

News Release

For Immediate Release

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Manulife Indonesia Supports COVID-19 Response with Donation of more than 500 Oxygen Cylinders

Jakarta, Manulife Indonesia, together with the crowdfunding platform BenihBaik.com, today announced the donation of more than 500 oxygen cylinders worth more than Rp 1.3 billion as part of its effort to support Indonesia's COVID-19 response measures amid the pandemic across the country. The equipment donated will be distributed to various health facilities in different locations throughout the country. The donation reflects Manulife Indonesia's concern about the health and wellbeing of Indonesians.

"Sharing of humanity is a value that we always promote within Manulife by doing social activities for the community. During this pandemic, we want to make a tangible contribution to help those in need. We understand how crucial the supply of oxygen has been, which is why we can't just sit by – we want to help. We hope that our donation can support efforts to curb COVID-19," said Ryan Charland, President Director & CEO Manulife Indonesia.

After more than 36 years' operating in Indonesia and now serving two million customers, Manulife continues to strengthen its commitment to providing protection and peace of mind to its local customers and their families. In 2020, Manulife Indonesia donated 500 sets of personal protective equipment (PPE) through BenihBaik.com. The PPE was distributed to health workers on the frontline in the response to COVID-19.

Sharing the same vision of humanity, BenihBaik.com welcomed Manulife Indonesia's initiative to collaborate and to be present for those in need. The collaboration is expected to benefit not only patients who require a supply of oxygen as part of their COVID-19 treatment, but also the health workers who have been tirelessly fighting the pandemic since it started.

Besides the above donations, Manulife has shown its commitment in the battle against COVID-19 by making COVID-19 related claims digital and therefore easier, through its MiEClaim that, that can be accessed through our website: www.manulife.co.id. So far, it was paid out such claims amounting to around Rp365 billion. Manulife will continue to make financial decisions easier and lives better for its customers.

About Manulife

Manulife Financial Corporation is a leading international financial services provider 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 our global wealth and asset management segment, Manulife Investment Management, serves individuals, institutions and retirement plan members worldwide. 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 June 30, 2021, we had US\$1.1 trillion in assets under management and administration, and in the previous 12 months we made \$31.3 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.

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.

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