

**For Immediate Release**  
**May 25, 2010**

## **Manulife Indonesia and Chinatrust announced a strategic bancassurance agreement**

**Jakarta** - PT Asuransi Jiwa Manulife Indonesia (Manulife Indonesia) and PT Bank Chinatrust Indonesia (BCI) today announced a strategic bancassurance alliance to grow their bancassurance business across Indonesia. The relationship was confirmed through an agreement signed by Manulife Indonesia and BCI (Agreement) to provide wealth management products - Family Estate Protection and Pro Life Plus - to BCI's growing customer base. The Agreement was signed by President Director of Manulife Indonesia, David Beynon, and President Director of BCI, Peter Liu.



Through the relationship with Manulife Indonesia, BCI plans to launch innovative bancassurance products to address the needs of its customers. Commenting on the announcement, Peter Liu says: "This agreement will help meet the increasing demand by our customers for bancassurance products. Wealth management products from Manulife Indonesia, one of the largest and leading life insurance companies in Indonesia, will complement the bank's one-stop financial services platform to help our customers reach their financial goals."

Says David Beynon: "We are delighted with this new relationship, especially with the trust shown in Manulife Indonesia by BCI. We are committed to providing BCI's customers the highest quality financial products and solutions to meet their investment and protection needs. We believe our products will be an exceptional means to help meet the needs of BCI customers."

### **About Bank Chinatrust Indonesia**

PT Bank Chinatrust Indonesia is 99% owned by Chinatrust Commercial Bank, Co., Ltd., one of the leading banks in Taiwan. The remaining 1% is owned by Bank Danamon Indonesia Tbk, one of the premier Indonesian banks. BCI first started its operation in Indonesia in mid-1997 with the main purpose of serving the Indonesia-Taiwanese trade. The initial name was Bank Chinatrust Tamara, in which Chinatrust Commercial Bank, Co., Ltd. held a 85% stake. This was increased to 99% and the bank changed its name to Bank Chinatrust Indonesia.

Since its establishment in 1997, BCI has consistently delivered solid performance and stable growth. For eleven consecutive years BCI received a 'very good' rating from InfoBank Magazine.

With 396 professionals, BCI provides a full scope of banking and financial services to both business and individuals all over Indonesia. With commitment to become a bank that can be relied upon and trusted, BCI with its seven offices in Indonesia, strives to develop long-term and lifelong relationships with customers.

### **About Manulife Financial in Indonesia**

Manulife Financial in Indonesia offers the most comprehensive products and services in the Indonesian financial services industry through life insurance, employee benefits, and mutual fund

products. Headquartered in Jakarta, Manulife operates through a network of over 120 sales operations in more than 20 cities throughout the country, supported by almost 6,000 employees and professional agents who serve more than 2,000,000 customers.

In 2010, several prestigious awards have been earned, including:

- Call Center Award for Service Excellence 2010 from Marketing magazine and Carre-CCSL (Center for Customer Satisfaction and Loyalty) for the fourth time, having previously won the same award in 2006, 2008, and 2009.
- Service Quality Award 2010 from Marketing magazine and Carre-CCSL (Center for Customer Satisfaction and Loyalty)
- Net Promoter Customer Loyalty Award 2010 from Octovate Consulting Group and SWA magazine.

### **About Manulife Financial**

Manulife Financial is a leading Canadian-based financial services group serving millions of customers in 22 countries and territories worldwide. Operating as Manulife Financial in Canada and Asia, and primarily through John Hancock in the United States, the Company offers clients a diverse range of financial protection products and wealth management services through its extensive network of employees, agents and distribution partners. Funds under management by Manulife Financial and its subsidiaries were Cdn\$446 billion (US\$440 billion) as at March 31, 2010.

Manulife Financial Corporation trades as 'MFC' on the TSX, NYSE and PSE, and under '945' on the SEHK. Manulife Financial can be found on the Internet at [www.manulife.com](http://www.manulife.com).

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