

Fact Sheet

**For Immediate Release
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Manulife Continues to be Customer-Oriented with Kaizen

Jakarta – Entering the fourth quarter in 2019, Manulife Indonesia implements Kaizen program aimed to create a new working culture. This program empowers employees to be more productive, effective, and efficient in order to optimize services and prioritizes customers' interests.

Implemented all over the world by global companies, Kaizen is proven effective in enhancing employee engagement. In Manulife Indonesia, the program impacts and increases the synergy of around 450 employees in the Operations Divisions that consist of Customer Service, Underwriting, and Claims.

Service quality improvements as the result of this program can already be seen from the daily increase of successful follow-up calls, faster claim processing, and Customer Service teams who are present and ready to serve customers ahead of Company's operating hours. This shows how culture change in Manulife Indonesia, which has made Manulife Indonesia's service better and more optimal, also affects to customers in a tangible way.

The strong commitment that Manulife Indonesia has towards its customers that has more than 2.5 million customers is evidenced by a more efficient claim process and payout. As of September 2019 (un-audited), Manulife Indonesia has paid Rp4.4 trillion of claims that is equal to Rp12 billion per day or Rp504 million per hour.



About Manulife Indonesia

Established in 1985, PT Asuransi Jiwa Manulife Indonesia (Manulife Indonesia) is part of Manulife Financial Corporation Group, a Canadian financial services group that operates in Asia, Canada and the United States. Manulife Indonesia offers a wide range of financial services, including life insurance, accident and health insurance, investment and pension plans to individual customers and group clients in Indonesia. Through a network of more than 9,000 employees and professional agents spread across 25 sales offices, Manulife Indonesia serves more than 2.5 million customers in Indonesia.

PT Asuransi Jiwa Manulife Indonesia is registered and supervised by the Otoritas Jasa Keuangan (OJK). To learn more about Manulife Indonesia, follow us on Facebook, Twitter, Instagram, YouTube, or visit www.manulife.co.id.

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, 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, as well as wealth and asset management solutions for individuals, groups and institutions. At the end of 2018, we had more than 34,000 employees, over 82,000 agents, and thousands of distribution partners, serving almost 28 million customers. As of September 30, 2019, we had over \$1.2 trillion (US\$881 billion) in assets under management and administration, and in the previous 12 months we made \$29.8 billion in payments to our customers. Our principal operations in Asia, Canada and the United States are 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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