

## The latest news from Manulife in Asia

### Financial results for Asia Division – Q1 2010

Asia and Japan Division recorded net income attributed to shareholders of US\$412 million for the first quarter of 2010 compared to US\$118 million a year earlier. Included in the first quarter of 2010 were net experience gains of US\$184 million (2009 – losses of US\$238 million) as a result of equity, interest rate, credit and other non-fixed income returns differing from our best estimate policy assumptions. Excluding these experience gains from both quarters and a one-time tax benefit recorded in the first quarter of 2009 related to variable annuities, shareholders' net income improved by US\$39 million driven by new business and growth in in-force business.

Premiums and deposits, excluding variable annuities, for the quarter were US\$1.6 billion, down 10 per cent from US\$1.8 billion reported in the first quarter of 2009. Strong insurance premiums growth contributed by all the territories as a result of new product launches and larger in-force business was more than offset by lower money market fund sales in Taiwan and the non-recurrence of the one-time top up of pension funds by the Hong Kong government in the first quarter of 2009. Premiums and deposits for variable annuity products for the quarter were US\$0.7 billion, up 43 per cent from US\$0.5 billion reported in the first quarter of 2009. Variable annuity sales in Japan increased in advance of April 1, 2010 tax changes.

Funds under management as at March 31, 2010 were US\$57.9 billion, up US\$15.4 billion from March 31, 2009. Growth was driven by the positive impact of improving equity market performance across the territories in the past twelve months together with net policyholder cash inflows of US\$3.6 billion and US\$1.8 billion representing 49 per cent of Manulife TEDA's assets under management.

### News from our countries and territories in Asia



#### China

##### **Manulife-Sinochem earns top government honor for excellence in China**

Manulife-Sinochem was honored with an award for excellence for 2009 by China's top government body. At the recommendation of the China Insurance Regulatory Commission (CIRC), MSL received an "Excellent Organization" award from the State Council National Economic Census Commission – the only foreign life insurance company to earn this prestigious recognition. The award stems from MSL's outstanding performance in a National Insurance Industry Economic Census review.

##### **Manulife-Sinochem ranked No 1 in competitiveness among Foreign Life Insurers**

A research report ranking the general competitiveness of Asian insurance companies in 2009 rated Manulife-Sinochem as the most competitive of all foreign-invested joint venture life insurers in China for the second year running. The report, published by the 21st Century Business Herald, analyzed the competitiveness of Asian insurance companies in terms of their market scale, capital capacity, adequacy of claim reserves, profitability, asset liquidity and operational stability.

## **Manulife-Sinochem expands again with two new licenses**

Manulife-Sinochem (MSL) announced that it has been granted two new licenses from the China Insurance Regulatory Commission (CIRC) to operate in Linyi, a city of 10 million people in Shandong province and Yancheng, with 8 million people in Jiangsu province.

## **Manulife-Sinochem launches new "Double Golden Fortune" Par Endowment and new Dread Disease Gold Package**

Manulife-Sinochem recently launched a new generation of composite insurance and wealth management products called "Double Golden Fortune" to meet the needs of capital preservation with long-term capital growth. Manulife-Sinochem also launched a new Dread Disease Gold package "Chang Bao Wu You", a powerful par product package providing comprehensive death and dread disease protection to the public, including coverage of 35 serious diseases. The package provides a death protection and maturity benefit, critical illness protection and pays a dividend.



## **Hong Kong**

### **New headquarters to accommodate growth of Manulife Hong Kong**

Manulife will be moving into Manulife Financial Centre, leasing a total of 410,000 square feet at the Grade A commercial complex in Kowloon East. Located in the heart of this thriving new business district, the building will serve as Manulife's main headquarters for its Hong Kong operations, with the additional space and facilities needed to support the company's future business expansion.

### **Manulife launches La Vie**

Manulife Hong Kong launched La Vie, a whole life insurance solution that provides a balance between savings and life protection under different economic conditions and customer life stages. It comes with shorter-term payment options of either eight or twelve years.

### **Manulife enters partnership agreement with Munich Health on Group Medical Insurance**

Manulife Hong Kong signed a business partnership agreement with Munich Health, a business unit of leading reinsurer Munich Re. The cooperation will further strengthen Manulife's ability to capture business opportunities created by the increasing demand for innovative group life and medical insurance products in Hong Kong.



## **Indonesia**

### **Manulife Indonesia earns three prestigious awards for customer service**

Manulife Indonesia Customer Service proudly won three prestigious awards in the beginning of 2010, namely: the Call Center Award for Service Excellence and the Service Quality Award 2010 from Marketing magazine; and Carre-CCSL (Center for Customer Satisfaction and Loyalty) and Net Promoter Customer Loyalty Award 2010 from Octovate Consulting Group and SWA magazine.

### **Manulife Asset Management Indonesia receives two special awards from Investor Magazine Indonesia**

Manulife Asset Management Indonesia received awards for its mutual funds from Investor magazine. Manulife Saham Andalan was named "The best Equity Fund 2010" for a 1 year period, and Manulife Dana Tumbuh Berimbang was ranked first for "Best Balanced Fund – A 2010" for a 1 year period.



## Japan

### **Manulife Japan becomes 2010 sponsor of the Pacific Baseball League**

Manulife Japan is the first regular season corporate sponsor of the Pacific Baseball League under a new sponsorship arrangement. The sponsorship allows Manulife Japan to support the six PBL teams in their activities which promote the league and help strengthen local communities.

### **Manulife Japan launches multi-currency individual annuity product "Growth Currency" through Bank of Tokyo-Mitsubishi UFJ**

Manulife Japan began selling "Growth Currency", a new multi-currency individual annuity insurance product designed to meet consumers' changing needs for asset formation, through the Bank of Tokyo-Mitsubishi UFJ, Ltd.

### **Manulife Japan begins selling new whole life insurance product "Kodawari Shushin (Low CSV-Type)"**

Manulife Japan launched a new non-par whole life insurance product called "Kodawari Shushin (Low CSV-type)", through its Plan Right Advisor sales network and MGA sales channel.



## Malaysia

### **Manulife introduces new series of Investment-Linked Insurance Plans**

Manulife Malaysia recently launched a new series of Investment-linked insurance plans, MaxShield and MaxShield Plus with Inflation Protected Benefit (IPB). These are regular premium investment-linked insurance plans that provide potentially high investment returns and insurance protection. Both products come with the new Loyalty Reward feature. MaxShield Plus with IPB has an additional feature where the coverage will be auto-increased by 5% of the original Face Amount at inception every year, up to a maximum of 200% of the original Face Amount at 21st policy year.

### **Manulife Malaysia donates rehabilitation equipment to centre**

Manulife Malaysia brought festive cheer to disadvantaged community members in celebration of Chinese New Year by donating rehabilitation equipment to a centre supporting people with disabilities called Persatuan Kebajikan Bagi Orang Istimewa Kampar.



## Philippines

### **Manulife Philippines offers broad insurance coverage for critical illnesses**

Manulife Philippines launched a new comprehensive critical illness insurance product aimed at meeting the financial protection needs of Filipinos in the event of serious health contingencies. CriticalCare, a single-pay insurance product, is designed to help ease the burden of individuals and their families in coping with critical illnesses, such as heart diseases and cancer.

### **Manulife Philippines sponsors Manila leg of international fitness event**

Manulife Philippines was a major sponsor of the Manila leg of the international fitness event called "Project Green Light: The Ultimate Dance Party Work-Out Experience", designed to encourage more activity and better health for participants.

### **Manulife Philippines announces new executive appointment; opens a new branch**

Manulife Philippines announced the appointment of Margarita B. Lopez as the company's new Senior Vice President and Chief Operations Officer. Ms Lopez brings to the company expertise in strategic planning, strategic product development, customer services, technology and support operations, project management, product implementation and support and staff development. Manulife Philippines also opened a new branch in Santiago City, Isabela province, to further expand operations in the country.



## Singapore

### **Manulife Singapore Announces Appointment of President & CEO**

Manulife Singapore has appointed Annette King to be its President and Chief Executive Officer. Ms. King has 20 years of experience in the financial services and consulting sectors, having held key roles in marketing, finance, office administration, actuarial, product pricing & development, client management and portfolio administration services in Australia and Singapore. She will be responsible for the overall development of Manulife's business operation in Singapore.

### **MFC Global Investment Management announces appointment of new Head of Fixed Income at Manulife Asset Management Singapore**

Manulife Asset Management (Singapore), part of MFC Global Investment Management, has appointed Mr. Pang Cheng Duan as Head of Fixed Income, responsible for overseeing the company's fixed income desk and leading the development of the company's external business, following the launch of its unit trust platform in September 2009.

### **Manulife launches Ultimate – one flexible plan to meet all saving needs**

Manulife Singapore introduced a series of endowment plans today – Ultimate Saver, Ultimate Cash 100 and Ultimate Cash 200 – all targeted to helping Singaporeans meet their saving needs while providing insurance coverage.



## Taiwan

### **Manulife Asset Management (Taiwan) launches the first Asian mid and small-cap equity fund in Taiwan**

Manulife Asset Management (Taiwan) launched the Manulife Asia Pacific Mid and Small Cap Fund. The fund is the first New Taiwan Dollar-denominated Asian small and mid- cap equity fund to be available in the Taiwan market, and is aimed at investors who seek long-term capital growth for their portfolios

### **MFC Global Investment Management earns Best of the Best award for Most Innovative Product in Taiwan 2009**

A new fund that offers access to the Asian bond market growth story but also helps to manage investment and currency risk has earned MFC Global Investment Management the 2009 "Best of the Best" Regional Award for Most Innovative Product in Taiwan from Asia Asset Management. In 2009, Manulife Asset Management (Taiwan) Company Ltd, part of MFC Global Investment Management, launched the Manulife Asia Pacific Bond Fund.



## Thailand

### **Manulife's Thai equity funds top ranked by AIMC**

Two funds from Manulife Asset Management (Thailand) Company Limited received top rankings in November for their one year performance by the Association of Investment Management Companies (AIMC). The two funds, the Manulife Strength-Core Equity Fund (MS-CORE EQ) and Manulife Strength Equity Value Fund (MS-EQ VALUE) ranked 1st and 2nd respectively on a risk-adjusted return basis, according to the AIMC.

### **Manulife Thailand receives a Prime Minister's Insurance Award for 2008**

Manulife Thailand received an award in the Prime Minister's Insurance Awards 2008 for Insurance Company with Outstanding Management Development. Manulife Thailand was selected for having the second best approach in terms of excellence in overall management development based on a number of criteria including: State of Solvency & Healthy Financial Ratios; Market Share; Legal

Compliance; Managerial Efficiency; Assets Management Efficiency; Marketing Management Efficiency; and Public Service & Public Charity.



## Vietnam

### Manulife Vietnam earns three prestigious awards

In December, Manulife Vietnam was presented the “Outstanding Achievement Award” by the Ministry of Finance, underscoring its leadership in providing professional and quality customer service. Former CEO David Wong also received the Minister of Finance’s “Outstanding Contribution Award” in recognition of his outstanding management and contribution to the life insurance market development in Vietnam. In January, Manulife Vietnam won the “Best Service Award” for the insurance category at the 2009 Golden Dragon Awards Ceremony held by the Foreign Investment Agency under the Ministry of Investment and Planning, and The Vietnam Economic Times.

### Manulife Vietnam launches 9th Annual Manulife Care program

To help underprivileged children celebrate the Tet New Year festive season, Manulife Vietnam in cooperation with the Department of Labor, Invalids and Social Affairs, launched its 9th annual “Manulife Care” charity program. Under the program, Manulife Vietnam donated VND 150 million in gifts to 1,000 needy children in four provinces.

### Manulife Vietnam launches a charity walk to raise funds for needy children in honor of its new office in My Tho City

Manulife Vietnam, in coordination with the Department of Labor, Invalids & Social Affairs of Tien Giang province, launched a charity walk around My Tho City to raise funds totaling VND50 million for needy children across Tien Giang on March 23, 2010. More than 200 Manulife Vietnam employees and agents in My Tho attended the walk led by members of the senior management team from the Headquarters Office in Ho Chi Minh City. The charity walk program once again demonstrates Manulife Vietnam’s long-term commitment to improving the quality of life in the communities in which it does business.

## About our business in Asia

Manulife Financial has operated in Asia since 1897, beginning in Hong Kong and the Philippines, expanding into Singapore, Indonesia, Taiwan, China, Japan and Vietnam, and then into Malaysia and Thailand as a result of the 2004 merger with John Hancock Financial Services Inc.

The Asia Division provides protection and wealth management products in select markets throughout the region. Protection products include life insurance, group life and health, and hospital coverage. Wealth management products include mutual funds, pensions, variable annuities and segregated funds.

The Asia Division is well diversified by product offering, geography and distribution channels. With operations in ten countries and territories, and a presence in the region that dates back over 110 years, we have an impressive footprint across Asia. We have more than 30,000 agents selling our products and have expanded our distribution capabilities and to include 60 distribution agreements with banks and securities dealers.



## Financial strength in Asia and globally

Manulife Financial is a leading Canadian-based financial services group serving millions of customers in 22 countries and territories worldwide. Operating as Manulife Financial in Canada and Asia, and primarily through John Hancock in the United States, we offer clients a diverse range of financial protection products and wealth management services through an extensive network of employees, agents and distribution partners.

We address the needs of a diverse range of clients in these countries and territories world wide with a mix of products and services that is relevant to different markets at varying development stages. This product and geographic diversity is a key contributor to our financial strength.

From the roots of the design of every individual product we sell, through the direct oversight of the company's senior management, our long record of astute financial and risk management expertise is a testament to our financial strength and ability to honour all of our commitments to clients.

Manulife Financial has a rigorous risk management framework that is applied globally and ensures all the company's risk taking activities are measured, monitored and managed. This framework requires each individual product in every market to meet strict enterprise-wide risk management criteria on its own stand-alone basis. In recognition of our rigorous approach to all risk taking and risk management activities, Manulife Financial is among only 5% of companies measured that have earned an "Excellent" Enterprise Risk Management (ERM) designation from Standard & Poor's.

Our financial discipline and record of strong operational performance over time has resulted in our key operating subsidiaries having among the highest ratings in the insurance industry from Moody's, A.M. Best, Fitch, DBRS and Standard and Poor's (S&P).

## Where you'll find us in Asia

A leader in life insurance and wealth management across the globe, Manulife Financial has significant market presence and brand recognition in Asia with excellent product offerings and a diversified network of distribution channels around the world. We provide a wide range of financial protection and wealth management products and services to both individual and group customers throughout Asia.

Manulife Financial ranks in the top ten for insurance sales in Vietnam, Shanghai, Singapore, Philippines and Hong Kong and in the top six for variable annuity sales in Japan.



## Contact details

### Asia:

Manulife Financial  
48/F, Manulife Plaza, The Lee  
Gardens,  
33 Hysan Avenue, Causeway Bay,  
Hong Kong  
Tel: (852) 2510 5888  
[www.manulife.com](http://www.manulife.com)

### Indonesia:

PT Asuransi Jiwa Manulife Indonesia  
3<sup>rd</sup> – 17<sup>th</sup>/F South Tower, Sampoerna  
Strategic Square, Jl. Jend. Sudirman  
Kav 45, Jakarta 12930  
Indonesia  
Tel: (62-21) 2555 7788  
[www.manulife-indonesia.com](http://www.manulife-indonesia.com)

### Philippines:

The Manufacturers Life Insurance Co.  
(Phils.), Inc.  
LKG Tower, 16/F, 6801 Ayala Avenue  
1226,  
Makati City.  
Tel: (63-2) 884 5433  
[www.manulife.com.ph](http://www.manulife.com.ph)

### Thailand:

Manulife Insurance (Thailand) Public  
Co Ltd  
364/30 Sri Ayudhya Road, Rajthevee,  
Bangkok 10400, Thailand  
Tel: (66-2) 246 7650  
[www.manulife.co.th](http://www.manulife.co.th)

### China:

Manulife-Sinochem Life  
Insurance Co Ltd  
21/F Jin Mao Tower, No 88  
Century Boulevard, Pudong New  
Area, Shanghai 200121,  
PR China.  
Tel: (86-21) 5049 2288  
[www.manulife-sinochem.com](http://www.manulife-sinochem.com)

### Japan:

Manulife Life Insurance  
Company  
4-34-1 Kokuryo-Cho, Chofu-shi,  
Toyko, Japan 182 –8621  
Tel: (81) 424 89 8080  
[www.manulife.co.jp](http://www.manulife.co.jp)

### Singapore:

Manulife (Singapore) Pte Ltd  
491B River Valley Road, #07-00  
Valley Point, Singapore 248373  
Tel: (65) 6737 1221  
[www.manulife.com.sg](http://www.manulife.com.sg)

### Vietnam:

Manulife (Vietnam) Limited  
Manulife Plaza, 75 Hoang Van  
Thai Street, Tan Phu Ward,  
District 7, Hochiminh City  
Tel: (84-8) 5416 6888  
[www.manulife.com.vn](http://www.manulife.com.vn)

### Hong Kong:

Manulife (International) Limited  
36/F Manulife Tower, 169  
Electric Road,  
North Point, Hong Kong  
Tel: (852) 2510 5600  
[www.manulife.com.hk](http://www.manulife.com.hk)

### Malaysia:

Manulife Holdings Berhad  
12<sup>th</sup> floor Menara Manulife, Jalan  
Gelenggang, Damansara  
Heights, 50490 Kuala Lumpur,  
Malaysia  
Tel: (60-3) 2719 9228  
[www.manulife.com.my](http://www.manulife.com.my)

### Taiwan:

Manulife Taiwan  
2/F, 89 Sungren Road, Taipei  
110,  
Taiwan  
Tel: (886-2) 2757 5888  
[www.manulife.com.tw](http://www.manulife.com.tw)

## About Manulife Financial

Manulife Financial is a leading Canadian-based financial services group serving millions of customers in 22 countries and territories worldwide. Operating as Manulife Financial in Canada and Asia, and primarily through John Hancock in the United States, the Company offers clients a diverse range of financial protection products and wealth management services through its extensive network of employees, agents and distribution partners. Funds under management by Manulife Financial and its subsidiaries were Cdn\$446 billion (US\$440 billion) as at March 31, 2010.

Manulife Financial Corporation trades as 'MFC' on the TSX, NYSE and PSE, and under '945' on the SEHK. Manulife Financial can be found on the Internet at [www.manulife.com](http://www.manulife.com).