

News Release

For Immediate Release

27 March 2020

Manulife Malaysia introduces a range of special COVID-19 benefits and a new Critical Illness plan

Kuala Lumpur – Throughout the evolving COVID-19 situation, Manulife Insurance Berhad's (MIB's) top priority remains the health and safety of our customers, employees, partners and communities.

As a company that is committed to doing the right thing and helping make decisions easier and lives better for our customers, we will continue to monitor the situation closely and look for ways to further support our customers.

MIB have stepped up to introduce a range of special measures and coverage benefits. On top of assuring our customers that those who are seeking treatment related to COVID-19 within Malaysia will be covered by the company's medical plans, we will also waive the 30-day waiting period for medical policies if the policyholder is hospitalised due to COVID-19 and extend the grace period to 90 days for policyholders who are diagnosed with COVID-19.

Starting from 26 Feb 2020 until 30 June 2020, our customers who have been diagnosed with COVID-19, and kept in quarantine in any Ministry of Health Malaysia designated hospitals, will be provided with daily benefit of RM200 per day for up to 30 days. In the case of loss of life due to COVID-19, lump sum amounting to RM10,000 will be provided. For the lump sum amount provided due to loss of life, it is offered to all Manulife Malaysia customers and their immediate family members (parents, spouse and children up to age 18).

As a life insurance company, we understand the high-risk medical personnel face amidst such a health outbreak; therefore, an additional RM5,000 lump sum will be given on top of the RM10,000, if the loss of life due to COVID-19 affects medical personnel.

For the full terms and conditions of our special COVID-19 measures and coverage benefits, please visit www.manulife.com.my.

Manulife Malaysia also recently launched a new Critical Illness plan, Beyond Critical Cover. On top of the list of covered critical illnesses, this plan has a unique feature that covers critical events. For events that require hospitalisation, due to illnesses or accidental causes, a lump sum amount will be payable as a financial support. Assuming a patient's condition gets worse and he/she ends up in intensive care unit (ICU) for 10 continuous days due to COVID-19 or any other conditions, we deem this as a critical event and we will pay the full sum insured.

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About Manulife Malaysia

Manulife Holdings Berhad is part of Canada-based Manulife Financial Corporation. Through its subsidiary companies, Manulife Malaysia offers an innovative range of financial protection, health and wealth management products and services to meet different customer needs. Manulife Malaysia currently serves the needs of over 270,000 policyholders and wealth management customers. Manulife Holdings Berhad has been listed on the Main Board of Bursa Malaysia since 1984. As at 31 December 2019, its assets under management were over RM11 billion. To learn more about Manulife Malaysia, visit: www.manulife.com.my.

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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