

# News Release

**For Immediate Release  
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## **Manulife delivers robust growth in 2018 and remains committed to being trusted financial advisor for Indonesian families**

- Income grew by a significant Rp2.6 trillion, driven by the growth of net premium income and interest rate movement during the year
- Claims payments to customers totaled Rp5.5 trillion, reflecting Manulife Indonesia's commitment
- Manulife Indonesia continues to focus on strategies and technologies that make customers' lives easier

**Jakarta** – Manulife Indonesia today reported robust business growth, despite the challenging economic environment in 2018. The company's strong results are reflected in overall income for the year, which rose 170% to Rp2.6 trillion from 2017. The positive results in 2018 are due to the growth in net premium income, lower expenses and the movement in interest rates during the year.

Net premium income climbed approximately 4% to Rp9.2 trillion. Total equity increased by 4% to Rp11.5 trillion in 2018 while overall insurance market equity decreased by 18% (source: Financial Services Authority's (OJK) Statement of Financial Position 2018). The results reaffirm Manulife Indonesia's position as one of the most trusted and reliable insurance companies in the industry.

"Manulife Indonesia delivered strong results in 2018," said Jonathan Hekster, President Director and Chief Executive Officer of Manulife Indonesia. "We realize that 2018 was a challenging year, but we were able to overcome those difficulties and maintain our position as a leading insurance company in the market. Our results speak of our commitment to always put our customers first and to provide the best services and innovations in 2018."

Manulife Investment Management Indonesia (MAMI) similarly demonstrated a strong performance in 2018.

Legowo Kusumonegoro, President Director of MAMI said, "Despite the dynamics in both the global and Indonesian capital markets, MAMI demonstrated sustained growth in its assets under management and customer base. Our AUM increased to Rp68.1 trillion and more than 16,400 investors have on-boarded and utilized our solutions."

To deliver on its role as a provider of financial protection solutions, Manulife Indonesia has the support of over 7,000 professional agents and 1,000 employees. They play an important part of our success and have contributed to Manulife Indonesia's operations over the past 33 years, creating innovative services and protecting a growing number of Indonesian families.

Today, Manulife Indonesia is supported by various distribution channels that enable Manulife to reach and serve more than 2.5 million customers. Manulife Indonesia services a diverse range of customers, from high-net worth individuals to lower income groups.



## **Realizing our passion towards customers through Customer Relationship Management (CRM) initiative**

The company has always considered its customers a top priority. The commitment is consistent with Manulife Indonesia's 2018 Net Promoter Score (NPS), which increased by eight points compared to 2017. The score is a key indicator that illustrates an insurance company's commitment to uphold first and foremost the interests and satisfaction of its customers.

"The NPS that Manulife has achieved proves our focus on providing the best possible services and innovating to meet the customers' needs. Seeing the result, we are confident that Manulife's performance will only continue to get stronger," said Hekster.

Manulife Indonesia continues to improve customer service through various programs, including *Customer Relationship Management* (CRM), a digital-based self-service platform, and easy claim disbursement processes. CRM helps Manulife manage and collect customers' data, which is key to introduce the innovations that make customers' lives easier.

As part of its customer commitment, Manulife Indonesia also facilitates its agents' work with technologies that make service delivery more efficient. Manulife's agency channel today uses the MiDocs app, which allows agents to submit and process documents digitally.

In addition, Manulife Indonesia also provides a digital platform for its sales force to support their sales productivity, providing significant assistance and fast service delivery to customers.

## **Fully committed to facilitating and fulfilling customers' needs**

Manulife Indonesia understands the wide-ranging financial solution needs of Indonesian families, including providing solutions for those who face natural disasters.

Manulife Indonesia has proactively reached out to the families of disaster victims to process their insurance claims. We have simplified the claims process in this time of need to ensure the families are served efficiently. One of the facilities the company provided was the premium waiver, which waived insurance premium payments for one year for 5,000 policyholders. Manulife also allocated more than Rp1.5 billion of aid funds to re-build schools affected by natural disasters. Additionally, for certain agents who were affected by the Palu earthquake, Manulife provided assistance equal to several months of income as well as donations to help with their home restoration needs.

The commitment to focus on customers' needs is further reflected by the total amount of claims payment made to customers in 2018, which reached Rp5.5 trillion total, or Rp15 billion per day and Rp626 million per hour.

Manulife Indonesia's community efforts during the year reaffirms its commitment to facilitating and meeting the insurance protection needs of the Indonesian people.

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## **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-indonesia.com](http://www.manulife-indonesia.com).

## **About Manulife**

Manulife Financial Corporation is a leading international financial services group that helps people make their decisions easier and lives better. We operate primarily as John Hancock in the United States and Manulife elsewhere. 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 March 31, 2019, we had over \$1.1 trillion (US\$849 billion) in assets under management and administration, and in the previous 12 months we made \$29.4 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. With our global headquarters in Toronto, Canada, we trade as 'MFC' on the Toronto, New York, and the Philippine stock exchanges and under '945' in Hong Kong.

## **Media Contact:**

Sentot Sasongko  
Tel: (+6221) 2555 7788 ext. 641159  
[Sentot\\_sasongko@manulife.com](mailto:Sentot_sasongko@manulife.com)