

**For Immediate Release**  
**November 30, 2010**

## **Manulife Indonesia to offer benefits to more than 2,000 employees, and wins two major industry awards**

**Jakarta and Surabaya** – PT Asuransi Jiwa Manulife Indonesia (Manulife Indonesia) has been selected by eight companies to offer employee benefits to more than 2,500 people – a clear indication of the Company’s strong and trusted position in the country.

Says Alan Merten, CEO & President Director of Manulife Indonesia: “We are pleased that so many companies have come to Manulife for their employee benefits services. Our reliable and forward-thinking products and services will help thousands of employees for the future.”

Meanwhile, on November 18 the Indonesian Insurance and Reinsurance Broker Association (ABAI) announced Manulife Indonesia as the winning company in the categories of Best Life Insurance Company in 2010 and Most Favorite Life Insurance Company 2010.

“These awards not only reflect our ability to provide quality employee benefits products and excellent customer service to our institutional clients, but also a continuing appreciation of Manulife Indonesia as a reliable and trustworthy employee benefits provider,” Merten adds. “On behalf of Manulife Indonesia, I am so proud to receive these prestigious awards.”

On Monday in Jakarta, Alan Merten signed Memorandums of Understanding with:

- PT Mowilex Indonesia for Group Life and Health (GLH) Program
- PT Roki Indonesia for Manulife Severance Program Plus (MPP Plus)
- PT CG Power Systems Indonesia for Manulife Severance Program Plus (MPP Plus)

And today, Nelly Husnayati, Vice President Director and Chief Operating Officer of Manulife Indonesia signed Memorandums of Understanding with:

- Koperasi Warga Semen Gresik for Manulife Severance Program Plus (MPP Plus)
- PT Terminal Petikemas Surabaya for Total Protection Plus Group Life and Health (TPP GLH)
- PT Margabumi Matraraya for Manulife Severance Program Plus (MPP Plus)
- PT Surabaya Autocomp Indonesia for Financial Institution Pension Fund (DPLK)
- Inserasena for Total Protection Plus Group Life and Health (TPP GLH)

Says Anne Mulya, Senior Vice President, Group and Pension: “Now is the time for employers to invest in their employees and provide benefits which will help companies attract and retain the best people. More employers are discovering the advantages of choosing a high quality employee benefits provider. Employers recognize that employee benefits have a profound impact on job satisfaction and motivate their employees to contribute their best to the company.”



“We expect that more companies will provide additional benefits such as health and life insurance and retirement products for their employees. We are confident that Manulife Indonesia can provide products and services to meet their needs,” Mulya adds.

Manulife Indonesia is known as a pioneer in the employee benefits programs in Indonesia. The programs offered include Financial Institution Pension Fund (DPLK) Program, Group Life and Health (GLH) Program, and the Group Savings Program. Manulife Indonesia currently manages employee benefits programs for more than 4,800 companies with approximately 800,000 employees.

#### **About PT Asuransi Jiwa Manulife Indonesia**

PT Asuransi Jiwa Manulife Indonesia (Manulife Indonesia) offers the most comprehensive products and services in the Indonesian financial services industry through life insurance and employee benefits. Headquartered in Jakarta, Manulife Indonesia operates through a network of marketing offices in more than 20 cities throughout the country, supported by approximately 6,700 employees and professional agents who serve more than 1.5 million customers.

In 2010, several prestigious awards have been earned, including:

- 1st Best Life Insurance Company in 2010 from Indonesian Insurance and Reinsurance Broker Association (ABAI)
- Most Favorite Life Insurance Company 2010 from Indonesian Insurance and Reinsurance Broker Association (ABAI)
- 1st Runner Up Best Life Insurance Company 2010 from Investor magazine (for the fourth consecutive year)
- 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)
- Net Promoter Customer Loyalty Award 2010 from Octovate Consulting Group and SWA magazine.

#### **About Manulife Financial**

Manulife Financial is a leading Canadian-based financial services group operating in 22 countries and territories worldwide. For more than 120 years, clients worldwide have looked to Manulife for strong, reliable, trustworthy and forward-thinking solutions for their most significant financial decisions. Our international network of employees, agents and distribution partners offers financial protection and wealth management products and services to millions of clients around the world. We provide asset management services to institutional customers worldwide as well as reinsurance solutions, specializing in life and property and casualty retrocession. Funds under management by Manulife Financial and its subsidiaries were \$474 billion (US\$460 billion) as at September 30, 2010. The Company operates as Manulife Financial in Canada and Asia and primarily as John Hancock in the United States. 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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