

**For Immediate Release
January 25, 2010**

Grand Opening of Manulife Indonesia Office in Surabaya – Life insurer celebrating New Year with a special client gathering

Surabaya – The Surabaya operation of Manulife Indonesia today announced the official inauguration of a new Surabaya Office. An outstanding increase in demand for the company's products and services required a move from its previous location to a new office located in Graha Bukopin Surabaya 6th – 9th Floor, Jl. Panglima Sudirman #10-18. The staff and agents of Surabaya Manulife Indonesia moved to the new office last month.

"We are very pleased with our Surabaya Office's performance and are dedicated to maintaining and fostering our business here. Our new Surabaya Office will enable us to support the rapid growth of the company and also better respond to the needs of our customers," said David Beynon, Manulife Indonesia's President Director. "The new office has excellent facilities and infrastructure to provide optimum services for customers. What make this new office even more special is that it has the same interior and facilities that we have in our headquarters office in Jakarta. Last but not least, this new office has the biggest and most sophisticated infrastructure in East Java," Beynon added.

Besides David Beynon, this event is also expected to be attended by His Excellency Mackenzie Clugston, Canadian Ambassador to Indonesia; Philip Hampden-Smith, Executive Vice President and GM, South East Asia Operations, Manulife Financial; Adi Purnomo Wijaya, Vice President Director Manulife Indonesia; Nelly Husnayati, Executive Vice President and Chief Operating Officer Manulife Indonesia; Premraj Thuraisingam, Executive Vice President and Chief Agency Officer Manulife Indonesia; and Patrick Atkins, VP Agency Manulife Indonesia.

The new office grand opening will be followed by a special client gathering at Grand Ballroom Shangri-La Hotel Surabaya tonight that approximately 600 customers and agents are expected to attend to share the company's success in 2009 and celebrate the New Year.

About Manulife Indonesia in Surabaya

Manulife Indonesia in Surabaya was established on 1986. Currently, the Manulife Indonesia Surabaya Office is supported by approximately 800 agents and staff under 18 sales operations. As at December 31 2009, it has served total of 55,000 customers. This sales office is the highest producing Manulife Indonesia's sales offices in terms of production growth and man power in country-wide operation for last three consecutive years.

About Manulife Financial in Indonesia

Manulife Indonesia offers the most comprehensive products and services in the Indonesian financial services industry through life insurance, employee benefits, and mutual fund products. Headquartered in Jakarta, Manulife Indonesia operates through a network of over 120 sales operations in more than 20 cities throughout the country, supported by almost 6,000 employees and full-time professional agents who serve well over 1.5 million customers.

In 2009, Manulife Indonesia earned several prestigious awards such as:

- **Best Life Insurance Company 2009, Bisnis Indonesia Awards 2009**, from Bisnis Indonesia newspaper
- **Excellent Designation 2009** from InfoBank magazine (for the fifth time, since 2002, 2005, 2007, and 2008)
- **1st Runner Up Best Life Insurance 2009** from Investor magazine (for the third consecutive years)
- **Call Center Award for Service Excellence 2009** from Marketing magazine and Carre-CCSL (Center for Customer Satisfaction and Loyalty) for the third time, having previously won the same award in 2006 and 2008.
- **Customer Service Awards from Global Service Index Award 2009** presented by Omni Touch International and ICMI for the category of **The Best Demonstration of Understanding the Customer's Needs and The Best Use of Positive Language**

About Manulife Financial

Manulife Financial is a leading Canadian-based financial services group serving millions of customers in 22 countries and territories worldwide. Operating as Manulife Financial in Canada and Asia, and primarily through John Hancock in the United States, the Company offers clients a diverse range of financial protection products and wealth management services through its extensive network of employees, agents and distribution partners. Funds under management by Manulife Financial and its subsidiaries were Cdn\$437 billion (US\$407 billion) as at September 30, 2009.

Manulife Financial Corporation trades as 'MFC' on the TSX, NYSE and PSE, and under '945' on the SEHK. Manulife Financial can be found on the Internet at www.manulife.com.

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