

Press Release

**For immediate release
2 June 2021**

Manulife Indonesia Reports Solid Business Growth in 2020 Driven by New and Renewal Premium Income

Jakarta -- Manulife Indonesia today announced solid business growth in 2020, driven by an increase in renewal premium income on individual and unit-linked products plus a surge in new premium income on sales of traditional and unit-linked insurance, all against a backdrop of the Covid-19 pandemic and the challenges it posed.

Manulife Indonesia's total premium income in 2020 rose 6% year-on-year to Rp 8.9 trillion, supported by total renewal income growth of 8%. The most noticeable, however, was total new premium income that soared by 47% to Rp 5.6 trillion from Rp 3.8 trillion in 2019.

The strength of the Manulife's performance in Indonesia is in contrast to the insurance sector as a whole. According to the Indonesia Life Insurance Association (AAJI), the country's life insurance industry shrank by 8.6% from Rp 236 trillion in 2019 to Rp 215 trillion in 2020. The decline was due to the pandemic.

"Our solid financial position at the end of 2020 shows the strength of our varied distribution channels. We applied a new business model amidst the pandemic led by our excellent Agency team, well-established bancassurance partnerships, and strong pension fund and asset management businesses," said Ryan Charland, President Director and Chief Executive Officer of Manulife Indonesia. "Our achievements also show our discipline in strategy implementation and commitment to growing the business with innovation and introducing new services. Our aim is to make decisions easier for customers and to help make every day better for them."

The strength of Manulife Indonesia's performance and business is reflected by its reserves totaling Rp38.6 trillion at the end of 2020, illustrating the company's commitment to ensuring long-term financial protection for all customers in Indonesia. Manulife Indonesia's risk-based capital position was also very strong at 943% - well in excess of the regulatory minimum requirement.

Meanwhile, Manulife Aset Manajemen Indonesia (MAMI) once again secured its position as one of Indonesia's largest investment management companies. MAMI President Director Afifa said that, "Against the global Covid-19 pandemic and economic slowdown in 2020, we were able to deliver phenomenal growth. Our total asset under management, or AUM, of mutual funds grew by 66.2% to Rp49.4 trillion as per the end of 2020. This achievement solidified our position as the top investment manager with the largest mutual funds AUM in Indonesia. Thanks to the trust of our group and retail investors as well as our mutual funds partner distributors, our overall AUM rose by 30% to Rp97.2 trillion at the end of last year. MAMI also brought home the prestigious Best Fund House award from Asia Asset Management for the fifth consecutive time."

Optimizing Distribution Channel Performance

The recruitment of new agents in the Agency channel in 2020 was a key part of the company strategy to meet customer needs throughout Indonesia. Manulife Indonesia recruited more than 5,900 new agents, a 30% increase during the year from the end of 2019.

In bancassurance, the partnership between Manulife Indonesia and Bank Danamon was further cemented with the partnership extension to 2036. Similarly, with DBS Bank, we developed and launched an alternative investment fund through our insurance product that is available to all customers in Indonesia.

With regard to pension funds, Manulife Indonesia DPLK (Dana Pensiun Lembaga Keuangan, which translates as Financial Institution Pension Fund) remained the top performing multinational DPLK in Indonesia. We are trusted to manage assets that consistently see annual growth and in 2020 reached Rp21 trillion.

Consistently Meeting Customers' Needs

After the pandemic began, Manulife Indonesia quickly adapted its business model and adjusted its services by providing a non-face-to-face service. Under this model, all employees and agents have made full use of technology to support and stay in contact with customers.

To meet the growing needs of our customers, Manulife Indonesia in 2020 launched several new solutions: MiSmart Insurance Solution (MiSSION); MiSSION Syariah; Proteksi Prima Medika (PPMe); MiTreasure Flexi Assurance (MiFA); Proteksi Prima Perlindungan Utama (PPPU); and MiOptimax Cancer Care (MiOCC). It also added investment choices to the property investment fund, Manulife Investasi Real Estat Pasifik Asia Dollar (MDIREAPD).

Manulife Indonesia's commitment to customers' immediate needs is also reflected in the total claims paid out in 2020. These amounted to Rp5.5 trillion or Rp15 billion per day or Rp631 million per hour. As well, our COVID-19 claims payouts amounted to Rp82 billion by the end of December 2020.

Manulife Indonesia also sought to improve accessibility for customers seeking service support to provide greater convenience in 2020. A new, strategically located Customer Contact Center opened in April 2021, which is easy to reach and more comfortable. Manulife has also applied a new work culture by renovating our head office and establishing an open space concept. This new approach will allow closer collaboration between employees and agents.

Going forward, Manulife Indonesia will continue to maximize every opportunity by staying committed to protecting the financial needs of Indonesian families.



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 almost 11,000 employees and professional sales forces spread across more than 25 sales offices, Manulife Indonesia serves more than 2 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, 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 2020, we had more than 37,000 employees, over 118,000 agents, and thousands of distribution partners, serving over 30 million customers. As of December 31, 2020, we had \$1.3 trillion (US\$1.0 trillion) in assets under management and administration, and in the previous 12 months we made \$31.6 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 155 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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