

Entity: THE MANUFACTURERS LIFE INSURANCE CO. (PHILS.), INC.

| ANNUAL CORPORATE GOVERNANCE REPORT | | | | |
|--|---|--------------------------|--|--|
| The Board's Governance Responsibilities | | | | |
| | | Compliant/ Non-Compliant | Additional Information | Explanation |
| Principle 1: The company should be headed by a competent, working board to foster the long-term success and sustainability of the corporation in a matter consistent with its corporate objectives and the long-term best interest of its shareholders and other stakeholders | | | | |
| Recommendation 1.1. | | | | |
| 1 | Board is composed of directors with collective working knowledge, experience or expertise that is relevant to the company's industry/sector. | Compliant | 2023 Annual Report Board Skills and Diversity Matrix Corporate Governance Manual, p. 16-18 | In 2023, the Board was composed of seven members each with experience that is relevant to the Company, as seen in the Annual Report. The Skills and Diversity Matrix also illustrates the Board's mix of competence, expertise, and diversity in background, gender, and age. The Corporate Governance Manual states the Directors' requirements for qualification, with additional requirements for Independent Directors. |
| 2 | Board has an appropriate mix of competence and expertise. | Compliant | | |
| 3 | Directors remain qualified for their positions individually and collectively to enable them to fulfill their roles and responsibilities and respond to the needs of the organization. | Compliant | | |
| Recommendation 1.2. | | | | |
| 1 | Board is composed of a majority of non-executive directors. | Compliant | 2023 Annual Report Corporate Governance Manual, p. 16 | In 2023, six out of seven directors were non-executives. Only Director Rahul Hora, Company President and CEO, serves as an Executive Director. The Corporate Governance Manual includes provisions on the Board's composition. It states that the Chair shall be a non-executive director, and that a balance shall be kept between executive and non-executive directors. |

| Recommendation 1.3. | | | | |
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| 1 | Company provides in its Board Charter or Manual on Corporate Governance a policy on training of directors. | Compliant | 2023 Annual Report Corporate Governance Manual, p. 19 Corporate Governance Committee Terms of Reference | All newly elected directors are given an orientation by the Corporate Secretary. They are also enrolled in a corporate governance seminar by an accredited provider. |
| 2 | Company provides in its Board Charter or Manual on Corporate Governance an orientation program for first time directors. | Compliant | | |
| 3 | Company has relevant annual continuing training for all directors. | Compliant | | Annually, directors attend AML/ATF and Code of Business Conduct and Ethics Trainings. They are also encouraged to attend relevant seminars and trainings throughout the year. |
| Recommendation 1.4. | | | | |
| 1 | Board has a policy on board diversity. | Compliant | 2023 Annual Report Corporate Governance Manual, p. 16 Board Skills and Diversity Matrix | <p>The Corporate Governance Manual states that no discrimination shall be made based on gender, age, ethnicity, nationality or background, whether social, cultural, political, or religious.</p> <p>The Annual Report includes a part on the Board Diversity Policy as well. In choosing nominees to the Board, consideration is given to gender, ethnic background, geographic representation and other personal characteristics that contribute to diversity, recognizing that it is skills, experience, and integrity that are most important in assessing candidates and their potential contributions.</p> <p>In 2023, the Board was composed of 5 males and 2 females.</p> |

Recommendation 1.5.

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| 1 | Board is assisted in its duties by a Corporate Secretary. | Compliant | 2023 Annual Report Corporate Governance Manual, p. 15 | The Corporate Secretary is Atty. Abbiegail Sac. Prior to joining the Company, she was the Head of Legal (2016-2018), Head of Legal & Compliance Strategy and Quality Assurance (2018-2019), and Head of Compliance (2020) of another insurance company. |
| 2 | Corporate Secretary is a separate individual from the Compliance Officer. | Compliant | 2023 Annual Report | The Corporate Secretary is Atty. Abbiegail Sac, while the Chief Legal and Compliance Officer is Atty. Fritzie Tangkia-Fabricante. |
| 3 | Corporate Secretary is not a member of the Board of Directors. | Compliant | 2023 Annual Report | Atty. Sac is not a member of the Board. |
| 4 | Corporate Secretary attends training/s on corporate governance. | Compliant | 2023 Annual Report Corporate Secretary's Certificate on Corporate Governance Training for Atty. Abbiegail Sac | Atty. Sac attends corporate governance trainings and trainings on AML/ATF, Anti-Bribery and Anti-Corruption, Code of Business Conduct and Ethics and others. |

Recommendation 1.6.

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| 1 | Board is assisted by a Compliance Officer. | Compliant | 2023 Annual Report Corporate Governance Manual, p. 14 | Atty. Tangkia-Fabricante serves as the Company's Chief Legal and Compliance Officer who has a rank of local SVP. She sits on the Company's Executive Committee and holds a position of stature and authority. |
| 2 | Compliance Officer has a rank of Vice President or an equivalent position with adequate stature and authority in the corporation. | Compliant | 2023 Annual Report | |
| 3 | Compliance Officer is not a member of the board. | Compliant | 2023 Annual Report | Atty. Tangkia-Fabricante is not a member of the Board. |
| 4 | Compliance Officer attends training/s on corporate governance annually. | Compliant | 2023 Annual Report Corporate Secretary's Certificate on Corporate Governance Training for Atty. Fritzie Tangkia-Fabricante | Atty. Tangkia-Fabricante attends corporate governance trainings and trainings on Anti-Bribery and Anti-Corruption, Code of Business Conduct and Ethics, AML/ATF, Fraud Awareness and others. |

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| | | Compliant/ Non-Compliant | Additional Information | Explanation |
| Principle 2: The fiduciary roles, responsibilities and accountabilities of the Board as provided under the law, the company's articles and by-laws, and other legal pronouncements and guidelines should be clearly made known to all directors as well as to stockholders and other stakeholders | | | | |
| Recommendation 2.1 | | | | |
| 1 | Directors act on a fully informed basis, in good faith, with due diligence and care, and in the best interest of the company. | Compliant | 2023 Annual Report Corporate Governance Manual, p. 7-11 | Corporate Governance Manual enumerates the functions of the board and standards of performance, while the Annual Report shows the attendance and frequency of board meetings. Board resolutions and minutes of meetings are available upon request; however, minutes of the Annual Stockholders Meeting are available on the website. |
| Recommendation 2.2 | | | | |
| 1 | Board oversees the development, review and approval of the company's business objectives and strategy. | Compliant | Corporate Governance Manual, p. 7-9 | See response to 2.1. |
| 2 | Board oversees and monitors the implementation of the company's business objectives and strategy in order to sustain the company's long-term viability and strength. | Compliant | 2023 Annual Report | Review of business objectives and strategy is done in quarterly board meetings and when deemed necessary. |
| Recommendation 2.3 | | | | |
| 1 | Board is headed by a competent and qualified Chairperson. | Compliant | 2023 Annual Report | Sachin Shah is the Chair and his profile is provided in the Annual Report. |
| Recommendation 2.4 | | | | |
| 1 | Board ensures and adopts an effective succession planning program for directors, key officers and management. | Compliant | 2023 Annual Report Corporate Governance Manual | Director succession and selection criteria is provided for in the Corporate Governance Manual. |
| 2 | Board adopts a policy on the retirement for directors and key officers. | Compliant | Corporate Governance Manual | The Manual provides that the board may set a mandatory retirement age for directors, if necessary. Once fixed, directors shall retire at the Annual Meeting immediately following their mandatory retirement age. Currently, the Board has not deemed it necessary to set a retirement age. |

| Recommendation 2.5 | | | | |
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| 1 | Board formulates and adopts a policy specifying the relationship between remuneration and performance of key officers and board members. | Compliant | 2023 Annual Report Corporate Governance Manual Amended By-laws Corporate Governance Committee Terms of Reference Corporate Secretary's Certificate on Board Remuneration for Independent Directors | Independent directors receive a per diem for every board and committee meeting attended. Independent directors do not participate in discussions or deliberations involving their remuneration. It is within the functions of the Corporate Governance Committee to adopt policies on remuneration of directors, senior management, and corporate officers consistent with the Company's culture and strategy and given the business climate. |
| 2 | Board aligns the remuneration of key officers and board members with long-term interests of the company. | Compliant | | |
| 3 | Directors do not participate in discussions or deliberations involving his/her own remuneration. | Compliant | | |
| Recommendation 2.6 | | | | |
| 1 | Board has a formal and transparent board nomination and election policy. | Compliant | 2023 Annual Report Corporate Governance Manual, p. 18-21 Corporate Governance Committee Terms of Reference Corporate Secretary's Certificate on Share Ownership | Corporate Governance Manual provides for director selection criteria, election, term, and succession. The Corporate Governance Committee oversees this. This item is not applicable to the Company which is stock insurance corporation with one owner (shares owned by one entity where qualifying shares are given to nominee directors) (Class 1) (IC CL 2015-23). As stated in the Corporate Secretary's Certificate on Share Ownership, of the 930,000 issued shares of the Corporation, 929,993 shares are owned by Manulife Century Holdings (Netherlands) B.V. The other seven shares are held by the Directors on behalf of MCHN in their capacity as director. |
| 2 | Board nomination and election policy is disclosed in the company's Manual on Corporate Governance. | Compliant | | |
| 3 | Board nomination and election policy includes how the company accepts nominations from minority shareholders. | Compliant | | |

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| 4 | Board nomination and election policy includes how the board reviews nominated candidates. | Compliant | | This is overseen by the Corporate Governance Committee which determines the nomination and election process of directors with a view of meeting Company needs and ensuring appropriate knowledge, competency, and expertise. Decisions of this Committee are reviewed by the Board of Directors. |
| 5 | Board nomination and election policy includes an assessment of the effectiveness of the Board's processes in the nomination, election or replacement of a director. | Compliant | Corporate Governance Manual, p. 20-21 Corporate Governance Committee Terms of Reference | |
| 6 | Board has a process for identifying the quality of directors that is aligned with the strategic direction of the company. | Compliant | | |
| Recommendation 2.7 | | | | |
| 1 | Board has overall responsibility in ensuring that there is a group-wide policy and system governing related party transactions (RPTs) and other unusual or infrequently occurring transactions. | Compliant | 2023 Annual Report Related Party Transaction Committee Terms of Reference 2023 Audited Financial Statement | Directors, officers and employees are required by the Company's Code of Business Conduct and Ethics to immediately report their interest in transactions and any actual or potential conflict of interest. Directors and executives are also required to abstain from participating in any discussion on a particular subject that they are conflicted on. Any related party transactions are conducted in such a way as that they are fair and at arm's length and subject to appropriate review and approval process. The Related Party Transaction Committee reviews and approves material RPTs that may be entered into. The Committee is composed of a majority of independent directors. The Company's RPTs are primarily related to shared services with its parent company and subsidiaries, reinsurance agreements, investment management agreement, and regional office allocations. |
| 2 | RPT policy includes appropriate review and approval of material RPTs, which guarantee fairness and transparency of the transactions. | Compliant | | |
| 3 | RPT policy encompasses all entities within the group, taking into account their size, structure, risk profile and complexity of operations. | Compliant | | |

| Recommendation 2.8 | | | | |
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| 1 | Board is primarily responsible for approving the selection of Management led by the Chief Executive Officer (CEO) and the heads of the other control functions (Chief Risk Officer, Chief Compliance Officer and Chief Audit Executive). | Compliant | 2023 Annual Report Corporate Governance Manual, p. 7-8 Corporate Governance Committee Terms of Reference | The Board is responsible for monitoring and evaluation of executive performance, hiring, compensation, assessment, development, and succession. |
| 2 | Board is primarily responsible for assessing the performance of Management led by the Chief Executive Officer (CEO) and the heads of the other control functions (Chief Risk Officer, Chief Compliance Officer and Chief Audit Executive). | Compliant | Corporate Governance Manual, p. 7-9 | |
| Recommendation 2.9 | | | | |
| 1 | Board establishes an effective performance management framework that ensures that Management, including the Chief Executive Officer performance is at par with the standards set by the Board and Senior Management. | Compliant | Corporate Governance Manual, p. 7-9 | See response to 2.8. |
| 2 | Board establishes an effective performance management framework that ensures that personnel's performance is at par with the standards set by the Board and Senior Management. | Compliant | | |

| Recommendation 2.10 | | | | |
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| 1 | Board oversees that an appropriate internal control system is in place. | Compliant | 2023 Annual Report on the Audit Committee Corporate Governance Manual, p. 6 | See 2.7 on RPTs and the RPT Committee. The Audit and Risk Committee assists the Board in its oversight role with respect to financial information, audit functions, compliance, and risk management. After each committee meeting, the Audit and Risk Committee reports to the Board. The Audit and Risk Committee has oversight over the internal audit function and reviews its scope and independence, the internal audit plan, periodic reports and activities, and internal control procedures. |
| 2 | The internal control system includes a mechanism for monitoring and managing potential conflict of interest of the Management, members and shareholders. | Compliant | Corporate Governance Manual, p. 23 2023 Annual Report on the Related Party Transactions Committee | |
| 3 | Board approves the Internal Audit Charter. | Compliant | Audit and Risk Committee Terms of Reference | |
| Recommendation 2.11 | | | | |
| 1 | Board oversees that the company has in place a sound enterprise risk management (ERM) framework to effectively identify, monitor, assess and manage key business risks. | Compliant | Corporate Governance Manual, p. 6 | See 2.10 on the Audit and Risk Committee. The Audit and Risk Committee has oversight of the risk management program of the Company and reviews regular reports, periodic findings, and management response to risk incidents. Business risk and risk management mechanisms and internal controls are among the matters put before the Board. The Annual Report gives a comprehensive description of the Company's risk management framework. |
| 2 | The risk management framework guides the Board in identifying units/business lines and enterprise-level risk exposures, as well as the effectiveness of risk management strategies. | Compliant | 2023 Annual Report Corporate Governance Manual, p. 6-7 | |
| Recommendation 2.12 | | | | |
| 1 | Board has a Board Charter that formalizes and clearly states its roles, responsibilities and accountabilities in carrying out its fiduciary duties. | Compliant | Corporate Governance Manual Amended By-laws, Art. IV | The Corporate Governance Manual formalizes and clearly establishes such matters as board mandate and standards of performance. This is found on the Company's website. Additionally, the Amended By-laws, in Art. IV provides for certain rules for the Board. |
| 2 | Board Charter serves as a guide to the directors in the performance of their functions. | Compliant | | |
| 3 | Board Charter is publicly available and posted on the company's website. | Compliant | | |

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| Principle 3: Board committees should be set up to the extent possible to support the effective performance of the Board's functions, particularly with respect to audit, risk management, related party transactions, and other key corporate governance concerns, such as nomination and remuneration. The composition, functions and responsibilities of all committees established should be contained in a publicly available Committee Charter. | | | | |
| Recommendation 3.1 | | | | |
| 1 | Board establishes board committees that focus on specific board functions to aid in the optimal performance of its roles and responsibilities. | Compliant | 2023 Annual Report Corporate Governance Manual | The Company has the following committees: Corporate Governance Committee, Audit and Risk Committee, and Related Party Transactions Committee. |
| Recommendation 3.2 | | | | |
| 1 | Board establishes an Audit Committee to enhance its oversight capability over the company's financial reporting, internal control system, internal and external audit processes, and compliance with applicable laws and regulations. | Compliant | Corporate Governance Manual Audit and Risk Committee Terms of Reference | The Audit and Risk Committee oversees the following functions: internal audit, finance, compliance, and risk. More details are found in the Corporate Governance Manual and Audit and Risk Committee Terms of Reference. The Committee also recommends the appointment of the external auditor. |
| 2 | Audit Committee is composed of at least three appropriately qualified non-executive directors, the majority of whom, including the Chairman is independent. | Compliant | Corporate Governance Manual 2023 Annual Report | In 2023, the Committee was composed of directors Jannette Pena, Rhoda Regina Rara, Conrado Favorito, Matthew Lawrence, and Anthony Buchanan. Director Rara resigned in April 2023 and her position was filled by Maria Theresa Quirino. Majority of the members of the Audit and Risk Committee and its chair are independent directors. |
| 3 | All the members of the committee have relevant background, knowledge, skills, and/or experience in the areas of accounting, auditing and finance. | Compliant | Corporate Governance Manual Audit and Risk Committee Terms of Reference 2023 Annual Report | The Annual Report shows the committee members and their profiles. Committee members have the appropriate expertise and competency to act in their functions. Members include a lawyer, a controller/ accountant, a finance professional, and an IT and risk practitioner. |
| 4 | The Chairman of the Audit Committee is not the Chairman of the Board or of any other committee. | Compliant | 2023 Annual Report on Janette Peña 2023 Annual Report on Chairman Sachin Shah | Chair Janette Peña is not the Chairman of the Board and does not chair any other committee. |

| Recommendation 3.3 | | | | |
|---------------------------|--|-----------|---|---|
| 1 | Board establishes a Corporate Governance Committee tasked to assist the Board in the performance of its corporate governance responsibilities, including the functions that were formerly assigned to a Nomination and Remuneration Committee. | Compliant | Corporate Governance Manual, p. 5-6 Corporate Governance Committee Terms of Reference | The Corporate Governance Committee has oversight over all corporate governance matters, nominations to the board, appointment of officers, and remuneration structure for directors, management, and officers. |
| 2 | Corporate Governance Committee is composed of at least three members, majority of whom should be independent directors. | Compliant | 2023 Annual Report | In 2023, Committee members included Rhoda Regina Rara, Janette Pena, Conrado Favorito, Matthew Lawrence, and Sachin Shah. Director Rara resigned in April 2023 and her position was filled by Maria Theresa Quirino. Majority of the members of the Corporate Governance Committee are independent directors. The Annual Report contains the members' profiles. |
| 3 | Chairman of the Corporate Governance Committee is an independent director. | Compliant | 2023 Annual Report | In 2023, the Chair of this Committee was an Independent Director Rhoda Regina Rara up until her resignation in April 2023. The position of Chair was later filled by Independent Director Conrado Favorito. |
| Recommendation 3.4 | | | | |
| 1 | Board establishes a separate Board Risk Oversight Committee (BROC) that should be responsible for the oversight of a company's Enterprise Risk Management system to ensure its functionality and effectiveness. | Compliant | Corporate Governance Manual, p. 6-7 2023 Annual Report Audit and Risk Committee Terms of Reference Board Skills and Diversity Matrix | As explained in 3.2 of CL 2021-71, an Audit Committee may perform the functions of a BROC, which is the case for this Company. |
| 2 | BROC is composed of at least three members, the majority of whom should be independent directors, including the Chairman. | Compliant | | In 2023, the Audit Committee was renamed the Audit and Risk Committee, and its Terms of Reference have been amended accordingly. Three members of the Audit and Risk Committee have relevant thorough experience in risk and risk management. |
| 3 | The Chairman of the BROC is not the Chairman of the Board or of any other committee. | Compliant | | |
| 4 | At least one member of the BROC has relevant thorough knowledge and experience on risk and risk management. | Compliant | | |

| Recommendation 3.5 | | | | |
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| 1 | The Board establishes a Related Party Transactions (RPT) Committee, which is tasked with reviewing all material related party transactions of the company. | Compliant | Corporate Governance Manual, p. 7 2023 Annual Report Related Party Transaction Committee Terms of Reference | The Related Party Transaction Committee reviews and approves material RPTs that may be entered into. |
| 2 | RPT Committee is composed of at least three non-executive directors, majority of whom should be independent, including the Chairman. | Compliant | 2023 Annual Report Corporate Governance Manual, p. 7 on the Related Party Transaction Committee Terms of Reference | In 2023, the Related Party Transaction Committee was composed of directors Jannette Pena, Rhoda Regina Rara, Conrado Favorito, and Matthew Lawrence, all non-executives. Director Rara resigned in April 2023 and her position was filled by Maria Theresa Quirino. Majority of the members of the RPT Committee including its chair are independent directors. |
| Recommendation 3.6 | | | | |
| 1 | All established committees have a Committee Charter stating in plain terms their respective purposes, memberships, structures, operations, reporting process, resources, and other relevant information | Compliant | Corporate Governance Committee Terms of Reference Audit and Risk Committee Terms of Reference Related Party Transaction Committee Terms of Reference | Each Committee has its own charter which states each committee's roles and responsibilities, membership, structure, operation, and specific duties. These are all available on the website. |
| 2 | Committee Charters provide standards for evaluating their performance of the Committees | Compliant | | |
| 3 | Committee Charters were fully disclosed on the company's website. | Compliant | | |

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| Principle 4: To show full commitment to the company, the directors should devote the time and attention necessary to properly and effectively perform their duties and responsibilities, including sufficient time to be familiar with the corporation's business. | | | | |
| Recommendation 4.1 | | | | |
| 1 | The Directors attend and actively participate in all meetings of the Board, Committees and shareholders in person or through tele-/videoconferencing conducted in accordance with the rules and regulations of the Commission. | Compliant | Corporate Governance Manual 2023 Annual Report | The Corporate Governance Manual details information on the frequency, notices, attendance, location, quorum, and voting for board meetings. Rules on remote attendance by videoconference follow SEC MC No. 6, Series of 2020. |
| 2 | The directors review meeting materials for all Board and Committee meetings. | Compliant | Corporate Governance Manual, p. 9-10 | The Manual states that directors are expected to prepare appropriately for meetings by reviewing materials, to actively participate in deliberations, and ask relevant questions. During meetings, questions are put forth by directors which are answered in the current meeting or, if the answers are not available at present, in the next meeting. Minutes of meetings are available upon request. |
| 3 | The directors ask the necessary questions or seek clarifications and explanations during the Board and Committee meetings. | Compliant | | |
| Recommendation 4.2 | | | | |
| 1 | Non-executive directors concurrently serve as directors to a maximum of five Insurance Commission Regulated Entities (ICREs) and publicly-listed companies to ensure that they have sufficient time to fully prepare for meetings, challenge Management's proposals/views, and oversee the long-term strategy of the company. | Compliant | Corporate Governance Manual, p. 10-11 2023 Annual Report | Directors shall submit themselves to a low indicative limit of four or lower on membership in other corporate boards. The same low limit applies to independent directors who serve as full-time executives in other corporations. |
| Recommendation 4.3 | | | | |
| 1 | The directors notify the company's board where he/she is an incumbent director before accepting a directorship in another company. | Compliant | 2023 Annual Report | The Board of Directors is notified of each member's directorships in other companies. |

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| Principle 5: The board should endeavor to exercise an objective and independent judgment on all corporate affairs. | | | | |
| Recommendation 5.1 | | | | |
| 1 | The Board is composed of at least twenty percent (20%) independent directors. | Compliant | 2023 Annual Report | In 2023, three of seven directors (43%) were independent. |
| Recommendation 5.2 | | | | |
| 1 | The independent directors possess all the necessary qualifications and none of the disqualifications to hold the position. | Compliant | 2023 Annual Report Corporate Governance Manual | The Manual states the process for appointment of directors which was adhered to in the appointment of the current independent directors. Profiles of the independent directors are provided in the Annual Report. |
| Recommendation 5.3 | | | | |
| 1 | The independent directors serve for a maximum cumulative term of nine years. As far as Insurance Companies are concerned, the foregoing term limit shall be reckoned from 02 January 2015 while the reckoning date for the Pre-Need Companies and Health Maintenance Organizations shall be from 21 September 2016. For other covered entities, all previous terms served by existing Independent Directors prior to the effectivity of this Circular shall not be included in the application of the term limit prescribed in this item. | Compliant | 2023 Annual Report Corporate Governance Manual | Independent Director Janette Pena has served the company since 2007. Considering the reckoning date of 02 January 2015, Director Pena's maximum term will be met in 2024. During the Annual Stockholders Meeting held in April 2024, Director Pena was not re-elected as Director/Independent Director of the Company. Plans are underway for her replacement. Conrado Favorito has served the board since 2018. While Maria Theresa Quirino was appointed in 2023. |
| 2 | The company bars an independent director from serving in such capacity after the term limit of nine years. | Compliant | Corporate Governance Manual, p. 19 | Independent Directors can serve as such for a maximum cumulative term of nine years reckoned from 02 January 2015. Director Janette Peña was not reelected as Director/Independent Director during the Annual Stockholders Meeting held in April 2024. |

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| 3 | In the instance that the company retains an independent director in the same capacity after nine years, the board submits to the Insurance Commission a formal written justification and seek shareholders' approval during the annual shareholders' meeting. | Compliant | Corporate Governance Manual, p. 19 | Director Janette Peña was not reelected as Director/Independent Director during the Annual Stockholders Meeting held in April 2024. |
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| Recommendation 5.4 | | | | |
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| 1 | The positions of Chairman of the Board and Chief Executive Officer are held by separate individuals | Compliant | 2023 Annual Report | Sachin Shah is the Chairperson, while Rahul Hora is the Chief Executive Officer. Their profiles are provided in the Annual Report. |
| 2 | The Chairman of the Board and Chief Executive Officer have clearly defined responsibilities. | Compliant | Corporate Governance Manual | The Manual outlines the roles and responsibilities of the Chair and CEO, which are clearly defined. |
| Recommendation 5.5 | | | | |
| 1 | If the Chairman of the Board is not an independent director or where the roles of Chairman and CEO are being held by one person, the Board should designate a lead director among the independent directors. | Compliant | 2023 Annual Report Corporate Governance Manual, p. 16 | Sachin Shah is the Chairperson, while Rahul Hora is the Chief Executive Officer. The Chair is not an independent director. Director Janette Pena was appointed Lead Independent Director on 20 August 2021. |
| Recommendation 5.6 | | | | |
| 1 | Directors with material interest in a transaction affecting the corporation should abstain from taking part in the deliberations for the same. | Compliant | Corporate Governance Manual, p. 23 | The Corporate Governance Manual specifies the procedure for conflicts of interest involving board members which includes abstaining from a vote when a material interest is present. In appropriate circumstances, directors will declare their position and absent themselves not only from the vote but also the discussion. |
| Recommendation 5.7 | | | | |
| 1 | The non-executive directors (NEDs) have separate periodic meetings with the external auditor and heads of the internal audit, compliance and risk functions, without any executive directors present to ensure that proper checks and balances are in place within the corporation. | Compliant | Minutes of the Audit Committee Meetings 2023 Annual Report | The Audit and Risk Committee members are all non-executive directors. In the meetings with the External Auditor on 31 March 2023 and 10 November 2023 no executive director was present. |
| 2 | The meetings are chaired by the lead independent director. | Compliant | | Director Janette Pena was appointed Lead Independent Director on 20 August 2021. She chairs the Audit and Risk Committee meetings. |

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| Principle 6: The best measure of the Board's effectiveness is through an assessment process. The Board should regularly carry out evaluations to appraise its performance as a body, and assess whether it possesses the right mix of backgrounds and competencies. | | | | |
| Recommendation 6.1 | | | | |
| 1 | The Board conducts an annual assessment of its performance as a whole. | Compliant | Corporate Governance Manual, p. 21; 26-32 Institute of Corporate Directors (ICD) Certification on the independent Third-Party Board Evaluation conducted for the Company for 2023. | The Board and its Chair are annually evaluated in accordance with the Manual. A sample survey is provided in the Manual's Appendix. In 2023, the Survey was conducted by the Institute of Corporate Directors (ICD), in compliance with 6.1.5. The results thereof were collated by the Corporate Secretary and presented to the Board during the April 2024 BOD meeting. |
| 2 | The performance of the Chairman is assessed annually by the Board. | Compliant | | |
| 3 | The performance of the individual member of the Board is assessed annually by the Board. | Compliant | | |
| 4 | The performance of each committee is assessed annually by the Board. | Compliant | | |
| 5 | Every three years, the assessments are supported by an external facilitator. | Compliant | | |
| Recommendation 6.2 | | | | |
| 1 | Board has in place a system that provides, at the minimum, criteria and process to determine the performance of the Board, individual directors and committees. | Compliant | Corporate Governance Manual, p. 21; 26-32 | See response to 6.1. |
| 2 | The system allows for a feedback mechanism from the shareholders. | Compliant | | |

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| Principle 7: Members of the Board are duty-bound to apply high ethical standards, taking into account the interests of all stakeholders. | | | |
| Recommendation 7.1 | | | |
| 1 | Board adopts a Code of Business Conduct and Ethics, which provide standards for professional and ethical behavior, as well as articulate acceptable and unacceptable conduct and practices in internal and external dealings of the company. | Compliant | Code of Business Conduct and Ethics 2023 Annual Report |
| 2 | The Code is properly disseminated to the Board, senior management and employees. | Compliant | |
| 3 | The Code is disclosed and made available to the public through the company website. | Compliant | |
| The Code of Business Conduct and Ethics can be found on the Company website. It provides standards for ethical behaviour when representing the Company and when dealing with customers, investors, employees, field representatives, external suppliers, competitors, government authorities and the public. | | | |
| The COBE is available on the Company website. Annually, the Code is sent to all directors, officers, and employees and training thereon is conducted. | | | |
| This is available on the Corporate Governance section of the Company website on: https://www.manulife.com.ph/about-us/our-story/corporate-governance.html | | | |
| Recommendation 7.2 | | | |
| 1 | Board ensures the proper and efficient implementation and monitoring of compliance with the Code of Business Conduct and Ethics. | Compliant | 2023 Annual Report Corporate Governance Manual Audit and Risk Committee Terms of Reference |
| 2 | Board ensures the proper and efficient implementation and monitoring of compliance with company internal policies. | Compliant | |
| The Chief Compliance Officer reports to the Audit and Risk Committee updates on compliance matters including those that relate to business conduct and ethics. They also report on training completion, which includes annual COBE refresher. This is then reported to the Board by the Audit and Risk Committee Chair. | | | |

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| Disclosure and Transparency | | | | |
| | | Compliant/ Non-Compliant | Additional Information | Explanation |
| Principle 8: The company should establish corporate disclosure policies and procedures that are practical and in accordance with best practices and regulatory expectations. | | | | |
| Recommendation 8.1 | | | | |
| 1 | Board establishes corporate disclosure policies and procedures to ensure a comprehensive, accurate, reliable and timely report to shareholders and other stakeholders that gives a fair and complete picture of a company's financial condition, results and business operations. | Compliant | 2023 Annual Report 2023 Audited Financial Statement | The Annual Report and Audited Financial Statements show the Company's financial conditions, results, and business operations. Further, as stated in the Corporate Secretary's Certificate on Share Ownership, of the 930,000 issued shares of the Corporation, 929,993 shares are owned by Manulife Century Holdings (Netherlands) B.V. The other seven shares were held by the Directors on behalf of MCHN in their capacity as director. Thus the requirement for corporate disclosures may differ as compared to companies with multiple shareholders. |
| Recommendation 8.2 | | | | |
| 1 | Board fully discloses all relevant and material information on individual board members to evaluate their experience and qualifications, and assess any potential conflicts of interest that might affect their judgment. | Compliant | 2023 Annual Report Corporate Governance Manual Corporate Governance Committee Terms of Reference | The Corporate Governance Manual outlines the criteria for selection of board members, which includes an assessment of qualifications and review of conflicts of interest, if any. The Corporate Governance Committee ensures that all nominations to the Board are duly deliberated on, reviewed, and evaluated. |
| 2 | Board fully discloses all relevant and material information on key executives to evaluate their experience and qualifications, and assess any potential conflicts of interest that might affect their judgment. | Compliant | 2023 Annual Report Corporate Governance Committee Terms of Reference | The Corporate Governance Committee ensures that all nominations for officers VP level and above are duly deliberated on, reviewed, and evaluated. |

| Recommendation 8.3 | | | | |
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| 1 | Company provides a clear disclosure of its policies and procedure for setting Board remuneration, including the level and mix of the same in the Annual Corporate Governance Report consistent with ASEAN Corporate Governance Scorecard (ACGS) and the Revised Corporation Code. | Compliant | Corporate Governance Manual, p. 19 2023 Annual Report Corporate Governance Committee Terms of Reference Amended By-Laws Corporate Secretary's Certificate on Board Remuneration for Independent Directors | Under the Company's By-laws, directors shall be entitled to receive only such compensation as may be granted to them by the vote of the stockholders representing at least 70% of the outstanding capital stock. Currently, independent directors receive a per diem for every board meeting attended. Independent directors do not participate in discussions or deliberations involving their remuneration. Other directors do not receive compensation for the performance of their functions. |
| 2 | Company provides a clear disclosure of its policies and procedure for setting executive remuneration, including the level and mix of the same in the Annual Corporate Governance Report consistent with ASEAN Corporate Governance Scorecard (ACGS) and the Revised Corporation Code. | Compliant | Corporate Governance Committee Terms of Reference | The Corporate Governance Committee establishes a procedure for determining the remuneration of senior management and corporate officers consistent with the Company's culture and strategy. It monitors the structure and level of remuneration relative to other companies in the industry. |
| 3 | Company discloses the remuneration on an individual basis, including termination and retirement provisions. | Compliant | Minutes of the Annual Stockholders Meeting of 31 March 2023 on the Directors' Compensation Report | A report on the compensation received by independent directors is given at the Annual Stockholders Meeting. |
| Recommendation 8.4 | | | | |
| 1 | Company discloses its policies governing Related Party Transactions (RPTs) and other unusual or infrequently occurring transactions. | Compliant | 2023 Annual Report Related Party Transaction Committee Terms of Reference | The Company's Related Party Transaction Policy provides the framework for transactions between the Company and its related parties. The RPT Committee oversees transactions between related parties and reviews and approves any material transactions, ensuring that such are conducted at arm's length. |
| 2 | Company discloses material or significant RPTs in its Annual Company Report or Annual Corporate Governance Report, reviewed and approved by the Board, and submitted for confirmation by majority vote of the stockholders in the annual stockholders' meeting during the year. | Compliant | 2023 Audited Financial Statement Minutes of the Annual Stockholders Meeting of 31 March 2023 | An RPT report is given at regular board meetings. At the Annual Stockholders Meeting, the stockholders ratify all resolutions and acts adopted and approved by the Board and its committees, which include RPTs. |

| Recommendation 8.5 | | | | |
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| 1 | Company's corporate governance policies, programs and procedures are contained in its Manual on Corporate Governance (MCG). | Compliant | Corporate Governance Manual | These are contained in the Manual and found on https://www.manulife.com.ph/about-us/our-story/corporate-governance.html |
| 2 | Company's MCG is posted on its company website. | Compliant | | |

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| | | Compliant/ Non-Compliant | Additional Information | Explanation |
| Principle 9: The company should establish standards for the appropriate selection of an external auditor, and exercise effective oversight of the same to strengthen the external auditor's independence and enhance audit quality. | | | | |
| Recommendation 9.1 | | | | |
| 1 | Audit Committee has a robust process for approving and recommending the appointment, reappointment, removal, and fees of the external auditors. | Compliant | Audit and Risk Committee Terms of Reference | The Audit and Risk Committee has oversight of the External Auditor. It reviews the External Auditor's qualifications, fees, and scope/timing of work. It also recommends to the Board the appointment of the External Auditor. |
| 2 | The appointment, reappointment, removal, and fees of the external auditor is recommended by the Audit Committee, approved by the Board and ratified by the shareholders. | Compliant | Minutes of the Annual Stockholders Meeting of 31 March 2023 | These matters are reviewed by the Audit and Risk Committee, Board of Directors, and ratified by the stockholders. |
| 3 | For removal of the external auditor, the reasons for removal or change are disclosed to the regulators and the public through the company website and required disclosures. | Compliant | Minutes of the Annual Stockholders Meeting of 31 March 2023 | External Auditor has not been subject to removal. |
| Recommendation 9.2 | | | | |
| 1 | Audit Committee Charter includes the Audit Committee's responsibility on: i. assessing the integrity and independence of external auditors; ii. exercising effective oversight to review and monitor the external auditor's independence and objectivity; and iii. exercising effective oversight to review and monitor the effectiveness of the audit process, taking into consideration relevant Philippine professional and regulatory requirements. | Compliant | Audit and Risk Committee Terms of Reference | These are contained in the Audit and Risk Committee Terms of Reference. |
| 2 | Audit Committee Charter contains the Committee's responsibility on reviewing and monitoring the external auditor's suitability and effectiveness on an annual basis. | Compliant | Audit and Risk Committee Terms of Reference | |

| Recommendation 9.3 | | | | |
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| 1 | Company discloses the nature of non-audit services performed by its external auditor in the Annual Report to deal with the potential conflict of interest. | Compliant | 2023 Audited Financial Statement 2023 Annual Report | No non-audit fees are paid to the External Auditor to prevent conflict of interest. |
| 2 | Audit Committee stays alert for any potential conflict of interest situations, given the guidelines or policies on non-audit services, which could be viewed as impairing the external auditor's objectivity. | Compliant | Audit and Risk Committee Terms of Reference | This is within the purview of the Audit and Risk Committee. |

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| Disclosure and Transparency | | | |
| | Compliant/ Non-Compliant | Additional Information | Explanation |
| Principle 10: The company should ensure that the material and reportable non-financial and sustainability issues are disclosed. | | | |
| Recommendation 10.1 | | | |
| 1 | Board has a clear and focused policy on the disclosure of non-financial information, with emphasis on the management of economic, environmental, social and governance (EESG) issues of its business, which underpin sustainability. | Compliant | 2023 Annual Report |
| | | | <p>The Company launched its Impact Agenda worldwide, with three pillars: (1) Empower Sustained Health and Well-being; (2) Drive Inclusive Economic Opportunity; and (3) Accelerate a Sustainable future.</p> <p>The first pillar focuses on helping others choose healthier behaviours and smarter financial solutions by innovating behavioural insurance, elevating the mental health and well-being of people, and driving financial security to support the journey towards a better life.</p> <p>The second pillar revolves around the goal to help open up opportunities for all, accelerate the upward mobility of underrepresented groups, and make financial solutions more accessible.</p> <p>The third pillar involves our work to protect and restore our environment. The Company does its part to support the transition to a net zero economy, reduce its emissions, and provide nature-based solutions to help preserve the planet we all share.</p> <p>Locally, the Company has focused on financial</p> |

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| 2 | <p>Company adopts a globally recognized standard/framework in reporting sustainability and non-financial issues.</p> | <p>Compliant</p> | <p>literacy and empowerment through its Peso Smart. For school year 2022-2023, a total of 350 public school elementary students graduated from the Peso Smart x RecoverREADs program. Also, 300 learners comprising of teachers and students attended the Company's webinars in 2023 on financial literacy.</p> <p>Manulife Global has also partnered with Kiva to provide a funding boost to microentrepreneurs and underserved communities in the Philippines and other countries in South East Asia.</p> <p>In 2023, the Company planted 5,000 seedlings across four hectares of land in Rizal and Quezon and has partnered with Gawad Kalinga to establish community food farms across the Philippines.</p> |
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| Disclosure and Transparency | | | | |
| | | Compliant/ Non-Compliant | Additional Information | Explanation |
| Principle 11: The company should maintain a comprehensive and cost-efficient communication channel for disseminating relevant information. This channel is crucial for informed decision-making by investors, stakeholders and other interested users. | | | | |
| Recommendation 11.1 | | | | |
| 1 | The company should have a website to ensure a comprehensive, cost efficient, transparent, and timely manner of disseminating relevant information to the public. | Compliant | https://www.manulife.com.ph/ | The website provides for this information and more. |

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| Internal Control System and Risk Management Framework | | | | |
| | | Compliant/ Non-Compliant | Additional Information | Explanation |
| Principle 12: To ensure the integrity, transparency and proper governance in the conduct of its affairs, the company should have a strong and effective internal control system and enterprise risk management framework. | | | | |
| 1 | Company has an adequate and effective internal control system in the conduct of its business. | Compliant | Corporate Governance Manual, p. 15 Audit and Risk Committee Terms of Reference Secretary's Certificate on the Chief Risk Officer and Head of Audit Services | The Company has an internal audit function which performs with impartiality and with due professional care. The Internal Audit Head (Head of Audit Services) is Maleen Rodriguez. She reports quarterly to the Audit and Risk Committee on audit activities and performance relative to audit plans and strategies deployed. |
| 2 | Company has an adequate and effective enterprise risk management framework in the conduct of its business. | Compliant | 2023 Annual Report Corporate Governance Manual, p. 6-7 Audit and Risk Committee Terms of Reference | The Company has a robust Enterprise Risk Management (ERM) framework. This provides a structured approach to implementing risk taking and risk management activities, supporting long-term revenue, earnings, and capital growth strategy. It is communicated through risk policies and standards, which are intended to enable consistent design and execution of strategies across the organization. Katerina Suarez is the Company's Chief Risk Officer. |

| Recommendation 12.2 | | | | |
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| 1 | Company has in place an independent internal audit function that provides an independent and objective assurance, and consulting services designed to add value and improve the company's operations. | Compliant | Corporate Governance Manual, p. 15 Audit and Risk Committee Terms of Reference | In addition to the response provided in 12.1, the Internal Auditor provides periodic reports to the Audit and Risk Committee and management. This report includes significant risk exposures, control issues and such other matters as may be needed or requested. |
| Recommendation 12.3 | | | | |
| 1 | The company has a qualified Chief Audit Executive (CAE) appointed by the Board. | Compliant | Audit and Risk Committee Terms of Reference 2023 Annual Report Secretary's Certificate on the Chief Risk Officer and Head of Audit Services | The Head of Audit Services is Maleen Rodriguez. The Head of Audit Services provides independent, objective assurance that controls are effective and appropriate relative to the risk inherent in the business and that risk mitigation programs and risk oversight functions are effective in managing risks. |
| 2 | CAE oversees and is responsible for the internal audit activity of the organization, including that portion that is outsourced to a third party service provider. | Compliant | | |
| 3 | In case of a fully outsourced internal audit activity, a qualified independent executive or senior management personnel is assigned the responsibility for managing the fully outsourced internal audit activity. | Compliant | | The audit function is not outsourced. |

| Recommendation 12.4 | | | | |
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| 1 | The company has a separate risk management function to identify, assess and monitor key risk exposures. | Compliant | 2023 Annual Report Audit and Risk Committee Terms of Reference | The Risk Management Team is headed by the Chief Risk Officer. This team is responsible for establishing and maintaining the ERM Framework and overseeing the execution of individual risk management programs across the enterprise. Risk Management seeks to ensure a consistent enterprisewide assessment of risk, risk-based capital and risk-adjusted returns across all operations. |
| Recommendation 12.5 | | | | |
| 1 | In managing the company's Risk Management System, the company has a Chief Risk Officer (CRO), who is the ultimate champion of Enterprise Risk Management (ERM). | Compliant | 2023 Annual Report Secretary's Certificate on the Chief Risk Officer and Head of Audit Services | Katerina Suarez is the Chief Risk Officer. She is a member of the Executive Committee, and has adequate authority, stature, resources, and support to fulfill the responsibilities of her role. Also see 12.4. |
| 2 | CRO has adequate authority, stature, resources and support to fulfill his/her responsibilities. | Compliant | | |

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| Cultivating a Synergic Relationship with Shareholders | | | | |
| | | Compliant/ Non-Compliant | Additional Information | Explanation |
| Principle 13: The company should treat all shareholders fairly and equitably, and also recognize, protect and facilitate the exercise of their rights. | | | | |
| Recommendation 13.1 | | | | |
| 1 | Board ensures that basic shareholder rights are disclosed in the Manual on Corporate Governance. | Compliant | | As stated in the Corporate Secretary's Certificate on Share Ownership, of the 930,000 issued shares of the Corporation, 929,993 shares are owned by Manulife Century Holdings (Netherlands) B.V. The other seven shares are held by the Directors on behalf of MCHN in their capacity as director. |
| 2 | Board ensures that basic shareholder rights are disclosed on the company's website. | Compliant | 2023 Annual Report Corporate Governance Manual Amended By-laws These are found on https://www.manulife.com.ph/en/individual/about-us/our-story/corporate-governance.html Corporate Secretary's Certificate on Share Ownership | That said, the Corporate Governance Manual ensures shareholders the following rights, among others: election of the board of directors and instruction to the board on appointment of senior management. The Amended By-laws also details shareholder ownership rights. The Annual Report enumerates shareholder rights which include participation in major corporate acts. |

| Recommendation 13.2 | | | |
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| 1 | Board encourages active shareholder participation by sending the Notice of Annual and Special Shareholders' Meeting with sufficient and relevant information at least 21 days before the meeting. | Compliant | <p>Notice of the Annual Stockholders Meeting of 31 March 2023</p> <p>Annual Stockholders Meeting Minutes of 31 March 2023</p> <p>2023 Annual Report</p> <p>Corporate Secretary's Certificate on Share Ownership</p> <p>The Notice of the Annual Stockholders Meeting was posted on the website on 8 March 2023, 23 days before the meeting.</p> |
| Recommendation 13.3 | | | |
| 1 | Board encourages active shareholder participation by making the result of the votes taken during the most recent Annual or Special Shareholders' Meeting publicly available the next working day. | Compliant | As stated in the Corporate Secretary's Certificate on Share Ownership, of the 930,000 issued shares of the Corporation, 929,993 shares are owned by Manulife Century Holdings (Netherlands) B.V. The other seven shares are held by the Directors on behalf of |

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| 2 | Minutes of the Annual and Special Shareholders' Meetings are available on the company website within five business days from the end of the meeting. | Compliant | Minutes of the Annual Stockholders Meeting of 31 March 2023 https://www.manulife.com.ph/en/individual/about-us/our-story/corporate-governance.html | <p>shares are held by the Directors on behalf of MCHN in their capacity as director.</p> <p>Because the Company is a stock insurance corporation with one owner (Class 1), then the following requirements for annual stockholders' meetings should not be required per IC CL 2015-23: (a) vote and tabulation procedures before meeting; (b) that shareholders have an opportunity to ask questions and raise issues; (c) that questions and answers were recorded; (d) vote by poll; (e) independent party to count votes; (f) results of votes be publicly available the next working day; (g) notice 28 days before the meeting; (h) minutes of the meeting posted one day after; (i) secure electronic voting in absentia; and (j) policy/practice to encourage attendance of shareholders.</p> <p>In 2023, Minutes of the Annual Stockholders Meeting with results of the votes taken during the meeting were posted on the Company's website on the next business day.</p> <p>In 2023, the Chair, CEO, and Chair of the Audit Committee all attended the Annual</p> |
| Recommendation 13.4 | | | | |
| 1 | Board has an alternative dispute mechanism to resolve intra-corporate disputes in an amicable and effective manner | Compliant | Code of Business Conduct and Ethics | The COBE states the process to be followed for reporting of suspected or potential illegal or unethical behaviour. |
| 2 | The alternative dispute mechanism is included in the company's Manual on Corporate Governance. | Compliant | Code of Business Conduct and Ethics (which is mentioned in the Corporate Governance Manual, p. 3) | The Manual gives reference to the COBE which contains dispute mechanisms and procedures. |

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| Duties to Stakeholders | | | |
| | Compliant/ Non-Compliant | Additional Information | Explanation |
| Principle 14: The rights of stakeholders established by law, by contractual relations and through voluntary commitments must be respected. Where stakeholders' rights and/or interests are at stake, stakeholders should have the opportunity to obtain prompt effective redress for the violation of their rights. | | | |
| Recommendation 14.1 | | | |
| 1 | Board identifies the company's various stakeholders and promotes cooperation between them and the company in creating wealth, growth and sustainability. | Compliant | <p>2023 Annual Report Corporate Governance Manual, p. 10</p> <p>Stakeholders include internal and external parties.</p> <p><i>Customers:</i> The Company endeavors to offer customers real value through highest quality products, service, advice, and sustainable value. Key initiatives include LoveworCX, an internal service-culture building program aimed at strengthening the value of “obsessing about the customer”; Manulife Online which provides clients more flexible payment options and hassle free transactions; and Electronic Point of Sale tool or ePOS, a digital end-to-end sales tool that advisers can use to help their clients find the right products, generate proposals, and submit applications. Manulife also leverages all its digital suite of products to accommodate cashless transactions and other inquiries, especially when customers need it most. In 2023, an app version of the Manulife Online became available in the App Store and Google Play to ensure a more seamless, secure, and hassle free mobile experience for customers.</p> <p><i>Employees:</i> See 15.1.</p> |

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| | | | | <p><i>Suppliers/partners</i> : The Company has put in place a framework of policies, processes and tools, as well as a team of sourcing and contracts experts to assist in procurement, outsourcing and vendor risk management objectives. The Company also has a Supplier Selection Criteria to be followed. Manulife strives to maintain the highest standards of integrity and is committed to fair competition in all its dealings with vendors.</p> <p><i>ESG/CSR</i> : See 10.1 and 16.1</p> |
| Recommendation 14.2 | | | | |
| 1 | Board establishes clear policies and programs to provide a mechanism on the fair treatment and protection of stakeholders. | Compliant | 2023 Annual Report Corporate Governance Manual, p. 10 Code of Business Conduct and Ethics | <p>The Company's <i>Privacy Policy</i> ensures the protection of stakeholders' personal and sensitive information. Information Protection Training is also conducted for all employees annually.</p> <p>The <i>Code of Business Conduct and Ethics</i> provides standards for ethical behaviour when representing the Company and dealing with stakeholders, while the <i>Whistle Blowing Policy</i> encourages the reporting of suspected/potential illegal or unethical behavior through the <i>Ethics Hotline</i> while protecting the whistleblower.</p> <p>The Company also has an <i>Anti-Bribery and Corruption Policy</i>, and training is conducted for this annually. Other policies that ensure fair treatment and protection of stakeholders include <i>The Anti-Money Laundering and Anti-Terrorist Financing Policy, Gifts and Entertainment Policy, Insider Training Policy, Procurement Policy, and Health and Safety Policy</i>.</p> |

| Recommendation 14.3 | | | | |
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| 1 | Board adopts a transparent framework and process that allow stakeholders to communicate with the company and to obtain redress for the violation of their rights. | Compliant | Code of Business Conduct and Ethics 2023 Annual Report | <p>Customers may obtain assistance for questions on their policies, claims, and other issues through the website, or via the Customer Hotline (+632 8884 7000 or toll free through 1 800 1 888 6268) or email (phcustomercare@manulife.com).</p> <p>For employees or agents, the <i>Code of Business Conduct and Ethics</i> provides standards for ethical behaviour when representing the Company and dealing with stakeholders, while the <i>Whistle Blowing Policy</i> encourages the reporting of suspected/potential illegal or unethical behavior through the <i>Ethics Hotline</i>. It is also the policy of the Company not to allow retaliation for reports of misconduct by others made in good faith. Directors, officers, employees, representatives and other associates are expected to cooperate in internal investigations of misconduct. Employees are also encouraged to report by hotline where they are dutybound to report suspected unethical behaviors or air their grievances anonymously.</p> |

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| Duties to Stakeholders | | | |
| | Compliant/ Non-Compliant | Additional Information | Explanation |
| Principle 15: A mechanism for employee participation should be developed to create a symbiotic environment, realize the company's goals and participate in its corporate governance processes. | | | |
| Recommendation 15.1 | | | |
| 1 | Board establishes policies, programs and procedures that encourage employees to actively participate in the realization of the company's goals and in its governance. | Compliant | <p>2023 Annual Report</p> <p>The Employee Corner of the Annual Report highlights the Company's Compensation Philosophy, Global Recognition Program, Training and Development, and Employee Health and Wellness.</p> <p>The Company's Health and Safety Policy is also in place, and it complies with all DOLE required guidelines on health and safety.</p> <p>Other company-initiated safety and health activities include, the Occupational Safety and Health Program, Random Drug Testing, Mental Health, and Monthly Safety Committee Meetings.</p> <p>To promote the health and well-being of its employees, Manulife introduced MOVE for Staff wherein employees can participate in monthly step challenges for rewards or opportunities to give back to various communities.</p> <p>The Company fosters diversity, equity, and inclusion through resource groups Professionals Reaching Out for Unity and Diversity (PROUD) and the Global Women's Alliance.</p> |

| Recommendation 15.2 | | | | |
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| 1 | Board sets the tone and makes a stand against corrupt practices by adopting an anti-corruption policy and program in its Code of Conduct. | Compliant | 2023 Annual Report on Anti-Bribery and Anti-Corruption Policy Code of Business Conduct and Ethics | <p>The Company has the following policies in place: Privacy Policy, Code of Business Conduct and Ethics, Anti-Bribery and Corruption Policy, and Anti-Money Laundering and Anti-Terrorist Financing Policy, among others. The Whistle Blowing Policy is also in place to encourage the reporting of suspected/potential illegal or unethical behavior. Protection of the whistleblower is ensured.</p> <p>Trainings for Information Security (Privacy), Code of Business Conduct and Ethics, Anti-Bribery and Corruption, and AML/ATF are conducted annually for employees and advisers.</p> |
| 2 | Board disseminates the policy and program to employees across the organization through trainings to embed them in the company's culture | | | |
| Recommendation 15.3 | | | | |
| 1 | Board establishes a suitable framework for whistleblowing that allows employees to freely communicate their concerns about illegal or unethical practices, without fear of retaliation. | Compliant | 2023 Annual Report on Whistle Blowing Policy; on the Ethics Hotline manulifeethics.com Audit and Risk Committee Terms of Reference | <p>For employees or agents, the Code of Business Conduct and Ethics provides standards for ethical behaviour when representing the Company and dealing with stakeholders, while the Whistle Blowing Policy encourages the reporting of suspected/potential illegal or unethical behavior through the Ethics Hotline. It is also the policy of the Company not to allow retaliation for reports of misconduct by others made in good faith. Directors, officers, employees, representatives and other associates are expected to cooperate in internal investigations of misconduct. Employees are also encouraged to report by hotline where they are dutybound to report suspected unethical behaviors or air their grievances anonymously.</p> |
| 2 | Board establishes a suitable framework for whistleblowing that allows employees to have direct access to an independent member of the Board or a unit created to handle whistleblowing concerns. | Compliant | | |
| 3 | Board supervises and ensures the enforcement of the whistleblowing framework. | Compliant | | |

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| Duties to Stakeholders | | | |
| | Compliant/ Non-Compliant | Additional Information | Explanation |
| Principle 16: The company should be socially responsible in all its dealings with the communities where it operates. It should ensure that its interactions serve its environment and stakeholders in a positive and progressive manner that is fully supportive of its comprehensive and balanced development. | | | |
| Recommendation 16.1 | | | |
| 1 | Company recognizes and places importance on the interdependence between business and society, and promotes a mutually beneficial relationship that allows the company to grow its business, while contributing to the advancement of the society where it operates. | Compliant | 2023 Annual Report |
| | | | See response to 10.1 and 10.2. |