

News Release

For Immediate Release
January 14, 2021

Manulife and Manulife China Bank Life extend premium payment grace period to customers impacted by Typhoon Odette

Manila — To help customers affected by Typhoon Odette, Manulife Philippines and Manulife China Bank Life have extended a premium payment grace period of 90 calendar days for policies with due dates from December 17, 2021 to January 31, 2022.

The extension covers customers residing in Bohol Province, Butuan City, Cebu Province, Ormoc City and Tacloban City in Leyte Province, Surigao del Norte, and Palawan.

“Typhoon Odette’s onslaught has left many Filipinos in need of various aid. As we join the country in its efforts to support those affected, we are extending a payment grace period to our customers from impacted locations to help ease their worries, while guaranteeing their protection. We will continue to monitor the situation in severely hit areas so we can find more ways to provide customers with relevant support,” said Richard Bates, President and Chief Executive Officer, Manulife Philippines.

“Given the scale and impact of this calamity, we hope that the grace period extension can help our customers focus more on rebuilding and recovering from the effects of the typhoon, and rest assured that, even during this challenging time, they are financially protected,” added Sandeep Deobhakta, President and Chief Executive Officer, Manulife China Bank Life.

The grace period extension is applicable to all life insurance policies issued and assumed by Manulife Philippines, Manulife China Bank Life, and Manulife Financial Plans. Manulife offers a wide range of digital payment channels so customers can pay safely and more conveniently. They can also manage their policies securely via the mobile-optimized [Manulife Online](#).

For further information and assistance, customers may contact Manulife’s customer care at (02) 8884 7007; email at phcustomercare@manulife.com or 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 country's leading life insurance companies. 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 China Bank Life Assurance Corporation (MCBL)

Manulife China Bank Life Assurance Corporation (MCBL) is a strategic alliance between Manulife Philippines and China Bank. MCBL provides a wide range of innovative insurance products and services to China Bank and China Bank Savings customers. MCBL aims to ensure that every client receives the best possible solution to meet his or her individual financial and insurance needs. In 2014, China Bank raised its equity stake to 40% in MCBL.

About China Banking Corporation (China Bank)

China Banking Corporation (China Bank) is founded in 1920, is the country's first privately-owned local commercial bank. It was listed on the Philippine Stock Exchange in 1927 (PSE stock symbol: CHIB), became the first bank in Southeast Asia to process deposit accounts online in 1969, the first Philippine bank to offer phone banking in 1988, and acquired its universal banking license in 1991. It provides a full range of banking products and services to corporate, commercial, and retail customers through 636 branches to date, including 162 branches of its retail bank arm China Bank Savings (CBS), complemented by its ATM network nationwide and internet and mobile banking alternative channels and services. It also offers a wide range of allied financial services through its subsidiaries China Bank Capital Corp., China Bank Securities Corp., China Bank Insurance Brokers Inc., and affiliate Manulife China Bank Life Assurance Corp. With nearly a century of enduring partnerships marked by quality service to its clients, with significant contribution to the country's financial landscape, China Bank remains to be one of the largest, most respected, trusted, and stable financial institutions in the country.

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, our global wealth and asset management segment, we serve individuals, institutions, and retirement plan members worldwide. At the end of 2020, we had more than 37,000 employees, over 118,000 agents, and thousands of distribution partners, serving over 30 million customers. As of September 30, 2021, we had CAD\$1.4 trillion (US\$1.1 trillion) in assets under management and administration, and in the previous 12 months we made CAD\$31.6 billion in payments to our customers.

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. Not all offerings are available in all jurisdictions. For additional information, please visit manulife.com.

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