

PT Asuransi Jiwa Manulife Indonesia

About Manulife Indonesia

Manulife Financial is the majority stakeholder of PT Asuransi Jiwa Manulife Indonesia (Manulife Indonesia), a joint venture operation established in Indonesia in 1985. Today, Manulife Indonesia is known as one of the largest and strongest life insurance companies in Indonesia.

Providing a broad range of innovative protection and investment solutions for its clients, Manulife Indonesia is firmly committed to achieving its goal of becoming the premier provider of life insurance and wealth management products in Indonesia.

Structure of Manulife Indonesia

- Manulife Financial holds a 95-percent stake in Manulife Indonesia with the remaining 5-percent stake held by PT Tirta Dhana Nugraha.
- Headquartered in Jakarta, Manulife Indonesia operates its business through a network of more than 120 sales offices in more than 20 cities throughout Indonesia. Manulife carries this out with the support of almost 6,000 staff and professional agents, who serve more than 2 million customers.
- Manulife Indonesia operates two main business units namely individual insurance and employee benefits (pension, group savings & group life and health). It also offers mutual funds through its asset management company, Manulife Aset Manajemen Indonesia (MAMI).
- David Beynon is President Director of Manulife Indonesia.

Business accomplishments of Manulife Indonesia

As at March 31, 2010, Manulife Indonesia's total asset under management were more than IDR 11.53 trillion.

- Manulife Indonesia has recorded business profit for 19 consecutive years during the 25 years of operation in Indonesia.
- In July 2009, Manulife launched its Unit Syariah, followed by its first Syariah Unit Linked product, Berkah SaveLink.
- Manulife has carried out six strategic acquisitions in Indonesia. In 2004, as a result of the global corporate merger, Manulife Indonesia merged with John Hancock Indonesia. In 2003, Manulife acquired Zurich Life Insurance Indonesia and ING Indonesia Life Insurance. In September 2001, Manulife Financial completed the acquisition of The Principal Financial Group's Indonesian operations. In 1997 and 1998, Manulife Indonesia carried out the purchase of two competitor companies – AMP Panin and Ongko Life – the first such transactions in Indonesia at that time.

- In May 2000, Manulife Indonesia announced a significant purchase of recapitalization bonds issued by the Republic of Indonesia. This transaction was the first such bond purchase by a non-bank institution, demonstrating Manulife's support of the efforts being made by the Indonesian Government to recapitalize and reflate the economy.
- In 1998, as a show of its commitment to the Indonesian market, Manulife became the first life insurer to launch a range of mutual funds. Manulife Aset Manajemen Indonesia (MAMI) was established to manage these assets. Today, MAMI is one of the largest investment managers in Indonesia based on data supplied by Bapepam (the Indonesian Securities Commission, as at November 2007.)
- In 1997, Manulife Indonesia became the first insurer to introduce unit-linked products in Indonesia, setting a trend for other companies. This was followed in 1999 by the introduction of the first-ever product in Indonesia tailored exclusively for females.
- With the acquisition of Zurich Life Insurance Indonesia and the merger of John Hancock Indonesia, Manulife Indonesia acquired a number of bancassurance relationships. The company intends to grow capability in this important area, building on the successful bank relationships developed by MAMI.

About The Manulife Care Foundation

Yayasan Manulife Peduli (Manulife Care Foundation) was founded in 1998 as the embodiment of Manulife Indonesia's corporate and social responsibility. It has three main areas of focus namely education, health, and social activities. The foundation also provides natural disaster relief with hundreds of volunteers (both Manulife agents and employees) ready to be dispatched for various social activities, such as: renovation of Manulife Schools, blood donation, fund raising, and more.

Through Manulife Care Foundation, Manulife Indonesia is the only life insurance company in Indonesia that continuously sponsors and supports several local schools. YMP assists 5 Manulife schools located in: Nanggroe Aceh Darussalam (SDN 25 Manulife and SDN 28 Manulife); Special district of Yogyakarta (SD Winongo Manulife); and Sukabumi (SDN Simpenan and SDN Pondok Tisuk).

Recognizing Business Excellence 2010

- **Call Center Award for Service Excellence** from Marketing magazine and Carre-CCSL (Center for Customer Satisfaction and Loyalty) for the fourth time, having previously won the same award in 2006, 2008, and 2009.
- **Service Quality Award 2010** from Marketing magazine and Carre-CCSL (Center for Customer Satisfaction and Loyalty)
- **Net Promoter Customer Loyalty Award 2010** from Octovate Consulting Group and SWA magazine.

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.

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