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**November 2011**

## About Manulife Vietnam

### Background

Manulife Vietnam was the first fully foreign-owned life insurer in Vietnam. As of September 2011, Manulife is the third biggest player in term of the premium income in the Vietnamese life insurance industry, offering a wide range of products designed to meet the financial needs of our clients. In June 2005, Manulife Vietnam Fund Management commenced operations to participate in the domestic capital market. Manulife is committed to building the strongest and most professional team of staff and agents in the country.

### Products

Manulife Vietnam is committed to offering forward-thinking products and services, such as:

- *Maxx – Phuc Loc Tinh Vuong*, an investment solution with the added bonus of insurance protection. Manulife Vietnam is one of only two companies to introduce such unit-linked products to Vietnam.
- Micro-insurance products, recognising that 70% of the Vietnamese population resides in rural areas.
- *My Family*, an ideal mix of financial planning and critical illness protection. After just two months from launch date in June 2011, more than 10,000 policies were issued.

### Achievements

- In November 2011, Manulife Vietnam became the first ISO 9001:2008-accredited life insurer in Vietnam
- In March 2011, Manulife Vietnam received the prestigious Recognition Award from the Vietnam Ministry of Finance for building up and developing the life insurance industry in Vietnam from 2006–2010.

### Corporate Social Responsibility

Manulife Vietnam remains committed to supporting the communities in which it conducts business, in both educational and charitable activities. Since 1999, Manulife Vietnam has donated a total of more than VND 10 billion for community activities in Vietnam. Some of the most recent activities and programs to which the Company has donated time and money to support the communities include:

- **Blood donation:** close to 300 agents and employees in Ho Chi Minh City, Vung Tau and Da Nang gave blood in June and August 2011, to mark Manulife Vietnam's 12-year anniversary.
- **Terry Fox Foundation:** more than 1,000 Manulife agents and employees have participated in the Terry Fox Run every year since 2001 to raise funds for cancer research.
- **“Run for the Children”:** over the past 10 years, Manulife agents and employees have participated in the Run for the Children to raise money to support poor children with cancer and heart disease in Hanoi.
- **“Manulife - For your future” scholarship program:** Manulife Vietnam launched a university scholarship program in June 2009 to mark its 10th anniversary, rewarding children of agents, employees

and in-force policyholders who attain top university exam scores and high distinction high-school performance.

## Manulife Vietnam At-a-Glance

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| <b>Senior Officials</b>                  | Mr. David Wong - Senior Vice President, Manulife ASEAN Operations and acting CEO of Manulife Vietnam |
| <b>Years in country established date</b> | / 12 / 1999  |
| <b>Number of employees</b>               | 375  |
| <b>Number of agents</b>                  | Over 11,300  |
| <b>Number of policies</b>                | Over 353,000   |
| <b>Business units / lines</b>            | Life insurance   |
| <b>AUM</b>                               | US\$281million   |
| <b>Number of offices</b>                 | 17 offices in 12 cities/provinces  |

All information current as of September 30, 2011 unless otherwise indicated

### About Manulife Financial

Manulife Financial is a leading Canada-based financial services group operating in 21 countries and territories worldwide. For more than 120 years, clients have looked to Manulife for strong, reliable, trustworthy and forward-thinking solutions for their most significant financial decisions. Our international network of employees, agents and distribution partners offers financial protection and wealth management products and services to millions of clients. We provide asset management services to institutional customers worldwide as well as reinsurance solutions, specializing in property and casualty retrocession. Funds under management by Manulife Financial and its subsidiaries were C\$492billion (US\$473 billion) as at September 30, 2011. The Company operates as Manulife Financial in Canada and Asia and primarily as John Hancock in the United States. 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 [manulife.com](http://manulife.com).

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