

Press Release

Manulife Indonesia Boosts Digital Services with Expanded Halodoc Partnership and New MiAccount Platform

- Manulife customer health services now even more integrated with telehealth features
- 45% of Manulife's health insurance customers are registered Halodoc app users
- New MiAccount features put insurance policy management at customers' fingertips

Jakarta, 9 June 2022 – Manulife Indonesia today announced the expansion of its relationship with partner, Halodoc. This expansion enhances access to inclusive, prompt, and seamless health services, as well as providing Third Party Administration (TPA) services to customers. The service provides healthcare administration (claims and reimbursements) as well as help facilitate outpatient and inpatient care for Manulife customers in Indonesia.

Manulife Indonesia is committed to increasing access to customers through digital services. Since the start of the partnership in November 2021, Halodoc and Manulife have enabled Manulife Indonesia health insurance policyholders to access easy-to-use features on the Halodoc app, available from the App Store and Google Play Store, including:

- The app offers a quick, convenient process that reflects a local healthcare industry that is seeing rapid technological innovation, including access to telehealth services that are becoming more integrated with other healthcare services
- Health insurance e-Card (digital card)
- Scheduling for a doctor's appointment at Halodoc's partner hospitals or clinics or for an online consultation through the app
- Clear display of the remaining balance and summary of outpatient benefits

"As a health and wealth company, empowering physical and financial well-being is as good for our business as it is for society. Halodoc is a key enabler to provide access to more hospitals in our network, thereby making it even easier for individuals to get to their nearest health facilities with just a couple clicks on their smartphones. These enhanced digital services mean our customers can keep their healthcare management at their fingertips," said **Ryan Charland, President Director & CEO, Manulife Indonesia**.

"More people now rely on telehealth, and Halodoc is committed to making its service ecosystem more complete, seamless, and integrated. From doctor consultation and medicine delivery to insurance claims, everything is easily and quickly accessible. This partnership will enable Manulife policyholders to benefit from online consultation services and cashless offline treatment with partner service providers accessible via Halodoc. We are confident that our partnership will bring a new level of convenience for all users, particularly our digitized insurance claim feature," said **Jonathan Sudharta, CEO and Co-Founder, Halodoc**.

At the end of May 2022, 45% of Manulife's health insurance policyholders were registered Halodoc users. The uptake reflects the way that service users now prefer telehealth services that they can access anytime and anywhere. This is in line with The Manulife Asia Care Survey 2022 which states that 94% of Indonesians wish there were easier ways to improve their physical and mental wellbeing.

MiAccount, the newest version of Customer Website

Alongside the Halodoc announcement, Manulife Indonesia also unveiled its new MiAccount digital platform, accessible at mi-account.manulife.co.id. This enables customers to easily manage and monitor their policies, from updating their profile, revising investment allocation, to performing renewal of premium payments online.

The launch of the new MiAccount digital platform reflects the growing popularity of digital in Indonesia. Digital innovation and transformation are a long-standing priority for Manulife Indonesia, one that is aligned with its mission to make lives easier and better.

To date Manulife is servicing around 2 million customers nationwide in Indonesia.

About Halodoc

Halodoc is an integrated health application that provides comprehensive and reliable health solutions to meet user needs. The Halodoc application comes with three key features, namely; Toko Kesehatan (Health Shop), a service that can help users quickly, safely and easily in purchasing supplements, vitamins and medical prescription drugs from more than 4,000 trusted partner pharmacies; Chat Doctor (Doctor Chat) which allows patients to interact with more than 20,000 experienced and trusted doctors via chat, video call or voice call; and Buat Janji Rumah Sakit (Appointment), which enables users to book appointments with doctors at 2,000 partner hospitals, as well as apply for COVID-19 screening and vaccination services using the walk-in or drive-thru method.

Halodoc has received a number of international awards: in 2019 and 2020, Halodoc was the only Southeast Asian health technology start-up to feature on CB Insights' Digital Health 150 list. In 2018, Halodoc received "The Most Innovative Start Up" award from Galen Growth Asia while garnering the "Choice Start Up" title from Forbes Indonesia in the same year.

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 30 sales offices, Manulife Indonesia serves around 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 provider that helps people make their decisions easier and lives better. With our global headquarters in Toronto, Canada, we provide financial advice and insurance, operating as Manulife across Canada, Asia, and Europe, and primarily as John Hancock in the United States. Through Manulife Investment Management, the global brand for our global wealth and asset management segment, we serve individuals, institutions and retirement plan members worldwide. Our principal operations are in Asia and 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. In the previous 12 months we made CAD\$31.8 billion in payments to our customers.

Not all offerings are available in all jurisdictions. For additional information, please visit [manulife.com](https://www.manulife.com).

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