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For immediate release

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Manulife Philippines further extends premium payment grace period for customers

In line with the extension of the Enhanced Community Quarantine in Luzon and various parts of the country until April 30, 2020, Manulife Philippines has announced an extension of its special support to customers, to ensure they stay protected amid the COVID-19 pandemic.

Manulife Philippines customers who have premium payments due between May 1 to May 31, 2020, will have an additional 60 days from their due date to make their payments. This applies to holders of life insurance policies issued and assumed by Manulife Philippines, Manulife China Bank, and Manulife Financial Plans.

The Company had previously extended the payment period for policies with due dates from March 16 to April 30, and is now offering the same to customers with due dates up to May 31, 2020. The additional payment window aims to help address any difficulties or constraints that policyholders may face during the lockdown.

“We keep everyone’s health and safety in mind, as we face the situation brought on by COVID-19. As most of the country remains under community quarantine, we understand that it may be difficult for our policyholders to make their premium payments. We are extending our payment deadlines to help alleviate the financial pressures they may be under,” said Richard Bates, President and CEO, Manulife Philippines.

For assistance, customers may get in touch with Manulife Philippines through its Customer Care hotline at (02) 8884 7000 from 9AM-3PM Monday – Friday (except holidays), via e-mail at phcustomercare@manulife.com, or via Facebook Messenger @ManulifePH. Customers may also view their policies and make premium payments through Manulife Online (online.manulife.com.ph). For more details, visit www.manulife.com.ph

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About Manulife Philippines

The Manufacturers Life Insurance Company opened its doors for business in the Philippines in 1907. Since then, Manulife's Philippine Branch and later The Manufacturers Life Insurance Co. (Phils.), Inc. (Manulife Philippines) has grown to become one of the leading life insurance companies in the country. Manulife Philippines is a wholly-owned domestic subsidiary of Manulife Financial Corporation, among the world's largest life insurance companies by market capitalization. Learn more about Manulife Philippines by visiting their website www.manulife.com.ph and following them on Facebook (www.facebook.com/ManulifePH), Twitter (@ManulifePH), and Instagram (@manulifeph).

About Manulife

Manulife Financial Corporation is a leading international financial services group 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 wealth and asset management solutions for individuals, groups and institutions. At the end of 2019, we had more than 35,000 employees, over 98,000 agents, and thousands of distribution partners, serving almost 30 million customers. As of December 31, 2019, we had \$1.2 trillion (US\$0.9 trillion) in assets under management and administration, and in the previous 12 months we made \$29.7 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. We trade as 'MFC' on the Toronto, New York, and the Philippine stock exchanges and under '945' in Hong Kong.

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