News Release

For Immediate Release
20 November 2026

Harshal Shah appointed Group Chief Executive Officer of Manulife Holdings Berhad and Chief Executive Officer of Manulife Insurance Berhad

KUALA LUMPUR – Manulife Financial Corporation, a leading international financial services provider, announced today that Harshal Shah has been appointed as Group Chief Executive Officer of Manulife Holdings Berhad and Chief Executive Officer of Manulife Insurance Berhad ("Manulife Malaysia"), effective 20 November 2026.

Harshal brings more than 25 years of financial services experience across customer strategy, business transformation, brand, digital, distribution, and business growth. Since joining Manulife in 2022 as Chief Marketing Officer, Manulife Asia, he has played a key role in advancing the company's customer-focused strategy across the region, working closely with markets to strengthen customer experience, digital capabilities, brand, and growth priorities.

"Harshal brings a compelling combination of regional leadership, deep customer insight and transformation experience to this role," said Steve Finch, CEO, Manulife Asia. "His strong understanding of our business, our customers, and the opportunities across Asia positions him well to lead Manulife Malaysia into its next chapter, working with the team to build on its momentum and deliver meaningful value for customers, agents and partners."

Prior to joining Manulife, Harshal held senior leadership roles at AIA Group, across distribution, marketing, customer experience and business transformation. Earlier in his career, he held leadership roles with Aegon and Citibank.

"I am honoured to take on this role and lead Manulife Malaysia into its next chapter," said Harshal Shah, CEO, Manulife Malaysia. "We have a strong foundation to build on, and I look forward to working closely with the team to deepen our customer focus, accelerate our growth and help more Malaysians make decisions easier and lives better."

Harshal succeeds Vibha Coburn following six years of successful leadership in Manulife Malaysia.

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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 300,000 policyholders and wealth management customers. Manulife Holdings Berhad has been listed on the Main Board of Bursa Malaysia since 1984. As of 31 December 2025, its assets under management were over RM16.5 billion. To learn more about Manulife Malaysia, visit www.manulife.com.my.

About Manulife Financial Corporation

Manulife Financial Corporation is a leading international financial services provider, headquartered in Toronto, Canada. Anchored in our ambition to be the number one choice for customers, we operate as Manulife across Canada and Asia, and primarily as John Hancock in the United States, providing financial advice, insurance and health solutions for individuals, groups and businesses. Through

Manulife Wealth & Asset Management, we offer global investment solutions, financial advice, and retirement plan services to individuals, institutions, and retirement plan members worldwide. At the end of 2025, we had more than 37,000 employees, over 106,000 agents, and thousands of distribution partners, serving over 37 million customers with operations across 25 markets globally. We trade as 'MFC' on the Toronto, New York, and Philippine stock exchanges, and under '945' on the Hong Kong stock exchange. Not all offerings are available in all jurisdictions. For additional information, please visit manulife.com.

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