

August 2016

## Manulife Singapore

### Background

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Established in 1980, Manulife (Singapore) Pte. Ltd. (“Manulife Singapore”) provides insurance, retirement and wealth management solutions to meet the financial needs of our customers across their various life stages. Customers can readily access our solutions through our extensive multi-channel distribution network. In addition to our established agency force, we distribute our products through a number of specialist partners, including banks and financial advisory firms.

In 2016, Manulife and DBS launched an exclusive 15-year regional bancassurance partnership, covering Hong Kong, China, Indonesia and Singapore. Customers in Singapore will be able to access Manulife’s suite of solutions through an extensive network of DBS and POSB bank branches.

### Financial Solutions

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Manulife Singapore offers a wide range of products to suit different individual needs, such as:

- *Manulife RetireReady*: Retirement income plan that provides a Guaranteed Monthly Income, flexibility and 2x Guaranteed Monthly Income in the event of Loss of Independence
- *Manulife ReadyProtect*: Affordable personal accident insurance plan that offers five levels of protection and 10% family purchase discount when two or more family members are covered
- *Manulife Educate*: An endowment savings plan that provides the security of an education fund for your child’s university education
- *ManuProtect Life*: First plan in the market to offer a choice of Minimum Protection Benefit factors of 1X, 2X or 3X the sum insured to cater to varying protection needs
- *ManuCompleteCare (I)*: Critical illness protection plan that offers financial support for the treatment of critical illnesses across stages, including early stage cover for critical illnesses
- *ManuSignature Series*: Comprises three product solutions that are designed to meet the personal and business financial needs of high net worth individuals
  - *Heirloom (I)*: Flexible premium universal life plan with high death benefit protection and strong cash value accumulation to support legacy planning and wealth transfer needs
  - *ManuSignature Term*: Term plan that offers high protection coverage at affordable premiums, with a sum insured of S\$1 million and above in the event of death and terminal illness
  - *ManuSignature One*: Single premium whole life insurance plan that provides high protection as well as an immediate and guaranteed cash value of 80% from the day the policy starts

We have a total of 28 investment-linked fund products. One of our latest funds is the *Manulife Income Series – Global Asset Allocation Growth Fund*.

## Achievements

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- Manulife Singapore was named Contact Centre of the Year (Insurance – Under 20 seats) in the 2015 International Customer Relationship Excellence Awards for the third consecutive year. Two of Manulife Singapore’s customer service executives were also recognised in the Individual category. Ng Han Chong clinched the Customer Service Professional of the Year (Service Center) – Winner award, while Cai Yishan received the Customer Service Professional of the Year (Contact Center) – Merit award.
- Manulife Singapore received Green Mark certifications for its offices in Singapore from the Building and Construction Authority (BCA), which attests to its commitment and efforts to promote sustainable workplace practices and office design.

## Corporate Social Responsibility

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- Manulife Singapore is the first corporate sponsor for SwimSafer - a national programme under the ActiveSG umbrella that aims to impart children with water safety knowledge and water survival skills.
- We distribute gifts and daily necessities to needy households during major festivals such as Chinese New Year and the Mid-Autumn Festival.
- We support the Terry Fox Run to raise funds for cancer research, with over 100 of our employees and financial planners taking part in the run this year.

## Manulife Singapore at a Glance

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<b>General Manager</b>	Naveed Irshad
<b>Years in country / established date</b>	36 years / established on 20 June 1980
<b>Number of offices</b>	Three (Head office located at Bras Basah Road)
<b>Business units / lines</b>	Life insurance, retirement and wealth management

*All information current as of August 2016 unless otherwise indicated*

## About Manulife

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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 \$934 billion (US\$718 billion) in assets under management and administration, and in the previous 12 months we made more than \$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](http://www.manulife.com) or [www.johnhancock.com](http://www.johnhancock.com).

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