

**TSX/NYSE/PSE:**

## **Manulife Philippines provides COVID-19 support to customers**

With the evolving COVID-19 situation, Manulife Philippines has announced that the company is providing special support to customers and affirming its commitment to protecting their health.

Manulife Philippines will honor claims made for the treatment of, or hospitalization due to covered illnesses\*, including those that may arise from a COVID-19 infection.

In addition, the following additional support will be given to policyholders:

**1. Extended deadline for filing COVID-19 related claims\*\***

Manulife Philippines is waiving its 30-day notification and 90-day requirements submission deadlines for claims related to COVID-19 from March 10 to June 30, 2020.

**2. Extended premium payment period**

Customers will be given an extended payment period of 60 days after their due date for all life insurance policies issued and assumed by Manulife Philippines, Manulife China Bank Life Assurance Corporation, as well as Manulife Financial Plans Inc. pension and education plans, whose due dates fall between March 16, 2020 to April 30, 2020.

“We created our products and services to help Filipino families in times such as this. As a company that is committed to doing the right thing, I’d like to assure our customers that Manulife Philippines is with them in this fight against COVID-19. We are also continuously monitoring this evolving situation to ensure that our customers are supported during this difficult time,” said Richard Bates, President and CEO, Manulife Philippines.

For the health and safety of all policy holders, Manulife Philippines also encourages its customers to leverage digital facilities to manage their policies, make payments and file claims. They can view their policies and make premium payments can be made through Manulife Online ([online.manulife.com.ph](http://online.manulife.com.ph)), and may submit claims electronically, by emailing the requirements to [PHCustomerCare@manulife.com](mailto:PHCustomerCare@manulife.com). Full details on how to access and utilize these digital facilities are available on the company’s website, [www.manulife.com.ph](http://www.manulife.com.ph). For additional support, customers can also get in touch with Manulife Philippines’ Customer Care hotline at (02) 8884 7000 from 9AM-3PM, Monday – Friday (except holidays), via e-mail at [phcustomer care@manulife.com](mailto:phcustomer care@manulife.com), and via Facebook Messenger, @ManulifePH, which is available 24/7.

**END**

\*Terms and conditions apply

\*\* Applicable to customers diagnosed with COVID-19 from 10 March 2020 until 30 June 2020. Specific terms and conditions apply

**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 leading life insurance companies in the country. 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](http://www.manulife.com.ph) and following them on Facebook ([www.facebook.com/ManulifePH](http://www.facebook.com/ManulifePH)), Twitter (@ManulifePH), and Instagram (@manulifePH).

**About Manulife**

Manulife Financial Corporation is a leading international financial services group 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 wealth and asset management solutions for individuals, groups and institutions. At the end of 2019, we had more than 35,000 employees, over 98,000 agents, and thousands of distribution partners, serving almost 30 million customers. As of December 31, 2019, we had \$1.2 trillion (US\$0.9 trillion) in assets under management and administration, and in the previous 12 months we made \$29.7 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 100 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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