

Press Release

For immediate release
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Manulife Indonesia and Bank Danamon Launch "Proteksi Prima Kritis Andalan" to Safeguard Customers Against Critical Illness Risks

Jakarta, March 10, 2025 — Manulife Indonesia and PT Bank Danamon Indonesia Tbk (Danamon) have launched Proteksi Prima Kritis Andalan (PPKA), a new insurance product, through their bancassurance partnership to provide financial protection for the people of Indonesia. This traditional insurance product features extensive coverage against significant critical illnesses, including heart disease, stroke, cancer, and kidney failure, with a streamlined underwriting process which simplifies the customer experience. Additionally, PPKA provides peace of mind to Manulife customers with a guaranteed return premium feature for certain conditions, helping them prepare for future health challenges and the financial impact that often comes with these illnesses.

PPKA provides protection for four of the most common critical illnesses in Indonesia, according to data from the Ministry of Health: cancer, heart disease, stroke, and kidney failure¹. With the Simplified Issue Offer, customers can quickly and easily access protection for these high-risk conditions. Upon diagnosis of any of the illnesses, customers will receive double protection - the sum insured and the total premium paid at the date of claim (subject to certain conditions). In addition to the coverage for these critical illnesses, this product also provides additional protection benefits for customers hospitalized in the ICU for at least 5 days or those who undergo an angioplasty.

“Manulife Indonesia and Bank Danamon are committed to listening to customers’ needs. The launch of Proteksi Prima Kritis Andalan (PPKA) offers comprehensive protection to help customers navigate serious health challenges and reduce financial stress. As we celebrate 40 years in Indonesia, Manulife remains dedicated to providing innovative and trusted solutions.” said **Novita Rumngangun, Vice President Director & Deputy CEO, Manulife Indonesia**.

Danamon, together with its parent company MUFG, group members and strategic partners including Manulife Indonesia, is committed to continue transforming as one financial group to become a trusted financial partner that always innovates and is customer oriented. “One of our commitments as a financial group is to provide innovations that can help meet financial needs and present financial solutions that suit customer needs. For this reason, together with Manulife

¹ <https://kesmas.kemkes.go.id/konten/133/0/masalah-dan-tantangan-kesehatan-indonesia-saat-ini>



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Indonesia, we present a PPKA insurance product that seeks to support and prepare customers' finances to face these four critical illnesses, so that if something unwanted happens, customers can focus on the recovery process. With this PPKA insurance product, Danamon and Manulife Indonesia help provide protection to customers to ensure that customers do not face financial difficulties after being diagnosed with critical illness,” **said Ivan Jaya, Consumer Funding & Wealth Business Head, PT Bank Danamon Indonesia Tbk.** The Manulife Asia Care Survey² 2024 revealed that the diseases most concerning to Indonesians are heart disease (40%), stroke (35%), cancer (22%), and kidney disease (17%). The cost of treating these illnesses significantly impacts family finances. According to BPJS data, expenses related to catastrophic diseases—including heart disease, cancer, stroke, and kidney failure—covered by BPJS Kesehatan in 2022 approached Rp24.1 trillion, an increase of 34.3% from the previous year³. While medical expenses are partially covered, patients still face economic strain due to lifestyle changes after being diagnosed with a critical illness, which requires additional out-of-pocket expenses. In response to these concerns, PPKA offers a solution designed to safeguard customers' financial stability and help them prepare for the often-unexpected costs, such as accommodation costs for patient companions and long-term disease monitoring costs associated with critical illness treatment, which can be significant.

Proteksi Prima Kritis Andalan (PPKA) continues Manulife Indonesia's long-standing partnership with Bank Danamon. Both companies remain committed to ongoing innovation, providing comprehensive protection solutions tailored to meet customers' financial needs and address their future health concerns.

For more information on the Proteksi Prima Kritis Andalan (PPKA) product, please contact Manulife Indonesia's Financial Specialist at Bank Danamon branch offices in your city or visit www.danamon.co.id.

About Manulife Asia Care Survey 2024

The Manulife Asia Care Survey 2024 was conducted in March 2024 via online self-completed questionnaires in eight markets. A total of 8,400 people, evenly divided between men and women, aged 25 to 60 were surveyed: China (1,052), Hong Kong (1,052), Indonesia (1,057), Japan (1,000), Malaysia (1,038), Philippines (1,050), Singapore (1,050) and Vietnam (1,107). Each respondent currently holds or intends to purchase insurance.

About Manulife

Manulife Financial Corporation is a leading international financial services provider, helping our customers make their decisions easier and lives better. With our global headquarters in Toronto, Canada, we operate as Manulife across Canada, Asia, and Europe, and primarily as John Hancock in the United States, providing financial advice and insurance for individuals, groups and businesses. Through Manulife Wealth & Asset Management, we offer global investment, financial advice, and retirement plan services to individuals, institutions, and retirement plan members worldwide. At the end of 2024, we had more than 37,000 employees, over 109,000 agents, and thousands of distribution partners, serving over 36 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.

² [Manulife Asia Care Survei 2024 | Manulife Indonesia](#)

³ <https://databoks.katadata.co.id/layanan-konsumen-kesehatan/statistik/1dee57818494097/kasus-penyakit-katastropik-di-indonesia-meningkat-pada-2022>



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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 almost 11,000 employees and professional sales forces spread across more than 50 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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