



Manulife

マニユライフ生命

CORPORATE PROFILE

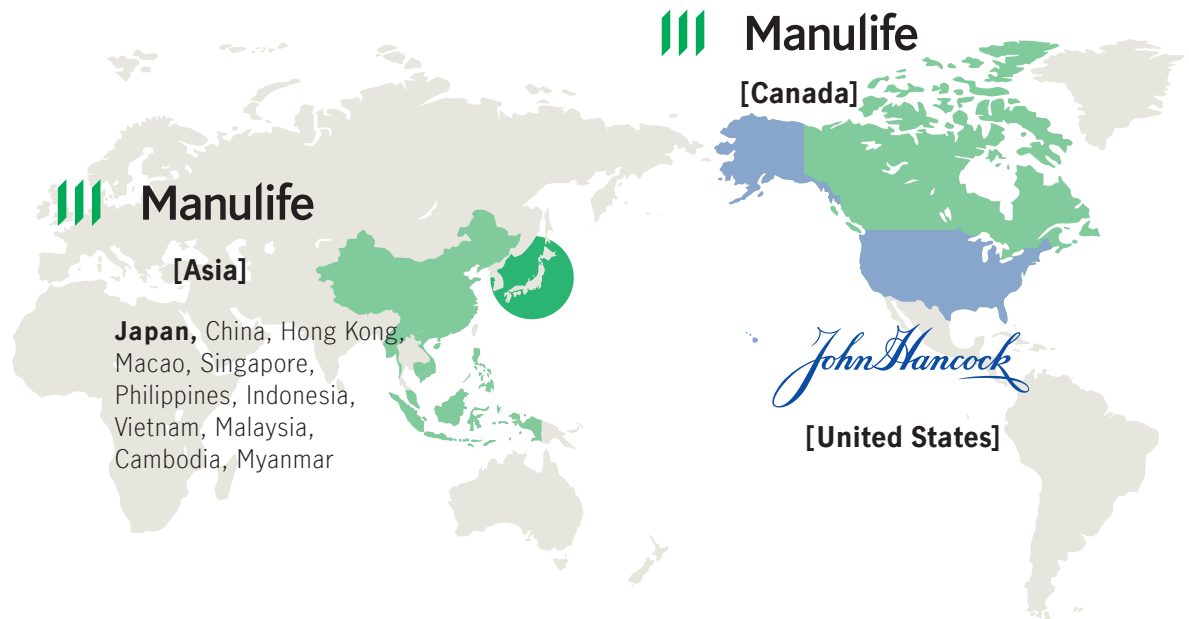
Manulife Life Insurance Company



About Manulife Japan

Our Mission

Decisions made *easier*.
Lives made *better*.

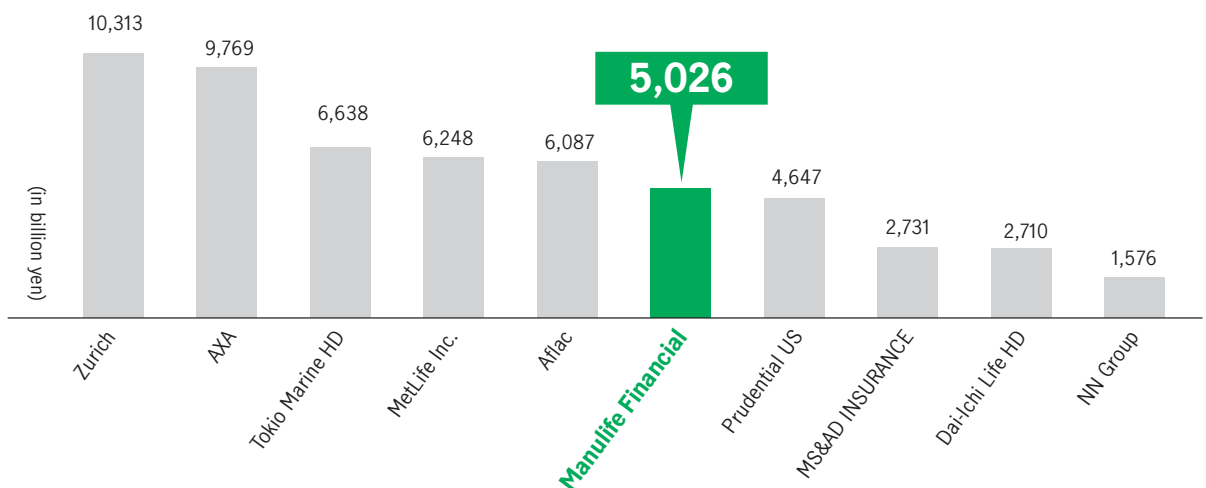


Manulife Financial Corporation is a leading international financial services group that helps people make their decisions easier and lives better.

Founded in Canada in 1887, we currently operate as Manulife across our offices in Asia, Canada, and Europe, and primarily as John Hancock in the United States. We provide financial advice, insurance, and wealth and asset management solutions for individuals, groups and institutions.

[Reference] Size of Manulife

Comparison of Manulife's market capitalization and the market capitalization of the top 3 insurance companies (insurance company groups) with life insurance operations in Japan and listed in North America, Europe, and Japan, respectively



·Not all insurers are included in the above chart.

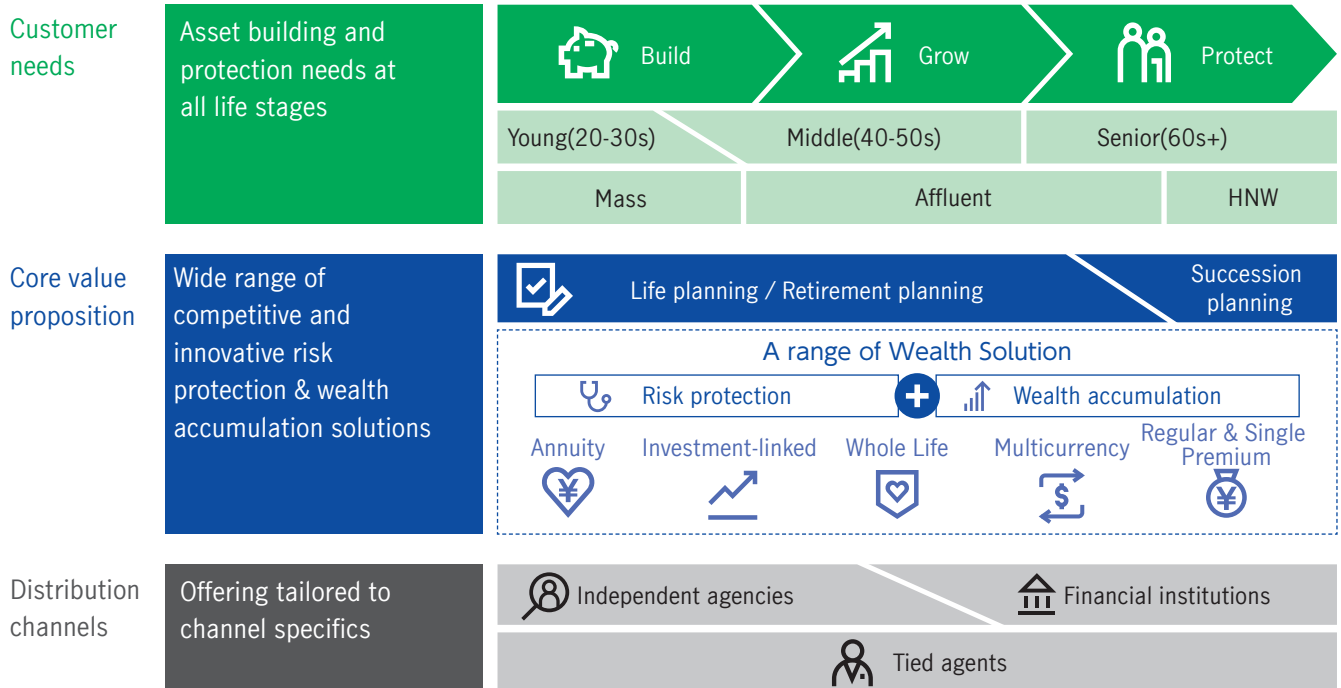
·The above figures show market capitalization as of June 30, 2023 (converted into Japanese yen) on the respective stock exchanges (indicated in parentheses) as follows: Manulife, Metlife, AIG, Prudential US and Aflac (New York Stock Exchange); Allianz (Frankfurt Stock Exchange); AXA (Euronext Paris); Zurich (Swiss Stock Exchange); Tokio Marine HD and Dai-ichi Life HD (Tokyo Stock Exchange).

·Source: Manulife Japan based on Bloomberg data.

Manulife in Japan

Wealth Solutions Specialist

We offer a wide range of highly competitive and innovative wealth solutions to help our clients build, grow, and protect their assets in accordance with their life stages as they live their 100-year lives.



Three Distribution Channels

Manulife Japan provides innovative solutions and detailed services through three distribution channels to meet customers' needs.



**PlanRight Advisors
(front-line agents)**
Number of front-line field offices
66



Financial Institutions
Number of
partnered financial institutions
81



Partnered Agencies
Number of partnered agencies
Approx.2000

As of March 31, 2023

Customer Centricity

We promote customer-centricity. We are committed to continuous and structural improvement based on customer feedback in order to offer products and services that satisfy our customers.

A range of procedures are available online at "My Page," website for the policy holders. Benefit claims can be filed more easily and comfortably online, etc., with "Rakuraku Billing for Benefits." Our call centers are highly regarded for their quality of service and have received a three-star quality rating in the HDI rating benchmark for seven consecutive years.



Manulife by Number

Manulife as a Global Company

Manulife as is a global company with a long history and tradition, founded in 1887 with Sir John A. Macdonald, the first Prime Minister of Canada, as president.

1.3 trillion
Canadian dollars

The Manulife Group as a whole has C\$1.3 trillion in assets under management (approximately 126.594 trillion yen*).

As of the end of December 2022

*1C\$ = 97.38 yen
(as of the end of December 2022)



over **130** years

Manulife was founded in Canada in 1887 and has a history of over 130 years.



34 million

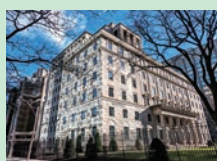
We provide products and services to more than 34 million customers worldwide.



As of the end of
December 2022

40,000名

Globally, 40,000 employees are working in Manulife group.



As of the end of
December 2022

**Canada's first
prime minister**

The company's first president was Canada's first prime minister, Sir John A. Macdonald.



**Natural capital investment
World's largest**

Manulife Investment Management, a member of the Manulife Group, has the world's largest investment in natural capital such as forests and farmland.

Source: IPE Research, as of February 5, 2023. Total natural capital AUM, including forest and farmland AUM (total asset under management)



Manulife in Japan

Manulife Japan has earned the trust of its customers by responding to diverse needs, and has consistently maintained a high degree of financial soundness.

Solvency Margin Ratio

775.4%^{*1}

Insurer Financial Strength Rating by Standard & Poor's^{*2}

A+

Number of in-force policies

1,592 thousand^{*1}

Amount of in-force policies

11,220.5 billion yen^{*1}

Total Assets

2,075.1 billion yen^{*1}

Premium Income and Other

1,026.1 billion yen^{*3}

Number of Employees

2,692名^{*1}

*1 As of March 31, 2023

*2 This rating is as of the end of June 2023, and is subject to change in the future. This rating is based on the views of a rating firm, and does not guarantee the payment of insurance money.

*3 Results based on FY2022

Helping to build a better society

Contributing to the financial literacy education for the next generation

It is becoming increasingly important for the younger generation to acquire proper financial knowledge.

The "Economics Koshien", which has been held since 2016, is designed to help high school students develop an understanding of the finance and economy, the ability to design their own lives, and knowledge of finance and economics. As part of its social contribution activities, Manulife has been a co-sponsor of the event since its ninth edition in 2015. The 805 teams from 44 schools team won the regional tournament and the winning team received a trophy and an educational tour to New York and Boston.



第17回エコノミクス甲子園 全国大会の様子



Inclusive products and services

Manulife is committed to providing inclusive products and services for a variety of customers. We offer same-sex partners as beneficiaries for death benefits and death benefits, and several of our products are available to customers with illnesses and disabilities, such as HIV. In our call centers, we have launched sign language and written communication services for customers who are deaf or hard of hearing.

Donations through an app to support well-being

Manulife WALK, released on 2016, is a walking application for smartphones to help people enjoy and continue walking for health promotion. Anyone can use the app for free, and can participate in the donation program on the app by achieving the prescribed number of steps. Manulife donates the money to children's nursing homes and social welfare facilities throughout Japan. The number of steps collected from users who have downloaded the app is regularly converted into a predetermined donation amount. In 2022, we donated 1.36 million yen to Japanese Red Cross Society and a NPO, Being ALIVE Japan.



Details are available here.





Manulife Life Insurance Company

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manulife.co.jp

President & CEO Benoit Meslet

Capital 64.5 billion yen*

Inquiry (Chat Bot)

Frequent Questions



Manulife Official
LINE account



Call Center **0120-063-730 (toll free)**
Customer Center for Variable Annuity and other investment type products
0120-925-008 (toll free)

*9 am to 5 pm (weekdays excluding Dec. 31 to Jan. 3)

