

Press Release

For Immediate Release
June 14, 2021

Manulife recognized by Reader's Digest Most Trusted Brands 2021 with a gold award for life insurance

Manila, Philippines — Reader's Digest Trusted Brands recently honored global life insurer Manulife Philippines as one of the country's Most Trusted Brands for 2021, with a Gold Award in the Life Insurance category.



Hailed as the premier measure of brand trustworthiness locally and abroad, Reader's Digest Trusted Brands has, for the past 23 years, recognized companies that have garnered the most consumer trust through their products and services.

"The pandemic has given us at Manulife the opportunity to come together and introduce new ways of servicing and engaging with our customers. As we aim to help more Filipinos achieve financial security and life protection for themselves and their loved ones, we remain committed to continuously uplifting our service capabilities and platforms, so we can elevate our customer experience," said Melissa Henson, Chief Marketing Officer of Manulife Philippines.

"At Manulife, the customer is at the heart of everything that we do. This award affirms our customers' trust and loyalty, and we are honored to be given the opportunity to help them live every day better. Having been recognized by Reader's Digest Trusted Brands for the third time,



we remain inspired to continue offering the right solutions to meet our customers' growing health and retirement needs," Henson added.



In previous years, Manulife also received two Gold Brand Awards in the Investment Fund and Life Insurance categories.

The Trusted Brands survey, established by Reader's Digest, commissions market research company Catalyst Research to conduct the study. Catalyst Research follows six attributes in determining brand trustworthiness: trustworthiness and credibility, quality, value, understanding of customer needs, innovation, and social responsibility. The survey is administered in Asia's key markets: the Philippines, Singapore, Malaysia, and Hong Kong.

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About Manulife Philippines

The Manufacturers Life Insurance Company opened its doors for business in the Philippines in 1907. Since then, Manulife's Philippine Branch and later The Manufacturers Life Insurance Co. (Phils.), Inc. (Manulife Philippines) has grown to become one of the country's leading life insurance companies. Manulife Philippines is a wholly-owned domestic subsidiary of Manulife Financial Corporation, among the world's largest life insurance companies by market capitalization. Learn more about Manulife Philippines by visiting their website www.manulife.com.ph and following them on Facebook (www.facebook.com/ManulifePH), Twitter (@ManulifePH), and Instagram (@manulifeph).

About Manulife

Manulife Financial Corporation is a leading international financial services provider that helps people make their decisions easier and lives better. With our global headquarters in Toronto, Canada, we



operate as Manulife across our offices in Canada, Asia, and Europe, and primarily as John Hancock in the United States. We provide financial advice, insurance, and our global wealth and asset management segment, Manulife Investment Management, serves individuals, institutions and retirement plan members worldwide. At the end of 2020, we had more than 37,000 employees, over 118,000 agents, and thousands of distribution partners, serving over 30 million customers. As of March 31, 2021, we had CAD\$1.3 trillion (US\$1.0 trillion) in assets under management and administration, and in the previous 12 months we made \$31.3 billion in payments to our customers. Our principal operations are in Asia, Canada and the United States where we have served customers for more than 155 years. We trade as 'MFC' on the Toronto, New York, and the Philippine stock exchanges and under '945' in Hong Kong.

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