

Media Notes

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Manulife Indonesia Reports Solid Financial Performance in 2023

- *A 5.8% increase in the company's total assets*
 - *A total of Rp 7.9 T claim payments*
- *A total of more than Rp 9,5 T of net premium income*

Jakarta—PT. Asuransi Jiwa Manulife Indonesia (“Manulife Indonesia”) has announced its audited financial results for 2023, with a 5.8 percent increase in total assets. The company's assets rose from Rp. 60.1 trillion in 2022 to a robust Rp 63.7 trillion in 2023. This growth underscores Manulife Indonesia's steady expansion and financial stability, solidifying its position as the largest life insurance company in Indonesia by total assets. Additionally, the company recorded a comprehensive income of over Rp.1.3 trillion, marking a significant increase of 225 percent compared to Rp 407 billion in 2022, and generated more than Rp 9,5 trillion in net premium income.

Manulife Indonesia's commitment to its customers is evident in the total claim payments of Rp 7.9 trillion to approximately 21,000 customers, equating to an impressive Rp 21.6 billion per day or Rp 899 million per hour. These substantial claim payments highlight Manulife's dedication to customer protection, making their decisions easier and lives better.

“In 2023 we focused on strengthening our distribution capabilities and innovating to meet our customers' financial needs, all the while ensuring that we conducted ourselves in a manner consistent with the regulations. This allowed us to deepen our relationships with our customers further and deliver robust financial performance despite the economic challenges that we faced. Our investment management strategy enabled us to grow our total assets and our premium income remained strong.” stated **Ryan Charland**, President Director & CEO of Manulife Indonesia.

Manulife Indonesia reported a Risk-Based Capital (RBC) ratio of 676 percent significantly exceeding the government regulatory requirement of 120 percent and increasing from 587 percent in 2022.

Manulife Aset Manajemen Indonesia (“MAMI”), the company's asset management business, demonstrated resilience despite a challenging market environment. Afifa, CEO & President Director of MAMI, commented, “Amidst rising global interest rates that impacted both global and domestic financial markets, MAMI remains the largest investment manager in Indonesia with total assets under management of Rp. 101.6 trillion, making it the only investment manager in Indonesia with over a hundred trillion rupiah in assets under management. We remain committed to maintaining investor confidence and helping our clients achieve their investment goals, such as saving for retirement.”

Manulife Indonesia's customer-centric company approach has also been recognized by the industry. At the Insurance Awards 2023, Manulife Indonesia received several prestigious awards, including the Customer Experience Champions 2023 from SWA Magazine with an “Excellent” rating for Health Insurance and a “Very Good” for Life Insurance, and the “Best Unit Link 2023” award from Investor. These accolades further solidify Manulife's credibility and reputation in the industry.

Manulife Indonesia remains optimistic about the tremendous opportunities ahead. It continues to focus on



delivering its commitment to Indonesian customers and families by driving innovation and strengthening its business purpose.

About Manulife

Manulife Financial Corporation is a leading international financial services provider, helping people make their decisions easier and lives better. With our global headquarter 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. At the end of 2022, we had more than 40,000 employees, over 116,00 agents, and thousands of distribution partners, serving over 34 million customers. We trade as 'MFC' on the Toronto, New York, and the Philippine stock exchanges and under '945' in Hong Kong.

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

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.

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