

News Release

For Immediate Release
28 February 2020

Manulife Insurance Berhad provides special COVID-19 financial assistance for customers

Kuala Lumpur – Manulife Insurance Berhad (MIB) has announced that the company is providing a special financial assistance to customers diagnosed with COVID-19.

This financial assistance is on top of the company's recent announcement on 31 January 2020 stating that customers who are seeking treatment related to COVID-19 within Malaysia will be covered by the company's medical plans. The company will also waive the 30-day waiting period for medical policies issued or reinstated before 30 January 2020 and extend the grace period to 90 days for policyholders who are diagnosed with COVID-19.

MIB's enhanced protection benefits support the Malaysian government's effort in dealing with the evolving COVID-19 situation.

Starting from 26 Feb 2020 until 30 June 2020, MIB customers who are diagnosed with COVID-19, and kept in quarantine in any Ministry of Health Malaysia's 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, an additional lump sum amounting to RM10,000 will be provided. The lump sum amount given due to loss of life is offered to customers and their immediate family members (parents, spouse & children up to age 18).

MIB appreciates the high risk medical personnel face amidst a public health outbreak. An additional RM5,000 lump sum will therefore be given on top of the RM10,000, if the loss of life due to COVID-19 happens to a medical staff who works in a registered hospital in Malaysia.

More information on this special financial assistance is made available in our website, www.manulife.com.my.

"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,” said Manulife Insurance Berhad Chief Executive Officer, Lee Sang Hui.

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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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