reporting period. Per OSFI instructions, Expected Profit on In-Force denominated in foreign currencies is translated at the prior quarter's balance sheet exchange rates, with the difference between those rates and the average rates used in the Statement of Income being included in Experience gains (losses).
[2] Expected Profit on In-Force growth/decline is on a constant currency basis.

Manulife John Hancock

Improved momentum in Asia insurance sales and strong insurance NBEV growth

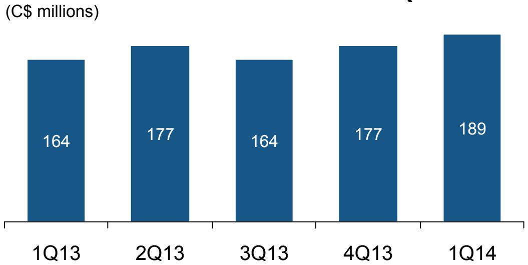
Insurance Sales[1,2]
(C$ millions)



Insurance sales of $537 million, down 15% vs. 1Q13:

- \+ Asia sales up 23%, primarily due to the successful launch of new corporate products in Japan
- \- Canada sales declined 45%, reflecting disciplined pricing and normal variability Group Benefits
- \- U.S. sales declined 24%, driven by pricing actions

New Business Embedded Value[1] (Insurance)
(C$ millions)



Insurance NBEV of $189 million, up 15% from 1Q13:

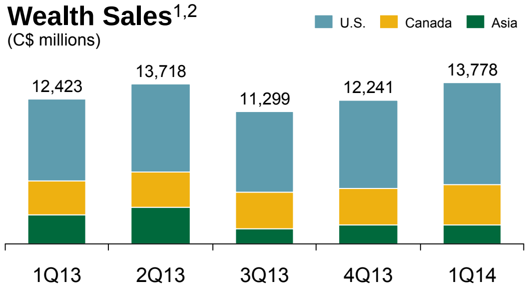
- \+ Actions taken to improve profitability and business mix
- \+ Higher interest rates

[1] Non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.
[2] Excludes Taiwan insurance business that was sold. All sales growth (decline) figures stated on a constant currency basis, a Non-GAAP measure.

Manulife John Hancock

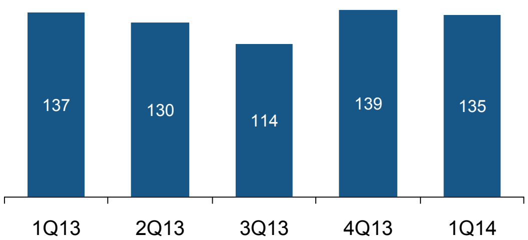
Wealth sales led by record mutual fund sales in North America

Wealth Sales[1,2]
(C$ millions)



Wealth sales of $13.8 billion, up 5% versus 1Q13:
- Asia wealth sales declined versus very strong prior year results and were impacted by rising rates and market uncertainty
+ Record mutual fund & strong pension sales in Canada
+ Record mutual fund sales in the U.S.

New Business Embedded Value[1] **(Wealth)**
(C$ millions)

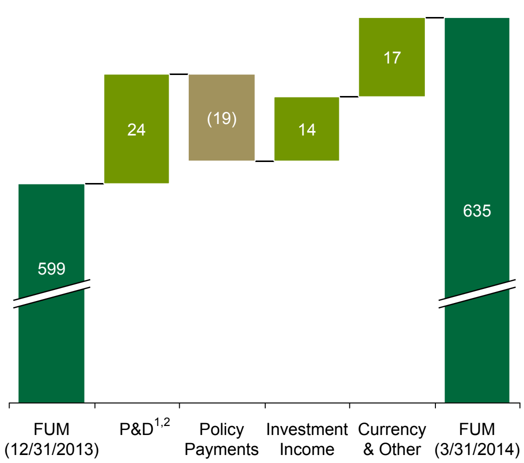


Wealth NBEV of $135 million, in-line with 1Q13:
+ Higher mutual fund sales
- Less favourable business mix

[1] Non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.
[2] All sales growth (decline) figures stated on a constant currency basis, a Non-GAAP measure.

22nd consecutive quarter of record funds under management

Funds Under Management[1]
(C$ billions)



Record funds under management (FUM) of $635 billion, up $36 billion from 4Q13:
+ Net policy cash flows of $5 billion
+ Investment income of $14 billion
+ Currency & other of $17 billion

[1] Non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.
[2] Excludes Administrative Services Only premium equivalents and Group Benefits ceded premiums.

Capital ratio is expected to remain strong, while leverage continues to improve

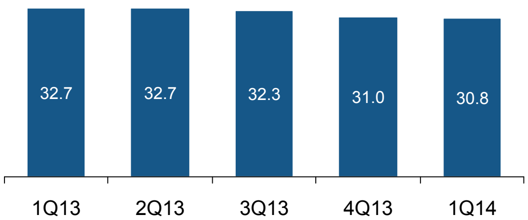
MCCSR[1] Ratio
(%)

MLI ended 1Q14 with an MCCSR ratio of 255%, up seven points from 4Q13, largely reflecting:

+ $700 million in capital issuances and strong earnings
- Increase in required capital due to normal business growth and declining interest rates

In 2Q14, our MCCSR ratio will decline by ~8 pts following the repayment of $1 billion of maturing debt. In addition, if the company redeems, subject to regulatory approval, $450 million of preferred shares which will become redeemable at par in June, we would expect a further ~3 point decline.

Financial Leverage Ratio
(%)



Financial Leverage Ratio of 30.8%, declined 190 bps from 1Q13

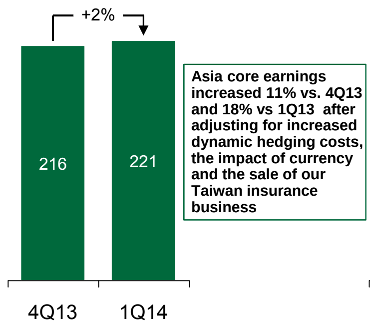
[1] Minimum Continuing Capital and Surplus Requirements (MCCSR) ratio of The Manufacturers Life Insurance Company (MLI).

Operating performance by division

- Asia Division
- Canadian Division
- U.S. Division (John Hancock)

Improved momentum in Asia insurance sales and core earnings

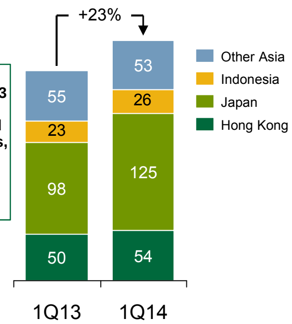
Core Earnings[1]
(US$ millions)



Core earnings of US$221 million, up 2% from 4Q13

+ Lower expenses, improved new business strain, and a one-off tax adjustment in 4Q13
- Higher dynamic hedging costs and sale of Taiwan insurance business

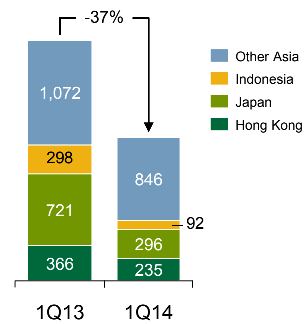
Insurance Sales[1,2]
(US$ millions)



Insurance sales of US$258 million, up 23% versus 1Q13:

+ Successful launch of enhanced corporate term products in Japan
+ Double-digit growth in most territories

Wealth Sales[1,2]
(US$ millions)



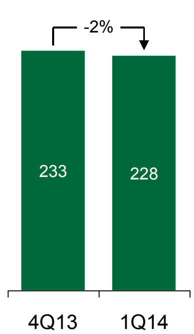
Wealth sales of US$1.5 billion, down 37% versus 1Q13:

- Rising interest rates and economic uncertainty in key markets
- Very strong prior year sales that included product launches

[1] Non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.
[2] All sales growth (decline) figures stated on a constant currency basis, a Non-GAAP measure. Insurance sales exclude Taiwan insurance business that was sold.

Record mutual funds and strong pension sales in Canada

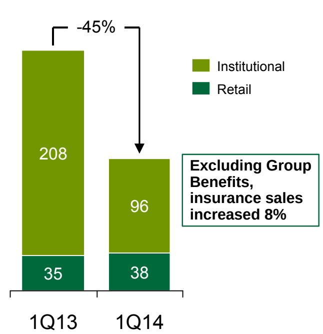
Core Earnings[1]
(C$ millions)



Core earnings of $228 million, largely in-line with 4Q13:

- Higher insurance new business strain on seasonally lower sales
- Unfavourable policyholder experience
+ Lower expenses

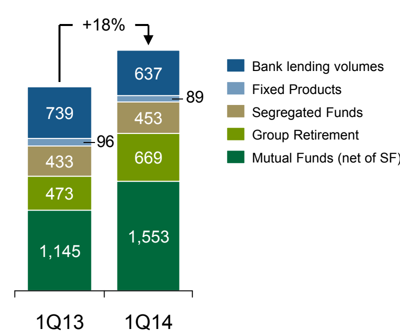
Insurance Sales[1]
(C$ millions)



Insurance sales of $134 million, down 45% versus 1Q13:

- Normal variability & disciplined pricing in Group Benefits
+ Retail Markets insurance sales up 9%

Wealth Sales[1]
(C$ millions)



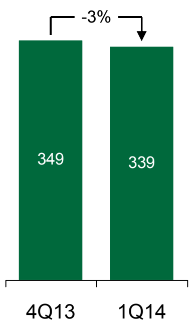
Wealth sales of $3.4 billion were a record, increasing 18% versus 1Q13:

+ Record mutual fund sales
+ Strong group retirement defined contribution sales
- Lower Bank lending volumes

[1] Non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.

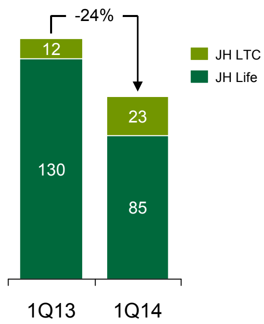
Product actions announced to promote insurance sales growth in the U.S.

Core Earnings[1]
(US$ millions)



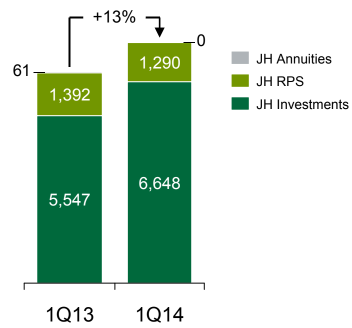
Core earnings of US$339 million, down 3% from 4Q13
- Unfavorable policyholder experience and higher new business strain due to lower insurance sales
+ Favourable one-time tax item
+ Higher fee income

Insurance Sales[1,2]
(US$ millions)



Insurance sales of US$108 million, down 24% versus 1Q13:
- Pricing actions taken in 2013
+ Strong Index UL sales growth
+ Federal LTC sales

Wealth Sales[1,2]
(US$ millions)



Wealth sales of US$7.9 billion, increased 13% versus 1Q13:
+ Record mutual fund sales, up 20%
+ Meaningful sales in mid-market 401(k) product
- Competitive pressures in core 401(k) small case market

[1] Non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.
[2] All sales growth (decline) figures stated on a constant currency basis, a Non-GAAP measure.

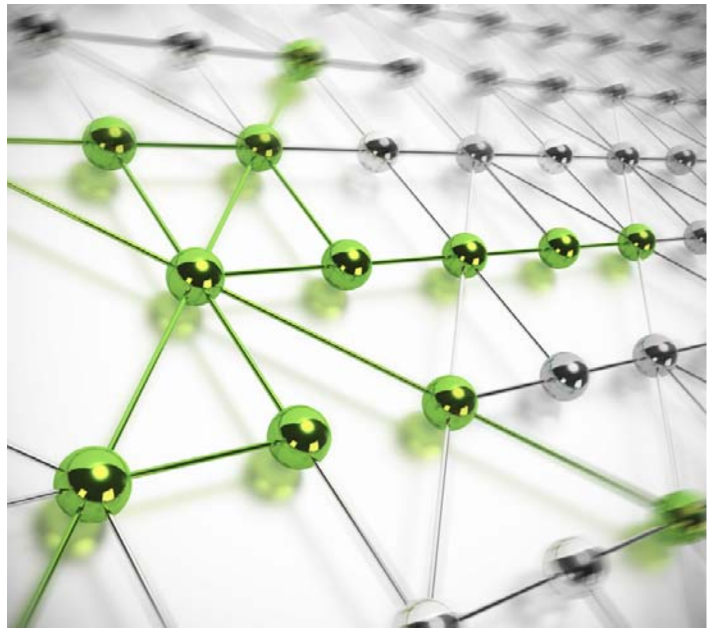
Manulife John Hancock

Summary

In 1Q14, Manulife:
- Generated strong core earnings and net income
- Achieved strong wealth management sales
- Improved life insurance sales momentum in Asia and Canada
- Reported a capital ratio of 255%
- Delivered 22nd consecutive quarter of record funds under management

Manulife John Hancock

Question & Answer session

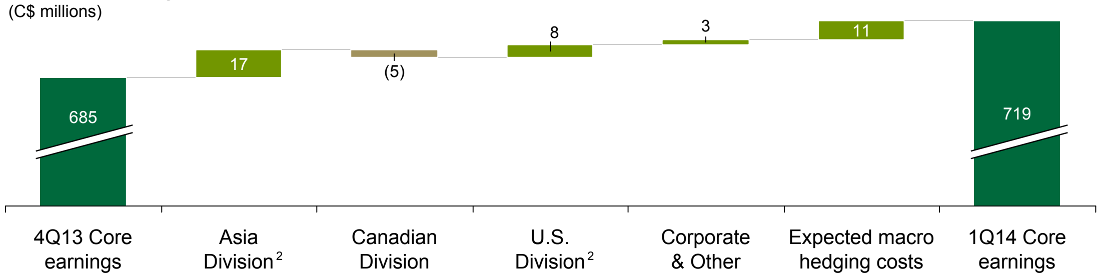


Appendix

- Core Earnings Change and Reconciliations
- Invested Asset Mix & Credit Experience
- Earnings Sensitivities & Equity Exposure by Market
- C-IFRS vs. U.S. GAAP differences

Core earnings reconciliation

Core Earnings[1]
(C$ millions)



- **Asia Division** core earnings increased primarily due to lower expenses, currency, improved new business strain, and a one-off tax adjustment in 4Q13, partly offset by higher dynamic hedging costs, and the sale of the Taiwan insurance business
- **Canadian Division** core earnings were largely in-line as lower expenses were offset by higher insurance new business strain due to seasonally lower sales and unfavourable policyholder experience
- **U.S. Division** core earnings increased primarily as a result of a favourable one-time tax item, currency, and higher fee income, partly offset by unfavourable policyholder experience and higher new business strain
- **Corporate & Other** core earnings reflect lower expenses partially offset by less favourable one-time tax gains
- **Expected macro hedging costs** decreased largely as a result of the transfer to the dynamic hedging program in Asia in 4Q13

1 Non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.
2 Core earnings changes for Asia Division and the U.S. Division are presented on a Canadian dollar basis. Core earnings increased by US$5 million in Asia and decreased US$10 million in the U.S. compared with 4Q13.

Manulife John Hancock

Segment Reconciliation

1Q14 reconciliation of core earnings[1] to net income by division

(C$ millions)	Asia[2]	Canadian	U.S.[2]	Corp & Other[3]	MFC Total
Core earnings (losses)	**$244**	**$228**	**$374**	**$(127)**	**$719**
Investment-related experience in excess of core investment gains	19	135	111	(40)	225
Core earnings plus investment-related experience above	**$263**	**$363**	**$485**	**$(167)**	**$944**
Other reconciling items:					
Direct impact of equity markets and interest rates and VA guarantee liabilities that are dynamically hedged	(25)	14	(82)	3	(90)
Changes in actuarial methods and assumptions, excl. URR				(40)	(40)
Other	4				4
Net income (loss) attributed to shareholders	**$242**	**$377**	**$403**	**$(204)**	**$818**

1 Non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.
2 Please refer to "Performance by Division" in section C of the first quarter 2014 press release for Asia Division and U.S. Division results on a U.S. dollar basis.
3 Corporate & Other segment includes the Reinsurance business. $50 million of core investment gains have been included in core earnings, offset in Investment-related experience in excess of core investment gains.

Manulife John Hancock

Earnings reconciliation history

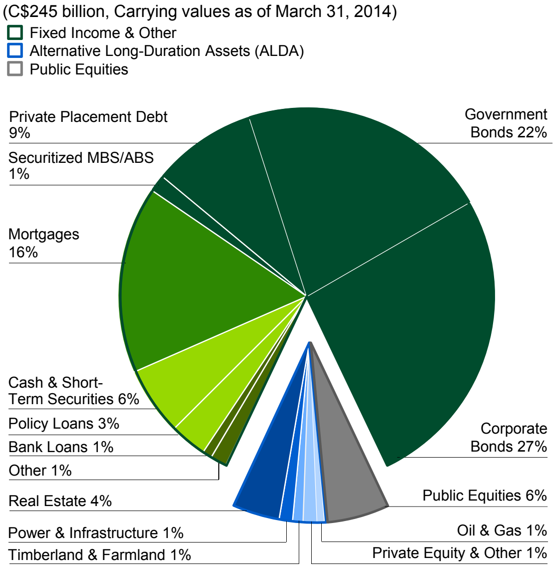
(C$ millions, unless otherwise stated)	1Q13	2Q13	3Q13	4Q13	1Q14
Asia Division	226	226	242	227	244
Canadian Division	179	225	268	233	228
U.S. Division	440	343	361	366	374
Corporate & Other[1]	(128)	(105)	(135)	(138)	(135)
Expected cost of macro equity hedges	(148)	(128)	(84)	(53)	(42)
Investment-related experience in core earnings	50	48	52	50	50
Core earnings[2]	**619**	**609**	**704**	**685**	**719**
Diluted core earnings per share	*$0.32*	*$0.31*	*$0.36*	*$0.35*	*$0.37*
Core ROE[2]	*10.6%*	*10.0%*	*11.3%*	*10.4%*	*10.4%*
Investment-related experience in excess of amounts included in core earnings	97	(97)	491	215	225
Core earnings plus investment-related experience in excess of amounts included in core earnings	**716**	**512**	**1,195**	**900**	**944**
Other items to reconcile core earnings to net income (loss) attributed to shareholders					
Actuarial methods/assumptions (ex. URR changes)	(69)	(35)	(252)	(133)	(40)
Impact of reinsurance transactions, product changes, dispositions & other	-	24	(3)	611	4
Total direct impact of equity markets and interest rates and dynamically hedged VA	(107)	(242)	94	(81)	(90)
Net income attributed to shareholders	**540**	**259**	**1,034**	**1,297**	**818**
Preferred share dividends	(32)	(32)	(33)	(34)	(34)
Common shareholders' net income	**508**	**227**	**1,001**	**1,263**	**784**

[1] Corporate & Other segment includes Reinsurance business.
[2] Non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.

Diversified high quality asset mix avoids risk concentrations

Total Invested Assets

(C$245 billion, Carrying values as of March 31, 2014)



Fixed Income

- 86% of the total portfolio, of which 97% is Investment Grade

Alternative Long-Duration Assets

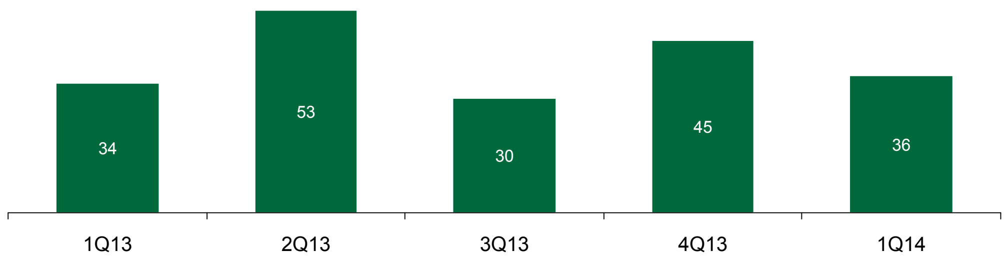
- Diversified by asset class and geography
- Historically generated enhanced yields without having to pursue riskier fixed income strategies

Public Equities

- Diversified by industry and geography
- Primarily backing participating or pass-through liabilities

Favourable credit experience reflects the strength of our underwriting

Net Credit Experience
(C$ millions)

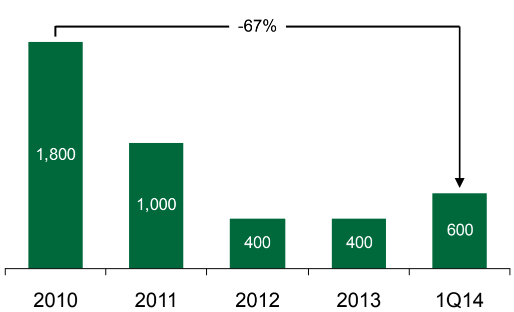


Impact on Earnings

(C$ millions, post-tax)	1Q13	2Q13	3Q13	4Q13	1Q14
Credit (impairments) / recoveries	$(7)	$12	$(7)	$(3)	$6
Credit (downgrades) / upgrades	10	11	8	20	2
Total Credit Impacts	**$3**	**$23**	**$1**	**$17**	**$8**
Assumed in policy liabilities	31	30	29	28	28
Net Credit Experience Gain	**$34**	**$53**	**$30**	**$45**	**$36**

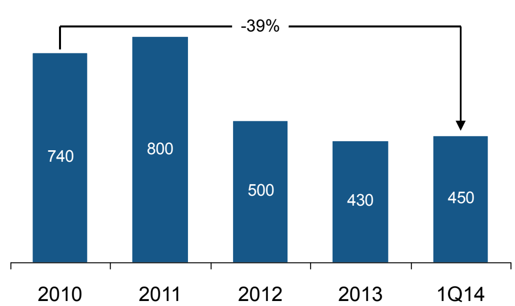
Interest rate and equity market sensitivities

Interest Rate Sensitivity[1]
(C$ Millions)



Estimated impact of 1% parallel decline in interest rates (excluding AFS bond offset):
- $(600) million impact to earnings
- (16) pts to MLI's MCCSR ratio

Equity Market Sensitivity[1]
(C$ millions)



Estimated impact of 10% equity market decline:
- Range of $(220) million to $(450) million impact to earnings
- (4) pts to MLI's MCCSR ratio

[1] Earnings sensitivity to equity markets is defined by the impact of a 10 per cent decline in the market value of equity funds on the net income attributed to shareholders. Earnings sensitivity to interest rates is defined by the impact of a one per cent parallel decline in interest rates on the net income attributed to shareholders. Please refer to "Caution related to sensitivities" in section D3 of the first quarter 2014 press release.

Interest rate related sensitivities remain well within our risk appetite limits

Potential Impact[1] of an immediate parallel change in "all rates": (C$ millions)	4Q13 -100 bps	4Q13 +100 bps	1Q14 -100 bps	1Q14 +100 bps
Excluding change in market value of AFS bonds held in surplus	$(400)	-	$(600)	$100
From fair value changes in AFS bonds held in surplus, if realized[2]	$600	$(600)	$700	$(700)
MCCSR Ratio Impact:				
- Excluding change in market value of AFS bonds held in surplus	(13) pts	18 pts	(16) pts	14 pts
- From fair value changes in AFS bonds held in surplus, if realized	4 pts	(5) pts	5 pts	(5) pts

Potential Impact[1] of a parallel change in corporate bond spreads: (C$ millions)	4Q13 -50 bps	4Q13 +50 bps	1Q14 -50 bps	1Q14 +50 bps
Corporate Spreads	$(400)	$400	$(400)	$400

Potential Impact[1] of a parallel change in swap spreads: (C$ millions)	4Q13 -20 bps	4Q13 +20 bps	1Q14 -20 bps	1Q14 +20 bps
Swap Spreads	$400	$(400)	$400	$(500)

[1] All estimated sensitivities are approximate and based on a single parameter. No simple formula can accurately estimate ultimate future impact. Please refer to "Caution related to sensitivities" in section D3 of the first quarter 2014 press release.
[2] The amount of gain or loss that can be realized on AFS fixed income assets held in the surplus segment depends on the aggregate amount of unrealized gain or loss.

Equity Exposure by market

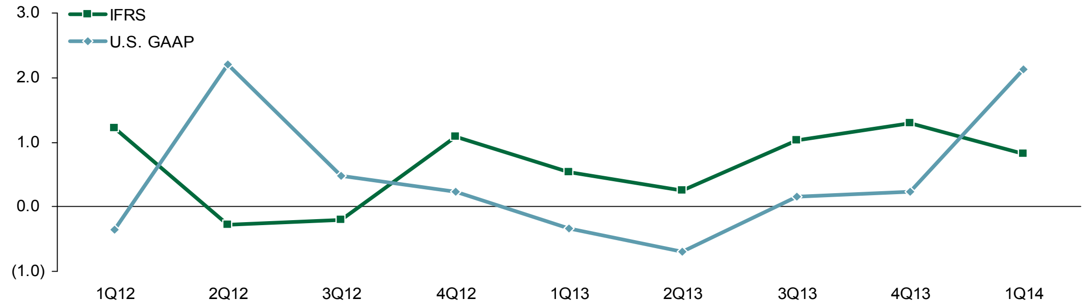
Potential impact on net income attributed to shareholders arising from a 10% decline in public equity returns[1,2]

(C$ millions)	4Q13	1Q14
S&P	(60)	(50)
TSX	(50)	(40)
TOPIX	(30)	(30)
EAFE (Europe, Australasia & Asia ex. Japan)[3]	(80)	(100)
Net income impact assuming full hedge offset	**(220)**	**(220)**
Assumed partial hedge offset	(210)	(230)
Net income impact assuming partial hedge offset	**(430)**	**(450)**

[1] All estimated sensitivities are approximate and based on a single parameter. No simple formula can accurately estimate ultimate future impact.
[2] Please note the Company's disclosures which describe risk factors for hedging and reinsurance strategies.
[3] EAFE ex Japan exposure is mainly to Hong Kong and Singapore markets.

Net income attributed to shareholders in accordance with IFRS and U.S. GAAP

Net income[1]
(C$ billions)

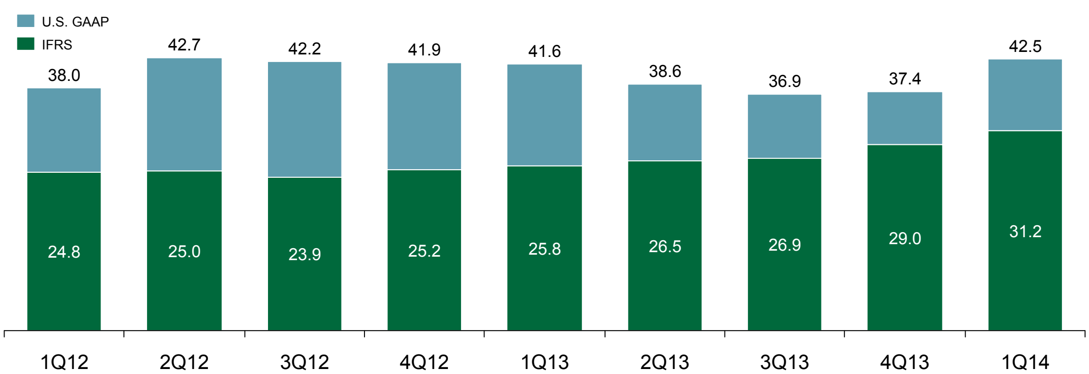


- IFRS net income is typically more volatile compared to U.S. GAAP in periods of market dislocation due to more extensive use of mark-to-market accounting
- Because our hedging strategies for equity risk (dynamic and macro) are more closely aligned with the exposure as measured by IFRS, we are over hedged on a U.S. GAAP accounting basis. Therefore:
  - On a U.S. GAAP basis, in rising equity markets we will likely incur losses on our variable annuity book
  - Conversely, in declining equity markets we will likely report gains on our VA book on a U.S. GAAP basis

[1] Net income attributed to shareholders in accordance with U.S. GAAP is a non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.

Total equity in accordance with IFRS and U.S. GAAP

Equity (Book Value)[1]
(C$ billions)



- "Mark-to-market" accounting approach of IFRS, which recognizes the current low interest rates and updated actuarial assumptions, is not generally reflected in U.S. GAAP results
- Differences in accounting methods result in over $11 billion higher equity under U.S. GAAP than IFRS for 1Q14

[1] Total equity in accordance with U.S. GAAP is a non-GAAP measure. See "Note to Users – Performance and Non-GAAP Measures" below.

Note to users - Performance and Non-GAAP Measures

We use a number of non-GAAP financial measures to measure overall performance and to assess each of our businesses. A financial measure is considered a non-GAAP measure for Canadian securities law purposes if it is presented other than in accordance with generally accepted accounting principles used for the Company's audited financial statements. Non-GAAP measures include: Core Earnings (Losses); Core return on common shareholders' equity ("Core ROE"); Core Earnings Per Share; Net Income Attributed to Shareholders in Accordance with U.S. GAAP; Total Equity in Accordance with U.S. GAAP; Constant Currency Basis; Premiums and Deposits; Funds under Management; New Business Embedded Value and Sales. Non-GAAP financial measures are not defined terms under GAAP and, therefore, with the exception of Net Income Attributed to Shareholders in Accordance with U.S. GAAP (which is comparable to the equivalent measure of issuers whose financial statements are prepared in accordance with U.S. GAAP), are unlikely to be comparable to similar terms used by other issuers. Therefore, they should not be considered in isolation or as a substitute for any other financial information prepared in accordance with GAAP. **Core earnings (losses)** is a non-GAAP measure we use to better understand the long-term earnings capacity and valuation of the business. Core earnings excludes the direct impact of equity markets and interest rates as well as a number of other items that are considered material and exceptional in nature. While this metric is relevant to how we manage our business and offers a consistent methodology, it is not insulated from macro-economic factors which can have a significant impact. **Core ROE** is a non-GAAP profitability measure that presents core earnings available to common shareholders as a percentage of the capital deployed to earn the core earnings. The Company calculates core ROE using average common shareholders' equity. **Core earnings per share** is core earnings available to common shareholders expressed per weighted average common share outstanding. **Net income attributed to shareholders in accordance with U.S. GAAP** is a non-GAAP profitability measure. It shows what the net income would have been if the Company had applied U.S. GAAP as its primary financial reporting basis. We consider this to be a relevant profitability measure given our large U.S. domiciled investor base and for comparability to our U.S. peers who report under U.S. GAAP. **Total equity in accordance with U.S. GAAP** is a non-GAAP measure. It shows what the total equity would have been if the Company had applied U.S. GAAP as its primary financial reporting basis. We consider this to be a relevant measure given our large U.S. domiciled investor base and for comparability to our U.S. peers who report under U.S. GAAP. The Company uses financial performance measures that are prepared on a **constant currency basis**, which exclude the impact of currency fluctuations and which are non-GAAP measures. Quarterly amounts stated on a constant currency basis in this presentation are calculated, as appropriate, using the income statement and balance sheet exchange rates effective for the first quarter of 2014. **Premiums and deposits** is a non-GAAP measure of top line growth. The Company calculates premiums and deposits as the aggregate of (i) general fund premiums, net of reinsurance, reported as premiums on the Consolidated Statement of Income, (ii) adding back the premiums ceded related to FDA coinsurance, (iii) premium equivalents for administration only group benefit contracts, (iv) premiums in the Canadian Group Benefits reinsurance ceded agreement, (v) segregated fund deposits, excluding seed money, (vi) mutual fund deposits, (vii) deposits into institutional advisory accounts, and (viii) other deposits in other managed funds. **Funds under management** is a non-GAAP measure of the size of the Company. It represents the total of the invested asset base that the Company and its customers invest in. **New business embedded value** ("NBEV") is the change in shareholders' economic value as a result of sales in the reporting period. NBEV is calculated as the present value of expected future earnings, after the cost of capital, on actual new business sold in the period using future mortality, morbidity, policyholder behaviour, expense and investment assumptions that are consistent with the assumptions used in the valuation of our policy liabilities. **Sales** are measured according to product type. (i) For total individual insurance, sales include 100 per cent of new annualized premiums and 10 per cent of both excess and single premiums. For individual insurance, new annualized premiums reflect the annualized premium expected in the first year of a policy that requires premium payments for more than one year. Sales are reported gross before the impact of reinsurance. Single premium is the lump sum premium from the sale of a single premium product, e.g. travel insurance. (ii) For group insurance, sales include new annualized premiums and administrative services only premium equivalents on new cases, as well as the addition of new coverages and amendments to contracts, excluding rate increases. (iii) For individual wealth management contracts, all new deposits are reported as sales. This includes individual annuities, both fixed and variable; mutual funds; college savings 529 plans; and authorized bank loans and mortgages. As we have discontinued sales of new VA contracts in the U.S., beginning in the first quarter of 2013, subsequent deposits into existing U.S. VA contracts will not be considered sales. (iv) For group pensions/retirement savings, sales of new regular premiums and deposits reflect an estimate of expected deposits in the first year of the plan with the Company. Single premium sales reflect the assets transferred from the previous plan provider. Sales include the impact of the addition of a new division or of a new product to an existing client. Total sales include both new regular and single premiums and deposits. For further information regarding these subjects, see our press release announcing our first quarter of 2014 results.

Thank you

Manulife John Hancock

Investor Relations contacts

Steven Moore, MBA, FCSI, CGA, CFA, CFP
Senior Vice President and Treasurer
steven_moore@manulife.com
(416) 926-6495

Anique Asher, MBA, CA
Vice President
anique_asher@manulife.com
(416) 852-9580

Robert Veloso, MBA, CFA
Assistant Vice President
robert_veloso@manulife.com
(416) 852-8982