

Media Alert

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As more Filipinos embrace digital, Manulife Online launches new features that ensure more accessibility for customers

Manulife brand ambassador Sarah Geronimo also shares digital access is important in managing finances

Manila, Philippines — According to leading life insurer Manulife's [Asia Care Survey](#), at the height of the pandemic last year, 70% of Filipinos preferred online channels to manage their insurance policies. With this insight, Manulife Philippines has further accelerated its digitalization efforts by introducing new features on Manulife Online, its mobile-optimized customer website, to provide more convenient, secure, and seamless services – anytime, anywhere.

Besides real-time updating of personal information and tracking fund value for investment-linked plans, customers can now make online payments in advance of their due dates, and select the amount of premium they would like to pay. They can also download premium notices and variable life statements of account.

"Even before the pandemic, we have been focused on ensuring that we find ways to better serve our customers, especially as their priorities and needs change. Since the launch of Manulife Online in 2019, we have been constantly enhancing our digital tools and expanding the available features to continuously improve our customer experience," said Richard Bates, President and Chief Executive Officer of Manulife Philippines. "Because more customers are embracing digital technology, we will continue to invest in strengthening our online capabilities. This will allow us to provide customers with easier access to their policies, while helping them keep safe during these challenging times."

Sarah Geronimo learns better financial management amid COVID-19

A Manulife policyholder since 2010, pop superstar and Manulife brand ambassador Sarah Geronimo shared how life insurance has been a great investment for her, providing her financial protection amid life's many uncertainties. To manage her policies, she recognizes the importance of digital platforms like Manulife Online, because it has been a huge help for her when juggling financial management with her other day-to-day responsibilities. "Manulife Online allows me to manage my policies better, *nababayaran* at *na-a-update ko ang mga ito* digitally. *Gusto ko rin na* I can keep track of my funds' performance regularly by accessing Manulife Online," Geronimo shared.

Geronimo also shared the importance of being open to professional financial advice, which has helped her make better decisions in life. "Sabi ko nga dati, *na-expedite ang adulting ko*. Every



day, I am learning how to better manage my finances, and how to budget wisely. *Hindi siya madali*, but I like that fact that it's also a continuous learning process for me, *kasi ang goal ko hindi pa rin naman nagbabago* – I aspire to build a better future for myself and my family. Securing your future and that of your loved ones is the best investment you can make.”

For all current Manulife customers, Manulife Online is available at online.manulife.com.ph.

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About Manulife Philippines

The Manufacturers Life Insurance Company opened its doors for business in the Philippines in 1907. Since then, Manulife's Philippine Branch and later The Manufacturers Life Insurance Co. (Phils.), Inc. (Manulife Philippines) has grown to become one of the country's leading life insurance companies. Manulife Philippines is a wholly-owned domestic subsidiary of Manulife Financial Corporation, among the world's largest life insurance companies by market capitalization. Learn more about Manulife Philippines by visiting their website www.manulife.com.ph and following them on Facebook (www.facebook.com/ManulifePH), Twitter (@ManulifePH), and Instagram (@manulifeph).

About Manulife

Manulife Financial Corporation is a leading international financial services provider that helps people make their decisions easier and lives better. With our global headquarters in Toronto, Canada, we operate as Manulife across our offices in Canada, Asia, and Europe, and primarily as John Hancock in the United States. We provide financial advice, insurance, and our global wealth and asset management segment, Manulife Investment Management, serves individuals, institutions, and retirement plan members worldwide. At the end of 2020, we had more than 37,000 employees, over 118,000 agents, and thousands of distribution partners, serving over 30 million customers. As of June 30, 2021, we had CAD\$1.3 trillion (US\$1.1 trillion) in assets under management and administration, and in the previous 12 months we made \$31.3 billion in payments to our customers. Our principal operations are in Asia, Canada and the United States where we have served customers for more than 155 years. We trade as 'MFC' on the Toronto, New York, and the Philippine stock exchanges and under '945' in Hong Kong.

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