

16 May 2018
For Immediate Release

Manulife Indonesia reports strong revenue growth in 2017

Key Business Results of 2017

(Life insurance including syariah, pension, asset management)

| Key Business Results | 2017 (Rp) | 2016 (Rp) | Growth |
|--|------------------|------------------|---------------|
| Total New Business Premium <i>(based on annualized premium equivalent)</i> | 4.4 trillion | 3.7 trillion | 19% |
| Total Premium & Deposits | 25.0 trillion | 18.6 trillion | 34% |
| Comprehensive Income | 2.6 trillion | 0.7 trillion | 290% |
| Total Claim & Gross Benefits* | 6.6 trillion | 6.8 trillion | -2% |
| Number of customers | 2.4 million | 2.3 million | 4% |

JAKARTA – Manulife Indonesia today reported strong business growth for 2017. This was driven primarily by the growth of new business premium, which increased by 19% year-on-year to Rp 4.4 trillion. Manulife Indonesia also recorded consolidated comprehensive income of Rp 2.6 trillion, a significant 290% increase from 2016.

“We are proud of what we have achieved in 2017. We will continue to focus on providing the right financial solutions and great service, to meet our customers’ ever evolving needs,” said Jonathan Hekster, President Director and Chief Executive Officer Manulife Indonesia.

Bancassurance sales contributed 28% of the company’s performance. This was driven by Manulife Indonesia’s strong relationship with its bancassurance partners to provide relevant solutions to its customers.

The company also experienced growth in total premium and deposits, with an increase of 34% on the previous year and continues to have a robust capital position to support its overall business operations with Risk-based Capital (RBC) of 582% for conventional business and 372% for *Tabarru* Sharia. Both are well in excess of the regulatory minimum requirement.

Manulife Indonesia expanded its customer base and now serves and protects more than 2.4 million customers nationwide.

***Disclaimer:** Angka-angka finansial yang disajikan terkait dengan badan-badan hukum Manulife Indonesia dan disusun sesuai dengan Pernyataan Standar Akuntansi Keuangan Indonesia (PSAK) yang diterbitkan oleh Dewan Standar Akuntansi Keuangan - Ikatan Akuntan Indonesia (DSAK - IAI).

“MAMI and Manulife Indonesia are committed to fully supporting education and financial inclusion through the best investment solutions and service for our customers. We are proud to accompany Manulife Indonesia for almost 20 years in serving Indonesian families,” said Legowo Kusumonegoro, President Director Manulife Aset Management Indonesia (MAMI).

Putting customers first

In line with the company’s customer-centric strategy, Manulife Indonesia launched MiUltimate Critical Care (MiUCC) in mid-2017. MiUCC is Manulife’s critical illness plan, which protects customers from the financial consequences of critical illnesses. *MiUltimate Critical Care* provides a lump sum payment upon diagnosis of any of the 50 covered critical illnesses.

Manulife Indonesia also showed its commitment to customers by paying insurance claims, cash surrender values, annuity payments and other benefits worth Rp 6.6 trillion in 2017.

“We realize our responsibility as a reliable insurance provider to pay claims to customers based on the applicable regulations. This is why we are always on the lookout for ways to innovate and simplify, making claims payments quickly and precisely –to ease our customers’ journey. We also contact our customers who may not remember their policies to make sure they receive their benefits,” said Jonathan

Focusing on Financial Literacy Education

In 2017, Manulife launched CSR Zoning program with agents and employees’ involvement, a financial literacy education activity that has taught people to take control of their finances. In its first year, CSR Zoning has been conducted in four community institutions in Jakarta and surrounding areas.

“We will continue our corporate social responsibility programs by focusing on education and financial literacy. By involving our employees on CSR Zoning, we believe this is a way to optimize our participation on financial inclusion program which is also part of OJK’s primary focus. We hope that this step serves as our real contribution in increasing financial literacy penetration to Indonesian people” said Jonathan

Manulife Indonesia continues to support the government’s financial literacy programs through its popular educational TV programs. In 2017, *Do It* surpassed 219 episodes, while *Cerdas 5 Menit* (Being Smart in Five Minutes) topped 1,045 episodes.

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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 23 sales offices, Manulife Indonesia serves more than 2.4 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.

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 2017, we had about 35,000 employees, 73,000 agents, and thousands of distribution partners, serving more than 26 million customers. As of March 31, 2018, we had over \$1.1 trillion (US\$850 billion) in assets under management and administration, and in the previous 12 months we made \$26.9 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 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.

Untuk informasi lebih lanjut, silakan hubungi:

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