



Manulife

Statistical Information Package

Q2 2020

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Use of this document:

Information in the document is supplementary to the Company's current quarter Press Release, MD&A and unaudited financial statements in the most recent Annual Report and should be read in conjunction with those documents.

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. Non-GAAP measures include premiums and deposits, assets under management and administration, constant exchange rate basis ("CER"), new business value ("NBV"), NBV margin, core earnings (loss), core ROE, Diluted core earning per common share, core EBITDA, total annualized premium equivalents, total weighted premium income, capital, gross flows, net flows and sales. Non-GAAP financial measures are not defined terms under GAAP and, therefore, 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.

Reporting Segments are Asia, Canada, U.S., Global Wealth and Asset Management, and Corporate and Other.

Premiums and deposits is a 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 and investment contract deposits, (ii) premium equivalents for administration only group benefit contracts, (iii) premiums in the Canadian Group Benefit's reinsurance ceded agreement, (iv) segregated fund deposits, excluding seed money, (v) mutual fund deposits, (vi) deposits into institutional advisory accounts, and (vii) other deposits in other managed funds.

Assets under management and administration is a measure of the size of the Company. Assets Under Management include both assets of general account and external client assets for which we provide investment management services. Assets Under Administration include assets for which we provide administrative services only.

The definition we use for **capital** serves as a foundation of our capital management activities at the MFC level. For regulatory reporting purposes, the numbers are further adjusted for various additions or deductions to capital as mandated by the guidelines used by OSFI. Capital is calculated as the sum of (i) total equity excluding Accumulated Other Comprehensive Income (Loss) on cash flow hedges and (ii) liabilities for preferred shares and capital instruments.

Annualized Premium Equivalent ("APE") Sales are comprised of 100% of regular premiums/deposits sales and 10% of single premiums/deposits sales.

(i) For individual insurance, APE and Insurance Sales reflect the annualized premium expected in the first year of a policy that requires premium payments for more than one year. Single premium is the lump sum premium from the sale of a single premium product, e.g. travel insurance. Sales are reported gross before the impact of reinsurance.

(ii) For group insurance, APE and Insurance Sales includes annualized premiums and administrative services only (ASO) premium equivalents on new cases, as well as the addition of new coverages and amendments to contracts, excluding rate increases.

(iii) For annuities, APE reflect the annualized premium expected in the first year of a policy that requires premium payments for more than one year. This includes certain single premium wealth accumulation products and individual annuities, both fixed and variable.

Annuities Sales are comprised of 100% of all new deposits. This includes certain single premium wealth accumulation products in Asia and individual annuities, both fixed and variable. 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 are not reported as sales.

Total Weighted Premium Income is comprised of 10% of single premiums/deposits and 100% of first year and renewal premiums/deposits before reinsurance. This applies to general fund and segregated funds of Insurance & Annuity business lines.

Gross Flows is a new business measure for Manulife's wealth and asset management ("WAM") businesses and includes all deposits into the Company's retirement, retail, and institutional asset management businesses. Gross flows are a common industry metric for WAM businesses as it provides a measure of how successful the businesses are at attracting assets.

Net flows is presented for our WAM businesses and includes gross flows less redemptions for our retirement, retail and institutional asset management businesses. For our retail businesses, it includes net flows for ETF products. Net flows are a common industry metric for WAM businesses as it provides a measure of how successful the businesses are at attracting and retaining assets.

Core earnings is a non-GAAP profitability measure. It shows what the net income (loss) attributed to shareholders would have been assuming that interest and equity markets performed as assumed in our policy valuation and certain other items had not occurred. It 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.

Expense Efficiency Ratio is calculated as Pre-Tax Total Core General Expenses over Pre-Tax Total Core General Expenses plus Pre-Tax Total Core Earnings.

Items excluded from core earnings are disclosed at the Reporting Segment level as these items are managed at that level.

Core earnings before income tax, depreciation and amortization ("Core EBITDA") is a non-GAAP profitability measure for our global wealth and asset management business. It shows core earnings adjusted to remove the impacts of amortization and impairment of intangible assets acquired in business combinations, amortization of deferred acquisition costs, interest income and expenses, and income tax. Core EBITDA excludes certain acquisition expenses related to insurance contracts in our retirement businesses which are deferred and amortized over the expected life time of the customer relationship under the Canadian Asset Liability Method (CALM).

New business value ("NBV") is the change in embedded value as a result of sales in the reporting period. NBV is calculated as the present value of shareholders' interests in expected future distributable earnings, after the cost of capital, on actual new business sold in the period using assumptions that are consistent with the assumptions used in the calculation of embedded value. NBV excludes businesses with immaterial insurance risks, such as Manulife's wealth and asset management businesses and Manulife Bank. NBV is a useful metric to evaluate the value created by the Company's new business franchise.

NBV margin is calculated as NBV divided by annualized premium equivalents ("APE") excluding non-controlling interests. APE is calculated as 100% of annualized first year premiums for recurring premium products, and as 10% of single premiums for single premium products. Both NBV and APE used in the NBV margin calculation are after non-controlling interests and exclude wealth and asset management businesses and Manulife Bank. The NBV margin is a useful metric to help understand the profitability of our new business.

Actual exchange rate basis ("AER")

Quarterly amounts stated on an actual exchange rate basis are calculated using actual income statement and statement of financial position exchange rates for the respective periods as appropriate.

Constant exchange rate basis ("CER")

Quarterly amounts stated on a constant exchange rate basis are calculated using Q1 2020 income statement and statement of financial position exchange rates as appropriate.

Core earnings per share is core earnings less preferred share dividends divided by weighted average outstanding common shares.

FINANCIAL HIGHLIGHTS

(Canadian \$ in millions unless otherwise stated and per share information, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2 AER ¹	2020 Q2 vs. 2019 Q2 CER ¹	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER ¹	YTD 2020 vs. YTD 2019 CER ¹	Fiscal 2019
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Shareholders' Net Income (loss) by Reporting Segment

Asia	377	95	636	128	476	-21%	-25%	472	1,171	-60%	-61%	1,935
Canada	142	(866)	226	(172)	317	-55%	-55%	(724)	1,068	-	-	1,122
U.S.	(1,580)	1,852	143	342	502	-	-	272	943	-71%	-66%	1,428
Global Wealth and Asset Management	238	250	265	281	243	-2%	-4%	488	476	3%	1%	1,022
Corporate and other	1,550	(35)	(42)	144	(63)	-	-	1,515	(7)	-	-	95
Net income (loss) attributed to shareholders	727	1,296	1,228	723	1,475	-51%	-52%	2,023	3,651	-45%	-45%	5,602
Preferred share dividends	(43)	(43)	(43)	(43)	(43)	0%		(86)	(86)	0%		(172)
Common shareholders' net income (loss)	684	1,253	1,185	680	1,432	-52%	-54%	1,937	3,565	-46%	-46%	5,430
Common shareholders' net income (loss) CER	684	1,304	1,227	702	1,478		-54%	1,988	3,690		-46%	5,619

Earnings Analysis

Core earnings												
Asia	489	491	494	520	471	4%	1%	980	991	-1%	-3%	2,005
Canada	342	237	288	318	312	10%	10%	579	595	-3%	-3%	1,201
U.S.	602	416	489	471	441	37%	32%	1,018	916	11%	8%	1,876
Global Wealth and Asset Management	238	250	265	281	242	-2%	-4%	488	475	3%	1%	1,021
Corporate and other (excl. core investment gains)	(110)	(366)	(159)	(163)	(114)	4%	4%	(476)	(177)	-169%	-169%	(499)
Core investment gains	-	-	100	100	100	-100%	-100%	-	200	-100%	-100%	400
Total core earnings	1,561	1,028	1,477	1,527	1,452	8%	5%	2,589	3,000	-14%	-15%	6,004
Total core earnings CER	1,561	1,060	1,535	1,583	1,488		5%	2,621	3,087		-15%	6,205
Items excluded from core earnings												
Investment-related experience outside of core earnings	(916)	(608)	182	(289)	146			(1,524)	473			366
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities	73	792	(389)	(494)	(144)			865	105			(778)
Change in actuarial methods and assumptions	-	-	-	(21)	-			-	-			(21)
Reinsurance transactions	9	12	(34)	-	63			21	115			81
Tax-related items and other	-	72	(8)	-	(42)			72	(42)			(50)
Net income (loss) attributed to shareholders	727	1,296	1,228	723	1,475	-51%	-52%	2,023	3,651	-45%	-45%	5,602

¹ AER percentage changes are calculated using actual exchange rates. CER percentage changes are calculated on a constant exchange rate basis.

Components of Direct Impact of Equity Markets and Interest Rates and Variable Annuity Guarantee Liabilities

Direct impact of equity markets and variable annuity guarantee liabilities	568	(1,309)	125	(38)	2			(741)	369			456
Fixed income reinvestment rates assumed in the valuation of policy liabilities	(1,995)	1,684	(583)	(213)	(174)			(311)	(334)			(1,130)
Sale of AFS bonds and derivative positions in the Corporate and Other segment	1,500	417	69	257	28			1,917	70			396
Change to the ultimate reinvestment rate	-	-	-	(500)	-			-	-			(500)
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities	73	792	(389)	(494)	(144)			865	105			(778)

Selected Performance Measures

Basic earnings (loss) per common share	\$0.35	\$0.64	\$0.61	\$0.35	\$0.73	-52%		\$ 1.00	\$1.81	-45%		\$ 2.77
Diluted core earnings per common share	\$0.78	\$0.51	\$0.73	\$0.76	\$0.72	8%		\$ 1.29	\$1.48	-13%		\$ 2.97
Diluted earnings (loss) per common share	\$0.35	\$0.64	\$0.61	\$0.35	\$0.73	-52%		\$ 1.00	\$1.81	-45%		\$ 2.77
Return on common shareholders' equity (annualized) (%)	5.5%	10.4%	10.3%	5.9%	12.9%	-7.4 pps		7.9%	16.4%	-8.5 pps		12.2%
Core ROE (annualized) (%)	12.2%	8.2%	12.5%	13.0%	12.7%	-0.5 pps		10.2%	13.4%	-3.2 pps		13.1%

FINANCIAL HIGHLIGHTS (CONT'D)

(Canadian \$ in millions unless otherwise stated and per share information, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2 AER	2020 Q2 vs. 2019 Q2 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER	Fiscal 2019
Earnings Analysis (Pre-tax)												
Core earnings												
Asia	570	562	565	610	535	7%	3%	1,132	1,143	-1%	-3%	2,318
Canada	463	314	364	423	417	11%	11%	777	795	-2%	-2%	1,582
U.S.	755	514	578	539	534	41%	37%	1,269	1,117	14%	11%	2,234
Global Wealth and Asset Management	278	288	294	307	276	1%	-1%	566	543	4%	3%	1,144
Corporate and other (excl. core investment gains)	(138)	(449)	(190)	(184)	(150)	8%	8%	(587)	(280)	-110%	-110%	(654)
Core investment gains	-	-	128	125	105	-100%	-100%	-	210	-100%	-100%	463
Total core earnings	1,928	1,229	1,739	1,820	1,717	12%	10%	3,157	3,528	-11%	-12%	7,087
Items excluded from core earnings												
Investment-related experience outside of core earnings	(1,177)	(673)	233	(363)	152			(1,850)	496			366
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities	(26)	1,332	(590)	(550)	(186)			1,306	87			(1,053)
Change in actuarial methods and assumptions	-	-	1	(61)	-			-	-			(60)
Reinsurance transactions	-	2	(47)	-	81			2	147			100
Tax-related items and other	-	-	(9)	-	(23)			-	(23)			(32)
Net income attributed to shareholders	725	1,890	1,327	846	1,741	-58%	-59%	2,615	4,235	-38%	-38%	6,408
Earnings Analysis (Tax Rate)												
Core earnings												
Asia	14%	13%	13%	15%	12%			13%	13%			14%
Canada	26%	25%	21%	25%	25%			25%	25%			24%
U.S.	20%	19%	15%	13%	17%			20%	18%			16%
Global Wealth and Asset Management	14%	13%	10%	8%	12%			14%	13%			11%
Corporate and other (excl. core investment gains)	(20)%	(18)%	(16)%	(11)%	(24)%			(19)%	(37)%			(24)%
Core investment gains	-	-	22%	20%	5%			-	5%			14%
Total core earnings¹	19%	16%	15%	16%	15%			18%	15%			15%
Items excluded from core earnings												
Investment-related experience outside of core earnings	(22)%	(10)%	22%	(20)%	4%			(18)%	5%			0%
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities	nm	41%	(34)%	(10)%	(23)%			34%	(21)%			(26)%
Change in actuarial methods and assumptions	-	-	-	(66)%	-			-	-			(65)%
Reinsurance transactions	-	nm	(28)%	-	22%			nm	22%			19%
Tax-related items and other	-	-	(11)%	-	83%			-	83%			56%
Net income attributed to shareholders	(0)%	31%	7%	15%	15%			23%	14%			13%
Core General Expenses												
Asia	547	538	619	585	540	1%	-2%	1,085	1,064	2%	0%	2,268
Canada	333	349	376	345	354	-6%	-6%	682	684	0%	0%	1,405
U.S.	264	262	291	272	285	-7%	-11%	526	563	-7%	-9%	1,126
Global Wealth and Asset Management	548	551	592	545	556	-1%	-4%	1,099	1,090	1%	-1%	2,227
Corporate and Other	152	145	177	178	159	-4%	-4%	297	294	1%	1%	649
Total core general expenses	1,844	1,845	2,055	1,925	1,894	-3%	-5%	3,689	3,695	0%	-2%	7,675
Non-core general expenses												
Restructuring charge	-	-	-	-	-			-	-			-
Integration and acquisition costs	-	-	-	-	-			-	-			-
Other	-	-	11	-	-			-	-			11
Total general expenses	1,844	1,845	2,066	1,925	1,894	-3%	5%	3,689	3,695	0%	-2%	7,686
Expense Efficiency												
Asia	49.0%	48.9%	52.3%	48.9%	50.3%			49.0%	48.2%			49.5%
Canada	41.8%	52.6%	50.8%	44.9%	45.9%			46.7%	46.2%			47.0%
U.S.	25.9%	33.8%	33.5%	33.5%	34.7%			29.3%	33.5%			33.5%
Global Wealth and Asset Management	66.5%	65.6%	66.8%	64.1%	66.9%			66.0%	66.7%			66.1%
Total company	48.9%	60.0%	54.2%	51.4%	52.5%			53.9%	51.2%			52.0%

FINANCIAL HIGHLIGHTS - SOURCE OF EARNINGS

(Canadian \$ in millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2 AER	2020 Q2 vs. 2019 Q2 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER	Fiscal 2019
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Source of Earnings ^{1,2}

Expected profit from in-force business	1,071	1,010	1,012	1,021	1,004	7%	4%	2,081	1,995	4%	2%	4,028
Impact of new business	186	169	286	232	202	-8%	-11%	355	478	-26%	-28%	996
Core investment gains	-	-	128	125	105	-100%	-100%	-	210	-100%	-100%	463
Experience gains (losses) (excl. core investment gains)	(3,067)	110	(659)	(1,338)	(231)	nm	nm	(2,957)	170	-	-	(1,827)
Management actions and changes in assumptions	1,909	587	62	302	119	nm	nm	2,496	238	949%	925%	602
Earnings on surplus funds	385	(249)	235	226	279	38%	35%	136	606	-78%	-77%	1,067
Other ³	24	47	47	55	59	-59%	-59%	71	110	-35%	-35%	212
Insurance	508	1,674	1,111	623	1,537	-67%	-68%	2,182	3,807	-43%	-42%	5,541
Global Wealth and Asset Management	278	288	294	307	276	1%	-1%	566	543	4%	3%	1,144
Manulife Bank	52	44	51	50	47	11%	12%	96	101	-5%	-5%	202
Unallocated overhead ⁴	(113)	(116)	(129)	(134)	(119)	5%	5%	(229)	(216)	-6%	-6%	(479)
Income (loss) before income taxes	725	1,890	1,327	846	1,741	-58%	-59%	2,615	4,235	-38%	-38%	6,408
Income tax (expense) recovery	2	(594)	(99)	(123)	(266)	-	-	(592)	(584)	-1%	-1%	(806)
Net income attributed to shareholders	727	1,296	1,228	723	1,475	-51%	-52%	2,023	3,651	-45%	-45%	5,602
Preferred share dividends	(43)	(43)	(43)	(43)	(43)	0%	-	(86)	(86)	0%	-	(172)
Common shareholders' net income	684	1,253	1,185	680	1,432	-52%	-54%	1,937	3,565	-46%	-46%	5,430
Expected profit from in-force business CER	1,071	1,033	1,049	1,056	1,031		4%	2,104	2,034		2%	4,139

Source of Earnings - Core

Expected profit from in-force business	1,071	1,010	1,012	1,021	1,004	7%	4%	2,081	1,995	4%	2%	4,028
Impact of new business	186	169	286	232	202	-8%	-11%	355	478	-26%	-28%	996
Core investment gains	-	-	128	125	105	-100%	-100%	-	210	-100%	-100%	463
Experience gains (losses) (excl. core investment gains)	188	(130)	(143)	(31)	(73)	-	-	58	(108)	-	-	(282)
Management actions and changes in assumptions	7	6	12	18	21	-67%	-68%	13	17	-24%	-22%	47
Earnings on surplus funds	216	(91)	186	182	210	3%	0%	125	420	-70%	-70%	788
Other ³	43	49	42	50	44	-2%	-6%	92	88	5%	4%	180
Insurance	1,711	1,013	1,523	1,597	1,513	13%	10%	2,724	3,100	-12%	-14%	6,220
Global Wealth and Asset Management	278	288	294	307	276	1%	-1%	566	543	4%	3%	1,144
Manulife Bank	52	44	51	50	47	11%	11%	96	101	-5%	-5%	202
Unallocated overhead ⁴	(113)	(116)	(129)	(134)	(119)	5%	5%	(229)	(216)	-6%	-6%	(479)
Core Earnings before income taxes	1,928	1,229	1,739	1,820	1,717	12%	10%	3,157	3,528	-11%	-12%	7,087
Income tax (expense) recovery	(367)	(201)	(262)	(293)	(265)	-38%	-35%	(568)	(528)	-8%	-6%	(1,083)
Total Core Earnings	1,561	1,028	1,477	1,527	1,452	8%	5%	2,589	3,000	-14%	-15%	6,004

¹ The expected profit from in-force business denominated in foreign currencies is translated at the current quarter's statement of income rate.

² The 'Source of Earnings' lines excludes the portion related to non-controlling interest.

³ Includes tax items related to minority interest and release of premium income tax allowables. These balances are offset in the Income tax (expense) recovery line.

⁴ Unallocated overhead represents Corporate and Other segment general expenses net of recoveries.

Glossary

Expected profit from in-force business	Formula-driven release of PfADs (Provisions for Adverse Deviations).
Impact of new business	The capitalized value of future profits less PfADs in respect of new business.
Experience gains (losses)	Earnings impact of any differences between actual experience in the current period relative to expected experience implicit in the actuarial liabilities, and differences in current period fee income due to market performance.
Management actions and changes in assumptions	Earnings impact of: -management initiated actions in the period that generate a non-recurring current period impact. -changes in methods and assumptions that impact actuarial liabilities or other liabilities.
Earnings (loss) on surplus funds	Actual investment returns on the Company's surplus (shareholders' equity).
Other	Earnings items not included in any other line of the SOE.
Income taxes	Tax charges to income.

FINANCIAL HIGHLIGHTS (CONT'D)

(Canadian \$ in millions unless otherwise stated and per share information, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2 AER	2020 Q2 vs. 2019 Q2 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER	Fiscal 2019
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Annualized Premium Equivalents Sales

Asia	784	1,084	975	1,052	915	-14%	-17%	1,868	2,251	-17%	-19%	4,278
Canada	238	376	271	235	290	-18%	-18%	614	551	11%	11%	1,057
U.S.	154	141	249	156	154	0%	-3%	295	297	-1%	-3%	702
Total Annualized premium equivalents sales	1,176	1,601	1,495	1,443	1,359	-13%	-15%	2,777	3,099	-10%	-12%	6,037
Total Annualized premium equivalents sales CER	1,176	1,630	1,546	1,493	1,389		-15%	2,806	3,185		-12%	6,224

Insurance Sales ¹

Asia	693	946	845	897	761	-9%	-11%	1,639	1,938	-15%	-17%	3,680
Canada	189	299	214	186	240	-21%	-21%	488	445	10%	10%	845
U.S.	154	141	249	156	154	0%	-3%	295	297	-1%	-3%	702
Total Insurance sales	1,036	1,386	1,308	1,239	1,155	-10%	-12%	2,422	2,680	-10%	-11%	5,227
Total Insurance sales CER	1,036	1,409	1,352	1,281	1,177		-12%	2,445	2,749		-11%	5,382

¹ Insurance sales consist of 100% of recurring premiums and 10% of both excess and single premiums.

Annuities Sales ²

Asia	673	936	887	1,060	1,036	-35%	-38%	1,609	2,043	-21%	-24%	3,990
Canada	480	777	572	494	500	-4%	-4%	1,257	1,056	19%	19%	2,122
Total Annuities sales	1,153	1,713	1,459	1,554	1,536	-25%	-27%	2,866	3,099	-8%	-10%	6,112
Total Annuities sales CER	1,153	1,748	1,506	1,603	1,588		-27%	2,901	3,206		-10%	6,315

² Annuities sales, including single premium accumulation products, in Asia is comprised of 100% regular premiums/deposits sales and 100% single premium/deposits sales.

New Business Value ("NBV") ³

Asia	298	356	390	430	364	-18%	-21%	654	775	-16%	-17%	1,595
Canada	46	77	59	51	65	-29%	-29%	123	127	-3%	-3%	237
U.S.	40	36	77	45	50	-20%	-22%	76	96	-21%	-22%	218
Total New business value	384	469	526	526	479	-20%	-22%	853	998	-15%	-16%	2,050
Total New business value CER	384	480	545	548	490		-22%	864	1,030		-16%	2,123

³ New Business Value is not calculated for Global Wealth and Asset Management businesses, Manulife Bank, and Property and Casualty Reinsurance business.

Global Wealth and Asset Management Gross Flows

Asia	4,710	5,569	5,927	5,740	4,761	-1%	-4%	10,279	9,372	10%	8%	21,039
Canada	11,471	8,119	6,512	5,994	5,292	117%	117%	19,590	11,641	68%	68%	24,147
U.S. ⁴	16,890	24,484	20,489	16,234	15,424	10%	6%	41,374	32,337	28%	26%	69,060
Total Global Wealth and Asset Management Gross flows	33,071	38,172	32,928	27,968	25,477	30%	27%	71,243	53,350	34%	32%	114,246
Total Global Wealth and Asset Management Gross flows CER	33,071	39,028	34,212	28,974	26,123		27%	72,099	54,792		32%	117,978

Global Wealth and Asset Management Net Flows

Asia	38	551	164	2,325	1,678	-98%	-98%	589	2,292	-74%	-75%	4,781
Canada	8,395	2,816	1,038	(6,854)	129	nm	nm	11,211	2,181	414%	414%	(3,635)
U.S. ⁴	(3,284)	(209)	3,686	119	(1,841)	-78%	-72%	(3,493)	(5,830)	40%	43%	(2,025)
Total Global Wealth and Asset Management Net flows	5,149	3,158	4,888	(4,410)	(34)	-	-	8,307	(1,357)	-	-	(879)
Total Global Wealth and Asset Management Net flows CER	5,149	3,206	5,113	(4,292)	(22)		-	8,355	(1,493)		-	(672)

⁴ U.S. business line includes Europe.

FINANCIAL HIGHLIGHTS (CONT'D)

(Canadian \$ in millions unless otherwise stated and per share information, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2 AER	2020 Q2 vs. 2019 Q2 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER	Fiscal 2019
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Premiums and Deposits - Insurance

Net premiums and investment contract deposits ¹	8,335	9,456	9,346	9,447	8,796	-5%		17,791	17,223	3%		36,016
Segregated fund deposits	1,615	2,038	1,837	1,804	1,758	-8%		3,653	3,550	3%		7,191
ASO premium equivalents	573	874	893	884	897	-36%		1,447	1,718	-16%		3,495
Total Premiums and deposits - Insurance	10,523	12,368	12,076	12,135	11,451	-8%	-12%	22,891	22,491	2%	-1%	46,702
Total Premiums and deposits - Insurance CER	10,523	12,609	12,462	12,587	11,913		-12%	23,132	23,319		-1%	48,368

¹ Net premiums include life, health and annuity premiums, and premiums in the Canada Group Benefits reinsurance ceded agreement.

Premiums and Deposits - Corporate & Other	34	31	36	25	27	26%	26%	65	51	27%	27%	112
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Assets Under Management and Administration

Asia	132,105	128,579	121,386	118,752	114,082	16%	12%	132,105	114,082	16%	12%	121,386
Canada	156,397	146,562	151,258	152,246	150,441	4%	4%	156,397	150,441	4%	4%	151,258
U.S.	248,502	245,759	230,356	233,825	225,775	10%	6%	248,502	225,775	10%	6%	230,356
Global Wealth and Asset Management ²	696,857	636,198	681,366	659,228	653,127	7%	4%	696,857	653,127	7%	4%	681,366
Corporate and Other	2,440	716	4,492	2,499	4,466	-45%	-45%	2,440	4,466	-45%	-45%	4,492
Total Assets under management and administration	1,236,301	1,157,814	1,188,858	1,166,550	1,147,891	8%	5%	1,236,301	1,147,891	8%	5%	1,188,858
Total Assets under management and administration CER	1,236,301	1,127,055	1,230,307	1,191,669	1,180,886		5%	1,236,301	1,180,886		5%	1,230,307

² Global Wealth and Asset Management AUMA at June 30, 2020 is \$900 billion and includes \$203 billion of asset managed on behalf of other segments. (see page 23).

Assets Under Management and Administration

Assets Under Management												
General fund	413,864	405,329	378,527	380,115	367,285	13%		413,864	367,285	13%		378,527
Segregated funds excluding institutional advisory accounts	340,038	310,165	341,149	334,622	333,088	2%		340,038	333,088	2%		341,149
Mutual funds ^{3, 4}	213,125	195,249	217,015	207,371	202,694	5%		213,125	202,694	5%		217,015
Institutional asset management	110,041	99,515	97,369	95,101	99,921	10%		110,041	99,921	10%		97,369
Other funds ⁵	9,722	8,613	9,401	8,916	8,767	11%		9,722	8,767	11%		9,401
Total assets under management	1,086,790	1,018,871	1,043,461	1,026,125	1,011,755	7%	6%	1,086,790	1,011,755	7%	6%	1,043,461
Assets under administration	149,511	138,943	145,397	140,425	136,136	10%		149,511	136,136	10%		145,397
Total assets under management and administration	1,236,301	1,157,814	1,188,858	1,166,550	1,147,891	8%	5%	1,236,301	1,147,891	8%	5%	1,188,858

³ Includes ETF assets.

⁴ Mutual Funds include Separate Managed Accounts (SMA) and Unified Managed Accounts (UMA), which were previously reported as Institutional Asset Management. Prior periods have been restated to conform with current presentation.

⁵ Other funds includes College Savings (529 plan).

FINANCIAL HIGHLIGHTS (CONT'D)

(Canadian \$ in millions unless otherwise stated and per share information, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019	Fiscal 2019
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Common Share Statistics

Share Price - Toronto (in Canadian \$) ¹										
high	20.14	27.79	26.55	24.89	25.18	-20%	27.79	25.18	10%	26.55
low	15.36	12.58	20.81	21.37	22.52	-32%	12.58	18.94	-34%	18.94
close	18.47	17.67	26.36	24.30	23.80	-22%	18.47	23.80	-22%	26.36
Share Price - New York (in U.S \$) ²										
high	15.08	21.23	20.40	18.87	18.71	-19%	21.23	18.71	13%	20.40
low	10.86	8.62	16.92	16.06	16.71	-35%	8.62	13.90	-38%	13.90
close	13.62	12.54	20.29	18.36	18.18	-25%	13.62	18.18	-25%	20.29
Common shares outstanding (millions)										
- end of period	1,939	1,939	1,949	1,952	1,962	-1%	1,939	1,962	-1%	1,949
- weighted average	1,939	1,943	1,948	1,961	1,965	-1%	1,941	1,965	-1%	1,958
- diluted weighted average	1,941	1,947	1,953	1,965	1,969	-1%	1,944	1,969	-1%	1,962
Dividend per common share paid in the quarter ³	0.280	0.280	0.250	0.250	0.250	12%	0.560	0.500	12%	1.000
Common share dividend payout ratio	79%	43%	41%	73%	34%	45 pps	56%	28%	28 pps	36%
Common share core dividend payout ratio	36%	55%	34%	33%	35%	1 pps	43%	34%	9 pps	34%

¹ The share prices are based on all Canadian trading venues, including the Toronto Stock Exchange.

² The share prices are based on all U.S. trading venues, including the New York Stock Exchange.

³ On August 5, 2020, the Board of Directors approved quarterly shareholders' dividend of 28.0 cents per share on the common shares of the Company, payable on or after September 19, 2020 to shareholders of record at the close of business on August 17, 2020.

Change in Common Shares Outstanding

Beginning Balance	1,939	1,949	1,952	1,962	1,970		1,949	1,971		1,971
Repurchased for cancellation	-	(10)	(11)	(19)	(18)		(10)	(28)		(58)
Issued under dividend reinvestment plans	-	-	7	7	9		-	17		31
Issued on exercise of stock options and deferred share units	-	-	1	2	1		-	2		5
Ending Balance	1,939	1,939	1,949	1,952	1,962		1,939	1,962		1,949

Valuation Data

Book value per common share	25.14	26.53	23.25	23.51	22.89	10%	25.14	22.89	10%	23.25
Market value to book value ratio	0.73	0.67	1.13	1.03	1.04	-29%	0.73	1.04	-29%	1.13
Book value excluding goodwill per common share	22.11	23.45	20.31	20.54	19.94	11%	22.11	19.94	11%	20.31
Book value excluding AOCI per common share	20.36	20.29	19.94	19.60	19.52	4%	20.36	19.52	4%	19.94
Market value to book value excluding goodwill ratio	0.84	0.75	1.30	1.18	1.19	-30%	0.84	1.19	-30%	1.30
Market capitalization (\$ billions)	35.8	34.3	51.4	47.4	46.7	-23%	35.8	46.7	-23%	51.4

Capital Information

Consolidated capital ⁴	61,755	63,217	57,369	59,130	58,217	6%	61,755	58,217	6%	57,369
Financial leverage ratio ⁵	26.0%	23.0%	25.1%	26.1%	26.4%	-0.4 pps	26.0%	26.4%	-0.4 pps	25.1%
LICAT Total Ratio - The Manufacturers Life Insurance Company	155%	155%	140%	146%	144%	11 pps	155%	144%	11 pps	140%

⁴ Consolidated capital includes total equity less AOCI on cash flow hedges and capital instruments. Total equity includes unrealized gains and losses on AFS bonds and AFS equities, net of taxes. The net unrealized gain on AFS bonds, net of taxes, is no longer part of OSFI regulatory capital.

⁵ Financial leverage ratio is calculated as the sum of long-term debt, capital instruments, and preferred shares divided by the sum of long-term debt, capital instruments, and total equity.

Foreign Exchange Information ⁶

- Statements of Financial Position	(CDN to \$ 1 US)	1.3628	1.4187	1.2988	1.3243	1.3087	4%
	(CDN to 1 YEN)	0.0126	0.0131	0.0120	0.0123	0.0121	4%
- Statements of Income	(CDN to \$ 1 US)	1.3854	1.3449	1.3200	1.3204	1.3377	4%
	(CDN to 1 YEN)	0.0129	0.0124	0.0122	0.0123	0.0122	6%

⁶ Unless otherwise indicated, information contained in this supplement is in Canadian dollars. The exchange rates above are used for currency conversion from U.S. dollars and Japanese yen to Canadian dollars for financial statement purposes.

CONSOLIDATED STATEMENTS OF INCOME

(Canadian \$ in millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019	Fiscal 2019
Revenue										
Premium income										
Gross premiums	9,538	10,725	10,535	10,508	9,829	-3%	20,263	20,016	1%	41,059
Premiums ceded to reinsurers	(1,305)	(1,370)	(1,297)	(1,173)	(1,138)	-15%	(2,675)	(3,011)	11%	(5,481)
Net premiums	8,233	9,355	9,238	9,335	8,691	-5%	17,588	17,005	3%	35,578
Investment income										
Investment income ¹	5,262	3,284	4,004	3,932	3,710	42%	8,546	7,457	15%	15,393
Realized/ unrealized gains (losses) on assets supporting insurance and investment contract liabilities and on macro hedge program ²	11,626	4,558	(4,503)	6,592	7,185	62%	16,184	16,111	0%	18,200
Net investment income (loss)	16,888	7,842	(499)	10,524	10,895	55%	24,730	23,568	5%	33,593
Other revenue	2,365	2,980	2,433	2,770	2,634	-10%	5,345	5,196	3%	10,399
Total revenue	27,486	20,177	11,172	22,629	22,220	24%	47,663	45,769	4%	79,570
Contract benefits and expenses										
To contract holders and beneficiaries										
Gross claims and benefits	7,542	7,655	7,284	6,920	7,287	3%	15,197	14,456	5%	28,660
Increase (decrease) in insurance contract liabilities ²	16,710	8,100	(712)	13,003	10,029	67%	24,810	21,436	16%	33,727
Increase (decrease) in investment contract liabilities	58	46	34	26	67	-13%	104	110	-5%	170
Benefits and expenses ceded to reinsurers	(1,805)	(1,829)	(1,592)	(802)	(1,505)	-20%	(3,634)	(2,979)	-22%	(5,373)
Decrease (increase) in reinsurance assets	175	117	271	(1,579)	337	-48%	292	39	649%	(1,269)
Net benefits and claims	22,680	14,089	5,285	17,568	16,215	40%	36,769	33,062	11%	55,915
General expenses	1,844	1,845	2,066	1,925	1,894	-3%	3,689	3,695	0%	7,686
Investment expenses	396	510	542	388	415	-5%	906	818	11%	1,748
Commissions	1,379	1,555	1,638	1,582	1,525	-10%	2,934	3,073	-5%	6,293
Interest expense	266	369	325	348	318	-16%	635	646	-2%	1,319
Net premium taxes	89	105	91	103	97	-8%	194	195	-1%	389
Total contract benefits and expenses	26,654	18,473	9,947	21,914	20,464	30%	45,127	41,489	9%	73,350
Income before income taxes	832	1,704	1,225	715	1,756	-53%	2,536	4,280	-41%	6,220
Income tax (expense) recovery	7	(597)	(89)	(100)	(240)	-	(590)	(529)	-12%	(718)
Net income	839	1,107	1,136	615	1,516	-45%	1,946	3,751	-48%	5,502
Less: net income (loss) attributed to non-controlling interests	119	(43)	69	13	78	53%	76	151	-50%	233
Less: net income (loss) attributed to participating policyholders	(7)	(146)	(161)	(121)	(37)	81%	(153)	(51)	-200%	(333)
Net income attributed to shareholders	727	1,296	1,228	723	1,475	-51%	2,023	3,651	-45%	5,602
Preferred share dividends	(43)	(43)	(43)	(43)	(43)	0%	(86)	(86)	0%	(172)
Common shareholders' net income	684	1,253	1,185	680	1,432	-52%	1,937	3,565	-46%	5,430

¹ The volatility in realized/unrealized gains (losses) on assets supporting insurance and investment contract liabilities relates primarily to the impact of interest rate changes on bond and fixed income derivative positions as well as interest rate swaps supporting the dynamic hedge program and gains and losses on macro equity hedges used as part of our equity risk management program . These items are mostly offset by changes in the measurement of our policy obligations. For fixed income assets supporting insurance and investment contracts, equities supporting pass through products and derivatives related to variable annuity hedging programs, the impact of realized/ unrealized gains (losses) on the assets is largely offset in the change in insurance and investment contract liabilities.

² The volatility in investment income largely related to gains and losses on AFS bonds related to the management of interest rate exposures. These activities in the surplus segment are mostly offset in the measurement of our policy liabilities (see Increase (decrease) in insurance contract liabilities).

CONSOLIDATED STATEMENTS OF FINANCIAL POSITION

(Canadian \$ in millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2
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ASSETS

Invested assets						
Cash and short-term securities	26,683	27,087	20,300	18,018	16,770	59%
Securities						
Debt securities	224,405	213,506	198,122	202,405	194,328	15%
Public equities	20,676	19,706	22,851	21,694	21,529	-4%
Loans						
Mortgages	51,134	51,781	49,376	50,027	48,768	5%
Private placements	40,458	40,847	37,979	37,227	36,255	12%
Policy loans	7,019	7,255	6,471	6,456	6,352	11%
Loans to bank clients	1,914	1,789	1,740	1,737	1,773	8%
Real estate	13,200	13,767	12,928	13,028	12,805	3%
Other invested assets	28,375	29,591	28,760	29,523	28,705	-1%
Total invested assets	413,864	405,329	378,527	380,115	367,285	13%
Other assets						
Accrued investment income	2,433	2,627	2,416	2,431	2,352	3%
Outstanding premiums	1,510	1,661	1,385	1,397	1,382	9%
Derivatives	36,730	39,670	19,449	25,849	20,192	82%
Reinsurance assets	43,409	45,054	41,446	42,493	41,143	6%
Deferred tax asset	4,688	4,494	4,574	4,322	4,154	13%
Goodwill and intangible assets	10,280	10,413	9,975	10,030	9,928	4%
Miscellaneous	10,941	9,929	8,250	8,568	8,413	30%
Total other assets	109,991	113,848	87,495	95,090	87,564	26%
Segregated funds net assets	342,043	312,253	343,108	336,621	334,786	2%
Total assets	865,898	831,430	809,130	811,826	789,635	10%

LIABILITIES AND EQUITY

Policy liabilities						
Insurance contract liabilities	389,495	383,466	351,161	356,114	340,904	14%
Investment contract liabilities	3,300	3,385	3,104	3,158	3,171	4%
Deposits from bank clients	21,439	21,250	21,488	21,741	21,165	1%
Derivatives	19,653	21,190	10,284	12,970	10,051	96%
Deferred tax liabilities	2,682	2,865	1,972	2,370	2,219	21%
Other liabilities	20,144	19,201	16,244	15,308	14,719	37%
	456,713	451,357	404,253	411,661	392,229	16%
Long-term debt	5,716	4,963	4,543	4,631	4,576	25%
Capital instruments	7,950	6,796	7,120	8,143	8,132	-2%
Segregated funds net liabilities	342,043	312,253	343,108	336,621	334,786	2%
Total liabilities	812,422	775,369	759,024	761,056	739,723	10%
Equity						
Issued share capital						
Preferred shares	3,822	3,822	3,822	3,822	3,822	0%
Common shares	23,025	23,025	23,127	23,066	23,067	0%
Contributed surplus	257	254	254	254	260	-1%
Shareholders' retained earnings	16,211	16,069	15,488	14,936	14,965	8%
Shareholders' accumulated other comprehensive income (loss)						
Pension and other post-employment plans	(503)	(355)	(350)	(422)	(420)	-20%
Available-for-sale securities	2,819	4,080	1,511	2,330	1,522	85%
Cash flow hedges	(329)	(360)	(143)	(217)	(173)	-90%
Real estate revaluation surplus	31	31	31	31	31	0%
Translation of foreign operations	7,245	8,711	5,398	5,909	5,650	28%
Total shareholders' equity	52,578	55,277	49,138	49,709	48,724	8%
Participating policyholders' equity	(397)	(388)	(243)	(83)	40	-
Non-controlling interests	1,295	1,172	1,211	1,144	1,148	13%
Total equity	53,476	56,061	50,106	50,770	49,912	7%
Total liabilities and equity	865,898	831,430	809,130	811,826	789,635	10%

CONSOLIDATED STATEMENTS OF CHANGES IN EQUITY

(Canadian \$ in millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	YTD 2020	YTD 2019	Fiscal 2019
Preferred shares								
Balance, beginning of period	3,822	3,822	3,822	3,822	3,822	3,822	3,822	3,822
Issued	-	-	-	-	-	-	-	-
Issuance costs, net of tax	-	-	-	-	-	-	-	-
Balance, end of period	3,822	3,822	3,822	3,822	3,822	3,822	3,822	3,822
Common shares								
Balance, beginning of period	23,025	23,127	23,066	23,067	23,052	23,127	22,961	22,961
Repurchased	-	(121)	(126)	(227)	(208)	(121)	(324)	(677)
Issued on exercise of stock options and deferred share units	-	19	15	41	34	19	48	104
Issued under Dividend Reinvestment and Share Purchase Plans	-	-	172	185	189	-	382	739
Balance, end of period	23,025	23,025	23,127	23,066	23,067	23,025	23,067	23,127
Contributed surplus								
Balance, beginning of period	254	254	254	260	265	254	265	265
Exercise of stock options and deferred share units	(1)	(3)	(3)	(8)	(6)	(4)	(9)	(20)
Stock option expense	4	3	3	2	3	7	6	11
Impact of deferred tax asset rate change	-	-	-	-	(2)	-	(2)	(2)
Balance, end of period	257	254	254	254	260	257	260	254
Shareholders' retained earnings								
Balance, beginning of period	16,069	15,488	14,936	14,965	14,239	15,488	12,704	12,704
Opening adjustment on adoption of IFRS 16	-	-	-	-	-	-	(19)	(19)
Net income attributed to shareholders	727	1,296	1,228	723	1,475	2,023	3,651	5,602
Preferred share dividends	(43)	(43)	(43)	(43)	(43)	(86)	(86)	(172)
Common share dividends	(542)	(540)	(489)	(493)	(494)	(1,082)	(983)	(1,965)
Common shares repurchased	-	(132)	(144)	(216)	(212)	(132)	(302)	(662)
Balance, end of period	16,211	16,069	15,488	14,936	14,965	16,211	14,965	15,488
Shareholders' accumulated other comprehensive income (loss)								
Balance, beginning of period	12,107	6,447	7,631	6,610	6,468	6,447	6,212	6,212
Other comprehensive income (loss)								
Remeasurement of pension and other post-employment plans, net of tax recovery of \$39	(148)	(5)	72	(2)	3	(153)	6	76
Real estate revaluation reserve, net of tax expense of nil	-	-	-	-	-	-	11	11
Available-for-sale ("AFS") securities unrealized gains (losses), net of tax expense of \$86	209	2,917	(729)	1,082	865	3,126	1,855	2,208
AFS securities realized losses (gains) & impairments (recoveries), net of tax recovery of \$375	(1,473)	(342)	(91)	(273)	(30)	(1,815)	(69)	(433)
Cash flow hedges unrealized gains (losses), net of tax expense of \$13	19	(191)	72	(54)	(27)	(172)	(46)	(28)
Cash flow hedges realized (gains) losses, net of tax expense of \$4	12	(26)	2	10	-	(14)	-	12
Unrealized foreign exchange gains (losses), net of \$199 hedges and tax expense of \$18	(1,466)	3,313	(511)	259	(669)	1,847	(1,360)	(1,612)
Share of other comprehensive income (loss) of associates, net of tax recovery of \$1	3	(6)	1	(1)	-	(3)	1	1
Balance, end of period	9,263	12,107	6,447	7,631	6,610	9,263	6,610	6,447
Total shareholders' equity, end of period	52,578	55,277	49,138	49,709	48,724	52,578	48,724	49,138
Participating policyholders' equity								
Balance, beginning of period	(388)	(243)	(83)	40	77	(243)	94	94
Opening adjustment on adoption of IFRS 16	-	-	-	-	-	-	(3)	(3)
Net income (loss) attributed to participating policyholders	(7)	(146)	(161)	(121)	(37)	(153)	(51)	(333)
Other comprehensive income attributed to participating policyholders	(2)	1	1	(2)	-	(1)	-	(1)
Balance, end of period	(397)	(388)	(243)	(83)	40	(397)	40	(243)
Non-controlling interests								
Balance, beginning of period	1,172	1,211	1,144	1,148	1,071	1,211	1,093	1,093
Net income (loss) attributed to non-controlling interests	119	(43)	69	13	78	76	151	233
Other comprehensive income (loss) attributed to non-controlling interests	4	-	-	-	2	4	4	4
Contributions (distributions), net	-	4	(2)	(17)	(3)	4	(100)	(119)
Balance, end of period	1,295	1,172	1,211	1,144	1,148	1,295	1,148	1,211
Total equity, end of period	53,476	56,061	50,106	50,770	49,912	53,476	49,912	50,106

CONSOLIDATED STATEMENTS OF CASH FLOWS

(Canadian \$ in millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019	Fiscal 2019
Operating activities										
Net income (loss)	839	1,107	1,136	615	1,516	-45%	1,946	3,751	-48%	5,502
Adjustments										
Increase (decrease) in insurance contract liabilities	16,710	8,100	(712)	13,003	10,029	67%	24,810	21,436	16%	33,727
Increase (decrease) in investment contract liabilities	58	46	34	26	67	-13%	104	110	-5%	170
Decrease (increase) in reinsurance assets	175	117	271	(1,579)	337	-48%	292	751	-61%	(557)
Amortization of premium/discount on invested assets	39	28	31	27	29	34%	67	59	14%	117
Other amortization	161	174	162	152	157	3%	335	312	7%	626
Net realized and unrealized (gains) losses, including impairments on assets	(13,621)	(4,304)	4,131	(7,057)	(8,028)	-70%	(17,925)	(17,339)	-3%	(20,265)
Deferred income tax expense (recovery)	22	451	(498)	(159)	71	-69%	473	203	133%	(454)
Stock option expense	4	3	3	2	3	33%	7	6	17%	11
Cash provided by operating activities before undernoted items	4,387	5,722	4,558	5,030	4,181	5%	10,109	9,289	9%	18,877
Changes in policy related and operating receivables and payables	(270)	(953)	1,100	531	1,231	-	(1,223)	34	-	1,665
Cash provided by (used in) operating activities	4,117	4,769	5,658	5,561	5,412	-24%	8,886	9,323	-5%	20,542
Investing activities										
Purchases and mortgage advances	(32,849)	(26,984)	(20,448)	(20,236)	(20,401)	-61%	(59,833)	(39,926)	-50%	(80,610)
Disposals and repayments	28,298	28,625	18,127	16,110	15,171	87%	56,923	31,096	83%	65,333
Changes in investment broker net receivables and payables	(1,467)	311	867	26	136	-	(1,156)	266	-	1,159
Net cash decrease from sale and purchase of subsidiaries and businesses	-	-	19	16	-	-	-	253	-100%	288
Cash provided by (used in) investing activities	(6,018)	1,952	(1,435)	(4,084)	(5,094)	-18%	(4,066)	(8,311)	51%	(13,830)
Financing activities										
Increase (decrease) in repurchase agreements and securities sold but not yet purchased	107	(163)	(196)	208	51	110%	(56)	254	-	266
Issue of long-term debt, net	960	-	-	-	-	-	960	-	-	-
Issue (redemption) of capital instruments, net	1,240	(500)	(1,000)	-	-	-	740	(500)	-	(1,500)
Secured borrowings	152	840	107	-	-	-	992	-	-	107
Changes in deposits from bank clients, net	210	(288)	(245)	576	1,180	-82%	(78)	1,488	-	1,819
Lease payments	(32)	(34)	(32)	(30)	(28)	-14%	(66)	(55)	-20%	(117)
Shareholder dividends paid in cash	(585)	(583)	(360)	(351)	(348)	-68%	(1,168)	(687)	-70%	(1,398)
NCI dividends paid in cash	-	-	(2)	(11)	(3)	100%	-	(3)	100%	(16)
Contributions from (distributions to) non-controlling interest, net	-	4	-	(6)	-	-	4	-	-	(6)
Common shares repurchased	-	(253)	(270)	(443)	(420)	100%	(253)	(626)	60%	(1,339)
Common shares issued, net	-	19	15	41	34	-100%	19	48	-60%	104
Cash provided by (used in) financing activities	2,052	(958)	(1,983)	(16)	466	340%	1,094	(81)	-	(2,080)
Cash and short-term securities										
Increase (decrease) during the period	151	5,763	2,240	1,461	784	-81%	5,914	931	535%	4,632
Effect of foreign exchange rate changes on cash and short-term securities	(654)	1,092	(169)	80	(171)	-282%	438	(377)	-	(466)
Balance, beginning of period	26,403	19,548	17,477	15,936	15,323	72%	19,548	15,382	27%	15,382
Balance, end of period	25,900	26,403	19,548	17,477	15,936	63%	25,900	15,936	63%	19,548
Cash and short-term securities										
Beginning of period										
Gross cash and short-term securities	27,087	20,300	18,018	16,770	16,097	68%	20,300	16,215	25%	16,215
Net payments in transit, included in other liabilities	(684)	(752)	(541)	(834)	(774)	-12%	(752)	(833)	10%	(833)
Net cash and short-term securities, beginning of period	26,403	19,548	17,477	15,936	15,323	72%	19,548	15,382	27%	15,382
End of period										
Gross cash and short-term securities	26,683	27,087	20,300	18,018	16,770	59%	26,683	16,770	59%	20,300
Net payments in transit, included in other liabilities	(783)	(684)	(752)	(541)	(834)	-6%	(783)	(834)	6%	(752)
Net cash and short-term securities, end of period	25,900	26,403	19,548	17,477	15,936	63%	25,900	15,936	63%	19,548

ASIA

(U.S. \$ in millions, unless otherwise stated, unaudited)



2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019	Fiscal 2019
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Statements of Income

Revenue										
Premium income										
Gross premiums	3,402	4,291	3,890	4,081	3,615	-6%	7,693	7,649	1%	15,620
Premiums ceded to reinsurers	(152)	(284)	(137)	(135)	(122)	-25%	(436)	(268)	-63%	(540)
Investment income	497	490	512	491	511	-3%	987	935	6%	1,938
Other revenue	146	589	150	329	190	-23%	735	438	68%	917
Subtotal revenue	3,893	5,086	4,415	4,766	4,194	-7%	8,979	8,754	3%	17,935
Realized/ unrealized gains on invested assets supporting insurance and investment contract liabilities ¹	2,252	(1,757)	220	613	813	177%	495	2,837	-83%	3,670
Total revenue	6,145	3,329	4,635	5,379	5,007	23%	9,474	11,591	-18%	21,605
Contract benefits and expenses										
To contract holders and beneficiaries										
Gross benefits and claims paid and change in insurance contract liabilities ¹	4,853	2,709	3,239	4,292	3,704	31%	7,562	8,701	-13%	16,232
Ceded benefits and expenses and change in reinsurance assets	(121)	(206)	(127)	(11)	(107)	-13%	(327)	(221)	-48%	(359)
Change in investment contract liabilities	-	-	-	-	2	-100%	-	-	-	-
General expenses	395	400	469	442	405	-2%	795	799	-1%	1,710
Investment expenses	46	44	42	41	38	21%	90	74	22%	157
Commissions	427	475	488	512	459	-7%	902	986	-9%	1,986
Other	55	57	55	52	51	8%	112	100	12%	207
Total contract benefits and expenses	5,655	3,479	4,166	5,328	4,552	24%	9,134	10,439	-13%	19,933
Income (loss) before income taxes	490	(150)	469	51	455	8%	340	1,152	-70%	1,672
Income tax (expense) recovery	(101)	54	(73)	(11)	(37)	-173%	(47)	(125)	62%	(209)
Net income (loss)	389	(96)	396	40	418	-7%	293	1,027	-71%	1,463
Less net income (loss) attributed to non-controlling interests	86	(32)	50	7	58	48%	54	113	-52%	170
Less net income (loss) attributed to participating policyholders	31	(135)	(135)	(64)	3	933%	(104)	35	-	(164)
Net income (loss) attributed to shareholders	272	71	481	97	357	-24%	343	879	-61%	1,457
Net income (loss) attributed to shareholders CER	272	78	482	96	364	-25%	350	898	-61%	1,476

¹ For fixed income assets supporting insurance and investment contract liabilities, equities supporting pass through products and derivatives related to variable annuity hedging programs, the impact of realized/unrealized gains (losses) on the assets is largely offset in the change in actuarial liabilities, included in contract benefits. The gains (losses) primarily relate to fair value movements on bonds and derivatives.

ASIA (CONT'D)

(U.S. \$ in millions, unless otherwise stated, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2 AER ¹	2020 Q2 vs. 2019 Q2 CER ²	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER ¹	YTD 2020 vs. YTD 2019 CER ²	Fiscal 2019
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Earnings Analysis

Hong Kong	185	186	209	185	176	5%	5%	371	345	8%	8%	739
Japan	74	75	64	89	79	-6%	-8%	149	215	-31%	-32%	368
Asia Other	125	133	136	149	125	0%	3%	258	243	6%	8%	528
Regional Office	(31)	(29)	(35)	(29)	(28)	-11%	-11%	(60)	(60)	0%	0%	(124)
Total Core earnings (loss)	353	365	374	394	352	0%	1%	718	743	-3%	-3%	1,511
Total Core earnings CER	353	364	372	392	351		1%	717	743		-3%	1,507
Items excluded from core earnings												
Investment-related experience outside of core earnings	(29)	38	34	(10)	36			9	123			147
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities	(58)	(341)	73	(282)	(31)			(399)	13			(196)
Change in actuarial methods and assumptions	-	-	-	(5)	-			-	-			(5)
Reinsurance transactions	6	9	-	-	-			15	-			-
Tax-related items and other	-	-	-	-	-			-	-			-
Net income (loss) attributed to shareholders	272	71	481	97	357	-24%	-25%	343	879	-61%	-61%	1,457

Source of Earnings - Core ³

Expected profit from in-force business	224	225	219	215	209	7%	8%	449	413	9%	9%	847
Impact of new business	100	96	149	134	103	-3%	-2%	196	280	-30%	-30%	563
Experience gains (losses)	17	19	(13)	20	16	6%	4%	36	31	16%	17%	38
Management actions and changes in assumptions	-	-	-	15	-	-	-	-	-	-	-	15
Earnings on surplus funds	44	44	42	42	41	7%	6%	88	82	7%	7%	166
Other ⁴	26	34	31	36	30	-13%	-12%	60	51	18%	19%	118
Core earnings before income taxes	411	418	428	462	399	3%	3%	829	857	-3%	-3%	1,747
Income tax (expense) recovery	(58)	(53)	(54)	(68)	(47)	-23%	-23%	(111)	(114)	3%	2%	(236)
Total Core earnings	353	365	374	394	352	0%	1%	718	743	-3%	-3%	1,511

¹ AER percentage changes are calculated using actual exchange rates.

² CER percentage changes are calculated on a constant exchange rate basis.

³ The 'Source of Earnings - Core' lines excludes the portion related to non-controlling interest.

⁴ Includes tax items related to minority interest and release of premium income tax allowables. These balances are offset in the Income tax (expense) recovery line.

ASIA (CONT'D)

(U.S. \$ in millions, unless otherwise stated, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2 AER	2020 Q2 vs. 2019 Q2 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER	Fiscal 2019
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Annualized Premium Equivalents Sales

Hong Kong	184	199	227	268	199	-8%	-8%	383	364	5%	5%	859
Japan	113	164	145	145	136	-17%	-18%	277	545	-49%	-50%	835
Asia Other	270	443	366	383	350	-23%	-21%	713	781	-9%	-7%	1,530
Total Annualized premium equivalents sales	567	806	738	796	685	-17%	-17%	1,373	1,690	-19%	-19%	3,224
Total Annualized premium equivalents sales CER	567	801	732	790	680		-17%	1,368	1,680		-19%	3,202

Insurance Sales

Hong Kong	170	183	209	251	182	-7%	-7%	353	330	7%	7%	790
Japan	69	87	74	53	48	44%	41%	156	367	-57%	-58%	494
Asia Other	263	433	357	374	341	-23%	-21%	696	759	-8%	-6%	1,490
Total Insurance sales	502	703	640	678	571	-12%	-11%	1,205	1,456	-17%	-17%	2,774
Total Insurance sales CER	502	698	634	672	563		-11%	1,200	1,442		-17%	2,748

Annuities Sales

Hong Kong	129	170	181	162	176	-27%	-27%	299	344	-13%	-13%	687
Japan	276	437	396	544	510	-46%	-47%	713	976	-27%	-28%	1,916
Asia Other	81	89	94	97	88	-8%	-8%	170	212	-20%	-19%	403
Total Annuities sales	486	696	671	803	774	-37%	-38%	1,182	1,532	-23%	-24%	3,006
Total Annuities sales CER	486	701	674	800	785		-38%	1,187	1,552		-24%	3,026

New Business Value (NBV)

Hong Kong	102	122	150	171	117	-13%	-13%	224	215	4%	4%	536
Japan	22	43	41	52	51	-57%	-58%	65	166	-61%	-62%	259
Asia Other	91	100	104	103	104	-12%	-10%	191	200	-4%	-3%	407
Total NBV	215	265	295	326	272	-21%	-21%	480	581	-17%	-17%	1,202
Total NBV CER	215	265	294	324	271		-21%	480	581		-17%	1,199

New Business Value (NBV) Margin ¹

Hong Kong	55.6%	61.4%	66.3%	63.7%	58.9%			58.6%	59.2%
Japan	19.4%	26.1%	27.7%	36.0%	37.3%			23.4%	30.5%
Asia Other	40.0%	28.7%	31.9%	30.2%	33.7%			33.1%	30.5%
Total NBV margin	41.0%	37.2%	42.2%	43.2%	42.2%			38.8%	37.2%
Total NBV margin CER	41.0%	37.3%	42.3%	43.3%	42.3%			38.9%	37.2%

¹ Margins are calculated using annualized premium equivalent (APE) excluding non-controlling interest. APE is calculated as 100% of annualized first year premiums for recurring premium products, and as 10% of single premiums for single premium products. Both NBV and APE used in the margin are calculated after non-controlling interest.

ASIA (CONT'D)

(U.S. \$ in millions, unless otherwise stated, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2 AER	2020 Q2 vs. 2019 Q2 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER	Fiscal 2019
Premiums and Deposits												
Premiums and investment contract deposits	3,254	4,004	3,753	3,947	3,489	-7%		7,258	7,380	-2%		15,080
Segregated fund and other deposits	487	597	630	616	590	-17%		1,084	1,169	-7%		2,415
Total Premiums and deposits	3,741	4,601	4,383	4,563	4,079	-8%	-8%	8,342	8,549	-2%	-2%	17,495
Total Premiums and deposits CER	3,741	4,593	4,366	4,538	4,061		-8%	8,334	8,506		-2%	17,410
Premiums and Deposits by Business Units												
Hong Kong	1,205	1,218	1,331	1,343	1,236	-3%	-3%	2,423	2,346	3%	3%	5,020
Japan	1,137	1,755	1,353	1,584	1,367	-17%	-17%	2,892	3,156	-8%	-9%	6,093
Asia Other	1,399	1,628	1,699	1,636	1,476	-5%	-3%	3,027	3,047	-1%	1%	6,382
Total Premiums and deposits	3,741	4,601	4,383	4,563	4,079	-8%	-8%	8,342	8,549	-2%	-2%	17,495
Total Weighted Premium Income (TWPI)												
Hong Kong	989	914	1,028	976	921	7%	7%	1,903	1,749	9%	9%	3,753
Japan	968	1,469	1,095	1,202	1,012	-4%	-6%	2,437	2,508	-3%	-4%	4,805
Asia Other	1,184	1,417	1,280	1,219	1,116	6%	9%	2,601	2,319	12%	15%	4,818
TWPI	3,141	3,800	3,403	3,397	3,049	3%	3%	6,941	6,576	6%	6%	13,376
TWPI CER	3,141	3,796	3,389	3,374	3,041		3%	6,937	6,562		6%	13,325
Assets Under Management												
General fund	81,826	77,214	77,304	74,371	71,664	14%		81,826	71,664	14%		77,304
Segregated funds	15,080	13,393	16,138	15,289	15,512	-3%		15,080	15,512	-3%		16,138
Total Assets under management	96,906	90,607	93,442	89,660	87,176	11%	12%	96,906	87,176	11%	12%	93,442
Total Assets under management CER	96,906	91,634	93,059	89,954	86,786		12%	96,906	86,786		12%	93,059
Number of Agents												
Hong Kong	10,008	10,104	10,083	9,508	8,831	13%		10,008	8,831	13%		10,083
Japan	2,171	2,140	2,117	2,170	2,125	2%		2,171	2,125	2%		2,117
Asia Other	102,107	90,407	83,439	79,905	73,858	38%		102,107	73,858	38%		83,439
Total Number of agents	114,286	102,651	95,639	91,583	84,814	35%		114,286	84,814	35%		95,639
Canadian \$ in millions - Key Metrics												
Core earnings	489	491	494	520	471	4%	1%	980	991	-1%	-3%	2,005
Items excluded from core earnings	(112)	(396)	142	(392)	5	-		(508)	180	-		(70)
Net income (loss) attributed to shareholders	377	95	636	128	476	-21%	-25%	472	1,171	-60%	-61%	1,935
Annualized Premium Equivalents Sales	784	1,084	975	1,052	915	-14%	-17%	1,868	2,251	-17%	-19%	4,278
Insurance Sales	693	946	845	897	761	-9%	-11%	1,639	1,938	-15%	-17%	3,680
Annuities Sales	673	936	887	1,060	1,036	-35%	-38%	1,609	2,043	-21%	-24%	3,990
New Business Value (NBV)	298	356	390	430	364	-18%	-21%	654	775	-16%	-17%	1,595
Premiums and Deposits	5,179	6,188	5,787	6,027	5,455	-5%	-8%	11,367	11,397	0%	-2%	23,211
Assets Under Management	132,105	128,579	121,386	118,752	114,082	16%	12%	132,105	114,082	16%	12%	121,386

CANADA

(Canadian \$ millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019	Fiscal 2019
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Statements of Income

Revenue										
Premium income										
Gross premiums	2,591	2,666	2,818	2,632	2,618	-1%	5,257	5,217	1%	10,667
Premiums ceded to reinsurers	(385)	(390)	(422)	(404)	(387)	1%	(775)	(766)	-1%	(1,592)
Investment income	965	549	1,161	1,060	1,118	-14%	1,514	2,376	-36%	4,597
Other revenue	233	250	278	262	260	-10%	483	548	-12%	1,088
Subtotal revenue	3,404	3,075	3,835	3,550	3,609	-6%	6,479	7,375	-12%	14,760
Realized/ unrealized gains on invested assets supporting insurance and investment contract liabilities ¹	4,530	310	(1,592)	974	2,143	111%	4,840	5,467	-11%	4,849
Total revenue	7,934	3,385	2,243	4,524	5,752	38%	11,319	12,842	-12%	19,609
Contract benefits and expenses										
To contract holders and beneficiaries										
Gross benefits and claims paid and change in insurance contract liabilities ¹	7,410	3,432	1,335	4,796	4,676	58%	10,842	10,357	5%	16,488
Ceded benefits and expenses and change in reinsurance assets	(272)	(338)	(291)	(942)	(174)	-56%	(610)	(426)	-43%	(1,659)
Change in investment contract liabilities	8	8	20	-	25	-68%	16	35	-54%	55
General expenses	333	349	376	345	354	-6%	682	684	0%	1,405
Investment expenses	80	79	86	83	82	-2%	159	162	-2%	331
Commissions	290	329	351	327	325	-11%	619	619	0%	1,297
Other	107	223	165	197	175	-39%	330	350	-6%	712
Total contract benefits and expenses	7,956	4,082	2,042	4,806	5,463	46%	12,038	11,781	2%	18,629
Income (loss) before income taxes	(22)	(697)	201	(282)	289	-	(719)	1,061	-	980
Income tax (expense) recovery	114	(134)	43	73	(13)	-	(20)	(91)	78%	25
Net income (loss)	92	(831)	244	(209)	276	-67%	(739)	970	-	1,005
Less: net income (loss) attributed to participating policyholders	(50)	35	18	(37)	(41)	-22%	(15)	(98)	85%	(117)
Net income (loss) attributed to shareholders	142	(866)	226	(172)	317	-55%	(724)	1,068	-	1,122

¹ For fixed income assets supporting insurance and investment contract liabilities, equities supporting pass through products and derivatives related to variable annuity hedging programs, the impact of realized/unrealized gains (losses) on the assets is largely offset in the change in actuarial liabilities, included in contract benefits.

CANADA (CONT'D)

(Canadian \$ millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019	Fiscal 2019
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Earnings Analysis

Insurance	239	134	183	224	195	23%	373	380	-2%	787
Annuities	64	71	68	57	82	-22%	135	140	-4%	265
Manulife Bank	39	32	37	37	35	11%	71	75	-5%	149
Total core earnings (loss)	342	237	288	318	312	10%	579	595	-3%	1,201
Items excluded from core earnings										
Investment-related experience outside of core earnings	(186)	(378)	69	(47)	2		(564)	455		477
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities ¹	(14)	(725)	(97)	(335)	7		(739)	18		(414)
Change in actuarial methods and assumptions	-	-	-	(108)	-		-	-		(108)
Reinsurance transactions	-	-	(34)	-	-		-	4		(30)
Tax-related items and other	-	-	-	-	(4)		-	(4)		(4)
Net income (loss) attributed to shareholders	142	(866)	226	(172)	317	-55%	(724)	1,068	-	1,122

¹ Segregated fund products include guarantees. These products are also referred to as variable annuities.

Source of Earnings - Core

Expected profit from in-force business	242	241	253	268	241	0%	483	482	0%	1,003
Impact of new business	(3)	5	8	8	18	-	2	28	-93%	44
Experience gains (losses)	87	(57)	(34)	15	2	nm	30	(12)	-	(31)
Management actions and changes in assumptions	-	-	-	-	24	-100%	-	24	-100%	24
Earnings on surplus funds	83	83	86	84	86	-3%	166	172	-3%	342
Other	1	(2)	-	(2)	-	-	(1)	-	-	(2)
Insurance	410	270	313	373	371	11%	680	694	-2%	1,380
Manulife Bank	53	44	51	50	46	15%	97	101	-4%	202
Core Earnings before income taxes	463	314	364	423	417	11%	777	795	-2%	1,582
Income tax (expense) recovery	(121)	(77)	(76)	(105)	(105)	-15%	(198)	(200)	1%	(381)
Total Core Earnings	342	237	288	318	312	10%	579	595	-3%	1,201

CANADA (CONT'D)
(Canadian \$ millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019	Fiscal 2019
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Annualized Premium Equivalents Sales

Individual Insurance	102	128	110	106	102	0%	230	180	28%	396
Group Insurance	87	171	104	80	138	-37%	258	265	-3%	449
Annuities	49	77	57	49	50	-2%	126	106	19%	212
Total Sales	238	376	271	235	290	-18%	614	551	11%	1,057

Annuities Sales ¹

Retail segregated fund products ²	465	752	547	475	482	-4%	1,217	1,013	20%	2,035
Fixed Products	15	25	25	19	18	-17%	40	43	-7%	87
Total Annuities Sales	480	777	572	494	500	-4%	1,257	1,056	19%	2,122

¹ Annuities sales is comprised of 100% regular premiums/deposits sales and 100% single premium/deposit sales.

² Retail segregated fund products include guarantees. These products are also referred to as variable annuities.

New Business Value (NBV)	46	77	59	51	65	-29%	123	127	-3%	237
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Premiums and Deposits

Net premiums ³ and investment contract deposits	2,337	2,412	2,540	2,366	2,367	-1%	4,749	4,720	1%	9,626
Segregated fund deposits	466	753	549	475	484	-4%	1,219	1,015	20%	2,039
ASO premium equivalents	573	874	893	884	897	-36%	1,447	1,718	-16%	3,495
Total premiums and deposits	3,376	4,039	3,982	3,725	3,748	-10%	7,415	7,453	-1%	15,160

³ Net premiums include life, health and annuity premiums, and premiums in the Canada Group Benefits reinsurance ceded agreement.

Premiums and Deposits by Business

Individual Insurance	955	949	1,016	932	939	2%	1,904	1,822	5%	3,770
Group Insurance	1,943	2,315	2,395	2,301	2,311	-16%	4,258	4,577	-7%	9,273
Annuities	478	775	571	492	498	-4%	1,253	1,054	19%	2,117
Total premiums and deposits	3,376	4,039	3,982	3,725	3,748	-10%	7,415	7,453	-1%	15,160

Assets Under Management

General funds, excluding Manulife Bank net lending assets	98,913	92,519	93,435	94,918	93,045	6%	98,913	93,045	6%	93,435
Manulife Bank net lending assets	22,625	22,433	22,178	22,017	21,957	3%	22,625	21,957	3%	22,178
Segregated funds	34,859	31,610	35,645	35,311	35,439	-2%	34,859	35,439	-2%	35,645
Total assets under management	156,397	146,562	151,258	152,246	150,441	4%	156,397	150,441	4%	151,258

Manulife Bank Average Net Lending Assets	22,529	22,306	22,098	21,987	21,874	3%	22,402	21,792	3%	21,902
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U.S.

(U.S. \$ in millions, unless otherwise stated, unaudited)



2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019	Fiscal 2019
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Statements of Income

Revenue										
Premium income										
Gross premiums	1,584	1,684	1,933	1,871	1,763	-10%	3,268	3,423	-5%	7,227
Premiums ceded to reinsurers	(507)	(450)	(532)	(454)	(446)	-14%	(957)	(1,428)	33%	(2,414)
Investment income	1,136	1,242	1,478	1,328	1,315	-14%	2,378	2,576	-8%	5,382
Other revenue	373	536	409	560	559	-33%	909	1,031	-12%	2,000
Subtotal revenue	2,586	3,012	3,288	3,305	3,191	-19%	5,598	5,602	0%	12,195
Realized/ unrealized gains (losses) on invested assets supporting insurance and investment contract liabilities ¹	2,902	4,917	(2,413)	3,622	2,922	-1%	7,819	5,111	53%	6,320
Total revenue	5,488	7,929	875	6,927	6,113	-10%	13,417	10,713	25%	18,515
Contract benefits and expenses										
To contract holders and beneficiaries										
Gross benefits and claims paid and change in insurance contract liabilities ¹	7,333	6,401	729	7,193	5,762	27%	13,734	10,461	31%	18,383
Ceded benefits and expenses and change in reinsurance assets	(854)	(824)	(660)	(1,088)	(653)	-31%	(1,678)	(1,681)	0%	(3,429)
Change in investment contract liabilities	11	10	10	9	12	-8%	21	21	0%	40
General expenses	190	195	229	206	213	-11%	385	422	-9%	857
Investment expenses	65	129	165	58	58	12%	194	117	66%	340
Commissions	161	219	267	215	220	-27%	380	428	-11%	910
Other	31	39	35	39	37	-16%	70	71	-1%	145
Total contract benefits and expenses	6,937	6,169	775	6,632	5,649	23%	13,106	9,839	33%	17,246
Income (loss) before income taxes	(1,449)	1,760	100	295	464	-	311	874	-64%	1,269
Income tax (expense) recovery	309	(383)	9	(37)	(89)	-	(74)	(167)	56%	(195)
Net income (loss) attributed to shareholders	(1,140)	1,377	109	258	375	-	237	707	-66%	1,074

¹ For fixed income assets supporting insurance and investment contract liabilities, equities supporting pass through products and derivatives related to variable annuity hedging programs, the impact of realized/unrealized gains (losses) on the assets is largely offset in the change in actuarial liabilities, included in contract benefits. The gains (losses) primarily relate to fair value movements on bonds and derivatives.

U.S. (CONT'D)

(U.S. \$ in millions, unless otherwise stated, unaudited)


Manulife

	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019	Fiscal 2019
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Earnings Analysis

U.S. Insurance	319	212	248	249	234	36%	531	489	9%	986
U.S. Annuities	115	98	123	108	95	21%	213	197	8%	428
Total core earnings (loss)	434	310	371	357	329	32%	744	686	8%	1,414
Items excluded from core earnings										
Investment-related experience outside of core earnings	(492)	(198)	134	(102)	124		(690)	17		49
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities	(1,082)	1,265	(390)	(51)	(129)		183	(84)		(525)
Change in actuarial methods and assumptions	-	-	-	54	-		-	-		54
Reinsurance transactions	-	-	-	-	47		-	84		84
Tax-related items and other	-	-	(6)	-	4		-	4		(2)
Total net income (loss) attributed to shareholders	(1,140)	1,377	109	258	375	-	237	707	-66%	1,074

Source of Earnings - Core

Expected profit from in-force business	353	329	335	338	344	3%	682	673	1%	1,346
Impact of new business	36	26	62	35	34	6%	62	58	7%	155
Experience gains (losses)	54	(72)	(62)	(60)	(73)	-	(18)	(90)	80%	(212)
Management actions and changes in assumptions	7	6	11	-	-	-	13	-	-	11
Earnings on surplus funds	91	90	91	91	91	0%	181	182	-1%	364
Other	4	4	1	5	3	33%	8	14	-43%	20
Core Earnings before income taxes	545	383	438	409	399	37%	928	837	11%	1,684
Income tax (expense) recovery	(111)	(73)	(67)	(52)	(70)	-59%	(184)	(151)	-22%	(270)
Total Core Earnings	434	310	371	357	329	32%	744	686	8%	1,414

U.S. (CONT'D)

(U.S. \$ in millions, unless otherwise stated, unaudited)


Manulife

	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019	Fiscal 2019
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Annualized Premium Equivalents Sales

JH Life	111	105	189	118	115	-3%	216	223	-3%	530
Total Sales	111	105	189	118	115	-3%	216	223	-3%	530

New Business Value (NBV)

	29	27	58	34	37	-22%	56	72	-22%	164
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Premiums and Deposits

Premiums and investment contract deposits	1,077	1,234	1,401	1,417	1,317	-18%	2,311	1,995	16%	4,813
Segregated fund deposits	342	360	348	389	362	-6%	702	732	-4%	1,469
Total premiums and deposits	1,419	1,594	1,749	1,806	1,679	-15%	3,013	2,727	10%	6,282

Premiums and Deposits

JH Life	809	928	1,005	1,045	939	-14%	1,737	1,808	-4%	3,858
JH Long-Term Care	532	528	557	549	550	-3%	1,060	1,097	-3%	2,203
JH Annuities	77	138	187	212	190	-59%	215	(178)	-	221
Total premiums and deposits	1,418	1,594	1,749	1,806	1,679	-16%	3,012	2,727	10%	6,282

Assets Under Management

General funds	127,679	123,957	118,364	119,293	114,627	11%	127,679	114,627	11%	118,364
Segregated funds	54,669	49,273	58,996	57,271	57,890	-6%	54,669	57,890	-6%	58,996
Total assets under management	182,348	173,230	177,360	176,564	172,517	6%	182,348	172,517	6%	177,360

Canadian \$ in millions - Key Metrics

Core earnings	602	416	489	471	441	37%	1,018	916	11%	1,876
Items excluded from core earnings	(2,182)	1,436	(346)	(129)	61	-	(746)	27	-	(448)
Net income (loss) attributed to shareholders	(1,580)	1,852	143	342	502	-	272	943	-71%	1,428
Annualized Premium Equivalents Sales	154	141	249	156	154	0%	295	297	-1%	702
Total premiums and deposits	1,967	2,143	2,308	2,383	2,248	-13%	4,110	3,641	13%	8,332
Total assets under management	248,502	245,759	230,356	233,825	225,775	10%	248,502	225,775	10%	230,356

GLOBAL WEALTH AND ASSET MANAGEMENT

(Canadian \$ in millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2 AER ¹	2020 Q2 vs. 2019 Q2 CER ²	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER ¹	YTD 2020 vs. YTD 2019 CER ²	Fiscal 2019
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Shareholders' Income Statement

Revenue												
Fee income	1,353	1,418	1,437	1,400	1,390	-3%	-5%	2,771	2,725	2%	0%	5,562
Investment income	8	8	(4)	9	5	60%	51%	16	28	-43%	-45%	33
Total revenue	1,361	1,426	1,433	1,409	1,395	-2%	-5%	2,787	2,753	1%	0%	5,595
Expenses												
General, administrative and investment expenses	799	833	840	797	818	-2%	-5%	1,632	1,620	1%	-1%	3,257
Commissions	284	305	299	305	301	-6%	-8%	589	590	0%	-2%	1,194
Total expenses	1,083	1,138	1,139	1,102	1,119	-3%	-6%	2,221	2,210	0%	-1%	4,451
Income before income taxes	278	288	294	307	276	1%	-5%	566	543	4%	-1%	1,144
Income tax (expense) recovery	(40)	(38)	(29)	(26)	(33)	-21%	-19%	(78)	(67)	-16%	-16%	(122)
Net income attributed to shareholders	238	250	265	281	243	-2%	-4%	488	476	3%	1%	1,022
Net income attributed to shareholders CER	238	256	276	292	249		-4%	494	490		1%	1,058

Earnings (loss) Analysis

Core earnings												
Asia	77	85	66	71	77	0%	-1%	162	152	7%	5%	289
Canada	79	88	80	89	77	3%	3%	167	150	11%	11%	319
U.S.	82	77	119	121	88	-7%	-9%	159	173	-8%	-10%	413
Core earnings	238	250	265	281	242	-2%	-4%	488	475	3%	1%	1,021
Core earnings CER	238	255	274	290	247		-4%	493	487		1%	1,051
Items excluded from core earnings												
Tax-related items and other	-	-	-	-	1	-100%		-	1	-100%		1
Net income attributed to shareholders	238	250	265	281	243	-2%	-4%	488	476	3%	1%	1,022

Core EBITDA by Geographic Source ³

Asia	100	106	85	91	92	9%	3%	206	183	13%	9%	359
Canada	130	143	133	143	127	2%	2%	273	250	9%	9%	526
U.S.	151	141	173	170	156	-3%	-6%	292	308	-5%	-8%	651
Core EBITDA	381	390	391	404	375	2%	-1%	771	741	4%	2%	1,536
Core EBITDA CER	381	398	404	416	384		-1%	779	761		2%	1,581
Amortization of deferred acquisition costs and other Depreciation	81	80	78	78	79	3%		161	155	4%		311
Amortization of deferred sales commissions	22	22	19	19	20	10%		44	43	2%		81
Total depreciation and amortization	103	102	97	97	99	4%		205	198	4%		392
Core earnings before income taxes	278	288	294	307	276	1%		566	543	4%		1,144
Core income tax (expense) recovery	(40)	(38)	(29)	(26)	(34)	-18%		(78)	(68)	15%		(123)
Core Earnings	238	250	265	281	242	-2%	-4%	488	475	3%	1%	1,021

Core EBITDA Margin ⁴	28.0%	27.3%	27.3%	28.7%	26.9%	110 bps		27.7%	26.9%	80 bps		27.5%
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Deferred Acquisition Costs and Deferred Sales Commissions by Geographic Source

Asia	507	510	450	440	422	20%		507	422	20%		450
Canada	253	254	254	253	250	1%		253	250	1%		254
U.S.	1,838	1,922	1,759	1,779	1,761	4%		1,838	1,761	4%		1,759
Total deferred acquisition costs and deferred sales commissions	2,598	2,686	2,463	2,472	2,433	7%		2,598	2,433	7%		2,463

¹ AER percentage changes are calculated using actual exchange rates.

² CER percentage changes are calculated on a constant exchange rate basis.

³ Core EBITDA excludes certain acquisition expenses related to insurance contracts in our retirement businesses, which are deferred and amortized over the expected life time of the customer relationship under the Canadian Asset Liability Method (CALM).

⁴ Core EBITDA margin is Core EBITDA divided by total revenue.

GLOBAL WEALTH AND ASSET MANAGEMENT (CONT'D)

(Canadian \$ in millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2 AER	2020 Q2 vs. 2019 Q2 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER	Fiscal 2019
Assets Under Management and Administration by Geographic Source												
Asia	182,457	174,958	169,001	165,171	160,495	14%	9%	182,457	160,495	14%	9%	169,001
Canada	229,266	202,485	221,348	216,177	220,771	4%	4%	229,266	220,771	4%	4%	221,348
U.S.	488,303	454,112	488,823	472,503	463,057	5%	1%	488,303	463,057	5%	1%	488,823
Total WAM-managed Assets under management and administration	900,026	831,555	879,172	853,851	844,323	7%	3%	900,026	844,323	7%	3%	879,172
Less: Assets managed on behalf of other segments ¹	(203,169)	(195,357)	(197,806)	(194,623)	(191,196)	-6%		(203,169)	(191,196)	-6%		(197,806)
Assets under management and administration	696,857	636,198	681,366	659,228	653,127	7%	4%	696,857	653,127	7%	4%	681,366
Assets under management and administration CER	696,857	618,758	705,994	673,670	672,565		4%	696,857	672,565		4%	705,994
Assets Under Management and Administration by Business Line												
Asia	93,118	88,110	88,190	85,461	83,169	12%	8%	93,118	83,169	12%	8%	88,190
Canada	187,543	163,211	177,313	173,490	178,274	5%	5%	187,543	178,274	5%	5%	177,313
U.S.	416,196	384,877	415,863	400,277	391,684	6%	2%	416,196	391,684	6%	2%	415,863
Assets under management and administration	696,857	636,198	681,366	659,228	653,127	7%	4%	696,857	653,127	7%	4%	681,366
Assets under administration ²	149,511	138,943	145,397	140,425	136,136	10%	6%	149,511	136,136	10%	6%	145,397
Changes in Assets Under Management and Administration												
Beginning balance	636,198	681,366	659,228	653,127	648,143	-2%		681,366	608,759	12%		608,759
Assets acquired/disposed	401	-	(1,441)	-	-	-		401	-	-		(1,441)
Gross flows	33,071	38,172	32,928	27,968	25,477	30%		71,243	53,350	34%		114,246
Manulife Securities non-proprietary product net flows	530	185	137	(114)	424	25%		715	936	-24%		959
Exchange traded fund net flows ⁴	284	112	245	132	182	56%		396	450	-12%		827
Redemptions	(28,736)	(35,311)	(28,422)	(32,396)	(26,117)	-10%		(64,047)	(56,093)	-14%		(116,911)
Investment income (loss) and other	55,109	(48,326)	18,691	10,511	5,018	998%		6,783	45,725	-85%		74,927
Ending balance	696,857	636,198	681,366	659,228	653,127	7%	4%	696,857	653,127	7%	4%	681,366

¹ Reflects assets managed by WAM business units on behalf of other, non-WAM business lines.

² Reflects WAM-sourced assets under administration included in Assets under management and administration.

³ Includes the third party institutional business of Manulife Investment Management ("MIM"); includes derivative notional associated with the Company's liability driven investment product ("LDI"); and excludes assets managed on behalf of the Insurance businesses and the General Fund.

⁴ Excludes ETF assets that are managed on behalf of insurance businesses.

GLOBAL WEALTH AND ASSET MANAGEMENT (CONT'D)

(Canadian \$ in millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2 AER	2020 Q2 vs. 2019 Q2 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER	Fiscal 2019
Average Assets Under Management and Administration by Geographic Source												
Asia	179,559	173,007	167,562	163,205	159,604	13%	8%	176,057	155,777	13%	8%	160,604
Canada	217,845	219,056	218,622	216,565	219,401	-1%	-1%	219,264	214,594	2%	2%	215,872
U.S.	474,925	487,320	478,761	468,847	466,002	2%	-1%	481,737	457,535	5%	-1%	465,939
Total Average WAM-managed Assets under management and administration	872,329	879,383	864,945	848,617	845,007	3%	1%	877,058	827,906	6%	1%	842,415
Less: Average assets managed on behalf of other segments ¹	(200,362)	(199,113)	(196,688)	(193,066)	(190,710)	-5%		(200,078)	(187,263)	-7%		(191,081)
Average assets under management and administration	671,967	680,270	668,257	655,551	654,297	3%	0%	676,980	640,643	6%	4%	651,334
Average assets under management and administration CER	672,786	693,646	694,652	678,697	672,214		0%	684,970	659,965		4%	673,329
Asia	91,215	89,177	86,992	84,677	83,069	10%	5%	90,078	81,071	11%	5%	83,505
Canada	177,089	175,880	175,388	173,987	177,192	0%	0%	177,198	173,009	2%	2%	173,628
U.S.	403,663	415,213	405,877	396,887	394,036	2%	-1%	409,704	386,563	6%	-1%	394,201
Average assets under management and administration	671,967	680,270	668,257	655,551	654,297	3%	0%	676,980	640,643	6%	4%	651,334
Average assets under administration ²	146,462	145,349	143,197	138,181	135,994	8%	4%	146,462	132,732	10%	4%	136,702
Average Assets Under Management and Administration by Business Line												
Retirement	352,434	356,364	349,534	341,831	339,793	4%	1%	354,651	331,800	7%	1%	338,850
Retail	214,498	223,683	222,686	216,387	213,482	0%	-2%	219,677	209,145	5%	-2%	214,409
Institutional Asset Management ³	105,035	100,223	96,037	97,333	101,022	4%	1%	102,652	99,698	3%	1%	98,075
Average assets under management and administration	671,967	680,270	668,257	655,551	654,297	3%	0%	676,980	640,643	6%	4%	651,334

¹ Reflects assets managed by WAM business units on behalf of other, non-WAM business lines.

² Reflects WAM-sourced assets under administration included in Assets under management and administration.

³ Includes the third party institutional business of Manulife Investment Management ("MIM"); includes derivative notional associated with the Company's liability driven investment product ("LDI"); and excludes assets managed on behalf of the Insurance businesses and the General Fund.

GLOBAL WEALTH AND ASSET MANAGEMENT (CONT'D)

(Canadian \$ in millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2 AER	2020 Q2 vs. 2019 Q2 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER	Fiscal 2019
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Net Flows by Geographic Source

Asia	38	551	164	2,325	1,678	-98%	-98%	589	2,292	-74%	-75%	4,781
Canada	8,395	2,816	1,038	(6,854)	129	nm	nm	11,211	2,181	414%	414%	(3,635)
U.S. ¹	(3,284)	(209)	3,686	119	(1,841)	-78%	-72%	(3,493)	(5,830)	40%	43%	(2,025)
Total Net flows	5,149	3,158	4,888	(4,410)	(34)	-	-	8,307	(1,357)	-	-	(879)
Total Net flows CER	5,149	3,206	5,113	(4,292)	(22)	-	-	8,355	(1,493)	-	-	(672)

Net Flows by Business Line

Retirement	(345)	2,724	3	1,648	(602)	43%	40%	2,379	1,235	93%	91%	2,886
Retail	(968)	160	2,184	1,341	747	-	-	(808)	(1,498)	46%	56%	2,027
Institutional Asset Management ²	6,462	274	2,701	(7,399)	(179)	-	-	6,736	(1,094)	-	-	(5,792)
Total Net flows	5,149	3,158	4,888	(4,410)	(34)	-	-	8,307	(1,357)	-	-	(879)

Gross Flows by Geographic Source

Asia	4,710	5,569	5,927	5,740	4,761	-1%	-4%	10,279	9,372	10%	8%	21,039
Canada	11,471	8,119	6,512	5,994	5,292	117%	117%	19,590	11,641	68%	68%	24,147
U.S. ¹	16,890	24,484	20,489	16,234	15,424	10%	6%	41,374	32,337	28%	26%	69,060
Total Gross flows	33,071	38,172	32,928	27,968	25,477	30%	27%	71,243	53,350	34%	32%	114,246
Total Gross flows CER	33,071	39,028	34,212	28,974	26,123	-	27%	72,099	54,792	-	32%	117,978

Gross Flows by Business Line

Retirement	10,470	16,496	13,007	11,878	11,288	-7%	-10%	26,966	24,162	12%	10%	49,047
Retail	13,464	17,098	12,945	12,185	11,582	16%	14%	30,562	24,583	24%	21%	49,713
Institutional Asset Management ²	9,137	4,578	6,976	3,905	2,607	250%	241%	13,715	4,605	198%	198%	15,486
Total Gross flows	33,071	38,172	32,928	27,968	25,477	30%	27%	71,243	53,350	34%	32%	114,246

¹ U.S. business line includes Europe.

² Includes the third party institutional business of Manulife Investment Management ("MIM"); includes derivative notional associated with the Company's liability driven investment product ("LDI"); and excludes assets managed on behalf of the Insurance businesses and the General Fund.

CORPORATE AND OTHER

(Canadian \$ in millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2	2020 Q2 vs. 2019 Q2	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019	Fiscal 2019
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Statements of Income

Revenue										
Gross investment income before items below	231	280	297	337	351	-34%	511	706	-28%	1,340
Gains (losses) on AFS equities and seed capital	135	(215)	64	62	61	121%	(80)	172	-	298
Gains (losses) on AFS bonds and related derivative positions	1,902	580	106	345	40	nm	2,482	97	nm	548
Gains (losses) on macro hedges	(33)	28	(5)	(1)	(5)	-560%	(5)	(47)	89%	(53)
Interest on surplus funds allocated to reporting segments	(274)	(268)	(265)	(264)	(267)	-3%	(542)	(532)	-2%	(1,061)
Other revenue	62	(204)	(21)	(67)	(16)	-	(142)	(32)	-344%	(120)
Total revenue, net	2,023	201	176	412	164	nm	2,224	364	511%	952
Contract benefits and expenses										
General expenses	150	143	175	176	158	-5%	293	291	1%	642
Investment expenses, net	(53)	(36)	(65)	(54)	(30)	-77%	(89)	(63)	-41%	(182)
Changes in actuarial methods and assumptions	-	-	-	(5)	-	-	-	-	-	(5)
Other	83	126	125	123	99	-16%	209	219	-5%	467
Total contract benefits and expenses	180	233	235	240	227	-21%	413	447	-8%	922
Income (loss) before income taxes	1,843	(32)	(59)	172	(63)	-	1,811	(83)	-	30
Income tax (expense) recovery	(349)	6	(15)	(76)	(26)	nm	(343)	19	-	(72)
Net income (loss)	1,494	(26)	(74)	96	(89)	-	1,468	(64)	-	(42)
Less net income (loss) attributed to non-controlling interest	-	-	1	5	-	-	-	(1)	100%	5
Net income (loss) attributed to shareholders - Corporate and Investments	1,494	(26)	(75)	91	(89)	-	1,468	(63)	-	(47)
Net income attributed to shareholders' for Reinsurance business	56	(9)	33	53	26	115%	47	56	-16%	142
Net income (loss) attributed to shareholders	1,550	(35)	(42)	144	(63)	-	1,515	(7)	-	95

Earnings Analysis

Core earnings										
Corporate and other excluding core investment gains	(110)	(366)	(159)	(163)	(114)	4%	(476)	(177)	-169%	(499)
Core investment gains	-	-	100	100	100	-100%	-	200	-100%	400
Total core earnings (loss)	(110)	(366)	(59)	(63)	(14)	-686%	(476)	23	-	(99)
Items excluded from core loss										
Investment-related experience outside of core earnings	(8)	(14)	(110)	(95)	(69)	88%	(22)	(168)	87%	(373)
Direct impact of equity markets and interest rates	1,668	273	127	279	64	nm	1,941	182	966%	588
Change in actuarial methods and assumptions (excl. URR changes)	-	-	-	23	-	-	-	-	-	23
Restructuring charge	-	-	-	-	-	-	-	-	-	-
Tax-related items and other	-	72	-	-	(44)	100%	72	(44)	-	(44)
Net income (loss) attributed to shareholders	1,550	(35)	(42)	144	(63)	-	1,515	(7)	-	95

Premiums and Deposits

Premiums - Reinsurance business	34	31	36	25	27	26%	65	51	27%	112
Total premiums and deposits	34	31	36	25	27	26%	65	51	27%	112

Assets Under Management

General fund - Corporate and Investments (before derivative reclassification)	18,672	18,359	12,829	14,599	13,860	35%	18,672	13,860	35%	12,829
Derivative reclassification ¹	(17,107)	(18,508)	(9,195)	(12,912)	(10,171)	-68%	(17,107)	(10,171)	-68%	(9,195)
General fund - Corporate and Investments (after derivative reclassification)	1,565	(149)	3,634	1,687	3,689	-58%	1,565	3,689	-58%	3,634
General fund - Reinsurance	931	915	916	936	898	4%	931	898	4%	916
Segregated funds - elimination of amounts held by the Company	(56)	(50)	(58)	(124)	(121)	54%	(56)	(121)	54%	(58)
Total assets under management	2,440	716	4,492	2,499	4,466	-45%	2,440	4,466	-45%	4,492

¹ Includes consolidation entries relating to net derivative assets reclassified from invested assets to other lines on the balance sheet.

Asset Information

INVESTED ASSETS - PORTFOLIO COMPOSITION

(Canadian \$ in millions, unaudited)



	As at Q2 2020	%		As at Q1 2020	%		As at Q4 2019	%		As at Q3 2019	%		As at Q2 2019	%	
Carrying value															
Cash and short-term securities	26,683	6.3	%	27,087	6.6	%	20,300	5.4	%	18,018	4.7	%	16,770	4.6	%
Debt securities															
Government															
Canadian government & agency	24,316	5.9	%	22,278	5.6	%	23,361	6.2	%	23,785	6.3	%	23,991	6.5	%
US government & agency	33,521	8.1	%	33,218	8.2	%	28,252	7.5	%	29,846	7.9	%	27,177	7.4	%
Foreign governments & agency	25,430	6.1	%	24,329	6.0	%	21,743	5.7	%	21,877	5.8	%	21,424	5.8	%
Corporate	137,621	33.3	%	129,967	32.1	%	121,329	32.1	%	123,359	32.4	%	118,092	32.2	%
Securitized															
CMBS	1,468	0.4	%	1,512	0.4	%	1,373	0.4	%	1,370	0.3	%	1,414	0.4	%
RMBS	14	0.0	%	14	0.0	%	14	0.0	%	14	0.0	%	14	0.0	%
ABS	2,035	0.5	%	2,188	0.5	%	2,050	0.5	%	2,154	0.5	%	2,216	0.6	%
Total debt securities	224,405	54.3	%	213,506	52.8	%	198,122	52.4	%	202,405	53.2	%	194,328	52.9	%
Private placement debt	40,458	9.8	%	40,847	10.1	%	37,979	10.0	%	37,227	9.8	%	36,255	9.9	%
Mortgages															
Commercial															
Retail	9,050	2.2	%	9,280	2.3	%	8,840	2.3	%	8,888	2.3	%	8,727	2.4	%
Office	9,213	2.2	%	9,612	2.4	%	8,871	2.3	%	9,154	2.5	%	8,720	2.4	%
Multi family residential	5,913	1.5	%	6,019	1.5	%	5,371	1.4	%	5,457	1.5	%	5,160	1.4	%
Industrial	2,712	0.7	%	2,694	0.7	%	2,469	0.7	%	2,711	0.7	%	2,552	0.7	%
Other commercial	3,469	0.8	%	3,422	0.8	%	3,273	0.9	%	3,367	0.9	%	3,224	0.9	%
Other mortgages															
Manulife Bank single family residential	20,313	4.9	%	20,245	5.0	%	20,076	5.3	%	19,947	5.2	%	19,879	5.4	%
Agriculture	464	0.1	%	509	0.1	%	476	0.1	%	503	0.1	%	506	0.1	%
Total mortgages ¹	51,134	12.4	%	51,781	12.8	%	49,376	13.0	%	50,027	13.2	%	48,768	13.3	%
Policy loans	7,019	1.7	%	7,255	1.7	%	6,471	1.7	%	6,456	1.7	%	6,352	1.7	%
Loans to bank clients	1,914	0.5	%	1,789	0.4	%	1,740	0.5	%	1,737	0.5	%	1,773	0.4	%
Public equities															
Par, equity-linked and pass-through	16,396	4.0	%	14,672	3.6	%	17,031	4.5	%	16,211	4.3	%	16,096	4.4	%
Nonpar and surplus	4,280	1.0	%	5,034	1.3	%	5,820	1.5	%	5,483	1.4	%	5,433	1.5	%
Total public equities	20,676	5.0	%	19,706	4.9	%	22,851	6.0	%	21,694	5.7	%	21,529	5.9	%
Real estate & other invested assets											0.0				
Alternative long-duration assets															
Office	7,039	1.7	%	7,435	1.9	%	7,279	1.9	%	7,526	2.0	%	7,434	2.0	%
Industrial	1,239	0.3	%	1,267	0.3	%	983	0.3	%	878	0.2	%	799	0.2	%
Company use	2,029	0.5	%	2,090	0.5	%	1,926	0.5	%	1,958	0.5	%	1,938	0.6	%
Other	2,893	0.7	%	2,975	0.7	%	2,740	0.7	%	2,666	0.7	%	2,634	0.7	%
Total real estate ³	13,200	3.2	%	13,767	3.4	%	12,928	3.4	%	13,028	3.4	%	12,805	3.5	%
Infrastructure	8,469	2.0	%	8,884	2.2	%	8,854	2.3	%	8,716	2.3	%	8,275	2.3	%
Private equity	6,832	1.7	%	7,112	1.7	%	6,396	1.7	%	7,489	2.0	%	7,175	2.0	%
Timberland	3,315	0.8	%	3,328	0.8	%	3,256	0.9	%	3,288	0.9	%	3,339	0.9	%
Oil & gas	2,206	0.5	%	2,511	0.6	%	3,245	0.9	%	3,329	0.9	%	3,433	0.9	%
Farmland	1,548	0.4	%	1,549	0.4	%	1,413	0.4	%	1,300	0.3	%	1,280	0.3	%
Real Estate Interests	1,801	0.4	%	1,853	0.5	%	1,646	0.3	%	1,408	0.4	%	1,328	0.4	%
Other	38	0.0	%	36	0.0	%	33	0.0	%	33	0.0	%	33	0.0	%
Total alternative long-duration assets	37,409	9.0	%	39,040	9.6	%	37,771	10.0	%	38,591	10.2	%	37,668	10.3	%
Leveraged leases	3,578	0.9	%	3,716	0.9	%	3,371	0.9	%	3,401	0.9	%	3,326	0.9	%
Other	588	0.1	%	602	0.2	%	546	0.1	%	559	0.1	%	516	0.1	%
Total real estate & other invested assets	41,575	10.0	%	43,358	10.7	%	41,688	11.0	%	42,551	11.2	%	41,510	11.3	%
Total invested assets	413,864	100.0	%	405,329	100.0	%	378,527	100.0	%	380,115	100.0	%	367,285	100.0	%

¹ Includes government insured mortgages (\$6,901 or 13% as at June 30, 2020).

Fair value²

Real estate	14,525	15,217	14,277	14,346	14,087
Total alternative long-duration assets	39,672	41,356	39,900	40,608	39,582
Total real estate & other invested assets	43,838	45,674	43,817	44,568	43,424

² The fair values of real estate and other investments are disclosed in the table above since the changes in the fair value of those assets backing insurance and investment contract liabilities are reflected as earnings/charges through actuarial reserves.

³ Directly Owned Real Estate.

INVESTED ASSETS - FIXED INCOME SECURITIES BY CREDIT QUALITY AND GEOGRAPHIC LOCATION

(Canadian \$ in millions, unaudited)



Debt Securities and Private Placement Portfolio by Credit Quality (at carrying value)

	Credit Rating ¹	NAIC designation	As at Q2 2020	%	As at Q1 2020	%	As at Q4 2019	%	As at Q3 2019	%	As at Q2 2019	%
Debt Securities	AAA	1	42,391	19%	40,725	19%	36,106	18%	37,982	19%	36,200	19%
	AA	1	38,845	17%	37,682	18%	34,271	17%	34,892	17%	33,700	17%
	A	1	92,416	41%	89,017	42%	84,215	43%	85,514	42%	82,499	43%
	BBB	2	46,751	21%	42,455	20%	40,618	21%	41,229	21%	39,197	20%
	BB	3	3,207	1%	2,655	1%	2,053	1%	1,899	1%	1,826	1%
	B & lower, and unrated	4 & below	795	1%	972	0%	859	0%	889	0%	906	0%
	Total		224,405	100%	213,506	100%	198,122	100%	202,405	100%	194,328	100%
Private Placements	AAA	1	1,114	3%	1,156	3%	1,098	3%	1,121	3%	1,122	3%
	AA	1	4,943	12%	5,840	14%	5,513	14%	5,023	14%	4,846	14%
	A	1	15,848	39%	15,409	38%	14,311	38%	14,261	38%	13,781	38%
	BBB	2	15,001	37%	14,807	36%	14,139	37%	13,951	37%	13,846	38%
	BB	3	1,022	3%	953	2%	823	2%	832	2%	835	2%
	B & lower, and unrated	4 & below	2,530	6%	2,682	7%	2,095	6%	2,039	6%	1,825	5%
	Total		40,458	100%	40,847	100%	37,979	100%	37,227	100%	36,255	100%
Total	AAA	1	43,505	16%	41,881	17%	37,204	16%	39,103	16%	37,322	16%
	AA	1	43,788	17%	43,522	17%	39,784	17%	39,915	17%	38,546	17%
	A	1	108,264	41%	104,426	41%	98,526	42%	99,775	42%	96,280	42%
	BBB	2	61,752	23%	57,262	23%	54,757	23%	55,180	23%	53,043	23%
	BB	3	4,229	2%	3,608	1%	2,876	1%	2,731	1%	2,661	1%
	B & lower, and unrated	4 & below	3,325	1%	3,654	1%	2,954	1%	2,928	1%	2,731	1%
	Total		264,863	100%	254,353	100%	236,101	100%	239,632	100%	230,583	100%

¹ The Company replicates exposure to specific issuers by selling credit protection via credit default swaps (CDS) to complement its cash bond investments. The Company does not use CDS to leverage its credit risk exposure and any CDS protection sold is backed by government security holdings. In order to reflect the actual credit exposure held by the Company, the credit quality carrying values have been adjusted to reflect the credit quality of the underlying issuers referenced in the CDS sold by the Company. At June 30, 2020, the Company had \$430 (March 31, 2020 : \$493) notional outstanding of CDS protection sold.

Debt Securities and Private Placement Portfolio by Geographic Location (at carrying value)

	Country	As at Q2 2020	%	As at Q1 2020	%	As at Q4 2019	%	As at Q3 2019	%	As at Q2 2019	%
Debt Securities	U.S.	104,747	47%	99,605	47%	89,387	45%	92,164	46%	86,070	44%
	Canada	51,269	23%	46,796	22%	48,291	25%	49,355	24%	49,433	26%
	Europe	7,890	3%	6,985	3%	6,467	3%	6,280	3%	5,855	3%
	Asia & Other	60,499	27%	60,120	28%	53,977	27%	54,606	27%	52,970	27%
	Total	224,405	100%	213,506	100%	198,122	100%	202,405	100%	194,328	100%
Private Placements	U.S.	23,203	58%	23,947	59%	21,672	57%	21,008	56%	20,450	56%
	Canada	11,348	28%	11,341	27%	11,221	29%	11,167	30%	10,882	30%
	Europe	2,514	6%	2,483	6%	2,166	6%	2,191	6%	2,168	6%
	Asia & Other	3,393	8%	3,076	8%	2,920	8%	2,861	8%	2,755	8%
	Total	40,458	100%	40,847	100%	37,979	100%	37,227	100%	36,255	100%
Total	U.S.	127,950	48%	123,552	48%	111,059	47%	113,172	47%	106,520	46%
	Canada	62,617	24%	58,137	23%	59,512	25%	60,522	25%	60,315	26%
	Europe	10,404	4%	9,468	4%	8,633	4%	8,471	4%	8,023	4%
	Asia & Other	63,892	24%	63,196	25%	56,897	24%	57,467	24%	55,725	24%
	Total	264,863	100%	254,353	100%	236,101	100%	239,632	100%	230,583	100%

INVESTED ASSETS - FIXED INCOME SECURITIES BY SECTOR AND UNREALIZED LOSSES

(Canadian \$ in millions, unaudited)


Portfolio by Sector / Industry Holdings (at carrying value)

	As at Q2 2020			As at Q1 2020			As at Q4 2019			As at Q3 2019			As at Q2 2019		
	Carrying value	Investment %	grade %	Carrying value	Investment %	grade %	Carrying value	Investment %	grade %	Carrying value	Investment %	grade %	Carrying value	Investment %	grade %
Government & agency	87,914	33%	98%	84,622	33%	98%	77,883	33%	98%	80,047	34%	99%	77,076	33%	99%
Utilities	48,346	18%	99%	47,133	19%	99%	44,426	19%	99%	44,906	19%	99%	42,964	19%	98%
Financial	36,187	14%	96%	34,996	14%	96%	31,929	13%	97%	31,930	13%	97%	31,637	14%	97%
Energy	21,508	8%	94%	19,260	8%	94%	20,196	9%	97%	19,934	8%	97%	18,746	8%	97%
Consumer (non-cyclical)	21,609	8%	96%	20,455	8%	96%	18,133	8%	96%	18,676	8%	96%	17,499	8%	97%
Industrial	21,811	8%	97%	20,634	8%	97%	19,024	8%	98%	19,620	8%	98%	19,130	8%	98%
Basic materials	5,598	2%	93%	5,159	2%	92%	4,572	2%	92%	4,594	2%	92%	4,207	2%	92%
Consumer (cyclical)	8,654	3%	92%	8,706	3%	93%	7,798	3%	94%	7,724	3%	94%	7,297	3%	94%
Securitized MBS/ABS	3,957	2%	98%	4,176	2%	100%	3,888	2%	100%	4,001	2%	100%	4,091	2%	100%
Telecommunications	4,548	2%	99%	4,292	2%	99%	4,170	2%	99%	4,148	2%	99%	4,019	2%	99%
Technology	3,001	1%	97%	3,144	1%	98%	2,473	1%	98%	2,448	1%	98%	2,332	1%	98%
Media & internet	1,251	1%	96%	1,150	0%	95%	1,043	0%	93%	1,022	0%	93%	1,002	0%	95%
Diversified & miscellaneous	479	0%	98%	626	0%	78%	566	0%	83%	582	0%	84%	583	0%	84%
Total	264,863	100%	97%	254,353	100%	98%	236,101	100%	98%	239,632	100%	98%	230,583	100%	98%

Unrealized (losses)

	As at Q2 2020				As at Q1 2020				As at Q4 2019				As at Q3 2019				As at Q2 2019			
	Amortized cost	Gross unrealized (losses) \$	%	Amounts < 80% cost > 6 months	Amortized cost	Gross unrealized (losses) \$	%	Amounts < 80% cost > 6 months	Amortized cost	Gross unrealized (losses) \$	%	Amounts < 80% cost > 6 months	Amortized cost	Gross unrealized (losses) \$	%	Amounts < 80% cost > 6 months	Amortized cost	Gross unrealized (losses) \$	%	Amounts < 80% cost > 6 months
Debt securities																				
<i>Government</i>	72,925	(124)	0%	(0)	69,680	(261)	0%	-	67,568	(295)	0%	-	67,724	(145)	0%	-	66,527	(305)	0%	-
<i>Corporate</i>																				
Financials	30,822	(56)	0%	(15)	31,192	(190)	1%	(10)	28,102	(44)	0%	(9)	28,310	(30)	0%	(10)	28,425	(36)	0%	(9)
Non-financials	92,507	(444)	0%	(0)	93,286	(2,598)	3%	(94)	83,934	(175)	0%	(29)	84,511	(163)	0%	(27)	81,486	(190)	0%	(17)
<i>Securitized</i>																				
CMBS	1,428	-	0%	-	1,495	(3)	0%	-	1,357	(1)	0%	-	1,347	(1)	0%	-	1,395	(1)	0%	-
RMBS	13	-	0%	-	13	-	0%	-	13	-	0%	-	13	-	0%	-	13	-	0%	-
ABS	1,997	(55)	3%	-	2,140	(37)	2%	-	1,970	(1)	0%	-	2,047	(1)	0%	-	2,144	(6)	0%	-
Private placement debt	40,458	(140)	0%	(36)	40,847	(485)	1%	(42)	37,979	(81)	0%	(33)	37,227	(66)	0%	(26)	36,255	(73)	0%	(25)
Fixed income securities ¹	240,150	(819)	0%	(52)	238,653	(3,574)	1%	(146)	220,923	(597)	0%	(71)	221,179	(406)	0%	(63)	216,245	(611)	0%	(51)

¹ Gross unrealized losses consist of unrealized losses on AFS debt securities and private placements held at cost in the Corporate Surplus segments, as well as the difference between fair value and amortized cost on debt securities and private placements held in liability segments. Losses on AFS debt securities held in Surplus and on all private placements are realized upon sale or by credit impairment. However, for fixed income securities supporting CALM liabilities, losses are only realized upon credit impairment because unrealized gains and losses on debt securities, which impact net investment income, are largely offset by the changes in actuarial liabilities unless the security is credit impaired.

Actuarial Liabilities Information

VARIABLE ANNUITY AND SEGREGATED FUND GUARANTEES

(Canadian \$millions, unaudited)



	Guarantee Value			Net Amount at Risk ²			Policy Liabilities Held ^{3,5}	SFG Capital ⁶	Policy Liabilities Held plus Capital
	Gross Amount ⁴	Amount Reinsured	Net of Reinsurance ¹	Gross Amount ⁴	Amount Reinsured	Net of Reinsurance ¹			
Q2 2020	85,774	4,738	81,036	11,102	1,351	9,751	10,989	5,388	16,377
Q1 2020	88,966	5,022	83,944	16,126	1,806	14,320	13,355	5,215	18,570
Q4 2019	85,533	4,695	80,838	7,840	1,150	6,690	5,327	5,246	10,573
Q3 2019	87,620	4,853	82,767	9,018	1,318	7,700	7,254	5,213	12,467
Q2 2019	89,070	6,302	82,768	9,272	1,299	7,973	6,082	5,151	11,233

As at Q2 2020	Net of Reinsurance ¹		
	Total Guarantee Value ⁴	Total Fund Value ⁴	Net Amount at Risk ^{2,4}
U.S.			
Withdrawal Benefits	37,309	30,180	7,319
Income Benefits	480	379	109
Death Benefits	5,539	6,400	466
	43,328	36,959	7,894
Canada			
Withdrawal Benefits	12,045	10,712	1,333
Maturity Benefits	15,942	15,895	47
Death Benefits	1,866	7,983	71
	29,853	34,590	1,451
Japan			
Withdrawal Benefits	3,365	3,219	165
Maturity Benefits	471	537	4
Death Benefits	861	852	24
	4,697	4,608	193
	-	-	-
Reinsurance & Other	3,158	3,436	213

¹ Net of amounts ceded to 3rd party reinsurers. Amounts reinsured include amounts covered under stop loss treaties as well as first dollar treaties. Some of the treaties include deductibles and claims limits.

² Net Amount at Risk is based on sum of excess of guarantee value over fund value only on contracts where amount at risk is currently positive.

³ Under Phase I of IFRS 4, former Canadian GAAP valuation practices continue to apply to insurance contracts. This requires that reserves for segregated fund and variable products have a Conditional Tail Expectation ("CTE") of between 60 and 80. We hold CTE(70) level policy liabilities for both unhedged business and dynamically hedged business.

⁴ Total Guarantee Value, Total Fund Value and Net Amount at Risk includes certain HK products which are classified as investment contracts under IFRS. There is no reinsurance or hedging for these products.

⁵ The policy liabilities are held within the insurance contract liabilities, investment contract liabilities and other liabilities, as applicable under IFRS and are shown net of reinsurance.

⁶ Starting Q1 2018, the Segregated Fund Guaranteed (SFG) Capital is approximated by 100% of the LICAT capital requirement multiplied by a scalar of 1.05 and grossed up based on a 120% capital ratio

The net amount at risk is not currently payable. Guaranteed death benefits are contingent and only payable upon the eventual death of policyholders if fund values remain below guarantee values. Withdrawal, accumulation and income benefits are also contingent and only payable at scheduled maturity in the future, if the policyholders are still living and have not terminated their policies and fund values remain below guarantee values.

Guaranteed benefits in a single contract are frequently a combination of death benefit and living benefit (withdrawal / maturity / income).

Death benefit amounts shown reflect only stand alone death benefits plus any excess of death benefits over living benefits on contracts with both death and other benefit forms.

REGULATORY CAPITAL

(Canadian \$ in millions, unaudited)



	2020 Q2	2020 Q1	2019 Q4	2019 Q3	2019 Q2
The Manufacturers Life Insurance Company's LICAT					

Available Capital Components:

Tier 1 capital					
Common shares	36,447	34,447	34,447	34,447	34,447
Retained earnings	13,061	12,257	11,010	12,812	12,129
Other Tier 1 capital	15,512	18,268	12,446	14,470	13,471
Gross Tier 1 capital	65,020	64,972	57,903	61,729	60,047
Deductions:					
Goodwill and Intangibles	(9,342)	(9,451)	(9,045)	(9,133)	(9,038)
Other	(12,705)	(13,498)	(12,045)	(13,397)	(12,028)
Tier 1 capital (A)	42,973	42,023	36,813	39,199	38,981
Tier 2 Capital					
Gross Tier 2 capital	10,410	11,540	11,041	11,446	11,222
Deductions	-	-	-	-	-
Tier 2 capital (B)	10,410	11,540	11,041	11,446	11,222
Total Available Capital (C) = (A+B)	53,383	53,563	47,854	50,645	50,203
Surplus Allowance and Eligible Deposits (D)	33,013	33,678	30,955	30,828	30,049

Base Solvency Buffer Components

Non-Participating Business					
Credit risk	10,752	10,522	9,827	9,903	9,655
Market risk	16,130	16,537	18,273	17,529	17,939
Insurance risk	26,735	27,214	25,462	25,570	26,874
Less: Credits for Adjustable Products	(6,745)	(6,711)	(6,164)	(6,161)	(7,299)
Participating Business					
Capital Requirements for Credit, Market and Insurance Risks for Participating Products, net of Par Credits	5,948	5,814	5,975	5,804	5,699
Less: Diversification and Other Credits	(8,765)	(8,882)	(8,629)	(8,549)	(8,704)
Capital Requirements for Non-Participating and Participating Business, net of Credits	44,055	44,494	44,744	44,096	44,164
Segregated fund risk	4,276	4,139	4,164	4,137	4,088
Operational and other risks	4,863	4,800	4,849	4,780	4,774
Subtotal of Base Solvency Buffer Components (E)	53,194	53,433	53,757	53,013	53,026
Base Solvency Buffer (F) = E x 105%	55,854	56,104	56,445	55,664	55,677

Total LICAT Ratio = (C+D)/F	155%	155%	140%	146%	144%
Excess Total Capital over Supervisory Target Ratio of 100% = (C+D) - 100% x F	30,542	31,137	22,364	25,809	24,575

Accumulated Other Comprehensive Income (AOCI): A separate component of shareholders' equity which includes net unrealized gains and losses on available-for-sale securities, net unrealized gains and losses on derivative instruments designated within an effective cash flow hedge, unrealized foreign currency translation gains and losses and actuarial gains and losses on employee benefit plans. These items have been recognized in comprehensive income, but excluded from net income.

Return on Common Shareholders' Equity: Common shareholders' net income divided by average common shareholders' equity.

Annuity: A contract which allows the contract holder to either (i) accumulate funds for retirement planning, or (ii) receive scheduled payments, either periodically for a specified period of time or until death.

- **Fixed Annuity:** The return to the contract holder is specified in the contract, i.e., the Company bears the investment risk.

- **Book Value Annuity:** An annuity which provides a declared rate of interest for a specified contract while offering a guarantee of principal amount.

- **Variable Annuity:** Funds are invested in segregated funds (also called separate accounts in the U.S.) and the return to the contract holder fluctuates according to the earnings of the underlying investments. In some instances, guarantees are provided.

Assets Under Management and administration (AUMA): A measure of the size of the Company. It is comprised of the non-GAAP measures assets under management ("AUM"), which includes both assets of general account and external client assets for which we provide investment management services, and assets under administration ("AUA"), which includes assets for which we provide administrative services only.

Available-For-Sale (AFS) Financial Assets: Non-derivative financial assets that are designated as available-for-sale or that are not classified as loans and receivables, held-to-maturity investments, or held for trading.

Book Value per Share: Ratio obtained by dividing common shareholders' equity by the number of common shares outstanding at the end of the period.

Cash Flow Hedges: A hedge of the exposure to variability in cash flows associated with a recognized asset or liability, a forecasted transaction or a foreign currency risk in an unrecognized firm commitment that is attributable to a particular risk and could affect reported net income.

Corporate Owned Life Insurance (COLI): Life insurance purchased by organizations, predominantly to finance non-qualified executive deferred compensation plans.

Deferred Acquisition Costs (DAC): Costs directly attributable to the acquisition of new business, principally agents' compensation, which are capitalized on the Company's balance sheet and amortized into income over a specified period.

Fair Value: Amount of consideration that would be agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

Impaired Assets: Mortgages, bonds and other investment securities in default where there is no longer reasonable assurance of collection.

Institutional Clients: Organizations that are non-Manulife-affiliated for which Manulife provides investment management services. Such clients include pensions, endowments and other external investment managers and wealth management organizations.

Investment Contracts: Products that do not contain insurance risk (as defined under IFRS) and are accounted for as financial liabilities at amortized cost or fair value.

Leveraged Leases: In these leases the financing provided by the long-term creditor is nonrecourse as to the general credit of the lessor. The amount of the financing is sufficient to provide the lessor with substantial "leverage" in the transaction. Income is recognized on a constant yield basis.

Long-Term Care (LTC): Insurance coverage available on an individual or group basis to provide reimbursement for medical and other services to the chronically ill, disabled or mentally challenged.

Life Insurance Capital Adequacy Test (LICAT): The new LICAT regulatory capital regime established by the Office of the Superintendent of Financial Institutions (OSFI) came into effect in Canada on January 1, 2018, replacing the Minimum Continuing Capital and Surplus framework. The LICAT ratio compares the qualifying regulatory capital resources of a life insurance company to its required capital, each as specified under OSFI's LICAT guideline.

Premiums and Deposits: Include general fund premiums, segregated fund deposits, institutional advisory account deposits, mutual fund deposits, other fund deposits, and ASO premium equivalents.

- **General Fund Premiums:** Premiums earned on insurance and fixed annuity contracts as reflected in the Company's statement of operations. Also includes premiums in the Canada Group Benefits reinsurance ceded agreement.

- **Segregated Fund Deposits:** Deposits related to insurance, annuity and pension products which are invested in segregated funds.

- **Mutual Fund Deposits:** Deposits received in proprietary mutual funds.

- **Institutional Advisory Account Deposits:** Deposits received in the Institutional Advisory Accounts.

- **Other Fund Deposits:** Deposits received from customers related to non-proprietary funds for Manulife-branded products.

- **ASO Premium Equivalents:** ASO ("administrative services only") contracts are group insurance contracts administered by the Company on behalf of the client on which the Company earns a fee for its services but the client retains all risks inherent in the group insurance. ASO premium equivalents are primarily a measure of the business volume calculated as expected claims plus administrative fees charged.

Global Wealth and Asset Management: Global Wealth and Asset Management is comprised of our fee based businesses with little or no insurance risk, including Retirement, Retail and Institutional Asset Management businesses.

Consolidated Capital: Capital funding that is both unsecured and permanent in nature. Comprises total equity (excluding AOCI on cash flow hedges) and liabilities for preferred shares and capital instruments.

Universal Life Insurance: A form of permanent life insurance with flexible premiums. The customer may vary the premium payment and death benefit within certain restrictions. The contract is credited with a rate of interest based on the return of a portfolio of assets held by the Company, possibly with a minimum rate guarantee, which may be reset periodically at the discretion of the Company.

Variable Universal Life Insurance: A form of permanent life insurance with flexible premiums in which the cash value and possibly the death benefit of the policy fluctuate according to the investment performance of segregated funds (or separate accounts).

NM: Represents percentage variance in excess of 1000%, assessed as not meaningful 'nm'.

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TRANSFER AGENT

Canada
 CIBC Mellon Trust Company
 1-800-783-9495
www.cibcmellon.com/investor

United States
 Mellon Investor Services
 1-800-249-7702
www.melloninvestor.com

COMMON STOCK

Common Stock of Manulife Financial is traded on:

<u>Stock Exchange</u>	<u>Symbol</u>
Toronto	MFC
New York	MFC
Hong Kong	945
Philippines	MFC

INVESTOR INFORMATION

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INDUSTRY RATING INFORMATION

The following credit rating agencies each assigned financial strength ratings to our main operating subsidiaries, The Manufacturers Life Insurance Company and John Hancock Life Insurance Company (U.S.A.), thereby recognizing these companies as having strong credit ratings in the insurance industry.

The Manufacturers Life Insurance Company

(as at August 5, 2020)

<u>Purpose</u>	<u>Rating agency</u>	<u>Rating</u>
Financial strength	S&P Global Ratings	AA-
	Moody's Investors Service Inc.	A1
	Fitch Ratings Inc.	AA-
	DBRS Limited	AA (low)
	A.M. Best Company	A+ (Superior)

John Hancock Life Insurance Company (U.S.A)

(as at August 5, 2020)

<u>Purpose</u>	<u>Rating agency</u>	<u>Rating</u>
Financial strength	S&P Global Ratings	AA-
	Moody's Investors Service Inc.	A1
	Fitch Ratings Inc.	AA-
	DBRS Limited	not rated
	A.M. Best Company	A+ (Superior)