



Manulife

Statistical Information Package

Q4 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 audited 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. This includes the election by U.S. Retirement plan-holders to transfer investments from externally-managed funds that are administered by the Retirement business to Manulife-managed Retail funds. 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 Q4 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 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4 AER ¹	2020 Q4 vs. 2019 Q4 CER ¹	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER ¹	YTD 2020 vs. YTD 2019 CER ¹
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Shareholders' Net Income (loss) by Reporting Segment

Asia	639	651	377	95	636	0%	0%	1,762	1,935	-9%	-11%
Canada	628	291	142	(866)	226	178%	178%	195	1,122	-83%	-83%
U.S.	106	891	(1,580)	1,852	143	-26%	-26%	1,269	1,428	-11%	-8%
Global Wealth and Asset Management	304	308	238	250	265	15%	16%	1,100	1,022	8%	7%
Corporate and other	103	(73)	1,550	(35)	(42)	-	-	1,545	95	nm	nm
Net income (loss) attributed to shareholders	1,780	2,068	727	1,296	1,228	45%	44%	5,871	5,602	5%	4%
Preferred share dividends	(43)	(42)	(43)	(43)	(43)	0%		(171)	(172)	1%	
Common shareholders' net income (loss)	1,737	2,026	684	1,253	1,185	47%	46%	5,700	5,430	5%	4%
Common shareholders' net income (loss) CER	1,737	2,000	635	1,256	1,191		46%	5,628	5,408		4%

Earnings Analysis

Core earnings											
Asia	571	559	489	491	494	16%	16%	2,110	2,005	5%	4%
Canada	316	279	342	237	288	10%	10%	1,174	1,201	-2%	-2%
U.S.	479	498	602	416	489	-2%	-1%	1,995	1,876	6%	5%
Global Wealth and Asset Management	304	308	238	250	265	15%	15%	1,100	1,021	8%	7%
Corporate and other (excl. core investment gains)	(196)	(191)	(110)	(366)	(159)	-23%	-23%	(863)	(499)	-73%	-73%
Core investment gains	-	-	-	-	100	-100%	-100%	-	400	-100%	-100%
Total core earnings	1,474	1,453	1,561	1,028	1,477	0%	0%	5,516	6,004	-8%	-9%
Total core earnings CER	1,474	1,428	1,493	1,002	1,469		0%	5,397	5,956		-9%
Items excluded from core earnings											
Investment-related experience outside of core earnings	585	147	(916)	(608)	182			(792)	366		
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities	(323)	390	73	792	(389)			932	(778)		
Change in actuarial methods and assumptions	-	(198)	-	-	-			(198)	(21)		
Reinsurance transactions	44	276	9	12	(34)			341	81		
Tax-related items and other	-	-	-	72	(8)			72	(50)		
Net income (loss) attributed to shareholders	1,780	2,068	727	1,296	1,228	45%	44%	5,871	5,602	5%	4%

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	351	162	568	(1,309)	125			(228)	456		
Fixed income reinvestment rates assumed in the valuation of policy liabilities	(846)	142	(1,995)	1,684	(583)			(1,015)	(1,130)		
Sale of AFS bonds and derivative positions in the Corporate and Other segment	172	86	1,500	417	69			2,175	396		
Change to the ultimate reinvestment rate	-	-	-	-	-			-	(500)		
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities	(323)	390	73	792	(389)			932	(778)		

Selected Performance Measures

Basic earnings (loss) per common share	\$0.90	\$1.04	\$0.35	\$0.64	\$0.61	48%		\$ 2.94	\$2.77	6%	
Diluted core earnings per common share	\$0.74	\$0.73	\$0.78	\$0.51	\$0.73	1%		\$ 2.75	\$2.97	-7%	
Diluted earnings (loss) per common share	\$0.89	\$1.04	\$0.35	\$0.64	\$0.61	46%		\$ 2.93	\$2.77	6%	
Return on common shareholders' equity (annualized) (%)	14.1%	16.4%	5.5%	10.4%	10.3%	3.8 pps		11.6%	12.2%	-0.6 pps	
Core ROE (annualized) (%)	11.6%	11.4%	12.2%	8.2%	12.5%	-0.9 pps		10.9%	13.1%	-2.2 pps	

FINANCIAL HIGHLIGHTS (CONT'D)

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



	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4 AER	2020 Q4 vs. 2019 Q4 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER
Earnings Analysis (Pre-tax)											
Core earnings											
Asia	660	654	570	562	565	17%	17%	2,446	2,318	6%	4%
Canada	402	373	463	314	364	10%	10%	1,552	1,582	-2%	-2%
U.S.	589	618	755	514	578	2%	3%	2,476	2,234	11%	9%
Global Wealth and Asset Management	361	345	278	288	294	23%	23%	1,272	1,144	11%	11%
Corporate and other (excl. core investment gains)	(245)	(230)	(138)	(449)	(190)	-29%	-29%	(1,062)	(654)	-62%	-62%
Core investment gains	-	-	-	-	128	-100%	-100%	-	463	-100%	-100%
Total core earnings	1,767	1,760	1,928	1,229	1,739	2%	2%	6,684	7,087	-6%	-7%
Items excluded from core earnings											
Investment-related experience outside of core earnings	718	149	(1,177)	(673)	233			(983)	366		
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities	(534)	459	(26)	1,332	(590)			1,231	(1,053)		
Change in actuarial methods and assumptions	-	(273)	-	-	1			(273)	(60)		
Reinsurance transactions	18	338	-	2	(47)			358	100		
Tax-related items and other	-	-	-	-	(9)			-	(32)		
Net income attributed to shareholders	1,969	2,433	725	1,890	1,327	48%	48%	7,017	6,408	10%	10%
Earnings Analysis (Tax Rate)											
Core earnings											
Asia	13%	15%	14%	13%	13%			14%	14%		
Canada	21%	25%	26%	25%	21%			24%	24%		
U.S.	19%	19%	20%	19%	15%			19%	16%		
Global Wealth and Asset Management	16%	11%	14%	13%	10%			14%	11%		
Corporate and other (excl. core investment gains)	(20)%	(17)%	(20)%	(18)%	(16)%			(19)%	(24)%		
Core investment gains	-	-	-	-	22%			-	14%		
Total core earnings¹	17%	17%	19%	16%	15%			17%	15%		
Items excluded from core earnings											
Investment-related experience outside of core earnings	19%	1%	(22)%	(10)%	22%			(19)%	0%		
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities	(40)%	15%	nm	41%	(34)%			24%	(26)%		
Change in actuarial methods and assumptions	-	(27)%	-	-	-			(27)%	(65)%		
Reinsurance transactions	nm	18%	-	nm	(28)%			5%	19%		
Tax-related items and other	-	-	-	-	(11)%			-	56%		
Net income attributed to shareholders	10%	15%	(0)%	31%	7%			16%	13%		
Core General Expenses											
Asia	587	565	547	538	619	-5%	-6%	2,237	2,268	-1%	-3%
Canada	351	335	333	349	376	-7%	-7%	1,368	1,405	-3%	-3%
U.S.	246	235	264	262	291	-15%	-14%	1,007	1,126	-11%	-12%
Global Wealth and Asset Management	573	546	548	551	592	-3%	-3%	2,218	2,227	0%	-1%
Corporate and Other	211	163	152	145	177	19%	19%	671	649	3%	3%
Total core general expenses	1,968	1,844	1,844	1,845	2,055	-4%	-4%	7,501	7,675	-2%	-3%
Non-core general expenses											
Restructuring charge	-	-	-	-	-			-	-		
Integration and acquisition costs	-	-	-	-	-			-	-		
Other	-	9	-	-	11	-100%		9	11	-18%	
Total general expenses	1,968	1,853	1,844	1,845	2,066	-5%	-5%	7,510	7,686	-2%	-3%
Expense Efficiency											
Asia	47.1%	46.3%	49.0%	48.9%	52.3%			47.8%	49.5%		
Canada	46.6%	47.4%	41.8%	52.6%	50.8%			46.8%	47.0%		
U.S.	29.5%	27.5%	25.9%	33.8%	33.5%			28.9%	33.5%		
Global Wealth and Asset Management	61.4%	61.2%	66.5%	65.6%	66.8%			63.5%	66.1%		
Total company	52.7%	51.2%	48.9%	60.0%	54.2%			52.9%	52.0%		

FINANCIAL HIGHLIGHTS - SOURCE OF EARNINGS

(Canadian \$ in millions, unaudited)



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

Expected profit from in-force business	1,080	1,120	1,071	1,010	1,012	7%	7%	4,281	4,028	6%	5%
Impact of new business	285	269	186	169	286	0%	0%	909	996	-9%	-11%
Core investment gains	-	-	-	-	128	-100%	-100%	-	463	-100%	-100%
Experience gains (losses) (excl. core investment gains)	(248)	504	(3,067)	110	(659)	62%	62%	(2,701)	(1,827)	-48%	-45%
Management actions and changes in assumptions	234	171	1,909	587	62	277%	275%	2,901	602	382%	392%
Earnings on surplus funds	317	47	385	(249)	235	35%	36%	500	1,067	-53%	-54%
Other ³	52	43	24	47	47	11%	13%	166	212	-22%	-22%
Insurance	1,720	2,154	508	1,674	1,111	55%	55%	6,056	5,541	9%	10%
Global Wealth and Asset Management	361	345	278	288	294	23%	23%	1,272	1,144	11%	11%
Manulife Bank	65	52	52	44	51	27%	27%	213	202	5%	5%
Unallocated overhead ⁴	(177)	(118)	(113)	(116)	(129)	-37%	-37%	(524)	(479)	-9%	-9%
Income (loss) before income taxes	1,969	2,433	725	1,890	1,327	48%	48%	7,017	6,408	10%	10%
Income tax (expense) recovery	(189)	(365)	2	(594)	(99)	-91%	-90%	(1,146)	(806)	-42%	-44%
Net income attributed to shareholders	1,780	2,068	727	1,296	1,228	45%	44%	5,871	5,602	5%	4%
Preferred share dividends	(43)	(42)	(43)	(43)	(43)	0%		(171)	(172)	1%	
Common shareholders' net income	1,737	2,026	684	1,253	1,185	47%	46%	5,700	5,430	5%	4%
Expected profit from in-force business CER	1,080	1,104	1,027	991	1,006		7%	4,202	3,972		5%

Source of Earnings - Core

Expected profit from in-force business	1,080	1,120	1,071	1,010	1,012	7%	7%	4,281	4,028	6%	5%
Impact of new business	285	269	186	169	286	0%	0%	909	996	-9%	-11%
Core investment gains	-	-	-	-	128	-100%	-100%	-	463	-100%	-100%
Experience gains (losses) (excl. core investment gains)	(57)	(68)	188	(130)	(143)	60%	60%	(67)	(282)	76%	73%
Management actions and changes in assumptions	8	(3)	7	6	12	-33%	-32%	18	47	-62%	-62%
Earnings on surplus funds	154	126	216	(91)	186	-17%	-17%	405	788	-49%	-50%
Other ³	48	37	43	49	42	14%	17%	177	180	-2%	-2%
Insurance	1,518	1,481	1,711	1,013	1,523	0%	0%	5,723	6,220	-8%	-9%
Global Wealth and Asset Management	361	345	278	288	294	23%	23%	1,272	1,144	11%	11%
Manulife Bank	65	52	52	44	51	27%	27%	213	202	5%	5%
Unallocated overhead ⁴	(177)	(118)	(113)	(116)	(129)	-37%	-37%	(524)	(479)	-9%	-9%
Core Earnings before income taxes	1,767	1,760	1,928	1,229	1,739	2%	2%	6,684	7,087	-6%	-7%
Income tax (expense) recovery	(293)	(307)	(367)	(201)	(262)	-12%	-12%	(1,168)	(1,083)	-8%	-7%
Total Core Earnings	1,474	1,453	1,561	1,028	1,477	0%	0%	5,516	6,004	-8%	-9%

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

Asia	996	1,005	784	1,084	975	2%	2%	3,869	4,278	-10%	-11%
Canada	245	289	238	376	271	-10%	-10%	1,148	1,057	9%	9%
U.S.	178	136	154	141	249	-29%	-28%	609	702	-13%	-14%
Total Annualized premium equivalents sales	1,419	1,430	1,176	1,601	1,495	-5%	-5%	5,626	6,037	-7%	-8%
Total Annualized premium equivalents sales CER	1,419	1,416	1,139	1,590	1,494		-5%	5,564	6,032		-8%

Insurance Sales ¹

Asia	869	880	693	946	845	3%	3%	3,388	3,680	-8%	-9%
Canada	178	236	189	299	214	-17%	-17%	902	845	7%	7%
U.S.	178	136	154	141	249	-29%	-28%	609	702	-13%	-14%
Total Insurance sales	1,225	1,252	1,036	1,386	1,308	-6%	-6%	4,899	5,227	-6%	-7%
Total Insurance sales CER	1,225	1,241	1,003	1,374	1,305		-6%	4,843	5,213		-7%

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

Annuities Sales ²

Asia	963	869	673	936	887	9%	7%	3,441	3,990	-14%	-16%
Canada	678	528	480	777	572	19%	19%	2,463	2,122	16%	16%
Total Annuities sales	1,641	1,397	1,153	1,713	1,459	12%	12%	5,904	6,112	-3%	-5%
Total Annuities sales CER	1,641	1,388	1,128	1,711	1,471		12%	5,868	6,160		-5%

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	368	365	298	356	390	-6%	-5%	1,387	1,595	-13%	-14%
Canada	65	67	46	77	59	10%	10%	255	237	8%	8%
U.S.	56	28	40	36	77	-27%	-26%	160	218	-27%	-27%
Total New business value	489	460	384	469	526	-7%	-7%	1,802	2,050	-12%	-13%
Total New business value CER	489	455	368	463	523		-7%	1,775	2,042		-13%

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 ⁴

Asia	6,867	6,244	4,710	5,569	5,927	16%	15%	23,390	21,039	11%	10%
Canada	6,509	4,832	11,471	8,119	6,512	0%	0%	30,931	24,147	28%	28%
U.S. ⁵	18,118	16,399	16,890	24,484	20,489	-12%	-11%	75,891	69,060	10%	9%
Total Global Wealth and Asset Management Gross flows	31,494	27,475	33,071	38,172	32,928	-4%	-4%	130,212	114,246	14%	13%
Total Global Wealth and Asset Management Gross flows CER	31,494	27,159	31,949	37,357	32,750		-4%	127,959	113,085		13%

Global Wealth and Asset Management Net Flows

Asia	2,213	1,140	38	551	164	nm	nm	3,942	4,781	-18%	-17%
Canada	2,207	1,153	8,395	2,816	1,038	113%	113%	14,571	(3,635)	-	-
U.S. ⁵	(1,589)	(4,512)	(3,284)	(209)	3,686	-	-	(9,594)	(2,025)	-374%	-383%
Total Global Wealth and Asset Management Net flows	2,831	(2,219)	5,149	3,158	4,888	-42%	-41%	8,919	(879)	-	-
Total Global Wealth and Asset Management Net flows CER	2,831	(2,082)	5,334	3,162	4,806		-41%	9,245	(831)		-

⁴ Gross flows includes inflows to Manulife-managed retail funds from externally-managed funds that are administered by our Retirement business as follows; \$46 million for Q4 2020, \$133 million for YTD 2020.

⁵ U.S. business line includes Europe.

FINANCIAL HIGHLIGHTS (CONT'D)

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



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

Net premiums and investment contract deposits ^{1,2}	9,422	6,111	8,335	9,456	9,346	1%		33,324	36,016	-7%	
Segregated fund deposits	2,247	1,877	1,615	2,038	1,837	22%		7,777	7,191	8%	
ASO premium equivalents	922	878	573	874	893	3%		3,247	3,495	-7%	
Total Premiums and deposits - Insurance	12,591	8,866	10,523	12,368	12,076	4%	4%	44,348	46,702	-5%	-7%
Total Premiums and deposits - Insurance CER	12,591	8,816	10,196	12,250	12,075		4%	43,853	46,908		-7%

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

² Includes the \$3.3 billion impact of the legacy U.S. Bank Owned Life Insurance ("BOLI") business reinsurance transaction in Q3 2020.

Premiums and Deposits - Corporate & Other

	40	35	34	31	36	11%	11%	140	112	25%	25%
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Assets Under Management and Administration

Asia	138,378	134,497	132,105	128,579	121,386	14%	13%	138,378	121,386	14%	13%
Canada	159,307	157,534	156,397	146,562	151,258	5%	5%	159,307	151,258	5%	5%
U.S.	239,561	244,590	248,502	245,759	230,356	4%	6%	239,561	230,356	4%	6%
Global Wealth and Asset Management ³	753,610	715,369	696,857	636,198	681,366	11%	12%	753,610	681,366	11%	12%
Corporate and Other	6,580	5,394	2,440	716	4,492	46%	46%	6,580	4,492	46%	46%
Total Assets under management and administration	1,297,436	1,257,384	1,236,301	1,157,814	1,188,858	9%	10%	1,297,436	1,188,858	9%	10%
Total Assets under management and administration CER	1,297,436	1,219,956	1,183,396	1,078,791	1,176,819		10%	1,297,436	1,176,819		10%

³ Global Wealth and Asset Management AUMA at December 31, 2020 is \$966 billion and includes \$212 billion of asset managed on behalf of other segments. (see page 23).

Assets Under Management and Administration
Assets Under Management

General fund ²	410,977	414,234	413,864	405,329	378,527	9%		410,977	378,527	9%	
Segregated funds excluding institutional advisory accounts	365,550	349,434	340,038	310,165	341,149	7%		365,550	341,149	7%	
Mutual funds ^{4,5}	238,068	221,118	213,125	195,249	217,015	10%		238,068	217,015	10%	
Institutional asset management	109,273	107,473	110,041	99,515	97,369	12%		109,273	97,369	12%	
Other funds ⁶	10,880	9,914	9,722	8,613	9,401	16%		10,880	9,401	16%	
Total assets under management	1,134,748	1,102,173	1,086,790	1,018,871	1,043,461	9%	10%	1,134,748	1,043,461	9%	10%
Assets under administration	162,688	155,211	149,511	138,943	145,397	12%	14%	162,688	145,397	12%	14%
Total assets under management and administration	1,297,436	1,257,384	1,236,301	1,157,814	1,188,858	9%	10%	1,297,436	1,188,858	9%	10%

⁴ Includes ETF assets.

⁵ 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.

⁶ Other funds includes College Savings (529 plan).

FINANCIAL HIGHLIGHTS (CONT'D)

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



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

Share Price - Toronto (in Canadian \$) ¹									
high	23.32	20.79	20.14	27.79	26.55	-12%	27.79	26.55	5%
low	17.58	17.80	15.36	12.58	20.81	-16%	12.58	18.94	-34%
close	22.65	18.52	18.47	17.67	26.36	-14%	22.65	26.36	-14%
Share Price - New York (in U.S \$) ²									
high	18.24	15.68	15.08	21.23	20.40	-11%	21.23	20.40	4%
low	13.13	13.11	10.86	8.62	16.92	-22%	8.62	13.90	-38%
close	17.82	13.91	13.62	12.54	20.29	-12%	17.82	20.29	-12%
Common shares outstanding (millions)									
- end of period	1,940	1,940	1,939	1,939	1,949	0%	1,940	1,949	0%
- weighted average	1,940	1,940	1,939	1,943	1,948	0%	1,941	1,958	-1%
- diluted weighted average	1,943	1,942	1,941	1,947	1,953	-1%	1,943	1,962	-1%
Dividend per common share paid in the quarter ³	0.280	0.280	0.280	0.280	0.250	12%	1.120	1.000	12%
Common share dividend payout ratio	31%	27%	79%	43%	41%	-10 pps	38%	36%	2 pps
Common share core dividend payout ratio	38%	38%	36%	55%	34%	4 pps	41%	34%	7 pps

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 February 10, 2021, 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 March 19, 2021 to shareholders of record at the close of business on February 23, 2021.

Change in Common Shares Outstanding

Beginning Balance	1,940	1,939	1,939	1,949	1,952		1,949	1,971	
Repurchased for cancellation	-	-	-	(10)	(11)		(10)	(58)	
Issued under dividend reinvestment plans	-	-	-	-	7		-	31	
Issued on exercise of stock options and deferred share units	-	1	-	-	1		1	5	
Ending Balance	1,940	1,940	1,939	1,939	1,949		1,940	1,949	

Valuation Data

Book value per common share	25.00	25.49	25.14	26.53	23.25	8%	25.00	23.25	8%
Market value to book value ratio	0.91	0.73	0.73	0.67	1.13	-20%	0.91	1.13	-20%
Book value excluding goodwill per common share	22.06	22.50	22.11	23.45	20.31	9%	22.06	20.31	9%
Book value excluding AOCI per common share	21.74	21.13	20.36	20.29	19.94	9%	21.74	19.94	9%
Market value to book value excluding goodwill ratio	1.03	0.82	0.84	0.75	1.30	-21%	1.03	1.30	-21%
Market capitalization (\$ billions)	43.9	35.9	35.8	34.3	51.4	-14%	43.9	51.4	-14%

Capital Information

Consolidated capital ⁴	61,064	62,099	61,755	63,217	57,369	6%	61,064	57,369	6%
Financial leverage ratio ⁵	26.6%	26.7%	26.0%	23.0%	25.1%	1.5 pps	26.6%	25.1%	1.5 pps
LICAT Total Ratio - The Manufacturers Life Insurance Company	149%	155%	155%	155%	140%	9 pps	149%	140%	9 pps

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)	1.2732	1.3339	1.3628	1.4187	1.2988	-2%
	(CDN to 1 YEN)	0.0124	0.0126	0.0126	0.0131	0.0120	3%
- Statements of Income	(CDN to \$ 1 US)	1.3030	1.3321	1.3854	1.3449	1.3200	-1%
	(CDN to 1 YEN)	0.0125	0.0126	0.0129	0.0124	0.0122	3%

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 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019
Revenue									
Premium income									
Gross premiums	10,769	10,376	9,538	10,725	10,535	2%	41,408	41,059	1%
Premiums ceded to reinsurers ¹	(1,446)	(4,370)	(1,305)	(1,370)	(1,297)	-11%	(8,491)	(5,481)	-55%
Net premiums	9,323	6,006	8,233	9,355	9,238	1%	32,917	35,578	-7%
Investment income									
Investment income ²	4,366	3,521	5,262	3,284	4,004	9%	16,433	15,393	7%
Realized/ unrealized gains (losses) on assets supporting insurance and investment contract liabilities and on macro hedge program ²	1,683	1,100	11,626	4,558	(4,503)	-	18,967	18,200	4%
Net investment income (loss)	6,049	4,621	16,888	7,842	(499)	-	35,400	33,593	5%
Other revenue	2,497	2,749	2,365	2,980	2,433	3%	10,591	10,399	2%
Total revenue	17,869	13,376	27,486	20,177	11,172	60%	78,908	79,570	-1%
Contract benefits and expenses									
To contract holders and beneficiaries									
Death, disability and other claims	4,556	4,503	4,396	4,608	4,081	12%	18,063	15,752	15%
Maturity and surrender benefits	2,215	1,916	2,165	2,318	2,066	7%	8,614	8,432	2%
Annuity payments	869	866	848	977	1,007	-14%	3,560	4,030	-12%
Policyholder dividends and experience rating refunds	355	398	370	288	354	0%	1,411	1,445	-2%
Net transfers (from) to segregated funds	(405)	(337)	(237)	(536)	(224)	81%	(1,515)	(999)	52%
Gross claims and benefits	7,590	7,346	7,542	7,655	7,284	4%	30,133	28,660	5%
Increase (decrease) in insurance contract liabilities ³	5,071	7,101	16,710	8,100	(712)	-	36,982	33,727	10%
Increase (decrease) in investment contract liabilities	45	29	58	46	34	32%	178	170	5%
Benefits and expenses ceded to reinsurers	(1,611)	(1,550)	(1,805)	(1,829)	(1,592)	-1%	(6,795)	(5,373)	-26%
Decrease (increase) in reinsurance assets ⁴	303	(5,858)	175	117	271	12%	(5,263)	(1,269)	-315%
Net benefits and claims	11,398	7,068	22,680	14,089	5,285	116%	55,235	55,915	-1%
General expenses	1,968	1,853	1,844	1,845	2,066	-5%	7,510	7,686	-2%
Investment expenses	486	395	396	510	542	-10%	1,787	1,748	2%
Commissions	1,591	1,518	1,379	1,555	1,638	-3%	6,043	6,293	-4%
Interest expense	265	281	266	369	325	-18%	1,181	1,319	-10%
Net premium taxes	96	91	89	105	91	5%	381	389	-2%
Total contract benefits and expenses	15,804	11,206	26,654	18,473	9,947	59%	72,137	73,350	-2%
Income before income taxes	2,065	2,170	832	1,704	1,225	69%	6,771	6,220	9%
Income tax (expense) recovery	(224)	(381)	7	(597)	(89)	-152%	(1,195)	(718)	-66%
Net income	1,841	1,789	839	1,107	1,136	62%	5,576	5,502	1%
Less: net income (loss) attributed to non-controlling interests	57	117	119	(43)	69	-17%	250	233	7%
Less: net income (loss) attributed to participating policyholders	4	(396)	(7)	(146)	(161)	-	(545)	(333)	-64%
Net income attributed to shareholders	1,780	2,068	727	1,296	1,228	45%	5,871	5,602	5%
Preferred share dividends	(43)	(42)	(43)	(43)	(43)	0%	(171)	(172)	1%
Common shareholders' net income	1,737	2,026	684	1,253	1,185	47%	5,700	5,430	5%

¹ Includes the \$3.3 billion impact of the legacy U.S. Bank Owned Life Insurance ("BOLI") business reinsurance transaction in Q3 2020.

² 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.

³ 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 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4
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ASSETS

Invested assets					
Cash and short-term securities	26,167	26,970	26,683	27,087	20,300
Securities					
Debt securities	218,724	222,944	224,405	213,506	198,122
Public equities	23,722	21,705	20,676	19,706	22,851
Loans					
Mortgages	50,207	50,541	51,134	51,781	49,376
Private placements	40,756	40,785	40,458	40,847	37,979
Policy loans	6,398	6,844	7,019	7,255	6,471
Loans to bank clients	1,976	1,941	1,914	1,789	1,740
Real estate	12,832	13,305	13,200	13,767	12,928
Other invested assets	30,195	29,199	28,375	29,591	28,760
Total invested assets	410,977	414,234	413,864	405,329	378,527
Other assets					
Accrued investment income	2,523	2,437	2,433	2,627	2,416
Outstanding premiums	1,444	1,456	1,510	1,661	1,385
Derivatives	27,793	33,551	36,730	39,670	19,449
Reinsurance assets	45,836	48,208	43,409	45,054	41,446
Deferred tax asset	4,842	4,753	4,688	4,494	4,574
Goodwill and intangible assets	9,929	10,170	10,280	10,413	9,975
Miscellaneous	9,569	10,194	10,941	9,929	8,250
Total other assets	101,936	110,769	109,991	113,848	87,495
Segregated funds net assets	367,436	351,408	342,043	312,253	343,108
Total assets	880,349	876,411	865,898	831,430	809,130

LIABILITIES AND EQUITY

Policy liabilities					
Insurance contract liabilities	385,554	392,086	389,495	383,466	351,161
Investment contract liabilities	3,288	3,239	3,300	3,385	3,104
Deposits from bank clients	20,889	21,290	21,439	21,250	21,488
Derivatives	14,962	17,752	19,653	21,190	10,284
Deferred tax liabilities	2,614	2,749	2,682	2,865	1,972
Other liabilities	18,607	19,631	20,144	19,201	16,244
	445,914	456,747	456,713	451,357	404,253
Long-term debt	6,164	6,457	5,716	4,963	4,543
Capital instruments	7,829	7,915	7,950	6,796	7,120
Segregated funds net liabilities	367,436	351,408	342,043	312,253	343,108
Total liabilities	827,343	822,527	812,422	775,369	759,024
Equity					
Issued share capital					
Preferred shares	3,822	3,822	3,822	3,822	3,822
Common shares	23,042	23,034	23,025	23,025	23,127
Contributed surplus	261	259	257	254	254
Shareholders' retained earnings	18,887	17,693	16,211	16,069	15,488
Shareholders' accumulated other comprehensive income (loss)					
Pension and other post-employment plans	(313)	(467)	(503)	(355)	(350)
Available-for-sale securities	1,838	2,619	2,819	4,080	1,511
Cash flow hedges	(229)	(300)	(329)	(360)	(143)
Real estate revaluation surplus	34	30	31	31	31
Translation of foreign operations	4,993	6,587	7,245	8,711	5,398
Total shareholders' equity	52,335	53,277	52,578	55,277	49,138
Participating policyholders' equity	(784)	(791)	(397)	(388)	(243)
Non-controlling interests	1,455	1,398	1,295	1,172	1,211
Total equity	53,006	53,884	53,476	56,061	50,106
Total liabilities and equity	880,349	876,411	865,898	831,430	809,130

CONSOLIDATED STATEMENTS OF CHANGES IN EQUITY

(Canadian \$ in millions, unaudited)



	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	YTD 2020	YTD 2019
Preferred shares							
Balance, beginning of period	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
Common shares							
Balance, beginning of period	23,034	23,025	23,025	23,127	23,066	23,127	22,961
Repurchased	-	-	-	(121)	(126)	(121)	(677)
Issued on exercise of stock options and deferred share units	8	9	-	19	15	36	104
Issued under Dividend Reinvestment and Share Purchase Plans	-	-	-	-	172	-	739
Balance, end of period	23,042	23,034	23,025	23,025	23,127	23,042	23,127
Contributed surplus							
Balance, beginning of period	259	257	254	254	254	254	265
Exercise of stock options and deferred share units	(2)	(1)	(1)	(3)	(3)	(7)	(20)
Stock option expense	4	3	4	3	3	14	11
Impact of deferred tax asset rate change	-	-	-	-	-	-	(2)
Balance, end of period	261	259	257	254	254	261	254
Shareholders' retained earnings							
Balance, beginning of period	17,693	16,211	16,069	15,488	14,936	15,488	12,704
Opening adjustment on adoption of IFRS 16	-	-	-	-	-	-	(19)
Net income attributed to shareholders	1,780	2,068	727	1,296	1,228	5,871	5,602
Common shares repurchased	-	-	-	(132)	(144)	(132)	(662)
Preferred share dividends	(43)	(42)	(43)	(43)	(43)	(171)	(172)
Common share dividends	(543)	(544)	(542)	(540)	(489)	(2,169)	(1,965)
Balance, end of period	18,887	17,693	16,211	16,069	15,488	18,887	15,488
Shareholders' accumulated other comprehensive income (loss)							
Balance, beginning of period	8,469	9,263	12,107	6,447	7,631	6,447	6,212
Other comprehensive income (loss)							
Unrealized foreign exchange gains (losses), net of \$275 hedges and tax expense of \$32	(1,594)	(658)	(1,466)	3,313	(511)	(405)	(1,612)
Available-for-sale ("AFS") securities unrealized gains (losses), net of tax recovery of \$97	(551)	(75)	209	2,917	(729)	2,500	2,208
AFS securities realized losses (gains) & impairments (recoveries), net of tax recovery of \$51	(233)	(127)	(1,473)	(342)	(91)	(2,175)	(433)
Cash flow hedges unrealized gains (losses), net of tax expense of \$21	63	28	19	(191)	72	(81)	(28)
Cash flow hedges realized (gains) losses, net of tax expense of \$3	8	1	12	(26)	2	(5)	12
Remeasurement of pension and other post-employment plans, net of tax expense of \$41	154	36	(148)	(5)	72	37	76
Real estate revaluation reserve, net of tax expense of \$2	4	(1)	-	-	-	3	11
Share of other comprehensive income (loss) of associates, net of tax expense of \$1	3	2	3	(6)	1	2	1
Balance, end of period	6,323	8,469	9,263	12,107	6,447	6,323	6,447
Total shareholders' equity, end of period	52,335	53,277	52,578	55,277	49,138	52,335	49,138
Participating policyholders' equity							
Balance, beginning of period	(791)	(397)	(388)	(243)	(83)	(243)	94
Opening adjustment on adoption of IFRS 16	-	-	-	-	-	-	(3)
Net income (loss) attributed to participating policyholders	4	(396)	(7)	(146)	(161)	(545)	(333)
Other comprehensive income attributed to participating policyholders	3	2	(2)	1	1	4	(1)
Balance, end of period	(784)	(791)	(397)	(388)	(243)	(784)	(243)
Non-controlling interests							
Balance, beginning of period	1,398	1,295	1,172	1,211	1,144	1,211	1,093
Net income (loss) attributed to non-controlling interests	57	117	119	(43)	69	250	233
Other comprehensive income (loss) attributed to non-controlling interests	1	(1)	4	-	-	4	4
Contributions (distributions), net	(1)	(13)	-	4	(2)	(10)	(119)
Balance, end of period	1,455	1,398	1,295	1,172	1,211	1,455	1,211
Total equity, end of period	53,006	53,884	53,476	56,061	50,106	53,006	50,106

CONSOLIDATED STATEMENTS OF CASH FLOWS

(Canadian \$ in millions, unaudited)



	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019
Operating activities									
Net income (loss)	1,841	1,789	839	1,107	1,136	62%	5,576	5,502	1%
Adjustments									
Increase (decrease) in insurance contract liabilities	5,071	7,101	16,710	8,100	(712)	-	36,982	33,727	10%
Increase (decrease) in investment contract liabilities	45	29	58	46	34	32%	178	170	5%
(Increase) decrease in reinsurance assets	303	(2,969)	175	117	271	12%	(2,374)	(557)	-326%
Amortization of premium/discount on invested assets	51	36	39	28	31	65%	154	117	32%
Other amortization	157	164	161	174	162	-3%	656	626	5%
Net realized and unrealized (gains) losses, including impairments on assets	(2,975)	(1,621)	(13,621)	(4,304)	4,131	-	(22,521)	(20,265)	-11%
Deferred income tax expense (recovery)	(151)	(42)	22	451	(498)	70%	280	(454)	-
Stock option expense	4	3	4	3	3	33%	14	11	27%
Cash provided by operating activities before undernoted items	4,346	4,490	4,387	5,722	4,558	-5%	18,945	18,877	0%
Changes in policy related and operating receivables and payables	1,856	470	(270)	(953)	1,100	69%	1,103	1,665	-34%
Cash provided by (used in) operating activities	6,202	4,960	4,117	4,769	5,658	10%	20,048	20,542	-2%
Investing activities									
Purchases and mortgage advances	(28,112)	(24,036)	(32,849)	(26,984)	(20,448)	-37%	(111,981)	(80,610)	-39%
Disposals and repayments	23,637	18,290	28,298	28,625	18,127	30%	98,850	65,333	51%
Changes in investment broker net receivables and payables	(782)	921	(1,467)	311	867	-	(1,017)	1,159	-
Net cash decrease from sale and purchase of subsidiaries and businesses	-	-	-	-	19	-100%	-	288	-100%
Cash provided by (used in) investing activities	(5,257)	(4,825)	(6,018)	1,952	(1,435)	-266%	(14,148)	(13,830)	-2%
Financing activities									
Change in repurchase agreements and securities sold but not yet purchased	8	72	107	(163)	(196)	-	24	266	-91%
Issue of long-term debt, net	-	1,495	960	-	-	-	2,455	-	-
Redemption of long-term debt, net	-	(652)	-	-	-	-	(652)	-	-
Issue of capital instruments, net	-	-	1,990	-	-	-	1,990	-	-
Redemption of capital instruments	-	-	(750)	(500)	(1,000)	100%	(1,250)	(1,500)	17%
Secured borrowings	73	311	152	840	107	-32%	1,376	107	nm
Changes in deposits from bank clients, net	(367)	(134)	210	(288)	(245)	-50%	(579)	1,819	-
Lease payments	(35)	(33)	(32)	(34)	(32)	-9%	(134)	(117)	-15%
Shareholder dividends paid in cash	(586)	(586)	(585)	(583)	(360)	-63%	(2,340)	(1,398)	-67%
Contributions from (distributions to) non-controlling interest, net	(1)	(13)	-	4	(2)	50%	(10)	(22)	55%
Common shares repurchased	-	-	-	(253)	(270)	100%	(253)	(1,339)	81%
Common shares issued, net	8	9	-	19	15	-47%	36	104	-65%
Cash provided by (used in) financing activities	(900)	469	2,052	(958)	(1,983)	55%	663	(2,080)	-
Cash and short-term securities									
Increase (decrease) during the period	45	604	151	5,763	2,240	-98%	6,563	4,632	42%
Effect of foreign exchange rate changes on cash and short-term securities	(664)	(302)	(654)	1,092	(169)	-293%	(528)	(466)	-13%
Balance, beginning of period	26,202	25,900	26,403	19,548	17,477	50%	19,548	15,382	27%
Balance, end of period	25,583	26,202	25,900	26,403	19,548	31%	25,583	19,548	31%
Cash and short-term securities									
Beginning of period									
Gross cash and short-term securities	26,970	26,683	27,087	20,300	18,018	50%	20,300	16,215	25%
Net payments in transit, included in other liabilities	(768)	(783)	(684)	(752)	(541)	42%	(752)	(833)	10%
Net cash and short-term securities, beginning of period	26,202	25,900	26,403	19,548	17,477	50%	19,548	15,382	27%
End of period									
Gross cash and short-term securities	26,167	26,970	26,683	27,087	20,300	29%	26,167	20,300	29%
Net payments in transit, included in other liabilities	(584)	(768)	(783)	(684)	(752)	-22%	(584)	(752)	22%
Net cash and short-term securities, end of period	25,583	26,202	25,900	26,403	19,548	31%	25,583	19,548	31%

ASIA

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



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

	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019
Revenue									
Premium income									
Gross premiums	4,289	4,147	3,402	4,291	3,890	10%	16,129	15,620	3%
Premiums ceded to reinsurers	(294)	(104)	(152)	(284)	(137)	-115%	(834)	(540)	-54%
Investment income	537	621	497	490	512	5%	2,145	1,938	11%
Other revenue	163	106	146	589	150	9%	1,004	917	9%
Subtotal revenue	4,695	4,770	3,893	5,086	4,415	6%	18,444	17,935	3%
Realized/ unrealized gains on invested assets supporting insurance and investment contract liabilities ¹	1,680	608	2,252	(1,757)	220	664%	2,783	3,670	-24%
Total revenue	6,375	5,378	6,145	3,329	4,635	38%	21,227	21,605	-2%
Contract benefits and expenses									
To contract holders and beneficiaries									
Gross benefits and claims paid and change in insurance contract liabilities ¹	4,903	4,332	4,853	2,709	3,239	51%	16,797	16,232	3%
Ceded benefits and expenses and change in reinsurance assets	(190)	(303)	(121)	(206)	(127)	-50%	(820)	(359)	-128%
Change in investment contract liabilities	1	-	-	-	-	-	1	-	-
General expenses	450	425	395	400	469	-4%	1,670	1,710	-2%
Investment expenses	54	47	46	44	42	29%	191	157	22%
Commissions	518	517	427	475	488	6%	1,937	1,986	-2%
Other	59	57	55	57	55	7%	228	207	10%
Total contract benefits and expenses	5,795	5,075	5,655	3,479	4,166	39%	20,004	19,933	0%
Income (loss) before income taxes	580	303	490	(150)	469	24%	1,223	1,672	-27%
Income tax (expense) recovery	(67)	(59)	(101)	54	(73)	8%	(173)	(209)	17%
Net income (loss)	513	244	389	(96)	396	30%	1,050	1,463	-28%
Less net income (loss) attributed to non-controlling interests	44	87	86	(32)	50	-12%	185	170	9%
Less net income (loss) attributed to participating policyholders	(21)	(332)	31	(135)	(135)	84%	(457)	(164)	-179%
Net income (loss) attributed to shareholders	490	489	272	71	481	2%	1,322	1,457	-9%
Net income (loss) attributed to shareholders CER	490	494	273	86	492	0%	1,343	1,508	-11%

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

Hong Kong	229	213	185	186	209	10%	10%	813	739	10%	10%
Japan	78	83	74	75	64	22%	16%	310	368	-16%	-18%
Asia Other	157	157	125	133	136	15%	14%	572	528	8%	8%
Regional Office	(26)	(33)	(31)	(29)	(35)	26%	26%	(119)	(124)	4%	4%
Total Core earnings (loss)	438	420	353	365	374	17%	16%	1,576	1,511	4%	4%
Total Core earnings CER	438	423	359	371	378		16%	1,591	1,537		4%
Items excluded from core earnings											
Investment-related experience outside of core earnings	97	61	(29)	38	34			167	147		
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities	(67)	33	(58)	(341)	73			(433)	(196)		
Change in actuarial methods and assumptions	-	(32)	-	-	-			(32)	(5)		
Reinsurance transactions	22	7	6	9	-			44	-		
Tax-related items and other	-	-	-	-	-			-	-		
Net income (loss) attributed to shareholders	490	489	272	71	481	2%	0%	1,322	1,457	-9%	-11%

Source of Earnings - Core³

Expected profit from in-force business	253	242	224	225	219	16%	14%	944	847	11%	11%
Impact of new business	169	170	100	96	149	13%	11%	535	563	-5%	-7%
Experience gains (losses)	9	11	17	19	(13)	-	-	56	38	47%	53%
Management actions and changes in assumptions	-	-	-	-	-	-	-	-	15	-100%	-100%
Earnings on surplus funds	45	44	44	44	42	7%	6%	177	166	7%	7%
Other ⁴	30	25	26	34	31	-3%	-6%	115	118	-3%	-2%
Core earnings before income taxes	506	492	411	418	428	18%	17%	1,827	1,747	5%	4%
Income tax (expense) recovery	(68)	(72)	(58)	(53)	(54)	-26%	-23%	(251)	(236)	-6%	-6%
Total Core earnings	438	420	353	365	374	17%	16%	1,576	1,511	4%	4%

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

Hong Kong	193	197	184	199	227	-15%	-15%	773	859	-10%	-10%
Japan	164	159	113	164	145	13%	8%	600	835	-28%	-30%
Asia Other	407	399	270	443	366	11%	10%	1,519	1,530	-1%	0%
Total Annualized premium equivalents sales	764	755	567	806	738	4%	2%	2,892	3,224	-10%	-11%
Total Annualized premium equivalents sales CER	764	762	581	827	750		2%	2,934	3,289		-11%

Insurance Sales

Hong Kong	167	176	170	183	209	-20%	-20%	696	790	-12%	-12%
Japan	112	103	69	87	74	51%	45%	371	494	-25%	-27%
Asia Other	388	382	263	433	357	9%	7%	1,466	1,490	-2%	-1%
Total Insurance sales	667	661	502	703	640	4%	3%	2,533	2,774	-9%	-9%
Total Insurance sales CER	667	668	513	721	649		3%	2,569	2,823		-9%

Annuities Sales

Hong Kong	259	205	129	170	181	43%	43%	763	687	11%	11%
Japan	276	283	276	437	396	-30%	-33%	1,272	1,916	-34%	-35%
Asia Other	205	164	81	89	94	118%	114%	539	403	34%	33%
Total Annuities sales	740	652	486	696	671	10%	7%	2,574	3,006	-14%	-16%
Total Annuities sales CER	740	660	497	717	689		7%	2,614	3,098		-16%

New Business Value (NBV)

Hong Kong	128	111	102	122	150	-15%	-15%	463	536	-14%	-14%
Japan	35	31	22	43	41	-13%	-17%	131	259	-49%	-50%
Asia Other	120	132	91	100	104	15%	13%	443	407	9%	9%
Total NBV	283	274	215	265	295	-4%	-5%	1,037	1,202	-14%	-14%
Total NBV CER	283	277	218	270	299		-5%	1,048	1,222		-14%

New Business Value (NBV) Margin ¹

Hong Kong	66.4%	56.0%	55.6%	61.4%	66.3%			59.9%	62.5%		
Japan	21.4%	19.9%	19.4%	26.1%	27.7%			21.9%	31.0%		
Asia Other	32.4%	37.5%	40.0%	28.7%	31.9%			34.1%	30.7%		
Total NBV margin	39.0%	38.7%	41.0%	37.2%	42.2%			38.8%	39.8%		
Total NBV margin CER	39.0%	38.7%	40.9%	37.0%	42.0%			38.7%	39.7%		

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 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4 AER	2020 Q4 vs. 2019 Q4 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER
Premiums and Deposits											
Premiums and investment contract deposits	3,996	4,042	3,254	4,004	3,753	6%		15,296	15,080	1%	
Segregated fund and other deposits	877	701	487	597	630	39%		2,662	2,415	10%	
Total Premiums and deposits	4,873	4,743	3,741	4,601	4,383	11%	9%	17,958	17,495	3%	2%
Total Premiums and deposits CER	4,873	4,791	3,826	4,703	4,457		9%	18,193	17,798		2%
Premiums and Deposits by Business Units											
Hong Kong	1,582	1,437	1,205	1,218	1,331	19%	19%	5,442	5,020	8%	8%
Japan	1,209	1,344	1,137	1,755	1,353	-11%	-13%	5,445	6,093	-11%	-12%
Asia Other	2,082	1,962	1,399	1,628	1,699	23%	20%	7,071	6,382	11%	11%
Total Premiums and deposits	4,873	4,743	3,741	4,601	4,383	11%	9%	17,958	17,495	3%	2%
Total Weighted Premium Income (TWPI)											
Hong Kong	1,080	1,044	989	914	1,028	5%	5%	4,027	3,753	7%	7%
Japan	1,080	1,144	968	1,469	1,095	-1%	-5%	4,661	4,805	-3%	-5%
Asia Other	1,655	1,441	1,184	1,417	1,280	29%	26%	5,697	4,818	18%	18%
TWPI	3,815	3,629	3,141	3,800	3,403	12%	10%	14,385	13,376	8%	7%
TWPI CER	3,815	3,673	3,221	3,906	3,477		10%	14,615	13,680		7%
Assets Under Management											
General fund	90,639	84,880	81,826	77,214	77,304	17%		90,639	77,304	17%	
Segregated funds	18,016	15,908	15,080	13,393	16,138	12%		18,016	16,138	12%	
Total Assets under management	108,655	100,788	96,906	90,607	93,442	16%	13%	108,655	93,442	16%	13%
Total Assets under management CER	108,655	102,485	99,727	94,378	95,811		13%	108,655	95,811		13%
Number of Agents											
Hong Kong	10,706	10,157	10,008	10,104	10,083	6%		10,706	10,083	6%	
Japan	2,223	2,190	2,171	2,140	2,117	5%		2,223	2,117	5%	
Asia Other	102,777	103,513	102,107	90,407	83,439	23%		102,777	83,439	23%	
Total Number of agents	115,706	115,860	114,286	102,651	95,639	21%		115,706	95,639	21%	
Canadian \$ in millions - Key Metrics											
Core earnings	571	559	489	491	494	16%	16%	2,110	2,005	5%	4%
Items excluded from core earnings	68	92	(112)	(396)	142	-52%		(348)	(70)	-397%	
Net income (loss) attributed to shareholders	639	651	377	95	636	0%	0%	1,762	1,935	-9%	-11%
Annualized Premium Equivalents Sales	996	1,005	784	1,084	975	2%	2%	3,869	4,278	-10%	-11%
Insurance Sales	869	880	693	946	845	3%	3%	3,388	3,680	-8%	-9%
Annuities Sales	963	869	673	936	887	9%	7%	3,441	3,990	-14%	-16%
New Business Value (NBV)	368	365	298	356	390	-6%	-5%	1,387	1,595	-13%	-14%
Premiums and Deposits	6,350	6,316	5,179	6,188	5,787	10%	9%	24,033	23,211	4%	2%
Assets Under Management	138,378	134,497	132,105	128,579	121,386	14%	13%	138,378	121,386	14%	13%

CANADA

(Canadian \$ millions, unaudited)



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

Revenue									
Premium income									
Gross premiums	2,811	2,688	2,591	2,666	2,818	0%	10,756	10,667	1%
Premiums ceded to reinsurers	(421)	(393)	(385)	(390)	(422)	0%	(1,589)	(1,592)	0%
Investment income	1,201	996	965	549	1,161	3%	3,711	4,597	-19%
Other revenue	268	262	233	250	278	-4%	1,013	1,088	-7%
Subtotal revenue	3,859	3,553	3,404	3,075	3,835	1%	13,891	14,760	-6%
Realized/ unrealized gains on invested assets supporting insurance and investment contract liabilities ¹	147	(240)	4,530	310	(1,592)	-	4,747	4,849	-2%
Total revenue	4,006	3,313	7,934	3,385	2,243	79%	18,638	19,609	-5%
Contract benefits and expenses									
To contract holders and beneficiaries									
Gross benefits and claims paid and change in insurance contract liabilities ¹	2,727	2,406	7,410	3,432	1,335	104%	15,975	16,488	-3%
Ceded benefits and expenses and change in reinsurance assets	(299)	(334)	(272)	(338)	(291)	-3%	(1,243)	(1,659)	25%
Change in investment contract liabilities	10	7	8	8	20	-50%	33	55	-40%
General expenses	351	335	333	349	376	-7%	1,368	1,405	-3%
Investment expenses	90	89	80	79	86	5%	338	331	2%
Commissions	315	288	290	329	351	-10%	1,222	1,297	-6%
Other	105	120	107	223	165	-36%	555	712	-22%
Total contract benefits and expenses	3,299	2,911	7,956	4,082	2,042	62%	18,248	18,629	-2%
Income (loss) before income taxes	707	402	(22)	(697)	201	252%	390	980	-60%
Income tax (expense) recovery	(46)	(65)	114	(134)	43	-	(131)	25	-
Net income (loss)	661	337	92	(831)	244	171%	259	1,005	-74%
Less: net income (loss) attributed to participating policyholders	33	46	(50)	35	18	83%	64	(117)	-
Net income (loss) attributed to shareholders	628	291	142	(866)	226	178%	195	1,122	-83%

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

Earnings Analysis

Insurance	204	188	239	134	183	11%	765	787	-3%
Annuities	64	53	64	71	68	-6%	252	265	-5%
Manulife Bank	48	38	39	32	37	30%	157	149	5%
Total core earnings (loss)	316	279	342	237	288	10%	1,174	1,201	-2%
Items excluded from core earnings									
Investment-related experience outside of core earnings	332	(28)	(186)	(378)	69		(260)	477	
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities ¹	(35)	(43)	(14)	(725)	(97)		(817)	(414)	
Change in actuarial methods and assumptions	-	77	-	-	-		77	(108)	
Reinsurance transactions	15	6	-	-	(34)		21	(30)	
Tax-related items and other	-	-	-	-	-		-	(4)	
Net income (loss) attributed to shareholders	628	291	142	(866)	226	178%	195	1,122	-83%

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	251	277	242	241	253	-1%	1,011	1,003	1%
Impact of new business	(4)	9	(3)	5	8	-	7	44	-84%
Experience gains (losses)	2	(43)	87	(57)	(34)	-	(11)	(31)	65%
Management actions and changes in assumptions	-	-	-	-	-	-	-	24	-100%
Earnings on surplus funds	83	84	83	83	86	-3%	333	342	-3%
Other	5	(5)	1	(2)	-	-	(1)	(2)	50%
Insurance	337	322	410	270	313	8%	1,339	1,380	-3%
Manulife Bank	65	51	53	44	51	27%	213	202	5%
Core Earnings before income taxes	402	373	463	314	364	10%	1,552	1,582	-2%
Income tax (expense) recovery	(86)	(94)	(121)	(77)	(76)	-13%	(378)	(381)	1%
Total Core Earnings	316	279	342	237	288	10%	1,174	1,201	-2%

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



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

Individual Insurance	97	82	102	128	110	-12%	409	396	3%
Group Insurance	81	154	87	171	104	-22%	493	449	10%
Annuities	67	53	49	77	57	18%	246	212	16%
Total Sales	245	289	238	376	271	-10%	1,148	1,057	9%

Annuities Sales ¹

Retail segregated fund products ²	656	516	465	752	547	20%	2,389	2,035	17%
Fixed Products	22	12	15	25	25	-12%	74	87	-15%
Total Annuities Sales	678	528	480	777	572	19%	2,463	2,122	16%

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)	65	67	46	77	59	10%	255	237	8%
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Premiums and Deposits

Net premiums ³ and investment contract deposits	2,529	2,437	2,337	2,412	2,540	0%	9,715	9,626	1%
Segregated fund deposits	657	516	466	753	549	20%	2,392	2,039	17%
ASO premium equivalents	922	878	573	874	893	3%	3,247	3,495	-7%
Total premiums and deposits	4,108	3,831	3,376	4,039	3,982	3%	15,354	15,160	1%

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	1,020	949	955	949	1,016	0%	3,873	3,770	3%
Group Insurance	2,411	2,355	1,943	2,315	2,395	1%	9,024	9,273	-3%
Annuities	677	527	478	775	571	19%	2,457	2,117	16%
Total premiums and deposits	4,108	3,831	3,376	4,039	3,982	3%	15,354	15,160	1%

Assets Under Management

General funds, excluding Manulife Bank net lending assets	98,894	98,600	98,913	92,519	93,435	6%	98,894	93,435	6%
Manulife Bank net lending assets	22,763	22,827	22,625	22,433	22,178	3%	22,763	22,178	3%
Segregated funds	37,650	36,107	34,859	31,610	35,645	6%	37,650	35,645	6%
Total assets under management	159,307	157,534	156,397	146,562	151,258	5%	159,307	151,258	5%

Manulife Bank Average Net Lending Assets	22,795	22,726	22,529	22,306	22,098	3%	22,471	21,902	3%
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U.S.

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



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

	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019
Revenue									
Premium income									
Gross premiums	1,793	1,617	1,584	1,684	1,933	-7%	6,678	7,227	-8%
Premiums ceded to reinsurers ¹	(499)	(2,899)	(507)	(450)	(532)	6%	(4,355)	(2,414)	-80%
Investment income	1,626	1,250	1,136	1,242	1,478	10%	5,254	5,382	-2%
Other revenue	420	696	373	536	409	3%	2,025	2,000	1%
Subtotal revenue	3,340	664	2,586	3,012	3,288	2%	9,602	12,195	-21%
Realized/ unrealized gains (losses) on invested assets supporting insurance and investment contract liabilities ²	(504)	386	2,902	4,917	(2,413)	79%	7,701	6,320	22%
Total revenue	2,836	1,050	5,488	7,929	875	224%	17,303	18,515	-7%
Contract benefits and expenses									
To contract holders and beneficiaries									
Gross benefits and claims paid and change in insurance contract liabilities ²	2,746	4,867	7,333	6,401	729	277%	21,347	18,383	16%
Ceded benefits and expenses and change in reinsurance assets ³	(584)	(5,107)	(854)	(824)	(660)	12%	(7,369)	(3,429)	-115%
Change in investment contract liabilities	10	9	11	10	10	0%	40	40	0%
General expenses	189	183	190	195	229	-17%	757	857	-12%
Investment expenses	116	57	65	129	165	-30%	367	340	8%
Commissions	236	187	161	219	267	-12%	803	910	-12%
Other	40	30	31	39	35	14%	140	145	-3%
Total contract benefits and expenses	2,753	226	6,937	6,169	775	255%	16,085	17,246	-7%
Income (loss) before income taxes	83	824	(1,449)	1,760	100	-17%	1,218	1,269	-4%
Income tax (expense) recovery	(2)	(155)	309	(383)	9	-	(231)	(195)	-18%
Net income (loss) attributed to shareholders	81	669	(1,140)	1,377	109	-26%	987	1,074	-8%

¹ Includes the US\$2.4 billion impact of the the legacy U.S. Bank Owned Life Insurance ("BOLI") business reinsurance transaction in Q3 2020.

² 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.

³ Includes the US\$2.5 billion impact of the legacy U.S. Bank Owned Life Insurance ("BOLI") business reinsurance transaction in Q3 2020.

U.S. (CONT'D)

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



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

U.S. Insurance	247	267	319	212	248	0%	1,045	986	6%
U.S. Annuities	120	107	115	98	123	-2%	440	428	3%
Total core earnings (loss)	367	374	434	310	371	-1%	1,485	1,414	5%
Items excluded from core earnings									
Investment-related experience outside of core earnings	84	91	(492)	(198)	134		(515)	49	
Direct impact of equity markets and interest rates and variable annuity guarantee liabilities	(370)	233	(1,082)	1,265	(390)		46	(525)	
Change in actuarial methods and assumptions	-	(226)	-	-	-		(226)	54	
Reinsurance transactions	-	197	-	-	-		197	84	
Tax-related items and other	-	-	-	-	(6)		-	(2)	
Total net income (loss) attributed to shareholders	81	669	(1,140)	1,377	109	-26%	987	1,074	-8%

Source of Earnings - Core

Expected profit from in-force business	362	370	353	329	335	8%	1,414	1,346	5%
Impact of new business	53	26	36	26	62	-15%	141	155	-9%
Experience gains (losses)	(65)	(31)	54	(72)	(62)	-5%	(114)	(212)	46%
Management actions and changes in assumptions	8	1	7	6	11	-27%	22	11	100%
Earnings on surplus funds	91	90	91	90	91	0%	362	364	-1%
Other	3	7	4	4	1	200%	18	20	-10%
Core Earnings before income taxes	452	463	545	383	438	3%	1,843	1,684	9%
Income tax (expense) recovery	(85)	(89)	(111)	(73)	(67)	-27%	(358)	(270)	-33%
Total Core Earnings	367	374	434	310	371	-1%	1,485	1,414	5%

U.S. (CONT'D)

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



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

JH Life	137	102	111	105	189	-28%	455	530	-14%
Total Sales	137	102	111	105	189	-28%	455	530	-14%

New Business Value (NBV)

	43	21	29	27	58	-26%	120	164	-27%
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Premiums and Deposits

Premiums and investment contract deposits ¹	1,294	(1,282)	1,077	1,234	1,401	-8%	2,323	4,813	-52%
Segregated fund deposits	344	319	342	360	348	-1%	1,365	1,469	-7%
Total premiums and deposits	1,638	(963)	1,419	1,594	1,749	-6%	3,688	6,282	-41%

Premiums and Deposits

JH Life ¹	1,023	(1,558)	810	928	1,005	2%	1,203	3,858	-69%
JH Long-Term Care	563	553	532	528	557	1%	2,176	2,203	-1%
JH Annuities	52	42	77	138	187	-72%	309	221	40%
Total premiums and deposits	1,638	(963)	1,419	1,594	1,749	-6%	3,688	6,282	-41%

Assets Under Management

General funds ¹	127,638	127,142	127,679	123,957	118,364	8%	127,638	118,364	8%
Segregated funds	60,519	56,223	54,669	49,273	58,996	3%	60,519	58,996	3%
Total assets under management	188,157	183,365	182,348	173,230	177,360	6%	188,157	177,360	6%

¹ Includes the US\$2.4 billion impact of the the legacy U.S. Bank Owned Life Insurance ("BOLI") business reinsurance transaction in Q3 2020.

Canadian \$ in millions - Key Metrics

Core earnings	479	498	602	416	489	-2%	1,995	1,876	6%
Items excluded from core earnings	(373)	393	(2,182)	1,436	(346)	8%	(726)	(448)	62%
Net income (loss) attributed to shareholders	106	891	(1,580)	1,852	143	-26%	1,269	1,428	-11%
Annualized Premium Equivalents Sales	178	136	154	141	249	-29%	609	702	-13%
Total premiums and deposits	2,135	(1,284)	1,967	2,143	2,308	-7%	4,961	8,332	-40%
Total assets under management	239,561	244,590	248,502	245,759	230,356	4%	239,561	230,356	4%

GLOBAL WEALTH AND ASSET MANAGEMENT

(Canadian \$ in millions, unaudited)



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

Revenue											
Fee income	1,488	1,451	1,353	1,418	1,437	4%	4%	5,710	5,562	3%	2%
Investment income	9	14	8	8	(4)	-	-	39	33	18%	20%
Total revenue	1,497	1,465	1,361	1,426	1,433	4%	5%	5,749	5,595	3%	2%
Expenses											
General, administrative and investment expenses	830	815	799	833	840	-1%	0%	3,277	3,257	1%	0%
Commissions	306	305	284	305	299	2%	3%	1,200	1,194	1%	0%
Total expenses	1,136	1,120	1,083	1,138	1,139	0%	1%	4,477	4,451	1%	0%
Income before income taxes	361	345	278	288	294	23%	23%	1,272	1,144	11%	11%
Income tax (expense) recovery	(57)	(37)	(40)	(38)	(29)	-97%	-95%	(172)	(122)	-41%	-42%
Net income attributed to shareholders	304	308	238	250	265	15%	16%	1,100	1,022	8%	7%
Net income attributed to shareholders CER	304	303	229	245	263		16%	1,081	1,012		7%

Earnings (loss) Analysis

Core earnings											
Asia	84	98	77	85	66	27%	29%	344	289	19%	18%
Canada	102	94	79	88	80	28%	28%	363	319	14%	14%
U.S.	118	116	82	77	119	-1%	-1%	393	413	-5%	-6%
Core earnings	304	308	238	250	265	15%	15%	1,100	1,021	8%	7%
Core earnings CER	304	304	228	246	264		15%	1,082	1,011		7%
Items excluded from core earnings											
Tax-related items and other	-	-	-	-	-	-	-	-	1	-100%	-
Net income attributed to shareholders	304	308	238	250	265	15%	16%	1,100	1,022	8%	7%

Core EBITDA by Geographic Source³

Asia	107	115	100	106	85	26%	29%	428	359	19%	18%
Canada	159	152	130	143	133	20%	20%	584	526	11%	11%
U.S.	193	179	151	141	173	12%	12%	664	651	2%	1%
Core EBITDA	459	446	381	390	391	17%	18%	1,676	1,536	9%	8%
Core EBITDA CER	459	440	367	384	389		18%	1,650	1,522		8%
Amortization of deferred acquisition costs and other Depreciation	78	80	81	80	78	0%	-	319	311	3%	-
Amortization of deferred sales commissions	20	21	22	22	19	5%	-	85	81	5%	-
Total depreciation and amortization	98	101	103	102	97	1%	-	404	392	3%	-
Core earnings before income taxes	361	345	278	288	294	23%	-	1,272	1,144	11%	-
Core income tax (expense) recovery	(57)	(37)	(40)	(38)	(29)	-97%	-	(172)	(123)	40%	-
Core Earnings	304	308	238	250	265	15%	15%	1,100	1,021	8%	7%

Core EBITDA Margin⁴	30.7%	30.4%	28.0%	27.3%	27.3%	340 bps	-	29.2%	27.5%	170 bps	-
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Deferred Acquisition Costs and Deferred Sales Commissions by Geographic Source

Asia	508	512	507	510	450	13%	-	508	450	13%	-
Canada	260	254	253	254	254	2%	-	260	254	2%	-
U.S.	1,707	1,790	1,838	1,922	1,759	-3%	-	1,707	1,759	-3%	-
Total deferred acquisition costs and deferred sales commissions	2,475	2,556	2,598	2,686	2,463	0%	-	2,475	2,463	0%	-

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 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4 AER	2020 Q4 vs. 2019 Q4 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER
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Assets Under Management and Administration by Geographic Source

Asia	195,243	188,550	182,457	174,958	169,001	16%	17%	195,243	169,001	16%	17%
Canada	251,870	238,780	229,266	202,485	221,348	14%	14%	251,870	221,348	14%	14%
U.S.	518,839	495,994	488,303	454,112	488,823	6%	8%	518,839	488,823	6%	8%
Total WAM-managed Assets under management and administration	965,952	923,324	900,026	831,555	879,172	10%	11%	965,952	879,172	10%	11%
Less: Assets managed on behalf of other segments ¹	(212,342)	(207,955)	(203,169)	(195,357)	(197,806)	-7%		(212,342)	(197,806)	-7%	
Assets under management and administration	753,610	715,369	696,857	636,198	681,366	11%	12%	753,610	681,366	11%	12%
Assets under management and administration CER	753,610	693,031	665,364	590,716	673,206		12%	753,610	673,206		12%

Asia	100,996	96,260	93,118	88,110	88,190	15%	14%	100,996	88,190	15%	14%
Canada	206,637	195,191	187,543	163,211	177,313	17%	17%	206,637	177,313	17%	17%
U.S.	445,977	423,918	416,196	384,877	415,863	7%	9%	445,977	415,863	7%	9%
Assets under management and administration	753,610	715,369	696,857	636,198	681,366	11%	12%	753,610	681,366	11%	12%

Assets under administration ²	162,688	155,211	149,511	138,943	145,397	12%	14%	162,688	145,397	12%	14%
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Assets Under Management and Administration by Business Line

Retirement	397,423	378,747	365,894	334,315	356,379	12%	13%	397,423	356,379	12%	13%
Retail	246,140	228,292	220,025	201,709	226,875	8%	10%	246,140	226,875	8%	10%
Institutional Asset Management ³	110,047	108,330	110,938	100,174	98,112	12%	12%	110,047	98,112	12%	12%
Assets under management and administration	753,610	715,369	696,857	636,198	681,366	11%	12%	753,610	681,366	11%	12%

Changes in Assets Under Management and Administration

Beginning balance	715,369	696,857	636,198	681,366	653,127	10%		681,366	608,759	12%	
Assets acquired/disposed	-	-	401	-	(1,441)	100%		401	(1,441)	-	
Gross flows ⁴	31,494	27,475	33,071	38,172	32,928	-4%		130,212	114,246	14%	
Manulife Securities non-proprietary product net flows	272	137	530	185	137	99%		1,124	959	17%	
Exchange traded fund net flows ⁵	283	(5)	79	112	245	16%		469	827	-43%	
Redemptions ⁴	(29,218)	(29,826)	(28,531)	(35,311)	(28,422)	-3%		(122,886)	(116,911)	-5%	
Investment income (loss) and other ⁴	35,410	20,731	55,109	(48,326)	24,792	43%		62,924	74,927	-16%	
Ending balance	753,610	715,369	696,857	636,198	681,366	11%	12%	753,610	681,366	11%	12%

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 Gross flows includes inflows to Manulife-managed retail funds from externally-managed funds that are administered by our Retirement business as follows; \$46 million for Q4 2020, \$133 million for YTD 2020. Redemptions includes outflows to externally-managed funds included in our administered Retirement business from Manulife-managed retail funds as follows; \$61 million for Q4 2020, \$159 million for YTD 2020. The corresponding net movement is included in Investment income (loss) and other.

⁵ Excludes ETF assets that are managed on behalf of insurance businesses. Q2 2020 ETF net flows have restated downwards by \$205 million with a corresponding offset in redemptions.

GLOBAL WEALTH AND ASSET MANAGEMENT (CONT'D)

(Canadian \$ in millions, unaudited)



	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4 AER	2020 Q4 vs. 2019 Q4 CER	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019 AER	YTD 2020 vs. YTD 2019 CER
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Average Assets Under Management and Administration by Geographic Source

Asia	191,277	186,260	179,559	173,007	167,562	14%	15%	182,464	160,604	14%	13%
Canada	244,135	236,912	217,845	219,056	218,622	12%	12%	229,521	215,872	6%	6%
U.S.	506,750	491,871	474,925	487,320	478,761	6%	7%	490,191	465,939	5%	4%
Total Average WAM-managed Assets under management and administration	942,162	915,043	872,329	879,383	864,945	9%	10%	902,176	842,415	7%	6%
Less: Average assets managed on behalf of other segments ¹	(209,452)	(207,119)	(200,362)	(199,113)	(196,688)	-6%		(204,029)	(191,081)	-7%	
Average assets under management and administration	732,710	707,924	671,967	680,270	668,257	10%	10%	698,147	651,334	7%	6%
Average assets under management and administration CER	733,155	698,029	643,820	662,872	663,788		10%	685,122	643,628		6%

Asia	98,184	94,919	91,215	89,177	86,992	13%	14%	93,391	83,505	12%	11%
Canada	199,950	193,320	177,089	175,880	175,388	14%	14%	186,696	173,628	8%	8%
U.S.	434,576	419,684	403,663	415,213	405,877	7%	8%	418,060	394,201	6%	5%
Average assets under management and administration	732,710	707,923	671,967	680,270	668,257	10%	10%	698,147	651,334	7%	6%

Average assets under administration ²	158,675	154,812	146,462	145,349	143,197	11%	11%	151,941	136,702	11%	10%
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Average Assets Under Management and Administration by Business Line

Retirement	387,617	374,221	352,434	356,364	349,534	11%	12%	367,863	338,850	9%	8%
Retail	236,969	225,936	214,498	223,683	222,686	6%	7%	225,307	214,409	5%	4%
Institutional Asset Management ³	108,124	107,767	105,035	100,223	96,037	13%	13%	104,977	98,075	7%	6%
Average assets under management and administration	732,710	707,924	671,967	680,270	668,257	10%	10%	698,147	651,334	7%	6%

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

Asia	2,213	1,140	38	551	164	nm	nm	3,942	4,781	-18%	-17%
Canada	2,207	1,153	8,395	2,816	1,038	113%	113%	14,571	(3,635)	-	-
U.S. ¹	(1,589)	(4,512)	(3,284)	(209)	3,686	-	-	(9,594)	(2,025)	-374%	-383%
Total Net flows	2,831	(2,219)	5,149	3,158	4,888	-42%	-41%	8,919	(879)	-	-
Total Net flows CER	2,831	(2,082)	5,334	3,162	4,806		-41%	9,245	(831)		-

Net Flows by Business Line

Retirement	(1,843)	1,036	(345)	2,724	3	-	-	1,572	2,886	-46%	-45%
Retail	3,639	677	(968)	160	2,184	67%	70%	3,508	2,027	73%	71%
Institutional Asset Management ²	1,035	(3,932)	6,462	274	2,701	-62%	-62%	3,839	(5,792)	-	-
Total Net flows	2,831	(2,219)	5,149	3,158	4,888	-42%	-41%	8,919	(879)	-	-

Gross Flows by Geographic Source ³

Asia	6,867	6,244	4,710	5,569	5,927	16%	15%	23,390	21,039	11%	10%
Canada	6,509	4,832	11,471	8,119	6,512	0%	0%	30,931	24,147	28%	28%
U.S. ¹	18,118	16,399	16,890	24,484	20,489	-12%	-11%	75,891	69,060	10%	9%
Total Gross flows	31,494	27,475	33,071	38,172	32,928	-4%	-4%	130,212	114,246	14%	13%
Total Gross flows CER	31,494	27,159	31,949	37,357	32,750		-4%	127,959	113,085		13%

Gross Flows by Business Line ³

Retirement	11,209	11,478	10,470	16,496	13,007	-14%	-13%	49,653	49,047	1%	0%
Retail	15,881	12,862	13,464	17,098	12,945	23%	23%	59,305	49,713	19%	16%
Institutional Asset Management ²	4,404	3,135	9,137	4,578	6,976	-37%	-37%	21,254	15,486	37%	43%
Total Gross flows	31,494	27,475	33,071	38,172	32,928	-4%	-4%	130,212	114,246	14%	13%

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

	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019
Revenue									
Gross investment income before items below	313	123	231	280	297	5%	947	1,340	-29%
Gains (losses) on AFS equities and seed capital	93	66	135	(215)	64	45%	79	298	-73%
Gains (losses) on AFS bonds and related derivative positions	207	109	1,902	580	106	95%	2,798	548	411%
Gains (losses) on macro hedges	(12)	(3)	(33)	28	(5)	-140%	(20)	(53)	62%
Interest on surplus funds allocated to reporting segments	(265)	(266)	(274)	(268)	(265)	0%	(1,073)	(1,061)	-1%
Other revenue	(17)	(31)	62	(204)	(21)	19%	(190)	(120)	-58%
Total revenue, net	319	(2)	2,023	201	176	81%	2,541	952	167%
Contract benefits and expenses									
General expenses	209	162	150	143	175	19%	664	642	3%
Investment expenses, net	(59)	(60)	(53)	(36)	(65)	9%	(208)	(182)	-14%
Net benefit and claims	-	(107)	-	-	-	-	(107)	(5)	nm
Other	98	129	83	126	125	-22%	436	467	-7%
Total contract benefits and expenses	248	124	180	233	235	6%	785	922	-15%
Income (loss) before income taxes	71	(126)	1,843	(32)	(59)	-	1,756	30	nm
Income tax (expense) recovery	(28)	9	(349)	6	(15)	-87%	(362)	(72)	-403%
Net income (loss)	43	(117)	1,494	(26)	(74)	-	1,394	(42)	-
Less net income (loss) attributed to non-controlling interest	-	-	-	-	1	-100%	-	5	-100%
Net income (loss) attributed to shareholders - Corporate and Investments	43	(117)	1,494	(26)	(75)	-	1,394	(47)	-
Net income attributed to shareholders' for Reinsurance business	60	44	56	(9)	33	82%	151	142	6%
Net income (loss) attributed to shareholders	103	(73)	1,550	(35)	(42)	-	1,545	95	nm

Earnings Analysis

	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019
Core earnings									
Corporate and other excluding core investment gains	(196)	(191)	(110)	(366)	(159)	-23%	(863)	(499)	-73%
Core investment gains	-	-	-	-	100	-100%	-	400	-100%
Total core earnings (loss)	(196)	(191)	(110)	(366)	(59)	-232%	(863)	(99)	-772%
Items excluded from core loss									
Investment-related experience outside of core earnings	16	(27)	(8)	(14)	(110)	-	(33)	(373)	91%
Direct impact of equity markets and interest rates	283	78	1,668	273	127	123%	2,302	588	291%
Change in actuarial methods and assumptions (excl. URR changes)	-	67	-	-	-	-	67	23	191%
Restructuring charge	-	-	-	-	-	-	-	-	-
Tax-related items and other	-	-	-	72	-	-	72	(44)	-
Net income (loss) attributed to shareholders	103	(73)	1,550	(35)	(42)	-	1,545	95	nm

Premiums and Deposits

	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019
Premiums - Reinsurance business	40	35	34	31	36	11%	140	112	25%
Total premiums and deposits	40	35	34	31	36	11%	140	112	25%

Assets Under Management

	2020 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4	2020 Q4 vs. 2019 Q4	YTD 2020	YTD 2019	YTD 2020 vs. YTD 2019
General fund - Corporate and Investments (before derivative reclassification)	18,616	20,345	18,672	18,359	12,829	45%	18,616	12,829	45%
Derivative reclassification ¹	(12,861)	(15,833)	(17,107)	(18,508)	(9,195)	-40%	(12,861)	(9,195)	-40%
General fund - Corporate and Investments (after derivative reclassification)	5,755	4,512	1,565	(149)	3,634	58%	5,755	3,634	58%
General fund - Reinsurance	867	938	931	915	916	-5%	867	916	-5%
Segregated funds - elimination of amounts held by the Company	(42)	(56)	(56)	(50)	(58)	28%	(42)	(58)	28%
Total assets under management	6,580	5,394	2,440	716	4,492	46%	6,580	4,492	46%

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



Manulife

Asset Information



INVESTED ASSETS - PORTFOLIO COMPOSITION

(Canadian \$ in millions, unaudited)



	As at Q4 2020			As at Q3 2020			As at Q2 2020			As at Q1 2020			As at Q4 2019		
		%			%		%		%		%		%		
Carrying value															
Cash and short-term securities	26,167	6.4	%	26,970	6.5	%	26,683	6.3	%	27,087	6.6	%	20,300	5.4	%
Debt securities															
Government															
Canadian government & agency	25,215	6.1	%	25,029	6.0	%	24,316	5.9	%	22,278	5.6	%	23,361	6.2	%
US government & agency	31,236	7.6	%	32,735	7.9	%	33,521	8.1	%	33,218	8.2	%	28,252	7.5	%
Foreign governments & agency	24,345	5.9	%	25,750	6.2	%	25,430	6.1	%	24,329	6.0	%	21,743	5.7	%
Corporate	134,863	32.8	%	136,039	32.8	%	137,621	33.3	%	129,967	32.1	%	121,329	32.1	%
Securitized															
CMBS	1,265	0.3	%	1,429	0.4	%	1,468	0.4	%	1,512	0.4	%	1,373	0.4	%
RMBS	10	0.0	%	14	0.0	%	14	0.0	%	14	0.0	%	14	0.0	%
ABS	1,790	0.5	%	1,948	0.5	%	2,035	0.5	%	2,188	0.5	%	2,050	0.5	%
Total debt securities	218,724	53.2	%	222,944	53.8	%	224,405	54.3	%	213,506	52.8	%	198,122	52.4	%
Private placement debt	40,756	9.9	%	40,785	9.8	%	40,458	9.8	%	40,847	10.1	%	37,979	10.0	%
Mortgages															
Commercial															
Retail	8,621	2.1	%	8,910	2.2	%	9,050	2.2	%	9,280	2.3	%	8,840	2.3	%
Office	8,669	2.1	%	8,921	2.2	%	9,213	2.2	%	9,612	2.4	%	8,871	2.3	%
Multi family residential	5,799	1.4	%	5,762	1.4	%	5,913	1.5	%	6,019	1.5	%	5,371	1.4	%
Industrial	2,960	0.7	%	2,765	0.6	%	2,712	0.7	%	2,694	0.7	%	2,469	0.7	%
Other commercial	3,464	0.8	%	3,370	0.8	%	3,469	0.8	%	3,422	0.8	%	3,273	0.9	%
Other mortgages															
Manulife Bank single family residential	20,384	5.0	%	20,480	4.9	%	20,313	4.9	%	20,245	5.0	%	20,076	5.3	%
Agriculture	310	0.1	%	333	0.1	%	464	0.1	%	509	0.1	%	476	0.1	%
Total mortgages ¹	50,207	12.2	%	50,541	12.2	%	51,134	12.4	%	51,781	12.8	%	49,376	13.0	%
Policy loans	6,398	1.5	%	6,844	1.7	%	7,019	1.7	%	7,255	1.7	%	6,471	1.7	%
Loans to bank clients	1,976	0.5	%	1,941	0.5	%	1,914	0.5	%	1,789	0.4	%	1,740	0.5	%
Public equities ⁴															
Par, equity-linked and pass-through	18,952	4.6	%	17,378	4.2	%	16,396	4.0	%	14,672	3.6	%	17,031	4.5	%
Nonpar and surplus	4,770	1.2	%	4,327	1.0	%	4,280	1.0	%	5,034	1.3	%	5,820	1.5	%
Total public equities	23,722	5.8	%	21,705	5.2	%	20,676	5.0	%	19,706	4.9	%	22,851	6.0	%
Real estate & other invested assets															
Alternative long-duration assets															
Office	6,745	1.6	%	7,019	1.7	%	7,039	1.7	%	7,435	1.9	%	7,279	1.9	%
Industrial	1,606	0.4	%	1,621	0.4	%	1,239	0.3	%	1,267	0.3	%	983	0.3	%
Company use	1,850	0.5	%	1,955	0.5	%	2,029	0.5	%	2,090	0.5	%	1,926	0.5	%
Other	2,631	0.6	%	2,710	0.6	%	2,893	0.7	%	2,975	0.7	%	2,740	0.7	%
Total real estate ³	12,832	3.1	%	13,305	3.2	%	13,200	3.2	%	13,767	3.4	%	12,928	3.4	%
Infrastructure	9,127	2.2	%	8,689	2.1	%	8,469	2.0	%	8,884	2.2	%	8,854	2.3	%
Private equity	7,954	1.9	%	7,313	1.8	%	6,832	1.7	%	7,112	1.7	%	6,396	1.7	%
Timberland	3,368	0.8	%	3,252	0.8	%	3,315	0.8	%	3,328	0.8	%	3,256	0.9	%
Oil & gas	2,296	0.6	%	2,220	0.5	%	2,206	0.5	%	2,511	0.6	%	3,245	0.9	%
Farmland	1,451	0.4	%	1,545	0.4	%	1,548	0.4	%	1,549	0.4	%	1,413	0.4	%
Real Estate Interests	1,940	0.5	%	1,964	0.5	%	1,801	0.4	%	1,853	0.5	%	1,646	0.4	%
Other	36	0.0	%	37	0.0	%	38	0.0	%	36	0.0	%	33	0.0	%
Total alternative long-duration assets	39,004	9.5	%	38,325	9.3	%	37,409	9.0	%	39,040	9.6	%	37,771	10.0	%
Leveraged leases	3,371	0.8	%	3,517	0.8	%	3,578	0.9	%	3,716	0.9	%	3,371	0.9	%
Other	652	0.2	%	662	0.2	%	588	0.1	%	602	0.2	%	546	0.1	%
Total real estate & other invested assets	43,027	10.5	%	42,504	10.3	%	41,575	10.0	%	43,358	10.7	%	41,688	11.0	%
Total invested assets	410,977	100.0	%	414,234	100.0	%	413,864	100.0	%	405,329	100.0	%	378,527	100.0	%

¹ Includes government insured mortgages (\$6,622 or 13% as at December 31, 2020)

Fair value²

Real estate	13,999	14,637	14,525	15,217	14,277
Total alternative long-duration assets	41,028	40,565	39,672	41,356	39,900
Total real estate & other invested assets	45,051	44,744	43,838	45,674	43,817

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.

⁴ Includes public equities that are managed in conjunction with our alternative long duration asset strategy (\$229 as at December 31, 2020).

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 Q4 2020		As at Q3 2020		As at Q2 2020		As at Q1 2020		As at Q4 2019	
				%		%		%		%		%
Debt Securities	AAA	1	40,706	18%	42,500	19%	42,391	19%	40,725	19%	36,106	18%
	AA	1	37,152	17%	38,676	17%	38,845	17%	37,682	18%	34,271	17%
	A	1	89,396	41%	90,409	41%	92,416	41%	89,017	42%	84,215	43%
	BBB	2	47,176	21%	47,345	21%	46,751	21%	42,455	20%	40,618	21%
	BB	3	2,971	1%	3,034	1%	3,207	1%	2,655	1%	2,053	1%
	B & lower, and unrated	4 & below	1,323	2%	980	1%	795	1%	972	0%	859	0%
Total			218,724	100%	222,944	100%	224,405	100%	213,506	100%	198,122	100%
Private Placements	AAA	1	1,061	3%	1,122	3%	1,114	3%	1,156	3%	1,098	3%
	AA	1	4,829	12%	4,868	12%	4,943	12%	5,840	14%	5,513	14%
	A	1	15,585	38%	15,818	39%	15,848	39%	15,409	38%	14,311	38%
	BBB	2	15,825	39%	15,240	37%	15,001	37%	14,807	36%	14,139	37%
	BB	3	1,206	3%	1,246	3%	1,022	3%	953	2%	823	2%
	B & lower, and unrated	4 & below	2,250	5%	2,491	6%	2,530	6%	2,682	7%	2,095	6%
Total			40,756	100%	40,785	100%	40,458	100%	40,847	100%	37,979	100%
Total	AAA	1	41,767	16%	43,622	17%	43,505	16%	41,881	17%	37,204	16%
	AA	1	41,981	16%	43,544	16%	43,788	17%	43,522	17%	39,784	17%
	A	1	104,981	41%	106,227	40%	108,264	41%	104,426	41%	98,526	42%
	BBB	2	63,001	24%	62,585	24%	61,752	23%	57,262	23%	54,757	23%
	BB	3	4,177	2%	4,280	2%	4,229	2%	3,608	1%	2,876	1%
	B & lower, and unrated	4 & below	3,573	1%	3,471	1%	3,325	1%	3,654	1%	2,954	1%
Total			259,480	100%	263,729	100%	264,863	100%	254,353	100%	236,101	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 December 31, 2020, the Company had \$241 (September 30, 2020 : \$373) notional outstanding of CDS protection sold.

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

	Country	As at Q3 2020		As at Q2 2020		As at Q1 2020		As at Q4 2019	
			%		%		%		%
Debt Securities	U.S.	99,921	45%	102,371	46%	104,747	47%	99,605	47%
	Canada	51,811	24%	51,532	23%	51,269	23%	48,291	25%
	Europe	8,282	4%	8,010	4%	7,890	3%	6,467	3%
	Asia & Other	58,710	27%	61,031	27%	60,499	27%	53,977	27%
	Total		218,724	100%	222,944	100%	224,405	100%	213,506
Private Placements	U.S.	22,722	56%	23,230	57%	23,203	58%	23,947	59%
	Canada	11,445	28%	11,430	28%	11,348	28%	11,221	29%
	Europe	2,617	6%	2,498	6%	2,514	6%	2,166	6%
	Asia & Other	3,972	10%	3,627	9%	3,393	8%	3,076	8%
	Total		40,756	100%	40,785	100%	40,458	100%	40,847
Total	U.S.	122,643	47%	125,601	48%	127,950	48%	123,552	48%
	Canada	63,256	25%	62,962	24%	62,617	24%	58,137	23%
	Europe	10,899	4%	10,508	4%	10,404	4%	9,468	4%
	Asia & Other	62,682	24%	64,658	24%	63,892	24%	63,196	25%
	Total		259,480	100%	263,729	100%	264,863	100%	254,353

INVESTED ASSETS - FIXED INCOME SECURITIES BY SECTOR AND UNREALIZED LOSSES

(Canadian \$ in millions, unaudited)


Portfolio by Sector / Industry Holdings (at carrying value)

	As at Q4 2020			As at Q3 2020			As at Q2 2020			As at Q1 2020			As at Q4 2019		
	Carrying value	Investment %	grade %	Carrying value	Investment %	grade %	Carrying value	Investment %	grade %	Carrying value	Investment %	grade %	Carrying value	Investment %	grade %
Government & agency	85,357	33%	98%	88,144	33%	98%	87,914	33%	98%	84,622	33%	98%	77,883	33%	98%
Utilities	47,902	18%	99%	48,503	18%	99%	48,346	18%	99%	47,133	19%	99%	44,426	19%	99%
Financial	35,656	14%	95%	35,706	14%	96%	36,187	14%	96%	34,996	14%	96%	31,929	13%	97%
Energy	20,963	8%	93%	20,765	8%	93%	21,508	8%	94%	19,260	8%	94%	20,196	9%	97%
Consumer (non-cyclical)	21,483	8%	97%	21,593	8%	97%	21,609	8%	96%	20,455	8%	96%	18,133	8%	96%
Industrial	22,070	9%	97%	21,904	8%	96%	21,811	8%	97%	20,634	8%	97%	19,024	8%	98%
Basic materials	5,357	2%	93%	5,544	2%	93%	5,598	2%	93%	5,159	2%	92%	4,572	2%	92%
Consumer (cyclical)	8,200	3%	93%	8,402	3%	92%	8,654	3%	92%	8,706	3%	93%	7,798	3%	94%
Securitized MBS/ABS	3,442	1%	98%	3,802	2%	98%	3,957	2%	98%	4,176	2%	100%	3,888	2%	100%
Telecommunications	4,538	2%	98%	4,564	2%	98%	4,548	2%	99%	4,292	2%	99%	4,170	2%	99%
Technology	2,792	1%	99%	3,023	1%	99%	3,001	1%	97%	3,144	1%	98%	2,473	1%	98%
Media & internet	1,278	1%	97%	1,316	1%	97%	1,251	1%	96%	1,150	0%	95%	1,043	0%	93%
Diversified & miscellaneous	442	0%	98%	463	0%	98%	479	0%	98%	626	0%	78%	566	0%	83%
Total	259,480	100%	97%	263,729	100%	97%	264,863	100%	97%	254,353	100%	98%	236,101	100%	98%

Unrealized (losses)

	As at Q4 2020				As at Q3 2020				As at Q2 2020				As at Q1 2020				As at Q4 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	72,285	(419)	1%	(1)	73,903	(224)	0%	(0)	72,925	(124)	0%	(0)	69,680	(261)	0%	-	67,568	(295)	0%	-
<i>Government</i>																				
<i>Corporate</i>																				
Financials	29,458	(40)	0%	(13)	30,106	(56)	0%	(15)	30,822	(56)	0%	(15)	31,192	(190)	1%	(10)	28,102	(44)	0%	(9)
Non-financials	89,355	(108)	0%	(2)	91,348	(376)	0%	(30)	92,507	(444)	0%	(0)	93,286	(2,598)	3%	(94)	83,934	(175)	0%	(29)
<i>Securitized</i>																				
CMBS	1,223	-	0%	-	1,386	-	0%	-	1,428	-	0%	-	1,495	(3)	0%	-	1,357	(1)	0%	-
RMBS	9	-	0%	-	13	-	0%	-	13	-	0%	-	13	-	0%	-	13	-	0%	-
ABS	1,681	(10)	1%	-	1,879	(40)	2%	-	1,997	(55)	3%	-	2,140	(37)	2%	-	1,970	(1)	0%	-
Private placement debt	40,756	(42)	0%	-	40,785	(94)	0%	(8)	40,458	(140)	0%	(36)	40,847	(485)	1%	(42)	37,979	(81)	0%	(33)
Fixed income securities¹	234,767	(619)	0%	(16)	239,420	(790)	0%	(53)	240,150	(819)	0%	(52)	238,653	(3,574)	1%	(146)	220,923	(597)	0%	(71)

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			
Q4 2020	81,379	4,349	77,030	7,496	976	6,520	6,893	5,635	12,528
Q3 2020	83,999	4,595	79,404	9,747	1,225	8,522	9,031	5,504	14,535
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

As at Q4 2020	Net of Reinsurance ¹		
	Total Guarantee Value ⁴	Total Fund Value ⁴	Net Amount at Risk ^{2,4}
U.S.			
Withdrawal Benefits	34,176	30,217	4,927
Income Benefits	434	385	71
Death Benefits	5,015	6,528	326
	<u>39,625</u>	<u>37,130</u>	<u>5,324</u>
Canada			
Withdrawal Benefits	12,040	11,095	945
Maturity Benefits	16,198	16,193	5
Death Benefits	1,830	10,064	14
	<u>30,068</u>	<u>37,352</u>	<u>964</u>
Japan			
Withdrawal Benefits	3,161	3,180	82
Maturity Benefits	375	460	3
Death Benefits	824	857	6
	<u>4,360</u>	<u>4,497</u>	<u>91</u>
Reinsurance & Other	<u>2,977</u>	<u>3,540</u>	<u>141</u>

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 assumes that all claims are immediately payable. In practice however, guaranteed death benefits are contingent and only payable upon the eventual death of policyholders if fund values remain below guarantee values. For guaranteed minimum withdrawal benefit, the amount at risk assumes that the benefit is paid as a lump sum based on the withdrawal benefit guarantee value and does not recognize that claims on this business will instead be paid as a lifetime annuity stream. Adjusting for the time value of money, the net amount at risk will be lower than presented. These benefits are also contingent and only payable at scheduled maturity/income start dates in the future, if the policyholders are still living and have not terminated their policies and fund values remain below guarantee values. For all guarantees, the amount at risk is floored at zero at the single contract level

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 Q4	2020 Q3	2020 Q2	2020 Q1	2019 Q4
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The Manufacturers Life Insurance Company's LICAT**Available Capital Components:**

Tier 1 capital					
Common shares	38,430	36,447	36,447	34,447	34,447
Retained earnings	13,647	14,821	13,061	12,257	11,010
Other Tier 1 capital	12,608	14,767	15,512	18,268	12,446
Gross Tier 1 capital	64,685	66,035	65,020	64,972	57,903
Deductions:					
Goodwill and Intangibles	(9,033)	(9,260)	(9,342)	(9,451)	(9,045)
Other	(12,344)	(12,470)	(12,705)	(13,498)	(12,045)
Tier 1 capital (A)	43,308	44,305	42,973	42,023	36,813
Tier 2 Capital					
Gross Tier 2 capital	9,769	10,339	10,410	11,540	11,041
Deductions	-	-	-	-	-
Tier 2 capital (B)	9,769	10,339	10,410	11,540	11,041
Total Available Capital (C) = (A+B)	53,077	54,644	53,383	53,563	47,854
Surplus Allowance and Eligible Deposits (D)	35,604	35,152	33,013	33,678	30,955

Base Solvency Buffer Components

Non-Participating Business					
Credit risk	10,649	10,798	10,752	10,522	9,827
Market risk	18,581	17,321	16,130	16,537	18,273
Insurance risk	27,383	26,844	26,735	27,214	25,462
Less: Credits for Adjustable Products	(6,296)	(6,412)	(6,745)	(6,711)	(6,164)
Participating Business					
Capital Requirements for Credit, Market and Insurance Risks for Participating Products, net of Par Credits	6,216	5,997	5,948	5,814	5,975
Less: Diversification and Other Credits	(9,252)	(8,748)	(8,765)	(8,882)	(8,629)
Capital Requirements for Non-Participating and Participating Business, net of Credits	47,281	45,800	44,055	44,494	44,744
Segregated fund risk	4,473	4,368	4,276	4,139	4,164
Operational and other risks	5,028	4,949	4,863	4,800	4,849
Subtotal of Base Solvency Buffer Components (E)	56,782	55,117	53,194	53,433	53,757
Base Solvency Buffer (F) = E x 105%	59,620	57,873	55,854	56,104	56,445
Total LICAT Ratio = (C+D)/F	149%	155%	155%	155%	140%
Excess Total Capital over Supervisory Target Ratio of 100% = (C+D) - 100% x F	29,061	31,923	30,542	31,137	22,364

REGULATORY CAPITAL (CONT'D)

(Canadian \$ in millions, unaudited)



LICAT Ratios – MLI				
(\$million, except percentage)				
Companies are required, at a minimum, to maintain a Core Ratio of 55% and a Total Ratio of 90%. OSFI has established supervisory target levels of 70% for Core and 100% for Total capital for operating companies such as MLI.				
(as at December 31)		2020	2019	Change
Available Capital (AC1 + AC2)	(AC)	53,077	47,854	5,223
<i>Tier 1 Capital</i>	(AC1)	43,308	36,813	6,495
<i>Tier 2 Capital</i>	(AC2)	9,769	11,041	(1,272)
Surplus Allowance and Eligible Deposits	(SA + ED)	35,604	30,955	4,649
Base Solvency Buffer	(BSB)	59,620	56,445	3,175
Total Ratio $([AC + SA + ED] / BSB)$		149%	140%	9%
Core Ratio $([AC1 + 70\%SA + 70\%ED] / BSB)$		114%	104%	10%

Qualitative Analysis of Solvency Ratio (Period over Period) - MLI	
The nine percentage point increase was driven by market movements, primarily from a decrease in risk-free interest rates, by net capital issuances ¹ , and by the reinsurance of a block of U.S. Bank-Owned Life Insurance ("BOLI") business, partly offset by several smaller items.	
The change in the Core ratio was slightly higher than the change in the Total ratio, mainly because Core capital was not affected by the redemption of Tier 2 subordinated debt.	
¹ LICAT reflects capital redemptions once the intention to redeem has been announced. As a result, the Q4 2020 LICAT ratio reflects the impact of the \$350 million of MLI subordinated debentures redeemed in January 2021 (announced in November 2020).	

LICAT Ratios – MFC				
(\$million, except percentage)				
Holding companies are required, at a minimum, to maintain a Core Ratio of 50% and a Total Ratio of 90%. Industry-wide supervisory targets are not applicable to regulated insurance holding companies such as MFC.				
(as at December 31)		2020	2019	Change
Available Capital (AC1 + AC2)	(AC)	45,316	42,415	2,901
<i>Tier 1 Capital</i>	(AC1)	30,298	28,097	2,201
<i>Tier 2 Capital</i>	(AC2)	15,018	14,318	700
Surplus Allowance and Eligible Deposits	(SA + ED)	35,572	30,940	4,632
Base Solvency Buffer	(BSB)	59,862	56,666	3,196
Total Ratio $([AC + SA + ED] / BSB)$		135%	129%	6%
Core Ratio $([AC1 + 70\%SA + 70\%ED] / BSB)$		92%	88%	4%

Qualitative Analysis of Solvency Ratio (Period over Period) - MFC	
The primary drivers of the change in the MFC ratios are consistent with MLI.	
The difference between the MFC and MLI ratios is largely due to MFC senior debt that does not qualify as available capital at the MFC level but based on the form it was down-streamed to MLI, it qualifies as regulatory capital at the MLI level.	

GLOSSARY OF TERMS AND DEFINITIONS

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 February 10, 2021)
<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 Morningstar	AA
	AM Best Company	A+ (Superior)

John Hancock Life Insurance Company (U.S.A)		(as at February 10, 2021)
<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 Morningstar	not rated
	AM Best Company	A+ (Superior)