

August 2016

Manulife Japan

Background

Manulife was one of the first global life insurance companies to establish operations in Japan, originally entering the market in 1901. Manulife re-entered Japan in 1999, laying the foundation for the establishment of Manulife Life Insurance Company (Manulife Japan).

Manulife Japan has its own sales force of Plan Right Advisors with an extensive network of offices across Japan. Plan Right Advisors tailor appropriate financial protection and wealth management products to meet their clients' needs, based on "Plan Right," Manulife Japan's unique needs-based sales methodology.

Manulife Japan also offers its products through financial institutions. Manulife Japan started sales of individual annuity products through bank partners in 2002 and added other insurance products for retail and corporate customers to its product offerings following the 2007 government deregulation of the financial sector.

Products of Manulife Japan are offered through independent agencies as well, including specialized independent agency partners as well as walk-in insurance shops, a growing channel in Japan providing easy access to insurance services for customers.

Lastly, Manulife Japan provides asset management and investment solutions to institutional and retail clients through the wholly owned subsidiary, Manulife Asset Management Japan.

Financial Solutions

Manulife Japan provides a wide range of financial protection and wealth management solutions designed to cater to the current and future needs of customers. Manulife Japan capitalizes on Manulife's global product risk management expertise to help bring more certainty for customers in uncertain times.

Achievements

In May 2016, Manulife Japan joined the "Ikuboss Alliance," a network of corporations who recognize the need for the ideal leaders

Manulife Japan joined the "Ikuboss Alliance" to promote diversity and to create a favorable working environment for all employees. "Ikuboss" is defined as "a supervisor (management and leaders, regardless of their gender) who cares about work life balance of his/her subordinates and staff and supports their career development and private life,

while at the same time delivering high performance as a team and enjoying his/her own professional and private life. Manulife Japan positions diversity as one of the critical corporate strategies with three pillars: promotion of women's participation, work life balance, and employment of persons with disabilities. Through the diversity initiative, we endeavor to foster a corporate culture that promotes people with diverse background to perform their best.

Corporate Social Responsibility

Launch of an app, “Manulife WALK,” to encourage users to both have fun and participate in charity through walking



Manulife Japan released “Manulife WALK,” in May, 2016, as the first program under “Manulife Wellness Lab,” the company’s new initiative of corporate social responsibility activities promoting well-being of the body and the mind. The smartphone app assists users to have fun through walking and stay fit.

Users can keep track of step counts, set a favorite walking course, and share with other people via social networking programs. Furthermore, if a user desires and when a user achieves a certain level of step counts that is set by Manulife Japan, one pair of shoes is donated to a child in Cambodia by Manulife Japan. In 2016, 2000 pairs are available for donation, and the program will continue in 2017 and beyond.

In addition to the app, Manulife Japan opened an official website of the Wellness Lab, which offers useful information related to mental and physical health and wellness, including walking-related contents such as “Tips for how to walk properly.”

“Manulife Japan Support Kids Project,” improving the quality of life for children undergoing hospital treatment since 2007

Manulife Japan launched the “Manulife Support Kids Project” in 2007 which aims to provide a better environment for children undergoing medical care. Through the Project, in collaboration with the Central Community Chest of Japan and NPO Children’s Health Forum, Manulife Japan supports the improvement of and raises awareness of the importance of the environment where children receive medical care.

In September 2015, a new Waku Waku Room at Sakai City Medical Center in the Osaka prefecture opened. In 2016, a 13th Waku Waku Room is expected to open in the Kanagawa prefecture.

Waku Waku Room

“Manulife Waku Waku Room” project is one of the main activities of the “Manulife Support Kids Project”, which provides funding for the creation of playrooms that are conducive to children’s treatment and recovery at hospitals in Japan. The playrooms are designed and decorated according to experts’ advice.



Manulife Japan At-a-Glance

Senior Official	Gavin Robinson General Manager
Years in country / established date	17 years / 1999
Number of offices	Over 110
Number of agents	Over 950
Business units / lines	Individual insurance (life and medical), individual annuity, mutual fund and asset management solutions (offered by our subsidiary)

All information current as of June 30, 2016, unless otherwise indicated

About Manulife Japan

Manulife Life Insurance Company (“Manulife Japan”) is a member of Manulife Financial Corporation which is headquartered in Toronto, Canada. Manulife Financial Corporation has served customers for more than 125 years. Manulife Japan provides innovative solutions and services to both corporate and retail customers through its three distribution channels: the Plan Right Advisors (captive sales representatives) channel, the financial institutions channel, and the independent agencies channel. Under the brand slogan, “Live Today. Pave the Way for Tomorrow,” we help customers achieve their financial goals and live healthier lives. Visit the homepage (www.manulife.co.jp) for more information.

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 \$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 or www.johnhancock.com.

Media Contact - in Japan

Asako Tanabe
Branding, Marketing and Communications
Tel: (81) 42 442 7775
Asako_Tanabe@manulife.com

Media Contact - in Asia

Jason Benham
Regional Communications
Tel: (852) 2202 1749
Jason_Benham@manulife.com