



Life Matters

2004
Public Accountability Statement

Our Vision and Values

Setting a Direction

Manulife Financial maintains a core vision that brings clear direction to our activities and unity to our team. Our vision is to be the most professional life insurance company in the world, providing the very best financial protection and investment management services tailored to customers in every market where we do business.

Supporting our vision and guiding everything we do are our P.R.I.D.E. values: professionalism, real value to our customers, integrity, demonstrated financial strength and employer of choice. Our P.R.I.D.E. values guide everything we do – from strategic planning to day-to-day decision-making to the manner in which we treat our customers and other stakeholders.

Professionalism

We will be recognized as having professional standards. Our employees and distribution partners will possess superior knowledge and skill, for the benefit of our customers.

Real Value to Our Customers

We are here to satisfy our customers. By providing the highest quality products, services, advice and sustainable value, we will ensure our customers receive excellent solutions to meet their individual financial and protection needs.

Integrity

The highest levels of honesty and fairness characterize all of our dealings. We develop trust by maintaining the highest ethical practices.

Demonstrated Financial Strength

Our customers depend on us to be here in the future to meet our financial promises. We earn this faith by maintaining uncompromised claims-paying ability, a healthy earnings stream and superior investment performance, consistent with a prudent investment management philosophy.

Employer of Choice

Our employees will determine our future success. In order to attract and retain the best employees, we will invest in the development of our human resources and reward superior performance.

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Manulife's 2004 Public Accountability Statement is produced and filed as the consolidated public accountability statement required for Manulife Financial Corporation, The Manufacturers Life Insurance Company and the following affiliates in Canada:

- Manulife Bank of Canada
- Manulife Canada Ltd.
- First North American Insurance Company

All figures in Canadian dollars unless otherwise specified.

Manulife Financial Corporation and The Manufacturers Life Insurance Company publish this Public Accountability Statement for the fiscal year January 1, 2004 to December 31, 2004.

Message from the President



At Manulife Financial, accountability means more than delivering solid financial results to our shareholders. Being accountable also means taking a leading role in fostering strong, healthy, vibrant communities.

In 2004, Manulife donated more than \$15 million to assist hundreds of non-profit groups in North America and Asia. In addition, our employees and distribution partners volunteered some 13,000 hours, offering their time and expertise to better the communities in which they live and work.

We are dedicated to providing support in four main areas: health care, education, community service and local volunteerism. These broad categories allow us to address specific needs in various locations around the globe.

At Manulife, our core values of professionalism, providing real value to customers, integrity, demonstrated financial strength and being an employer of choice permeate the organization and are the basis for all decisions, both strategic and day-to-day.

The power of these values was clearly demonstrated in the response of our employees and distribution partners to the devastating earthquake and tsunami in South East Asia at the end of the year. Our operations in Banda Aceh, Indonesia, specifically, were hard hit.

We immediately made a corporate donation for disaster relief, but as the full impact of what happened became evident, we increased our donation and engaged our employees from all units of the Company. Together, we raised more than \$1 million for Manulife Indonesia's ACTION Aceh Fund, which is providing direct aid to our employees, agents and policyholders in the area. I am very gratified by our employees' goodwill. It exemplifies the values Manulife holds.

I am especially proud of our employees in Indonesia, from executive management to our team of agents, who dedicated themselves to offering relief. Their response to this disaster has been immediate; they have been professional, generous with their time, and dedicated to becoming operational as soon as possible to ensure policyholders' needs are met.

Our commitment to the environment was recently enhanced when Manulife signed on to both the United Nations Environmental Program's Statement of Environmental Commitment and the Equator Principles on environmental and social risk in project financing. These go hand-in-hand with Manulife's own Environmental Policy that sets out standards for doing business in a way that is sensitive to the environment.

Manulife is proud to have been the recipient of numerous awards that recognize the Company for its overall excellence and achievements in business, corporate governance, product development, communications, customer satisfaction, professional training and education. We continue to be dedicated to the highest standards of stewardship.

I invite you to read our Public Accountability Statement to learn more about our efforts in governance, community giving, employee programs and environmental policies, and how we strive to be the most professional life insurance company in the world.

A handwritten signature in black ink, appearing to read "D'Alessandro". The signature is fluid and cursive, with a large initial "D" and "A".

Dominic D'Alessandro
President and Chief Executive Officer

Commitment to Corporate Governance



Recognized Strength

Manulife Financial ranked first for the second time in three years in the Globe and Mail's Report on Business ranking of corporate governance practices among more than 200 companies listed on the TSX/S&P Composite Index. Ranked on practices in board composition and compensation, shareholder rights and disclosure practices, Manulife scored 95 out of a possible 100 marks.*

*Globe and Mail ROB Survey, October 2004

Delivering Solid Performance Through Sound Practices

Manulife is committed to meeting and exceeding the highest standards of corporate governance. Good corporate governance is critical to the Company's long-term success and we ensure that our governance policies and practices are consistent with our vision of being the most professional life insurance company in the world.

Our Board of Directors is responsible for the stewardship of Manulife and for the supervision of the management of the business and affairs of Manulife. All but one of our 15 directors – our President and Chief Executive Officer – are independent of management, and each committee of the board is composed entirely of directors who are independent of management. Additionally, every Board and committee meeting includes an in camera session at which management is not present.

Manulife also ensures the integrity of financial disclosure and communications. The Board's Audit Committee has direct communication, including in camera meetings, with the internal auditor, independent auditor and Appointed Actuary, as well as the Office of the Superintendent of Financial Institutions (Canada).

As a result of our governance practices, Manulife is frequently recognized as one of the best-governed companies by influential organizations, business commentators and governance experts. We invite you to review our governance program by visiting our website: www.manulife.com/governance.

Commitment to Communities



Helping Fortify Community Health, Education and Volunteerism

Manulife believes that being a good corporate citizen is an essential part of doing business. In 2004, we donated more than \$15 million to assist non-profit groups worldwide to improve the regions in which our customers and employees live and work.

Manulife conducts its business around the globe in 19 countries and territories. In 2004, we merged with John Hancock in the United States, including its Canadian subsidiary Maritime Life. Together, we now form the largest life insurance company in Canada, the second largest in North America and the fifth largest in the world, based on market capitalization.

This leadership position provides us with the financial and human resources to assist charitable organizations worldwide. We work in partnership with them, make donations, fund sponsorships and support the volunteer activities of our employees. As we integrate the operations of John Hancock, Manulife Financial and Maritime Life, we are finding more ways to collaborate in support of our local communities.

Our corporate giving is governed by our philosophy of “giving forward,” supporting important emerging issues where we can make a positive difference for the future. We particularly direct our support to health care (our Healthy Futures program), education (Leaders of Tomorrow) and community service (Partners in the Community). These broad categories allow us to address specific local needs in various locations and cultures.

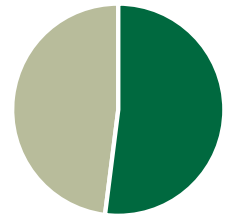
2004 Donations

Manulife has two rules of thumb for its charitable financial donations: we want to give money where it will have the greatest impact and we want to support communities where we live and work. All our divisions are committed to building long-lasting partnerships with organizations that are making tangible contributions to Manulife communities around the world, and whose work will engage the interest of our employees as volunteers.

As an Imagine Canada “Caring Company” we proudly donate at least one per cent of our average domestic pre-tax profit to registered charities.

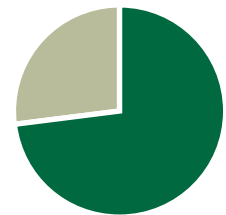
Being a good corporate citizen is fundamental to being a world-class company.

2004 Donations



| | |
|-----------------|--------------|
| ■ Canada | \$7,875,000 |
| ■ International | \$7,282,000 |
| Worldwide Total | \$15,157,000 |

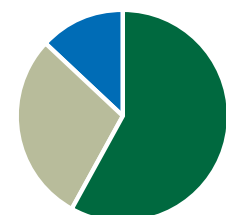
Donations & Sponsorships



| | |
|----------------|-----|
| ■ Donations | 73% |
| ■ Sponsorships | 27% |

Of the funds donated in 2004, 73 per cent was for donations and 27 per cent was in sponsorships.

Total Giving Allocation



| | |
|-----------------------------|-----|
| ■ Healthy Futures | 58% |
| ■ Partners in the Community | 29% |
| ■ Leaders of Tomorrow | 13% |

Commitment to Communities



TERRY FOX RUNS IN ASIA

In 1980, Canadian cancer amputee Terry Fox attempted a fundraising run across Canada to find a cure for cancer. He died before he could complete his Marathon of Hope, but since then communities around the world have taken up his challenge.

Manulife is proud that in 2004, many of its Asian employees participated in local Terry Fox runs. In Vietnam, more than 700 employees and agents ran in Ho Chi Minh City and Hanoi, while more than 700 Japanese employees and family members took part in the Tokyo run. Manulife-Sinochem employees participated in the Shanghai Terry Fox run and Manulife Taiwan sponsored Terry Fox events in three Taiwanese cities.

Healthy Futures

Our focus on Healthy Futures allows us to fund programs that help people make positive choices and maintain the best possible health throughout their lives. The acquisition of Maritime Life in 2004 complements this mandate, bringing to Manulife in Canada a charitable giving program that focuses on initiatives promoting a physically active lifestyle.

As a global company and corporate leader, Manulife is supportive of important national and international initiatives where we can mobilize forces to help save lives. In 2004, when SARS had a devastating effect on communities in Asia and Canada, Manulife joined with Canadian Imperial Bank of Commerce and Canada's leading scientists in the field to launch the Global IDEA (Infectious Diseases Evidence and Analyses) Conference. Scientists from around the world gathered for two days to discuss the causes, consequences and control of major infectious diseases such as SARS, HIV/AIDS and influenza.

In focusing on Healthy Futures, Manulife proudly supports organizations that are linked to preventative, educational or rehabilitative programs associated with healthy living. In 2004, Manulife and Maritime Life provided funding for a number of health programs in Canada, including cardiac and cancer care, Alzheimer support and research, diabetes education, mental health awareness, personal safety and active living.

In the U.S., John Hancock uses its strong major league baseball sponsorship to support healthy futures for children. For more than a decade, John Hancock has hosted a dream event for baseball fans at historic Fenway Park, in Boston, Massachusetts. To date, Fenway Fantasy Day has raised more than US\$3 million to fight cancer in children.

The event offers participants the opportunity to bat and field at Fenway Park, home of the Boston Red Sox, while raising funds for the Dana-Farber Cancer Institute's Jimmy Fund. It also offers John Hancock employees an opportunity to get involved. Each year, more than 100 employees help to manage this very successful event, which in 2004 raised more than US\$550,000 for the institute.



Commitment to Communities

Manulife also supports Healthy Futures initiatives across Asia. In Hong Kong, the Manulife Charitable Foundation sponsors the Manulife Centre for Children with Specific Learning Disabilities. The centre identifies learning-disabled children, provides assistance to their parents and teachers and helps the children develop to their full potential. In Vietnam, Manulife donated to the Operation Smile mission in Hanoi that provides free surgeries for approximately 150 children and young adults born with facial deformities.

In Canada, key 2004 Healthy Futures initiatives included:

Cardiac Care

- St. Mary's Cardiac Care Centre (Kitchener, Ontario)
- Queen Elizabeth II Health Sciences Centre, Cardiovascular Health in Motion Initiative (Halifax, Nova Scotia)
- Heart and Stroke Foundation of Nova Scotia, HeartSmart Active Fun Kits for Families
- University Health Network, Adult Congenital Heart Care (Toronto, Ontario)

Cancer

- ProCure Alliance, Prostate Cancer Information website (Montreal, Quebec)
- Sunnybrook and Women's Foundation, Colorectal Cancer Screening Initiative (Toronto, Ontario)
- National Ovarian Cancer Association, Tumour Bank Network

Mental Health

- Canadian Alliance on Mental Illness and Mental Health, Mental Illness Awareness Week
- Centre for Addiction and Mental Health, Courage to Come Back Awards (Toronto, Ontario)

Active Living

- Canadian Fitness and Lifestyle Research Institute
- Active Living Alliance for Canadians with a Disability
- Boys and Girls Clubs of Canada



Commitment to Communities



ST. MARY'S REGIONAL CARDIAC CARE CENTRE

In 2004, Manulife's Bike and Hike for Heart raised \$175,000 for St. Mary's Regional Cardiac Care Centre in Kitchener, Ontario. Hundreds of employees participated in or volunteered for the event.

Now in its twelfth year, Bike and Hike for Heart has raised more than \$1.2 million to expand St. Mary's cardiac programs, such as angioplasty and cardiac care clinics.

Charities supported as part of the Healthy Futures program also include: Prostate Cancer Research Foundation of Canada, Parkinson Society of Canada, Alzheimer Society (national and regional), HopeSpring Cancer Support Centre (Waterloo, Ontario), The Arthritis Society (Toronto, Ontario), Osteoporosis Society of Canada, Newfoundland Cancer Treatment and Research Foundation, Think First Foundation of Canada, SmartRisk Foundation and Canadian Blood Services (Toronto, Ontario).

Manulife is also a proud sponsor of the Manulife Walk for Memories in support of the Alzheimer Society of Toronto, Ontario, the Manulife Bike and Hike for Heart that raises funds for St. Mary's Regional Cardiac Care Centre, Kitchener, Ontario, and the Manulife Walk and Fun Run in aid of Breast Cancer Action in Ottawa, Ontario.

Encouraging Continued Post-Secondary Study in Health and Wellness

Through support of post-secondary study and research into health and wellness, Manulife is helping universities and colleges graduate Leaders of Tomorrow whose careers will help shape a healthier future. Support in Kitchener-Waterloo, Ontario, where more than 3,000 Manulife employees live and work, includes:

- The Manulife Wellness Centre at the University of Waterloo
- The Manulife Health Sciences Labs at Conestoga College
- Development of a Centre for Healthy Aging at Wilfrid Laurier University
- Funding research at the University of Manitoba, designed to improve the delivery of preventative care by Canadian family physicians

Commitment to Communities



Leaders of Tomorrow

One of the most important things a society can do is nurture the talent it will need for the future. At Manulife, we provide scholarships and support programs that help students plan their futures and find fulfillment when they enter the workforce.

In the U.S., John Hancock focuses its community efforts on youth who are most at risk in Boston, Massachusetts, its home for more than 140 years. Believing that the community is strengthened when people come together, John Hancock has a long tradition of partnering with organizations and institutions, each year providing financial grants to more than 200 non-profit agencies helping young people.

In Indonesia, the focus is on younger children. The Manulife Care Foundation provides scholarships to elementary school students in Jakarta, Semarang and Aceh. It also grants scholarships and provides school kits to orphans and needy children in the outskirts of Surabaya. In addition to these scholarships, the foundation has provided library facilities and books to a number of schools across Indonesia.

In Canada, Manulife's support for Leaders of Tomorrow helps students make the transition from school to a career. We encourage young people to realize their potential, discover their career interests and prepare for those careers.



We encourage young people to realize their potential, discover their career interests and prepare for those careers.

In 2004, Manulife, Maritime Life and John Hancock supported the following organizations:

- Frontier College (Ontario)
- Junior Achievement (Ontario, Nova Scotia, New Brunswick)
- French for the Future (Toronto, Ontario)
- Lakehead University's Advanced Technology and Academic Centre (Thunder Bay, Ontario)
- Actuarial Scholarships at the University of Toronto and University of Waterloo
- University of Manitoba, Building on Strengths Campaign
- Dalhousie University, Faculty of Management (Halifax, Nova Scotia)
- University of Montreal (Manulife Financial Scholarship)
- York University, Schulich School of Business (Toronto, Ontario)
- Boys and Girls Clubs of Boston
- South Boston Neighborhood House
- Massachusetts Adoption Resource Exchange
- Boston Children's Museum
- Boston Public Schools
- Boston Police Foundation
- American Red Cross of Massachusetts Bay
- Greater Boston Food Bank
- YMCA of Greater Boston
- YWCA of Greater Boston

Commitment to Communities



In 2004, Manulife, Maritime Life and John Hancock supported some of the following community organizations:

- The United Way (Halifax, Nova Scotia; Montreal, Quebec; Toronto, Ontario; Kitchener-Waterloo, Ontario; and Calgary, Alberta)
- Canadian Red Cross – Flood Relief Fund (Peterborough, Ontario)
- Canadian Association of Food Banks
- Metro Food Bank (Halifax, Nova Scotia)
- Share the Warmth (Montreal, Quebec)
- Food Bank of Waterloo Region (Ontario)
- Operation Santa Claus (Hong Kong)
- Shanghai Disabled Foundation (China)
- Street Kids Care Program (Jakarta, Indonesia)
- Straits Times School Pocket Money Fund (Singapore)

Partners in the Community

Manulife Financial's Corporate Giving Program supports improving the quality of life for the citizens of the communities in which we operate. We currently provide funding to support community organizations that do important work in the fields of immigration and diversity, volunteerism, social infrastructure and arts and culture.

One of those organizations is the Toronto Regional Immigrant Employment Council (TRIEC). TRIEC is improving access to employment for immigrants in the Greater Toronto Area so that they are better able to use the skills, education, and experience they bring to Canada. Manulife contributes facilities, communications expertise and employee time to the council. In addition, Dominic D'Alessandro, President and Chief Executive Officer, and Diane Bean, Executive Vice President, Corporate Affairs and Human Resources, share their expertise and leadership as TRIEC co-chairs.

In the U.S., John Hancock has partnered for the past 10 years with the Boston, Massachusetts Police Department to curb youth violence. The Summer of Opportunity job program steers at-risk inner-city young people toward education and productive living. The six-week program at John Hancock is followed by a 46-week internship and higher education workshop with John Hancock employees acting as mentors. U.S. Attorney General and local officials have praised the program as a major factor in the reduction of youth crime rates.

Community partnerships are also an important part of Manulife's corporate citizenship in Hong Kong, where the Company was the principal sponsor of Charity on the Ride. The Hong Kong Red Cross and a local television station offered the public rides on a vintage tram in exchange for a donation. Manulife employees volunteered to decorate the tram and the Company matched the funds collected.

In 2004 in the Greater Toronto Area, Manulife was named one of United Way's Thanks a Million national award winners. This award recognizes the success of workplace employees who raised more than \$1 million for the United Way. Across Canada, Manulife's employee United Way campaigns donated more than \$2.3 million for United Way agencies. This includes the amount raised by employees and matched by the Company.



Commitment to Communities

Manulife Assists with Tsunami Relief

Banda Aceh, Indonesia was the area of Southeast Asia hardest hit by the December 2004 tsunami. Close to the epicentre of the earthquake, the devastated community was the site of three Manulife branch offices and home to 129 Manulife employees and staff. We were deeply saddened by the loss of 14 Manulife agents and one Manulife employee. The homes of almost 80 agents were destroyed.

Manulife made every effort possible to assist staff and agents. Our Indonesian office quickly arranged a refugee site for survivors and their families in the nearby city of Medan, where Manulife also has a large operation. Employees and their families were transported by vehicle from Banda Aceh to Medan; the vehicles were then used to send food, water and clothing back to Banda Aceh. Later, two refugee homes were set up in Banda Aceh to accommodate the needs of our employees and their families.

Faced with the unprecedented destruction and loss of life in Aceh province, and concerned for our policyholders and employees, we changed the way we do business there. Because the priority in Banda Aceh became settling claims rather than making sales, we revised our agents' compensation. We also waived, for one year, the premium payments of our customers who survived the tsunami.

With initial news of the tsunami, Manulife Financial immediately committed financial support both to Banda Aceh and to the International Red Cross for relief and reconstruction efforts across Southeast Asia. Our CEO also pledged full support to the head of our Asia operations for whatever was needed.

As the full extent of the Southeast Asia tragedy became known, we launched the Company's first global fundraiser via intranet, with Manulife matching employees' contributions worldwide. In all, the Company and employees contributed more than \$1 million to tsunami relief and reconstruction.

As Indonesia reconstructs, we are looking at a number of ways in which we can assist: providing housing support through Habitat for Humanity, offering counseling support and arranging for specialized financial aid for families.



“Our people are very proud of being part of the Manulife family and strive to meet the P.R.I.D.E. principles. They have faced many challenges in the past both personally and professionally. Through these challenges they have shown great resilience and strength. I know they will find the strength to overcome this enormous tragedy.”

John Harrison, President Director, Manulife Indonesia

Commitment to Communities



In 2004, Manulife, Maritime Life and John Hancock supported the following organizations:

- Volunteer Canada (Ottawa, Ontario)
- Altruvest (Toronto, Ontario)
- Framework Foundation (Toronto, Ontario)
- Volunteer Action Centre (Kitchener-Waterloo, Ontario)
- John F. Kennedy Library and Museum (Boston, Massachusetts)
- Boston Police Department Summer Opportunity Program
- South Boston Neighborhood House
- Dana-Farber Cancer Institute (Boston, Massachusetts)
- Frontier College Homework Club (Toronto, Ontario)
- Junior Achievement Central Ontario
- Canadian Blood Services
- Hong Kong Qile Charity Cake Drive

"I would like to thank... Manulife for the grant towards St. John Ambulance in Cambridge, Ontario, where I have been volunteering since 1997. It is a wonderful organization to be involved with, and Manulife's support goes a long way."

Kelly Sittler, Assistant Manager, Manulife Investments

"Volunteering was a great way to get involved in our new community right alongside the children and families that benefit from the programs John Hancock supports... It makes me proud to work for a company that supports the neighborhoods in which we work."

Eddie Evans, Senior Staffing Consultant, John Hancock

Empowering our Employees

At Manulife, we believe in giving back. We support the communities where we do business, and we are committed to encouraging our employees to participate in the process. We hope their efforts will inspire others to follow their lead. In 2004, our employees generously donated at least 13,000 hours of their personal time to our community partners, resulting in positive change in the regions where they and our customers live and work.

An annual event for Hong Kong employees is the Walk for Millions. Last year, more than 1,000 staff, insurance and financial advisors, customers and their families took part, raising more than HK\$840,000 to support elder care services.

In Japan, where philanthropy does not have a very high profile, we are proud that our employees have embraced our corporate philosophy of volunteering and have undertaken to organize, promote and run annual blood donor clinics.

In the U.S., John Hancock employees participate in the Financial Wizard program, which is designed to stimulate interest in math. Working with teachers, employees deliver lessons to students in grades two to five, teaching them about basic math, money concepts and financial markets. More than 2,000 students in Boston, Massachusetts have participated in the program.

To encourage employee volunteerism, Manulife has established matching programs to recognize their efforts. In Canada, the Manulife Helping Hands program supports employees who volunteer with a registered charity. When employees volunteer a minimum 25 hours with the charity, Manulife gives a \$500 cash grant to the organization.

Manulife also encourages employees to give financial support to charitable organizations. During the United Way's annual fundraising campaign, we match employee donations dollar-for-dollar to a maximum of \$5,000. In the U.S., John Hancock employees can also qualify for the Matching Gift Program, which matches dollar-for-dollar individual contributions to qualifying non-profit organizations.

In 2004, Manulife Financial's Canadian Division employees were honoured with two awards from the Food Bank of Waterloo Region, Ontario. The first award recognized Manulife's 3,300 Kitchener-Waterloo employees who collected 21,000 lbs. of food in 2003-2004, the most collected by a company with 100 or more employees and a record for Manulife. The second award was in recognition of Manulife's long-standing support of the Food Bank through our employee food drives and employee contributions.



Commitment to Communities

STARS of Excellence

Each year, Manulife recognizes one individual from among all its employees worldwide to receive the Manulife STARS of Excellence for Citizenship Award.

Established in 2000, the award recognizes the accomplishments of an employee who goes above and beyond. Nominees are chosen by their peers for their commitment and contributions to their community, based on certain criteria.

Nominees must consistently demonstrate significant and sustained service to others, while maintaining a standard of excellence in their own lives and work. Their volunteer efforts must significantly enhance the quality of life in their community and serve as an inspiration to others. Nominees are expected to go above and beyond the call of duty to support others through outstanding volunteer service, demonstrating leadership, dedication and a caring spirit. They are also expected to demonstrate strong and innovative leadership in encouraging others and marshaling support for the cause for which they volunteer.

Because of the events in Southeast Asia following the December 26, 2004 tsunami, we gave two additional STARS of Excellence for Citizenship Awards in 2004 to recognize the outstanding contributions of two employees to relief efforts.

Manulife Financial is committed to acknowledging employees who go above and beyond. For many years, the STARS of Excellence recognition program has been a significant component of honouring our top achievers.



The STAR of Excellence Award was commissioned by Manulife and designed by Canadian artist Colin Gibson. The sculpture was created to both recognize and inspire accomplishment. A select group of Manulife Financial employees and sales associates from around the world are recognized for their outstanding professional achievements and contributions to the Company's success.



George Lung

2004 Citizenship Award Honouree

George Lung, Senior District Manager, Hong Kong Agency

We would like to extend our heartiest congratulations to George Lung, Senior District Manager of Manulife's Hong Kong Agency, on his appointment as a delegate to the Chinese People's Political Consultative Conference (CPPCC) – China's highest-level advisory body. George is already the Guangdong Provincial Committee Member of the CPPCC.

It is a tremendous honour for George to be so recognized. His substantial contributions to volunteer work and youth development programs during the past 18 years, both in Hong Kong and mainland China, have earned him awards such as Hong Kong Outstanding Young Person in 1995, and a Medal of Honour from the Hong Kong Special Administration Region in 2001. As an example of his volunteer work, last year he founded the Hong Kong Guangdong Youth Exchange Promotion Association and created an exchange program for more than 3,000 young participants in Hong Kong and another 7,000 from mainland China, Taiwan and Macau.



Patrick Atkins

Special Citizenship Award

Patrick Atkins, Agency Director, Manulife Indonesia

In the immediate aftermath of the December 26, 2004 tsunami, Patrick coordinated setting up refugee homes, first in nearby Medan and then in Banda Aceh, to house displaced Manulife employees and their families. He also quickly secured new space for our temporary office in order to service surviving policyholders.

Muzis Teuku, Branch Manager, Banda Aceh Raya

Aceh's three branch managers, including Muzis, led the search and rescue efforts of our staff and agents. They then swiftly mobilized their teams back to work, in order to process claims as quickly as possible for our customers.

Patrick and Muzis are representative of the large team of Manulife employees in Indonesia we would like to thank and honour for their dedication and generosity in helping others in this unprecedented time of need.



Muzis Teuku



Commitment to Employees

Working to Realize our Vision

At the heart of Manulife's success are our employees. They help us realize our vision of being the most professional life insurance company in the world by their commitment to our customers and to our corporate values. In turn, we want to support our employees by being an employer of choice. We ensure that our compensation levels and benefits are competitive and we provide one of the most comprehensive employment packages in the industry.

The key to attracting and retaining top talent is to ensure that employees enjoy a work/life balance and find fulfillment in their work. Support for our employees includes innovative learning opportunities and continuous learning subsidies; open and constructive communication; recognition programs; and a variety of services, such as financial counselling. We vigorously maintain safe, respectful and accessible workplaces, and we support diversity and employee advancement.

Manulife is a global employer, with approximately 42,000 employees and agents located in 19 countries and territories.

In Canada, we employ more than 10,000 people in eight provinces.

Employment – Canada

| Province | Full-time | Part-time | Total |
|------------------|--------------|------------|---------------|
| Alberta | 324 | 17 | 341 |
| British Columbia | 168 | 13 | 181 |
| Manitoba | 41 | 1 | 42 |
| New Brunswick | 3 | – | 3 |
| Nova Scotia | 753 | 31 | 784 |
| Ontario | 7,776 | 551 | 8,327 |
| Quebec | 633 | 48 | 681 |
| Saskatchewan | 51 | – | 51 |
| Total | 9,749 | 661 | 10,410 |

As at December 31, 2004.

Outside Canada, Manulife employs more than 9,500 full- and part-time staff. In addition, almost 22,000 career agents – who sell Manulife products and services exclusively – work for Manulife throughout Asia.

Employment – Outside Canada

| Location | Full-Time | Part-Time | Total |
|-----------------------|--------------|------------|--------------|
| United States | 5,087 | 131 | 5,218 |
| Asia, excluding Japan | 3,442 | 73 | 3,515 |
| Japan | 880 | 161 | 1,041 |
| Total | 9,409 | 365 | 9,774 |

As at December 31, 2004.



Commitment to the Environment



Manulife Financial adopted a formal Environmental Policy in 1995. The policy provides the Company and all our subsidiaries with a common set of guiding principles that form the core of our environmental stewardship protocols and philosophies. The policy is supported by comprehensive procedures and risk management practices specific to each group's business operations. The Company's Environmental Policy and procedures are administered under the oversight of our Chief Environmental Officer, and an environmental review is presented annually to the Board of Directors.

Honouring Practices that Strengthen our Planet's Health

Manulife Financial strives to deliver the highest standards of environmental responsibility, establishing and maintaining policies and procedures that ensure we are sensitive to the environment as we conduct our business.

Our environmental policy and procedures emphasize energy conservation, sustainability, environmental risk management, recycling, and healthy work environments. We apply environmental responsibility to all facets of our business both through our own internal management systems and third party industry audits and certifications.

Our Environmental Policy

Manulife Financial is committed to conducting all of its business activities in a manner that recognizes the need to preserve the quality of our environment.

Manulife Financial will:

- Promote environmental responsibility and conservation to employees with applicable job accountabilities;
- Distribute the policy and all relevant procedures to employees with applicable job accountabilities for their guidance and implementation into business practices;
- Ensure the Company's risk analysis and risk management procedures include consideration of environmental matters;
- Comply with all applicable environmental laws and regulations and, where possible, participate in the ongoing dialogue with government and industry to establish and promote practical environmental goals;
- Establish procedures to ensure the effective implementation of these policies.

Manulife Financial is one of the first life insurance companies in North America to become a signatory of the United Nations Environmental Program and to adopt the Equator Principles. These two internationally recognized organizations promote and support responsible environmental practices.





Our Commitment to the Environment

Manulife not only strives to protect the environment and minimize environmental risk, we also look for suppliers who share this commitment. As part of an evolving environmentally responsible procurement process, we pursue several initiatives that build upon business relationships with environmentally responsible vendors who can assist us in reducing the environmental impact of our operations and services. These initiatives include:

- Implementation of environmentally responsible procurement guidelines based on Canada's Environmental Choice Program and U.S. Environmental Protection Agency (EPA) recommendations.
- Inclusion of environmental criteria in Manulife's standard Request for Proposal process.
- Implementation of Environmental Choice Program and EPA EnergyStar certification criteria into the selection process for Manulife's photocopiers and fax machines.

Incorporating these guidelines results in a variety of benefits, including preferred supplier relationships based on a shared commitment to the environment and greater use of environmentally friendly products and services.

THINKGREEN Program Plants Trees

One of Manulife's special initiatives at its headquarters buildings in Toronto and Kitchener-Waterloo is the THINKGREEN program for recycling inkjet and laser toner cartridges. Run by Greentec International, this community-based collection program works with the Tree Canada Foundation and donates one tree to a designated forestry program for every 12 recyclable cartridges collected, as well as making a per cartridge donation to a charity of our choice. The program not only helps Manulife keep cartridges out of landfill sites, it also allows us to participate in an environmentally friendly fundraiser. To date, we have recycled 1,600 cartridges, diverted more than 4,000 pounds of waste from landfill sites and made possible the planting of 133 trees.

One of the largest almond producers in the U.S., Hancock Agricultural Investment Group manages 6,534 acres of orchards using modern and efficient micro irrigation systems instead of traditional flood irrigation. This practice saves approximately 3.2 billion gallons of water annually on Hancock Agricultural properties.



In 2004, Hancock Timber Resource Group joined King County, Washington and the Cascade Land Conservancy in signing an agreement to conserve the Snoqualmie forest in perpetuity. Hancock Timber sold the development rights to the 90,000-acre forest to the county, ensuring that it will remain a working forest and a buffer to the Alpine Lakes Wilderness Area. Almost twice the size of Seattle, the Snoqualmie forest is one of the largest conservation projects in a major urban area in the U.S.

Our Commitment to the Environment

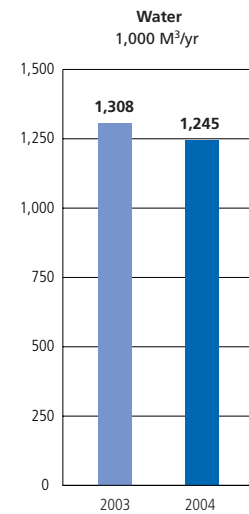
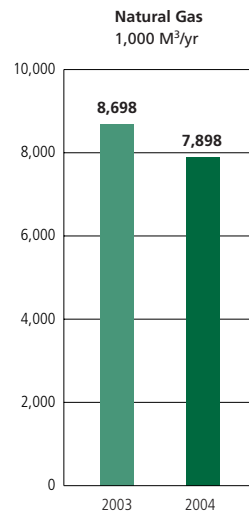
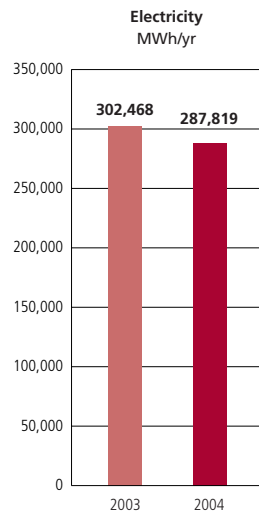
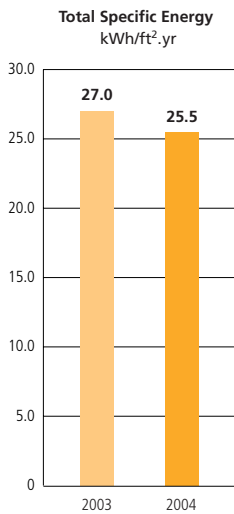


Manulife conducts energy audits or updates annually for all Company-owned and managed real estate properties to monitor and continuously improve efficiency and energy conservation. We have also made significant investments in building computerization and automation systems that have resulted in consistent improvements.

Specific energy consumption for Manulife's more than 14.5 million square foot office building portfolio has decreased 5.6 per cent to 25.5 kWh/ft².yr in 2004 from 27.0 kWh/ft².yr in 2003.

Our electricity consumption reductions have resulted in a significant decrease in the generation of Green House Gas emissions by utility power plants; including:

- 20 metric tonnes reduction of nitrogen oxide
- 40 metric tonnes reduction of sulphur dioxide
- 9,272 metric tonnes reduction of carbon dioxide



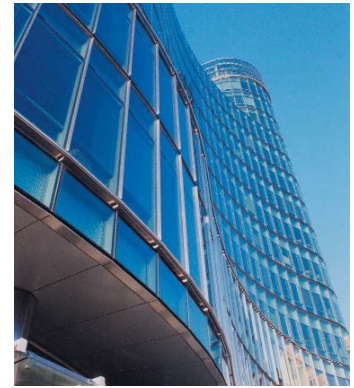


Our Commitment to the Environment

Manulife Financial is committed to incorporating the latest environmental technologies and systems into its projects, supporting its reputation as an industry leader in real estate and its dedication to forward-thinking, sustainable development practices. The Company's newest real estate development, 601 Congress Street in Boston, Massachusetts, is one of the first in North America to implement a state-of-the-art, energy efficient double-skin exterior window system. In conjunction with high efficiency mechanical systems, this window system can reduce heating and cooling consumption by six per cent compared to conventional buildings. A landscaped rooftop, using native plants and grasses, provides the building with better thermal insulation and storm-water run-off than a conventional roof. Registered with the United States Green Building Council, the building is also being considered for formal certification as a LEED Certified Building (Leadership in Energy and Environmental Design).

Two of Manulife's real estate investment properties, 555 Twelfth Street in Washington, D.C. and Westwood Corporate Center in Orlando, Florida, each earned an EnergyStar designation in 2003-2004 from the U.S. Environmental Protection Agency (EPA). EnergyStar buildings are among the most energy-efficient, using about 40 per cent less energy than conventional buildings yet meeting comprehensive standards for occupant comfort and indoor air quality.

In British Columbia, Manulife invests in Green Power, a new renewable resources initiative from B.C. Hydro that allocates "green" electricity for use in our Vancouver buildings. Green power is generated primarily by wind turbines and water, without the emission of harmful gases or air pollutants.



601 Congress Street in Boston, Massachusetts, Manulife's newest real estate development and home to the Company's U.S. subsidiary, John Hancock Financial Services, has been widely recognized for its significant sustainable design features, most notably its state-of-the-art double-skin window system and landscaped rooftop.



Commitment to our Customers



In response to the crisis following the tsunami in Aceh province in Indonesia, we changed how we do business there. We waived the fees for one year for our customers who survived the tsunami. Our employees have been professional, generous with their time and dedicated to becoming operational as soon as possible to ensure policyholders' needs are met.

Seeing Things from the Customer's Point of View

At Manulife, we are always striving to see things from the customer's point of view. We are committed to finding new ways to help our customers make the right financial decisions so that their needs are met today, and in the future.

As we design and enhance products, we do so with the customer's needs in mind. In Canada, today's customers expect technology solutions to be among their choices for service and information, and Manulife is meeting this challenge. We have made a major investment in developing e-business technology, and all our applications are carefully designed to be user-friendly. In particular, we continue to add new Internet functions to enable the customer to carry out an increasing number of Manulife financial transactions, such as personal banking, group health plans and retirement planning and savings, from a home computer or telephone. As always, we are vigilant in maintaining the security of these transactions.

Manulife products are distributed in a number of ways: through an advisor, broker, financial planner, affinity group and online. Wherever they purchase a Manulife product, our customers can be sure they'll always receive the highest level of service.

Accessible Banking and Taxation



Offering Consumer Choice in Financial Services

In Canada, Manulife Bank's innovative mortgages, loans, and deposit products are distributed across the country by advisors associated with Manulife Financial. This vast network of professionals ensures clients receive quality customer service and advice to help them meet their financial goals. Through our acquisition of Maritime Life in 2004, thousands of new financial advisors became eligible to offer Manulife Bank products.

In 2004, the Bank significantly enhanced its popular Manulife One (mortgage, loan and savings) product by making it available in all communities across Canada. In addition, Manulife One evolved to five different versions. It now offers clients options that range from 50 per cent to 90 per cent financing as well as versions for small business and rental property owners. The Bank has also expanded its network of mortgage banking consultants across the country to provide customers with increased access to its services.

Manulife Bank is a member of The Exchange Network (a network of more than 1,500 ABMs across Canada), allowing clients to make deposits and withdrawals without being charged a convenience fee.

All these initiatives, combined with Internet and telephone banking services, mean that customers can access Manulife products virtually anywhere in Canada, 24 hours a day.

Strengthening the Delivery of Public Services to Canadians

Taxes, levies and assessments are a significant component of Manulife Financial's expenses. In addition to Canadian income and capital-based taxes, the Company, in Canada, is subject to other taxes, including property and business taxes, premium taxes, employer payroll taxes, commodity and consumption taxes and investment income taxes.

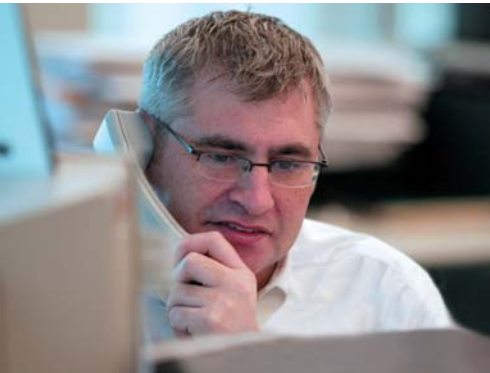
For 2004, the Company incurred \$384 million of income and other taxes paid or payable to all levels of government in Canada. These taxes consisted of \$111 million in income taxes, \$15 million in capital taxes and \$258 million in other taxes.

The following table presents the federal and provincial income and capital taxes paid or payable in Canada for 2004:

Taxes paid or payable in Canada

| For the year ended December 31, 2004 (\$ thousands) | Income Taxes (1) | Capital Taxes |
|--|------------------|-----------------|
| Federal | \$73,644 | \$11,301 |
| Provincial | | |
| Newfoundland and Labrador | 430 | - |
| Prince Edward Island | 53 | - |
| Nova Scotia | 1,346 | 562 |
| New Brunswick | 505 | - |
| Quebec | 1,913 | 1,138 |
| Ontario | 25,076 | 1,538 |
| Manitoba | 798 | 1 |
| Saskatchewan | 600 | 25 |
| Alberta | 4,044 | - |
| British Columbia | 2,795 | - |
| Northwest Territories, Yukon and Nunavut | 1 | - |
| Total Provincial | 37,561 | 3,264 |
| Total | \$111,205 | \$14,565 |

(1) Income tax amounts are estimates based on information available for the year as at December 31, 2004.



Serving as a Solid Partner in Business Growth

To help Canadian businesses develop and expand, Manulife provides business clients with the financial resources to reach their growth objectives. We provide debt financing to firms in Canada in a number of ways, principally in the area of mortgage financing.

Manulife originates commercial mortgages through a network of eight branches across Canada. Our customers are owners and developers of real estate with a strong track record and earnings stability. Commercial mortgage underwriting concentrates on the quality of the location, the physical qualities of the real estate, the durability of lease income and market trends for the property type.

In 2004, new loan commitments totaling \$1,269 million and loan renewals totaling \$247 million were issued to 357 customers. New loan commitments ranged in size from \$0.4 million to \$71 million, with an average loan size of \$5.5 million.

Mortgage approvals are made in accordance with the Company's Mortgage Credit Policy and the Mortgage Lending Guideline, which is reviewed by the Board of Directors on an annual basis.

Manulife participates in Private Placement transactions representing largely fixed income investments issued by mid to large size Canadian corporations and institutions. Commitments are made across a diverse number of industry sectors including leasing, financial, government, manufacturing and utilities. In 2004 approved commitments totaling \$578 million were made within 13 industries to 27 borrowers. Participation ranged from \$2.2 million to \$55 million. All Private Placement investments are made in accordance with the Company's Investment Policy Guidelines and are approved either by the appropriate Credit Committee or under certain delegated authority to Senior Management.

Manulife Capital provides private financing for a wide range of Canadian companies operating in diverse industries across the country. Investments are made in companies that can demonstrate a successful operating history and exhibit strong ongoing business fundamentals. In 2004 new commitments totaled \$310 million spread across nine different corporate customers. New commitments ranged in size from \$10 million to \$75 million with an average size of \$35 million. New investments are approved in accordance with the Company's Investment Policy Guidelines.

Financing Canadian Business



Amount of Debt Financing Authorized in 2004

| (\$ in thousands) | \$0 – \$24,999 | \$25,000 – \$99,999 | \$100,000 – \$249,999 | \$250,000 – \$499,999 | \$500,000 – \$999,999 | \$1,000,000 – \$4,999,999 | \$5,000,000 and greater | Total |
|---------------------|-------------------|------------------------|--------------------------|--------------------------|--------------------------|------------------------------|----------------------------|---------------------|
| British Columbia | \$ 6 | \$ 235 | \$ 953 | \$ 2,027 | \$ 4,931 | \$ 81,535 | \$ 196,633 | \$ 286,320 |
| Alberta | 31 | 136 | 554 | 2,054 | 14,000 | 110,459 | 283,649 | 410,882 |
| Saskatchewan | 0 | 88 | 288 | 0 | 1,926 | 1,424 | 0 | 3,726 |
| Manitoba | 19 | 98 | 414 | 348 | 1,486 | 6,000 | 0 | 8,365 |
| Ontario | 27 | 1,036 | 628 | 3,733 | 22,730 | 226,724 | 1,017,677 | 1,272,554 |
| Quebec | 74 | 45 | 1,096 | 1,566 | 2,754 | 36,782 | 276,780 | 319,098 |
| New Brunswick | 22 | 132 | 400 | 0 | 0 | 17,613 | 0 | 18,167 |
| Nova Scotia | 8 | 174 | 408 | 455 | 618 | 16,853 | 54,633 | 73,149 |
| P.E.I. | 1 | 0 | 0 | 316 | 840 | 4,660 | 0 | 5,817 |
| Newfoundland | 0 | 0 | 280 | 0 | 0 | 0 | 12,290 | 12,570 |
| Territories | 0 | 0 | 0 | 0 | 0 | 0 | 24,000 | 24,000 |
| Total Canada | \$ 188 | \$ 1,944 | \$ 5,021 | \$ 10,499 | \$ 49,286 | \$ 502,050 | \$ 1,865,662 | \$ 2,434,648 |

Number of Canadian Customers to which Debt Financing was Authorized in 2004

| (\$ in thousands) | \$0 – \$24,999 | \$25,000 – \$99,999 | \$100,000 – \$249,999 | \$250,000 – \$499,999 | \$500,000 – \$999,999 | \$1,000,000 – \$4,999,999 | \$5,000,000 and greater | Total |
|---------------------|-------------------|------------------------|--------------------------|--------------------------|--------------------------|------------------------------|----------------------------|------------|
| British Columbia | 2 | 4 | 5 | 5 | 7 | 32 | 13 | 68 |
| Alberta | 3 | 3 | 3 | 6 | 19 | 46 | 20 | 100 |
| Saskatchewan | 0 | 1 | 2 | 0 | 2 | 1 | 0 | 6 |
| Manitoba | 2 | 1 | 2 | 1 | 2 | 3 | 0 | 11 |
| Ontario | 3 | 18 | 4 | 10 | 32 | 86 | 66 | 219 |
| Quebec | 5 | 1 | 6 | 4 | 4 | 12 | 20 | 52 |
| New Brunswick | 2 | 2 | 2 | 0 | 0 | 7 | 0 | 13 |
| Nova Scotia | 1 | 3 | 2 | 1 | 1 | 7 | 3 | 18 |
| P.E.I. | 1 | 0 | 0 | 1 | 1 | 2 | 0 | 5 |
| Newfoundland | 1 | 0 | 2 | 0 | 0 | 0 | 2 | 5 |
| Territories | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Total Canada | 20 | 33 | 28 | 28 | 68 | 196 | 125 | 498 |

Manulife serves large and small businesses by providing group benefit plans and pension plans. Guided by a wide network of advisors, we ensure that our products and services are flexible and able to respond to changing business needs.

Small, medium and large organizations benefit from our group employee health and wellness benefits and our group employee pension plans.

2004 Awards and Recognition



Manulife is proud to have been the recipient of numerous awards that recognize the Company for its overall excellence and specific achievements.

We have been recognized, both in North America and overseas, for our charitable and community programs. As we strive to improve the communities in which we live and work, it is gratifying to have our efforts and those of our employees recognized in such a tangible way.

Other awards recognize our efforts to keep doing business to an ever-higher standard. We are appreciative of the recognition we have received for corporate governance, communications, customer satisfaction, professional training and education.

| Award Rank | Manulife Division | Award | Award Donor |
|------------|-------------------|---|---|
| 1st | Corporate | Best governance practices of companies listed on the TSX/S&P Composite Index | Globe and Mail Report on Business |
| | John Hancock | Good Neighbour Award | The American Red Cross of Massachusetts Bay |
| | John Hancock | Leaders in Philanthropy Award | Massachusetts Chapter of the Association of Fundraising Professionals |
| | Corporate | Most Admired Companies in Canada ranked by CEOs | KPMG Ipsos-Reid |
| | Asia | Caring Company | Hong Kong Council of Social Services |
| 1st | Corporate | Dominic D'Alessandro, Manulife Financial's President and Chief Executive Officer named Most Respected CEO | Tenth Annual Canada's Most Respected Corporations Survey |
| 1st | Corporate | Corporate Social Responsibility | Globe and Mail Report on Business |
| | Asia | Most Trustworthy Company | Shanghai Consumer Association and Shanghai Civil Office |
| | Canada/Corporate | Thanks a Million Award | United Way of Canada |
| 1st | Investments | Office Building of the Year – Westwood Corporate Centre | International Building Owners and Managers Association |
| 1st | Asia | Overall Top Fundraiser | Community Chest of Hong Kong |
| 1st | Asia | Top Fundraiser of the New Territories Walk | Community Chest of Hong Kong |
| | Corporate | Top 25 Boards in Canadian Business | Canadian Business Corporate Governance Survey |

For a full list of Manulife awards please consult the company website at www.manulife.com.

Corporate Profile



Manulife Financial is one of the world's leading financial services organizations. With a legacy of more than a century of service, Manulife's strength has been built on a commitment to be the most professional life insurance company in the world. Simply put, that means being the best at everything we do because that is what our customers, our shareholders and our communities expect of us. It is also what we expect of ourselves.

Operating as Manulife Financial in Canada and Asia, and primarily through John Hancock in the United States, we are the largest life insurance company in Canada, the second largest in North America and the fifth largest in the world based on market capitalization.¹

Since 1887, we have continuously embraced innovation as the means of maintaining our leading-edge role in financial protection and wealth management. Our global portfolio of financial products includes life and health insurance, pensions, mutual funds, annuities, group benefits and long-term care. Putting these products to work for you through our multi-channel global sales force has allowed Manulife to gain market share in every region in which we operate.

For customers, our global experience and expertise allow us to leverage people, products and technology into markets quickly and efficiently. With millions of customers in 19 countries and territories around the world, we benefit from our shared global knowledge and the ability to amortize costs over an expanding revenue base.



¹As at December 31, 2004.



www.manulife.com

Manulife Financial Corporation's 2004 Public Accountability Statement is available to view and download on our website at www.manulife.com.

To receive a printed copy of this report, please contact us at:

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Toronto, ON
Canada M4W 1E5

Fax: (416) 926-5410

E-mail: corporate_communications@manulife.com.

Donations and Sponsorships

All requests for charitable donations or sponsorships should be submitted using our online application process at www.manulife.com/community. Here you will also find more information about Manulife's philanthropic partners and initiatives, as well as guidelines and criteria for corporate support.

Diversity

Manulife Financial is dedicated to bias-free practices and to the attraction and retention of employees with diverse backgrounds that reflect the many communities and markets we serve throughout the world.