

News Release

For Immediate Release
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Manulife Philippines Appoints Rhea Vizcarra as New Chief Operations Officer



Rhea Vizcarra, Chief Operations Officer, Manulife Philippines

MANILA, PHILIPPINES – Manulife Philippines, the Philippine arm of leading global financial services provider Manulife, today announced the appointment of Rachel Marie “Rhea” Vizcarra as the company’s new Chief Operations Officer (COO).

With over 25 years of experience in the insurance industry, particularly in operations and business transformation, Vizcarra is well-poised to lead and empower Manulife Philippines’ operations team as its new COO. Under her leadership, the team will continue its key initiatives to transform and elevate the company’s claims experience; enhance operational performance and overall customer satisfaction efforts; and drive innovation. These include streamlining processes, managing risk, improving productivity, and driving strategic initiatives to achieve sustainable growth and market leadership.



"We are thrilled to welcome Rhea Vizcarra to our senior leadership team," said Rahul Hora, President and Chief Executive Officer, Manulife Philippines. "Her extensive experience and expertise in driving operational excellence amid a rapidly evolving insurance landscape, while solidifying health protection proposition and business transformation, will be instrumental in our efforts toward digital customer leadership. I am confident that she will deliver on our priorities and ongoing initiatives with our long-term strategic goals, as we further strengthen our position as one of the leading global life insurers in the Philippines."

Vizcarra has held various operations leadership roles covering policy administration, customer service, IT project management, quality management, and process re-engineering. Prior to joining Manulife, she was the head of operations of a leading non-life insurance company specializing in health, travel, and accident insurance. She has also held a regional operations role in another global financial services company, covering Asia Pacific. Early in her career, Vizcarra took on underwriting roles for both life and non-life insurance.

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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 manulife.com.ph and following them on Facebook (facebook.com/ManulifePH), Twitter (@ManulifePH), and Instagram (@manulifePH).

About Manulife

Manulife Financial Corporation is a leading international financial services provider that helps people make their decisions easier and live 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. At the end of 2023, we had more than 38,000 employees, over 98,000 agents, and thousands of distribution partners, serving over 35 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.



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