

August 2016

Manulife Hong Kong

Background

Canadian-headquartered Manulife has operated in Hong Kong for 119 years. Now operating under three wholly owned subsidiaries – Manulife (International) Limited, Manulife Asset Management (Hong Kong) Limited and Manulife Provident Funds Trust Company Limited – Manulife is one of the largest financial services organizations in Hong Kong. The company takes care of the financial and protection needs of 2 million customers in Hong Kong and Macau.

Financial Solutions

Manulife provides a wide range of individual and general insurance, investment-linked insurance, group life and health insurance, provident funds, mutual funds, wealth management products and financial planning services. Manulife looks to continually introduce financial solutions that cater to current and future customer needs, and to help customers build their wealth, plan for retirement, and enjoy an ultimate peace-of-mind and quality life.

Achievements



Manulife Hong Kong clinched its 13th consecutive *Reader's Digest* Trusted Brands Award in the insurance category, as well as coming first for the fifth time in the Mandatory Provident Fund (MPF) category.

- Reader's Digest Trusted Brand Gold Award (Insurance Company category) from 2004 to 2016 and (Provident Fund 'MPF' in Hong Kong category) from 2012 to 2016.
- Manulife won the inaugural Asia-Pacific Excellence Award 2015 (Finance category) for the innovative Manulife**MOVE** Program.
- Retirement Solutions Campaign received a Bronze for the category "Media Campaign - Best Use of Digital Platforms" at Kam Fan Awards 2015. The annual Kam Fan Awards are highly regarded as the "Grand Prix" accolade of the Hong Kong advertising industry. The 2040 online videos of the Campaign also won a Bronze at APAC Effie Awards 2016 under Financial Products and Services category.
- SCMP/IFPHK Financial Planner Awards' "Company for Financial Planning Excellence of the Year" (Insurance category) for nine consecutive years from 2007 to 2015.
- Next Magazine's Top Service Award 2016 – Category Award of Mandatory Provident Fund (MPF).
- BENCHMARK Fund of the Year Awards 2014 and 2015 – "Provider of the Year for MPF".
- Hong Kong Call Centre Association Awards 2015 – Silver Awards for MPF and Individual Insurance Call Centre hotlines under the "Mystery Caller Assessment Award - Finance and Insurance" category
- Employer of Choice Award 2015 organized by JobMarket.
- Silver Award in the 2011 Hong Kong Management Association Quality Award.

Corporate Social Responsibility



At the Manulife Centre for Children with Specific Learning Disabilities (MCCSLD), a team of Manulife Hong Kong volunteers participated in an interactive learning support class with a group of youngsters aged between six and 14 years old.

Manulife supports the well-being of the community through fund raising and staff participation. We work closely with organizations such as the Manulife Centre for Children with Specific Learning Disabilities, Heep Hong Society, the Changing Young Lives Foundation, and the Hong Kong Community Chest.

Manulife has been widely recognized for its corporate social responsibility efforts:

- “Caring Company” title from the Hong Kong Council of Social Service since 2002;
- Gold Award for Volunteer Service from the Social Welfare Department for twelve years (2004-2015);
- Gold for being the Best Contact Centre for Corporate Social Responsibility at the 2012 Hong Kong Contact Centre Association Awards;
- “Wastewi\$e” Label, Level Good (2008-2009) and Level Excellence (2010-2015) from the Hong Kong Awards for Environmental Excellence.

Manulife Hong Kong At-a-Glance

Senior officials	Guy Mills Chief Executive Officer of Manulife (International) Limited
Years in market / established date	119 years / established in 1897
Number of offices	3
Number of employees	Over 1,500
Number of agents	Over 6,500
Number of clients	2 million

About Manulife Hong Kong

Manulife Hong Kong offers a diverse range of protection and wealth products and services to individual and corporate customers via Manulife (International) Limited, Manulife Asset Management (Hong Kong) Limited and Manulife Provident Funds Trust Company Limited, which are members of the Manulife group of companies.

About Manulife

Manulife Financial Corporation is a leading international financial services group providing forward-thinking solutions to help people with their big financial decisions. We operate as John Hancock in the United States, and Manulife elsewhere. We provide financial advice, insurance and wealth and asset management solutions for individuals, groups and institutions. At the end of 2015, we had approximately 34,000 employees, 63,000 agents, and thousands of distribution partners, serving 20 million customers. At the end of June 2016, we had C\$934 billion (HK\$5,571 billion) in assets under management and administration, and in the previous 12 months we made more than C\$25.4 billion in benefits, interest and other payments to our customers. Our principal operations are in Asia, Canada and the United States where we have served customers for more than 100 years. With our global headquarters in Toronto, Canada, we trade as 'MFC' on the Toronto, New York, and the Philippine stock exchanges and under '945' in Hong Kong. Follow Manulife on Twitter @ManulifeNews or visit www.manulife.com or www.johnhancock.com.

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