

For Immediate Release  
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## Manulife Indonesia announces new marketing office in Makassar – larger facility needed after strong growth in sales last year



**Makassar** - PT Asuransi Jiwa Manulife Indonesia (Manulife Indonesia) today announces the opening of its new marketing office in Makassar at a more convenient and central location at Jl. Jend. Sudirman No. 50 Makassar.

The expansion is the result of the growing demand for the Company's products and services. New business premiums increased 60% in 2009 over 2008\*, while Total Assets Under Management from life insurance, pension, and mutual funds combined grew 41% to IDR 22.187 trillion at year-end 2009.

"We are pleased with our Makassar marketing office's growing business and are delighted to enhance the office infrastructure to continue to provide the best to our growing list of clients and agents," said David Beynon, Manulife Indonesia's Chief Executive Officer and President Director. "The new office is located in front of the South Sulawesi Governor's office, which is the heart of city, and as the city grows, we want to be at the centre of that development," Beynon added.

The grand opening will be followed by a special client gathering with more than 150 special customers at Makassar Suki Convention Center.

In addition to David Beynon, other Manulife executives expected to attend include: Adi Purnomo Wijaya, Senior Executive Vice President Manulife Indonesia; Nelly Husnayati, Executive Vice President and Chief Operating Officer Manulife Indonesia; Premraj Thuraisingam, Executive Vice President and Chief Agency Officer Manulife Indonesia; Patrick Atkins, VP Agency Manulife Indonesia; Indra K. Permana, Agency Director; and Theresia Tirajo, District Manager.

\* Total New Business Premium, based on Annual Premium Equivalent, increased from IDR 318.742 billion in full year 2008 to IDR 508.568 billion in the same period in 2009.

### About Manulife Indonesia in Makassar

Marketing office of Manulife Indonesia in Makassar was established in 1995. Currently, the office is supported by approximately 100 agents and staff under 2 sales operations. As at March 31, 2010, it has served more than 6,000 customers.

## About Manulife Financial in Indonesia

Manulife Financial in 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 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 more than 2,000,000 customers.

In 2010, Manulife Indonesia earned several prestigious awards including:

- **Call Center Award for Service Excellence 2010** from Marketing magazine and Carre-CCSL (Center for Customer Satisfaction and Loyalty) for the fourth time, having previously won the same award in 2006, 2008, and 2009.
- **Service Quality Award 2010** from Marketing magazine and Carre-CCSL (Center for Customer Satisfaction and Loyalty)

## 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\$440 billion (US\$420 billion) as at December 31, 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](http://www.manulife.com).

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