

For Immediate Release
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AUM of Manulife Indonesia's DPLK and Group Savings tops Rp 5 Trillion for the first time at end September 2010



Jakarta – Total Assets Under Management (AUM) for the PT Asuransi Jiwa Manulife Indonesia (Manulife Indonesia) Financial Institution Pension Fund (DPLK) and Group Savings exceeded Rp 5 Trillion for the first time at the end of September 2010.

“Our DPLK and Group Savings continue to progressively grow stronger. Currently, we are one of the largest pension providers and the most comprehensive pension services provider in the market. This not only reflects the increased awareness of the importance of pension programs by employers in the country, but also reflects a growing appreciation of Manulife Indonesia as a reliable and trustworthy pension provider,” says Alan Merten, CEO and President Director of Manulife Indonesia.

“A growing number of employers are using professional service providers like Manulife and sponsoring their employees’ pension fund. There has been an increasing trend of employers transferring from defined benefit pension programs directly managed by employers into defined contribution plans under Manulife Indonesia’s DPLK services. That and the increasing usage of group savings plans are key contributors to the significant growth of this business over the years,” Alan explains.

“We are also optimistic that the new regulation revising tax rates for pension payments will increase demand for our pension products,” Alan adds. The Minister of Finance in July increased the threshold for tax exemption for pension payments. Regulation No. 16/PMK.03/2010 regarding Article 21 (income tax rates for pension payments) allows pension benefits up to Rp 50 million to be tax free and any amount above this threshold to be taxed at 5%. Previously, tax free status was only available for pension benefits up to Rp 25 million with Rp 25-50 million taxed at 5%; Rp 50 -100 million taxed at 10%; Rp 100-200 million taxed at 15%; and Rp 200 million and above taxed at 25%.

Manulife Indonesia provides pension program services through the DPLK Program, Staff Severance Program and Key People Retention Program under Group Savings, and administrative services for an employer’s Sponsored Pension Fund (DPPK). To provide a better service for customers, Manulife Indonesia recently enhanced the database and front-end pension fund operating system. This will lead to administrative processing that is faster, safer, and more engaging than before.

“The upgraded system is designed to ensure a high level of efficiency in administering our growing client base and AUM, so we can remain steadfast in providing our customers with quality service,” says Anne Mulya, Senior Vice President Group and Pension.

At present, the number of participants of Manulife Indonesia’s DPLK and Group Savings has exceeded 330,000 employees from approximately 1,400 companies.

About PT Asuransi Jiwa Manulife Indonesia

PT Asuransi Jiwa Manulife Indonesia (Manulife Indonesia) offers the most comprehensive products and services in the Indonesian financial services industry through life insurance and employee benefits. Headquartered in Jakarta, Manulife Indonesia operates through a network of marketing offices in more than 20 cities throughout the country, supported by approximately 6,700 employees and professional agents who serve more than 2,000,000 customers.

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

- 1st Runner Up Best Life Insurance Company 2010 from Investor magazine (for the fourth consecutive year)
- 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 operating in 22 countries and territories worldwide. For more than 120 years, clients worldwide have looked to Manulife for strong, reliable, trustworthy and forward-thinking solutions for their most significant financial decisions. Our international network of employees, agents and distribution partners offers financial protection and wealth management products and services to millions of clients around the world. We provide asset management services to institutional customers worldwide as well as reinsurance solutions, specializing in life and property and casualty retrocession. Funds under management by Manulife Financial and its subsidiaries were \$474 billion (US\$460 billion) as at September 30, 2010. The Company operates as Manulife Financial in Canada and Asia and primarily as John Hancock in the United States. 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.

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