

**2005** PUBLIC ACCOUNTABILITY STATEMENT

Life Matters



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Manulife's 2005 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 dollar amounts in this report are in Canadian dollars unless stated otherwise.

Manulife Financial Corporation and The Manufacturers Life Insurance Company publish this Public Accountability Statement for the fiscal year January 1, 2005 to December 31, 2005.

# 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 that 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.

## Message from the President

At Manulife, accountability is the foundation of our business. Insurance is a contract designed to help people and their families through crises such as the immensely destructive tsunami that hit Southeast Asia and the powerful hurricane that swept the Gulf Coast of the United States. In both circumstances we met our business obligations and more.

But, just as important, our Manulife family went further to make a positive difference to relief and rebuilding efforts.

Early in the year, our employees and agents around the world came together with their colleagues in Indonesia to support our employees, agents and customers in Banda Aceh, whose lives were laid waste by the tsunami. In the summer, I had the opportunity to visit Banda Aceh to open a school that Manulife and its employees helped to rebuild. The resilience of the people is something I will never forget.

Later in the year, the Company and our employees again contributed to relief efforts, this time in the Gulf Coast, which was hard-hit by Hurricane Katrina. Manulife and John Hancock, our U.S. subsidiary, matched employee donations, donated US\$1 million of canned food, organized blood drives and donated household and personal items collected by our employees.

In addition to their response to these events, in 2005 our thousands of employees and distribution partners donated more than 44,000 hours of their time to support our community partners. They bring the same energy and skill to delivering innovative products and services of real value to our customers. I am proud to work with such a dedicated team of people, who believe in Manulife's commitment to our customers and community, and I thank them for their efforts.

In 2005, Manulife donated more than \$23 million worldwide to some 500 non-profit organizations. Our goal was to strengthen the vitality and health of the communities in which we live and work. Our help focused on community-building in four main areas: health care, education, community service and local volunteerism.

To Manulife, setting the highest standards in corporate governance, environmental responsibility, product development and customer satisfaction is part of being accountable. We are gratified that we continue to be recognized with numerous awards in these areas.

All these efforts reinforce our vision of being the most professional life insurance company in the world. I hope you will agree that the programs and activities described in the following pages go hand-in-hand with this goal.



Dominic D'Alessandro  
*President and Chief Executive Officer*



## Commitment to Corporate Governance

### We deliver solid performance through sound practices

At Manulife, we believe that good corporate governance is critical to our long-term success. We are committed to meeting and exceeding the highest standards of corporate governance, in order to ensure that our 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. Directors are responsible for overseeing the management of the business and the affairs of the Company. All but one of our 14 directors – our President and Chief Executive Officer – and all members of the board's standing committees are independent of management. Additionally, every board and committee meeting includes an in camera session in which management is not involved.

Governance practices at Manulife exceed applicable regulations. The Board of Directors actively seeks out and considers global trends and emerging best practices in corporate governance, from performance and compensation review strategies to financial disclosure oversight. This commitment to governance at the highest levels effectively promotes a culture of integrity at Manulife.

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 web site: [www.manulife.com/governance](http://www.manulife.com/governance).



#### Model Trustworthy Company of the Year

Manulife-Sinochem received the Model Trustworthy Company of the Year award from the Chinese Consumer Foundation. Selected for this prestigious honour by a committee made up of both Shanghai citizens and members of government supervisory departments, Manulife-Sinochem is being publicly recognized for its outstanding professionalism and trustworthiness.



## Building our Communities Globally

In 2005, Manulife Financial and its divisions – in Canada, the United States, Asia and Japan – donated more than \$23 million worldwide to assist some 500 non-profit organizations. Our help focused on community-building in four main areas: health care, education, community service and local volunteerism.

Our contributions came in the form of employee time, cash donations and sponsorships. In 2005, Manulife employees donated more than 44,000 hours of their time globally to support community partners in a myriad of ways:

- building houses;
- helping students learn;
- running, rowing or walking for health-related charities;
- participating in blood drives.

Manulife's corporate philanthropy operates under a decentralized model that emphasizes giving back to the communities where we do business and encouraging our employees to do the same. In each division and country where we operate, local managers choose the area of focus for philanthropy, decide with whom they

will partner and determine how best to encourage employee involvement.

Under this decentralized model, our divisions work together wherever possible to find ways of collaborating with our local communities.

For example, in late 2004 and early 2005, our employees worldwide contributed to global relief efforts to help victims of the Southeast Asian tsunami. We felt particularly close to the tragedy because we had an office and employees in Banda Aceh, Indonesia, close to the epicentre of the underwater earthquake that triggered the tsunami. Our employees around the world rallied to the cause, and corporate and employee contributions totalled more than \$1 million.

We collaborate in other ways as well. The Corporate and Japan divisions hold blood donor clinics in Toronto and Japan. The Corporate, Canadian and John Hancock divisions run United Way campaigns simultaneously. And this year, employees in these three divisions collaborated to build five Habitat for Humanity homes, one each in Toronto, Boston and Halifax, and two in Kitchener-Waterloo.

Manulife Financial operates in the following countries and regions:

Canada, United States, China, Hong Kong, Indonesia, Japan, Macau, Malaysia, Philippines, Singapore, Taiwan, Thailand, Vietnam, Germany, Belgium, Bermuda, Barbados, Australia and the United Kingdom.



Manulife has been designated as a Caring Company by Imagine Canada. The Company has made a commitment to donate annually at least 1 per cent of pre-tax domestic Canadian profits to charity, including cash and in-kind donations. In 2005, Manulife donated 1.2 per cent of its Canadian pre-tax profits.

As a Caring Company, Manulife also undertakes to:

- encourage and support employee giving and volunteering;
- support suppliers whose business is ethically and environmentally sound;
- share its business expertise and premises with the community.



## United Way

One of the most effective ways in which Manulife can help build communities is by supporting the United Way, and each year employees are encouraged to help. In the fall of 2005, the Corporate, Canadian and John Hancock divisions held simultaneous United Way campaigns that were a resounding success.



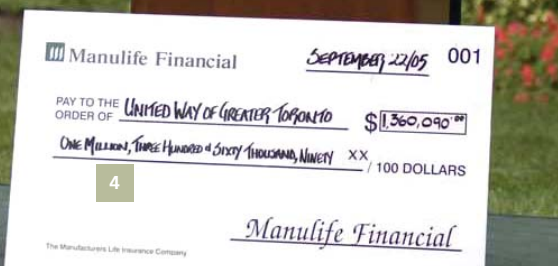
The 2005 campaign theme was "Because we live here" and Manulife and John Hancock matched employee donations, doubling the impact that employees' gifts had on communities.

At the outset, the Corporate Division committed to a United Way goal of \$1.2 million. Thanks to the hard work of campaign volunteers and the enthusiastic response of employees, the division not only met its goal but exceeded it, bringing in more than \$1.4 million.

The Canadian Division inaugurated a new campaign event: a challenge among eight offices based on the

percentage of employee participation. The winners were a Toronto tag team: 2 Queen Street East and 375 University Avenue. Altogether, the Canadian Division raised a total of \$1.1 million for the United Way.

In the United States, recent tragic events encouraged huge employee efforts. Employees were reminded of the work United Way-supported organizations such as the Red Cross and the Salvation Army were carrying out on the Gulf Coast following Hurricane Katrina. John Hancock and its associates raised nearly US\$375,000 for the United Way, surpassing the Company's campaign goal.



## Habitat for Humanity

In the summer of 2005, Manulife employees in Canada and the United States made the dream of home ownership a reality for five families in Boston, Toronto, Halifax and Kitchener-Waterloo. Manulife made one of the largest contributions of grant money and employee time by a corporation in Canada to Habitat for Humanity.

An independent charity, Habitat for Humanity uses donations from individuals and corporations to build homes for sale to low-income families. The homes are built in large part by volunteers and are sold well below cost with interest-free mortgages. The families buying the homes are expected to spend a certain number of hours helping to build them.

The Manulife Habitat projects took place from May through September.

In Kitchener-Waterloo, more than 600 employees honed their carpentry and dry-walling skills as they constructed two homes in the Waterloo region in a building blitz lasting just three weeks. Joining them were six Habitat for Humanity Caravanners, older couples who spend their time travelling North America in recreational vehicles to volunteer at various Habitat for Humanity builds. The Kitchener-Waterloo Manulife project represented the most significant support that Habitat organizers received from a single corporation in the region.

During a six-week period, more than 100 Halifax employees pitched in to build a three-bedroom split-level home in the Forest Hills subdivision of Dartmouth.

Many participants commented on what a great team-building experience the project provided, though it was the satisfaction of knowing how happy they'd made a local family that made the experience with Habitat so special for them.

At John Hancock, 250 employees donned construction boots to build a house in Blue Hill Place, Habitat for Humanity of Greater Boston's largest project to date. When complete, the community will contain 22 new homes, 4,000 square feet of commercial space and a children's playground. In all, John Hancock employees contributed approximately 2,000 volunteer hours to the project.

"I go (to Habitat builds) because I think it's important to give back to our community. I live in a safe neighbourhood and have a good job. Ideally, I would like to see all members of the community have the same opportunity."

Mellisa Foxall, Case Manager, U.S. Protection, Toronto







"Participating in a Habitat for Humanity build day was a great team-building experience for our group. As with my past community outreach involvement here at John Hancock, I walked away feeling more involved in the Boston community."

Patty Coyne, Investment Officer, John Hancock

The Habitat for Humanity home built by Toronto Manulife employees is part of a 40-home Habitat for Humanity community that was the largest single build on a Habitat site in Canadian history. The project was completed last fall and many of the Manulife volunteers were enthusiastic about the new skills they had learned. The greatest reward for them, however, came from knowing that they were providing an opportunity for affordable home ownership to a family in Toronto.





## Corporate Division

Manulife's Corporate Division, based in Toronto, channels its philanthropy into four areas:

### ■ Integration of skilled immigrants into society

Manulife supports the Toronto Region Immigrant Employment Council (TRIEC), an organization dedicated to helping skilled immigrants find employment. The Company not only provides financial assistance to TRIEC, but two of its senior executives co-chair the council: Dominic D'Alessandro,

President and Chief Executive Officer, and Diane Bean, Executive Vice President, Corporate Affairs and Human Resources. The Company also supports the Skills for Change New Pioneers Award, which honours immigrants who have made a difference in their community.



**TRIEC**  
Toronto Region Immigrant  
Employment Council





### ■ The Greater Toronto Community

The Company supports the Greater Toronto Community and its social assistance organizations through the United Way. In 2005, the Company made a commitment of more than \$1.4 million in funding and matching dollars to the United Way of Greater Toronto.

### ■ Employee volunteer programs

Manulife supports five organizations through a commitment of funds and employee time: Junior Achievement, Habitat for Humanity, Frontier College Homework Club, Altruvest Charitable Services and Canadian Blood Donor Services.

### ■ The local community

As Manulife's corporate head office is on Bloor Street in Toronto, the Company wanted to find a way to give back to the community that is home to more than 3,500 of our employees. The community closest to the Manulife head office location is called St. James Town. At the heart of the community is Rose Avenue Public School. Surrounded by apartment towers, the school is physically the focus of the community and is now also the focus of Manulife's support for St. James Town.



## Altruvest Charitable Services

Altruvest's mission is to make charities more efficient by improving their board governance. Through two programs, BoardMatch Fundamentals (BMF) and BoardMatch Leaders (BML), Altruvest provides volunteers with the skills to become board members.

The BMF program is for candidates with three to five years of business experience, while BML offers a training program for corporate executives, then places them in a charity of their choice and mentors them for 12 months.

In 2005, 40 Manulife candidates were registered in the program.





## Rose Avenue Public School

In 2005, Manulife decided to partner with St. James Town, a community of 22 high-rises that is the most densely populated neighbourhood in the world outside Singapore. In the heart of the community is 122-year-old Rose Avenue Public School.

The 25,000 people of St. James Town, who come from 160 countries, live on incomes that are on average below the poverty line. Violence and drug dealing are prevalent and parents look to the school as a safe haven for their children.

In December 2005, employees collected and delivered to the school more than 100 boxes of clothing and books which were happily received.

## Frontier College Homework Club

Manulife partners with Frontier College, a Canada-wide literacy organization, to hold a Homework Club on the corporate head office premises.

The club helps students become better readers, writers and thinkers. The students, some of whom live in nearby St. James Town, have varying needs: assistance with understanding their homework, one-on-one attention and help with reading.

For the past seven years, more than 40 Manulife employees have volunteered annually as tutors, meeting weekly with a seventh- or eighth- grade student in the Manulife cafeteria. Several social events were also sponsored during the year.

## Retired employees help out

When Manulife employees in Toronto retire, they have an opportunity to continue working with their Manulife peers and, at the same time, give back to the community.

Manulife Retired Employees Assisting Communities Through Service (REACTS) offers retirees an opportunity to work in a team environment. There are three teams of retirees in the Toronto area and they work regularly at two Manulife blood donor clinics and a food bank.

REACTS also organizes a number of one-time events during the year, such as selling tulips for the Lung Association and packing up food and toys at Christmas for the Salvation Army.

Working on teams allows retirees to stay in touch with their friends from Manulife days and adds a joyful note to their volunteer experience.



**"We are all connected and you have shown yourselves to be kind and caring neighbours."**

Jim Kormos, Principal, Rose Avenue Public School



## Canadian Division

The Canadian Division develops partnerships with charitable organizations across Canada that complement Manulife's goal of helping Canadians live longer and healthier lives. The division directs its philanthropic efforts to three major areas: health, education and community.

### Health

**The Canadian Division supports health initiatives across Canada in the following ways:**

- **Hospitals** – By funding programs that support cardiac, cancer and mental health care, giving preference to hospitals in cities with large employee populations. Examples of Manulife's support in this area are Hearts in Motion, a program for cardiac patients at Queen Elizabeth Health Sciences Centre in Halifax, and a program at Vancouver General Hospital to translate mental health information for the Chinese community.
- **Health organizations** – By looking for programs that educate Canadians about the benefits of leading healthy lifestyles. Many of these programs support health and wellness objectives. In 2005, Manulife proudly supported ProCure Alliance, an organization in Montreal dedicated to educating people about prostate cancer.

- **Post-secondary institutions** – By supporting health-related programs and research at colleges and universities. Currently, Manulife is funding the Manulife Centre for Healthy Aging within the Faculty of Social Work at Wilfrid Laurier University in Kitchener-Waterloo.

### Education

**The Canadian Division's support for education includes the following:**

- Actuarial scholarships at selected Canadian universities;
- Broad-based educational initiatives for students in elementary and secondary schools through organizations such as Junior Achievement and Frontier College.

*"When I volunteer, it makes me feel like a better person. It makes me feel proud of myself and gives me a better appreciation for all the things that I have."*

Shannon Hill, Plan Member Administrator, Manulife, Halifax



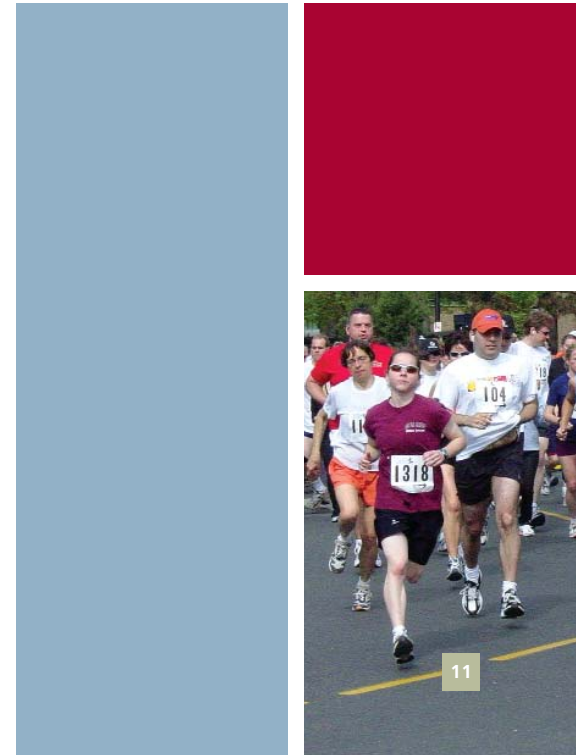
## Community

Canadian Division proudly supports communities across Canada, especially through its participation in the annual United Way campaign. By implementing a matching gift program for its employees, retirees and advisors, Manulife offers significant support to United Way agencies across Canada.

Canadian Division encourages its employees to volunteer for charitable organizations across Canada through a program called Helping Hands. When an employee volunteers a minimum of 25 hours a year for a registered charity, Manulife sends \$500 to that organization on the employee's behalf.

Through a number of Manulife-sponsored fundraising events, Manulife employees and their families have an opportunity to participate and help build stronger communities. Some of these community events include:

- Manulife Bike & Hike for Heart (supports St. Mary's Regional Cardiac Care Centre in Kitchener);
- Manulife Run for Research (supports the Sunnybrook Health Sciences Centre in Toronto);
- Manulife Dragon Boat Festival (supports Sport Nova Scotia in Halifax);
- Manulife Walk for Memories (supports Alzheimer Society of Ontario and its chapters across the province).







## Manulife Dragon Boat Festival

In keeping with its emphasis on strengthening the health of communities, in 2005 Manulife became the title sponsor of the Manulife Dragon Boat Festival in Halifax.

The event brought together 1,500 keen dragon boat racers and raised more than \$120,000 for Sport Nova Scotia. The organization provides vital funding to amateur sports groups throughout the province, enabling them to create programs that encourage young people to stay active.

In 2005, Manulife employees and associates entered three teams in the race, one of which won the overall event.

## ProCure Alliance

Manulife is a founding sponsor of ProCure Alliance, a Quebec organization dedicated to increasing awareness about prostate cancer and developing partnerships to prevent and cure this disease.

With funding from Manulife, ProCure Alliance has created a comprehensive bilingual web site about prostate cancer that provides prevention strategies, treatment options and a directory of local support resources.

ProCure Alliance is also creating a Prostate Cancer Biobank that collects prostate tissue for use by researchers around the world in their search for better treatments and a cure.

## Vancouver General Hospital and UBC Hospital Foundation

Manulife funding has helped the Cross-Cultural Clinic at Vancouver General Hospital to translate materials for British Columbia's growing Cantonese- and Mandarin-speaking communities. The translations include 43 fact sheets with information such as descriptions of mental illnesses and the social impact mental illness has on individuals and families.

Available on the clinic web site, the information will help mental health care professionals and community support workers across Canada and internationally to care for their Cantonese- and Mandarin-speaking patients and their families.





## John Hancock

John Hancock has had its home in Boston for more than 140 years, and its charitable programs focus on community institutions and organizations there that protect and educate children.



John Hancock encourages employee volunteerism focusing on young people, and funds projects for youth at risk, community sports programs and educational programs through the Boston public school system. In 2005, John Hancock invested a total of nearly US\$8 million in the community through grants, sponsorships and matching gifts – most of it going to more than 200 non-profit organizations. Company associates contributed nearly 7,000 hours in volunteer work that affected the lives of almost 5,000 young people.

Among the programs supported by John Hancock and its employees are:

- **Financial Wizard Program** – Volunteers work with teachers to show students from second to fifth grades that math can be fun.

- **Greater Boston Food Bank** – In 2005, 100 volunteers sorted more than 40,000 tons of food to be distributed to families.
- **John Hancock Fantasy Day at Fenway Park** – Participants play ball in legendary Fenway Park and raise money to fight childhood cancer. More than 150 John Hancock volunteers host the event, which so far has raised US\$5 million for cancer treatment and research.

John Hancock also supports the Boston Marathon Kenya Project, the American Red Cross, the United Way, the Perry School and Lucy Stone School the Summer of Opportunity program and Habitat for Humanity.

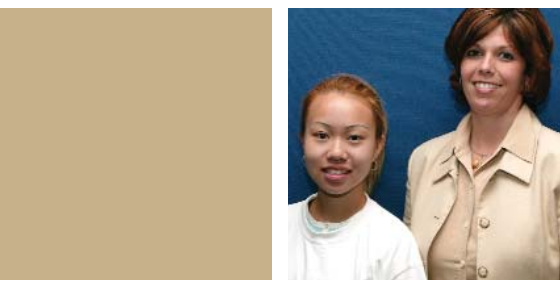
“I like giving back to the community. The programs I do in schools are especially important. I love being able to make an impact on the kids who will be coming into the workforce in the future.”

Maria Hopkinson, TPA Services Consultant,  
John Hancock



## Hurricane relief

In 2005, John Hancock and its employees launched a multi-pronged community initiative to assist those on the Gulf Coast who had been displaced by Hurricane Katrina. On behalf of all John Hancock and Manulife employees, the Company provided US\$1.3 million in financial support and in-kind gifts to relief efforts. It matched employee donations, donated US\$1 million of canned food, organized a blood drive and collected household and personal items for those still living on the Gulf Coast and for those who had relocated to Boston.



"I see my participation in the Summer of Opportunity program as a chance to share my many years of experience working at John Hancock with my mentee. Throughout the summer I hope to expose her to a variety of opportunities and encourage her to take advantage of all that is available to her."

Nanci Palladino, Human Resources,  
John Hancock

## Partnership with public schools

During the 2005 holiday season, John Hancock employees made a gift of books and time to two local public schools. The Company donated more than 600 books and gifts to students at Perry School in South Boston and Lucy Stone School in Dorchester. In addition, a team of volunteers who distributed the books at Lucy Stone School also stayed to read to the children.

## Summer of Opportunity

In 1994, John Hancock and the Boston Police Department established the Summer of Opportunity program to curb rising violence among Boston's inner city youth by providing jobs and opportunities as an alternative to crime.

Each year, 40 young people spend the summer at John Hancock, receiving a stipend while they gain job training and business skills. They also acquire knowledge about college preparation, job interviews and getting along in the workplace.

So far, nearly 500 students have participated in the program. Summer of Opportunity has been cited by Boston's mayor and police commissioner as a contributing factor in reducing youth crime.

An essential ingredient in the program's success is the involvement of dedicated mentors at John Hancock who provide advice and guidance to the participants.



## Boston Marathon Kenya Project

Everyone knows Boston is home to the world-renowned Boston Marathon, but you may not know that for the past 15 years, Kenyans have dominated the race.

John Hancock volunteers have used this fascinating fact to teach more than 250 third-grade students about Kenya and about the marathon. The program is held at the African Tropical Forest exhibit at Boston's

community zoo, and here children learn about Kenyan culture, tribes, geography and language, as well as the history of the marathon. The youngsters also meet Boston Marathon Kenyan champions, and get VIP seating at the finish line on race day.



"John Hancock is proud to create state-of-the-art volunteer programs that leverage our highly skilled associates in order to maximize our impact in the Boston community."

Carol Fulp, Vice President,  
Community Relations, John Hancock



## Asia and Japan Division

In Asia, Manulife contributes to a wide variety of projects in the countries and regions where it operates: China, Hong Kong, Indonesia, Japan, Macau, Malaysia, Philippines, Singapore, Taiwan, Thailand and Vietnam. The Company and its employees and agents in these regions support underprivileged children and the elderly, as well as charitable organizations focused on health, wellness and education.

In mainland China, Manulife-Sinochem collaborated with the Wheelchair Foundation to sell environmental protection bags. The money raised enabled the foundation to give wheelchairs to the disabled. In addition, nearly 500 staff and agents in Beijing, Guangzhou and Shanghai took part in the Terry Fox run.

In Hong Kong, Manulife has been named a Caring Company by the Hong Kong Council of Social Service in recognition of its work in supporting local communities. The Company builds long-term partnerships with selected charitable and educational institutions to help the young and the elderly.

### In 2005, Manulife Hong Kong:

- funded a centre for children with learning disabilities and a cancer patient resource centre;
- partnered with the Hong Kong Red Cross in the aftermath of the tsunami to encourage Hong Kong residents to donate money, blood or volunteer time to the organization;
- supported Operation Santa Claus, which answers the wishes of the needy.

In addition, for the third year in a row, Manulife has been recognized as the top fundraiser in the Hong Kong and Kowloon Walks for Millions, which supports the Community Chest of Hong Kong. More than 1,800 staff and agents participated in the 2005 walk and won the Challenge Cup as Overall Top Fundraiser.



Manulife has employees and agents in Banda Aceh, Indonesia and, as a result, focused its post-tsunami relief efforts in this area. During 2005, Manulife:

- provided shelter, housing loans, counselling and other assistance to agents and employees who suffered from the disaster;
- declared a one-year premium holiday for policyholders in Aceh and committed to prompt payment of claims;

In the Philippines, a major concern for the Company and its employees is helping children with disabilities through organizations such as:

- Alay Akay Foundation, which provides occupational therapy for children with mental disabilities;
- Blessed Luisa School, which holds a 15-school sportsfest for children with mental disabilities;
- Reach Foundation, which equips parents of children with special needs.



- restored two local schools;
- established interest-free loan programs that have allowed 120 small business owners to open or reopen their businesses in Banda Aceh.

Manulife in Singapore is a strong supporter of the Straits Times Pocket Money Fund, which provides 10,000 children with snack money for school. In 2005, all 120 Manulife staff and advisers gave up their lunch hour for one day to sell 20,000 boxes of mints to raise money for the fund.



"Knowing my blood will some day save lives is reward enough."

Chow-Foo Kwong, Assistant Business Development Manager, Manulife Hong Kong



In Thailand, the Duang Prateep Foundation has worked with the urban and rural poor for almost 30 years. Manulife supports its sponsorship program, which provides assistance to schools and children throughout Thailand. The foundation also runs an AIDS project whose staff works with local volunteers to organize outreach projects in rural communities.

For the past five years in Vietnam, Manulife has supported Operation Smile, an organization that provides free surgery for children and young adults born with facial deformities. In 2005, Operation Smile



sent a mission to the central city of Danang, where Manulife donated funds for the mission and a number of employees provided logistics support.

#### **In 2005, Manulife Vietnam also:**

- donated school gifts, including T-shirts and notebooks, to 3,000 needy children as they started a new school year;
- presented Tet Lunar New Year festival gifts to 3,500 needy children across Vietnam in cooperation with the Relief Association for Orphans and Disabled Children.

### **Manulife Schools**

As part of its commitment to rebuilding Indonesian communities following the 2004 tsunami, Manulife Indonesia is supporting two schools in the province of Banda Aceh. Manulife also supports two schools in the province of Java.

In July 2005 – the twentieth anniversary of Manulife Indonesia – Dominic D'Alessandro, Manulife President and Chief Executive Officer, presided over the official opening ceremony of the first of the Banda Aceh schools, SDN 25 Manulife.

The school had a roster of 200 students before the tsunami but, sadly, only 60 students have returned. However, the facility has been rebuilt to accommodate the pre-tsunami numbers in the hopes that enrolment will rebound.

In addition to donating funds for reconstruction, the Manulife Care Foundation provided the school with sports equipment, refurbished a library with new books, and provided the students with school bags and notebooks.



In mid-December, the second Manulife school – SDN 28 Manulife – was opened. The Manulife Care Foundation renovated the school, making significant enhancements to the original structure, such as a principal's office and new sports facilities.

The tsunami had a profound effect on the children of Banda Aceh, many of whom lost parents and other family members. Through the Manulife Care Foundation, a play therapy program administered by trained counsellors is helping the children to cope with their traumas by getting them to talk about their feelings. The program takes place in both Banda Aceh schools.

## Operation Santa Claus

Operation Santa Claus is an annual charity campaign organized by South China Morning Post and Radio Television Hong Kong, and is supported by Manulife.

As its name suggests, Operation Santa Claus answers the holiday wishes of Hong Kong's needy. Last year Timothy Ma, who runs a non-profit association for seniors living alone, had a particular wish. He wanted to extend the association's 24-hour Personal Emergency Link service to 50 children and adolescents with life-threatening conditions. The service provides devices that are linked to a 24-hour call centre operated by the association.

Through Operation Santa Claus, Manulife provided the necessary funds to install the devices in the children's homes.

## REACH Foundation

Assisted by a grant from Manulife Philippines, parents of children with developmental disabilities in Mandaluyong City are learning how to give basic therapy to their children.

The training is provided by the Rehabilitation and Empowerment of Adults and Children with Handicaps (REACH) Foundation through intensive workshops delivered in the children's communities or homes.

When the foundation receives a referral, a therapist evaluates the child's needs and designs a program to be carried out by the parent. Each week, a volunteer reports back to the therapist on the progress of the sessions.

More than 70 children with disabilities ranging from autism to Down's Syndrome currently receive free therapy services through REACH.



"It gives me a lot of pleasure seeing Manulife banners stand out in prominent positions among those of so many other organizations participating in the Walks for Millions event. Getting up at four in the morning is worth it!"

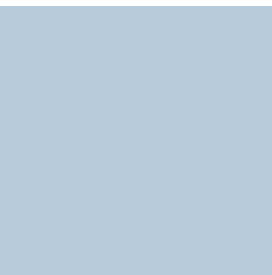
Matthew Lee, Office Service Department,  
Manulife Hong Kong



## Japan

### Manulife Japan is committed to building local communities through four key priorities:

- Healthy futures
- Leaders of tomorrow
- Partners in the community
- Employee volunteerism



“The Paper Crane Fundraising Campaign for seriously ill children is one of the volunteer efforts recently organized by the Company. I like it because it allows us to make charitable contributions in a way that combines each individual’s hopes and wishes in a tangible and important way.”

Sachiko Takumi, Sales Operations Department,  
Manulife Tokyo

At the 2005 World Expo held in Aichi, Japan, Manulife Japan was a major sponsor of the Canada Pavilion and undertook several programs that brought together youth from around the world, particularly Japan and Canada. The Company invited seriously ill and physically challenged children from Japan and Canada to participate in pavilion tours, guide-assisted tree-climbing and other activities. The Company also sponsored a Junior Achievement Dream Big seminar for Japanese and Canadian high school students and a Model United Nations Assembly for university students from around the world.

### Other Manulife activities during the year included:

- the Paper Crane Fundraising Campaign for Children’s Health Forum Japan, a non-profit organization that supports the creation of child-friendly environments and child-focused activities at pediatric care facilities;
- support of and participation in the Tokyo Terry Fox Run;
- blood donations by Manulife employees;

### Children’s Health Forum Japan and the Paper Crane Fundraising Campaign

Children’s Health Forum Japan is a pioneering non-profit organization that promotes child-friendly environments and activities in children’s health care facilities across Japan.



In 2005, Manulife Japan conducted the Paper Crane Fundraising Campaign to raise donations and awareness of Children's Health Forum activities. Paper cranes, the symbol of the campaign, were made by participants to give a visible demonstration of their support. Manulife Japan's employees and nearly 100,000 of its customers participated in the campaign.

The Children's Health Forum used the donations to support the best ideas received in a contest focused on improving recuperation environments for children at hospitals. Based on their proposals, six facilities from across the nation were awarded funds. The achievements of these facilities will be presented at the Children's Health Forum annual research seminar in 2006.

### Model United Nations Assembly

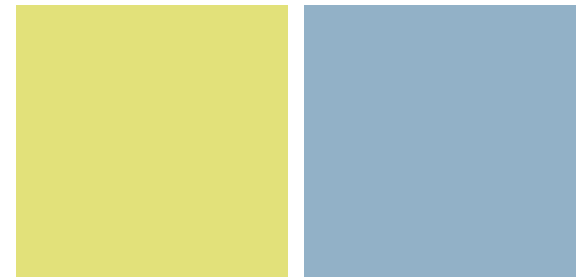
In 2005, Manulife Japan sponsored a special Model United Nations Assembly at the World Expo in Aichi, Japan, organized by Model United Nations Japan. University students from Japan, Canada and 11 other countries participated in the three-day event.

Representing various nations, the students discussed sustainable growth, an issue that is currently confronting the United Nations. By recreating the UN General Assembly, participants were able to understand the complexity of global problems and to experience the deliberations that are part of the process of creating effective solutions.

### Dream Big

Junior Achievement is a worldwide organization that provides educational business and economics programs for young people.

In 2005, Manulife Japan, in cooperation with Junior Achievement Japan and Junior Achievement Canada, sponsored a Dream Big seminar for Japanese and Canadian high school students. During the day-long gathering, the students received hands-on experience in independent thinking, decision-making and choosing the best ways to achieve the goals they set for themselves.



## We Match Employee Contributions

One way in which Manulife encourages employees to support their communities is by matching their donations.



In Canada, Manulife is pleased to provide Helping Hands grants as a way to recognize and thank our many employees across Canada who volunteer their personal time with charitable organizations. Manulife will send a \$500 donation to a charitable organization where our employees spend 25 hours or more volunteering.

In the United States, John Hancock matches up to 100 per cent of employee donations to charities.

Manulife's Corporate, Canadian and John Hancock divisions also matched employee donations during the United Way Annual Giving Campaign in 2005.



## Commitment to Employees

### Our employees are at the heart of Manulife's success

We work hard to find, attract and retain exceptional men and women. At Manulife, our employees enable us to 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 invest in the development of our human resources and reward superior performance. 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 find fulfillment in their work while reaching their potential and realizing their aspirations. 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 and accessible workplaces, and we support diversity and employee advancement.

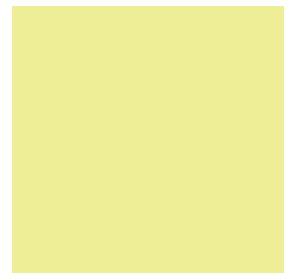
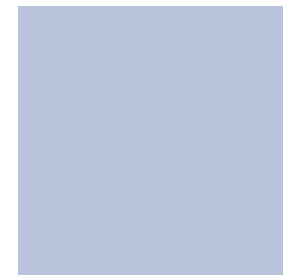
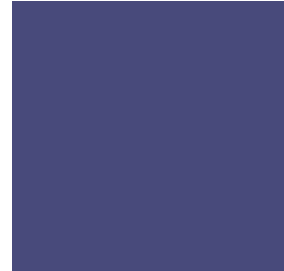
Manulife is a global employer, with approximately 46,000 employees and agents located in 19 countries and territories. In Canada, we employ more than 10,000 people in eight provinces.

#### Employee Data – as at December 31, 2005

EMPLOYMENT – CANADA			
PROVINCE	FULL-TIME	PART-TIME	TOTAL
British Columbia	155	7	162
Alberta	357	19	376
Saskatchewan	53	–	53
Manitoba	42	1	43
Ontario	7,555	561	8,116
Quebec	611	50	661
New Brunswick	3	–	3
Nova Scotia	825	14	839
<b>TOTAL</b>	<b>9,601</b>	<b>652</b>	<b>10,253</b>

EMPLOYMENT – OUTSIDE CANADA			
LOCATION	FULL-TIME	PART-TIME	TOTAL
United States	4,843	101	4,944
Asia, excluding Japan	3,629	64	3,693
Japan	878	143	1,021
Other*	50	6	56
<b>TOTAL</b>	<b>9,400</b>	<b>314</b>	<b>9,714</b>

\*Caribbean and Europe





## STARS of Excellence Award

The STARS of Excellence Award was commissioned by Manulife Financial and designed by Canadian artist Colin Gibson. Created to recognize and to inspire accomplishment, the award honours a select group of Manulife Financial employees and sales associates from around the world for their outstanding professional achievements and contributions to the Company's success.

### STARS of Excellence Award for Citizenship

Each year, Manulife selects one of its employees from around the world for a special honour, the STARS of Excellence Citizenship Award.

The award was established in 2000 to recognize the outstanding volunteer contributions of an individual to his or her community.

Employees are nominated for the award by their colleagues according to certain criteria. Nominees must go above and beyond the call of duty to support others through outstanding volunteer service, demonstrating leadership, dedication and a caring spirit. Specifically, they must demonstrate sustained and significant service to others while maintaining a standard of excellence in their own lives and work. Their volunteer work must significantly enhance the quality of life of those they serve. Nominees are also expected to demonstrate strong and innovative leadership as they both inspire and encourage others, as well as marshal support for the cause for which they volunteer.

### 2005 Citizenship Award honouree



#### **Raymond Chan**

*Senior District Manager, Asia Division*

Based in Hong Kong, Raymond Chan is a successful manager of more than 100 agents who finds time to give back to his community. His prime concern is for

the sick and the elderly. He organizes donations of rice and delivers them, visits with the shut-ins and provides other voluntary services to them. He is also a successful fundraiser for a seniors home and seniors services centre.

"Everyone will get old one day," says Chan. "It's very meaningful to spend time with the elderly, even if you do not know them at all – what they need is a little care and attention. It means the world to them if you engage them in a conversation."

Raymond not only gives selflessly of his own time, he motivates others to volunteer with him. For example, he has arranged for physicians and social workers to talk to Manulife agents and staff about care for the elderly. We estimate that, single-handedly, Raymond has persuaded more than 1,000 of his Manulife colleagues to join him in his fundraising work.



## Commitment to the Environment

Manulife strives to achieve 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, through both our own internal management systems and third-party industry audits and certifications.

Manulife adopted a formal environmental policy in 1995. The policy provides the Company and all our subsidiaries with a common set of guiding principles that forms the core of our environmental stewardship protocols and philosophy. 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.

### 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.



## We Support Environmental Stewardship Programs

Manulife was the first life insurance company in North America to become a signatory of the United Nations Environmental Program Finance Initiative, an internationally recognized program that promotes and supports responsible environmental practices.

### Integrated Environmental Guidelines

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 a greater use of environmentally friendly products and services.

### Responsible Resource Development

NAL Resources, a mid-sized oil and gas company and subsidiary of Manulife, is committed to responsible resource development and continuous improvement in environmental, safety and social performance. With clear principles and goals in accordance with the Canadian Association of Petroleum Producers (CAPP) Stewardship initiative, NAL Resources has earned CAPP's Platinum designation, the highest level available, every year since 2003. NAL Resources has also achieved the highest possible status of Gold Champion Level Reporter in the Canadian Standards Association's GHG Challenge Registry since 2001, a voluntary program to reduce and document greenhouse gas emissions.

### Managing Forests Wisely

As the world's largest manager of timberland investments for private equity investors, Manulife subsidiary Hancock Timber Resource Group adheres to a disciplined forest stewardship program to manage and protect its forest investments in a way that maintains and enhances economic, community and natural resource values. Timberlands managed by Hancock Timber are certified by either the Forest Stewardship Council or the Sustainable Forestry Initiative and are subject to audits to ensure







responsible management, promote continuous improvement and provide assurances to investors and environmental and community stakeholders.

### Minimizing our Environmental Footprint

One of the largest owners of orchards and vineyards in the United States, Manulife subsidiary Hancock Agricultural Investment Group has long employed Integrated Pest Management (IPM) on its properties. IPM practices involve a combination of chemical, biological and cultural approaches to lower the environmental impacts of pest management, along with scouting and targeted plant disease management, to lessen even further the footprint of agricultural operations on our environment.



In 2005, Hancock Agricultural Investment Group earned the IPM Innovator Award from the California Environmental Protection Agency as part of the Integrated Prune Farming Systems Implementation Group, which continues to advance IPM research in the prune industry.

### Excellence in Sustainable Practices

In 2005, Regional Power, a subsidiary of Manulife, won the coveted Blue Planet Prize from the United Nations Educational, Scientific and Cultural Organization (UNESCO) and the International Hydropower Association (IHA) for its Sechelt Creek hydropower project in British Columbia.

Regional Power develops and operates hydroelectric power plants in Canada, with six plants currently in operation and four in various stages of development. The Sechelt Creek project is a 16-megawatt facility designed, developed and built by Regional Power. It began operating in 1997, and sells all its electricity to BC Hydro under a long-term contract. It supplies enough electricity for a community of 9,000 homes.

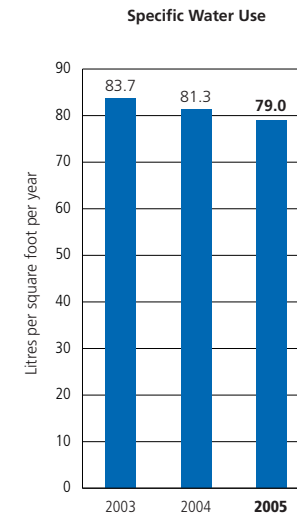
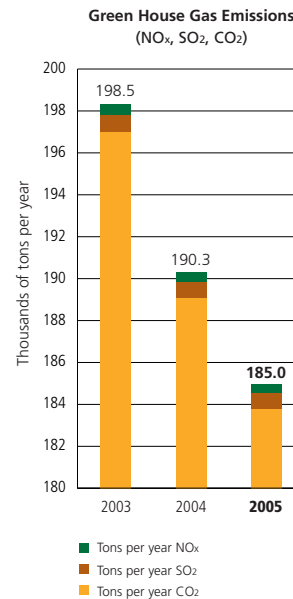
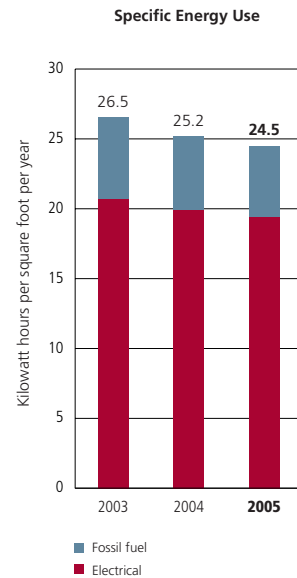
The Blue Planet Prize is awarded every two years to recognize excellence in sustainable practices at hydropower facilities in operation for a minimum of three years. In awarding the prize, the international panel of judges and jury, comprised of representatives of UNESCO and the IHA, noted that the Sechelt Creek project “re-established a thriving salmon run. An important element for the scheme is the partnership with the local Sechelt Indian Band and fisheries authorities, leading to benefits for the local community and the environment.” The judges and jury also mentioned that the project “incorporated technical innovation in synergy with the local environment in a remote part of Canada.”



## Sustaining Energy Performance

Energy conservation has long been a priority at Manulife. The Company's commitment to maintaining the value and integrity of our real estate assets goes hand in hand with our reputation as an industry leader and our dedication to environmental responsibility and the efficient operation of our properties. The Company is committed to incorporating the latest environmental technologies and systems into its projects and to fostering forward-thinking sustainable practices.

Manulife's long-established waste recycling program achieved a recycling rate of 48 per cent by weight, with close to 5,700 tons of office waste – primarily paper, aluminum, metal and glass – diverted in 2005. In addition, Manulife participates in several community-based charitable programs that involve recycling printer cartridges and cell phones.



Manulife conducts annual energy audits on 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 automation systems that have resulted in consistent improvements.

Building upon our 10-year trend of excellent energy management, overall energy efficiency continued to improve in 2005, with energy consumption for Manulife's 14 million square foot managed office portfolio decreasing 2.8 per cent to 24.5 kilowatt hours per square foot in 2005 from 25.2 kilowatt hours per square foot in 2004.

This reduced energy consumption equates to a decrease of 5,320 tons a year in greenhouse gas emissions.

We also achieved continued reductions in water use, with consumption down 2.8 per cent to 79.0 litres per square foot in 2005 from 81.3 litres per square foot in 2004.

The reductions are a result of concentrated programs undertaken by the Company to maximize the combined environmental benefits and financial return of building improvements and bulk energy purchases through prudent energy use and environmentally conscious operations.

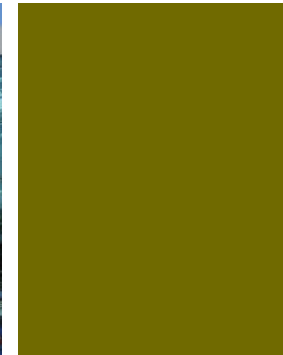
Some examples of these programs include: lighting upgrades using new lower-wattage fluorescent lamps, compact fluorescent light bulbs and motion sensors that automatically turn lights off when an office is not in use; efficient heating and cooling equipment; installation of



reflective film on south and west-facing windows of older buildings to block the sun's heat; and automatic flush valves and faucets in restrooms to conserve water.

### Optimizing Operational Efficiency

Lowered window blinds can reduce a building's solar heat gain and, as a result, reduce the electrical consumption required to cool it during the summer. This was just one of the initiatives Manulife put in place at our nine North American facilities during the extended heat wave that hit the eastern United States and Canada last summer. Decorative and non-essential lighting was also turned off, indoor temperature set-points were increased, buildings were pre-cooled in the evenings and employees were reminded to be diligent about turning off computers and equipment at the end of the day. These proactive initiatives proved to be very successful. Electrical consumption at these properties was reduced by an average of 8,062 kilowatt hours per day, or 6.6 per cent, during the summer months.



Manulife was one of the first companies in British Columbia to purchase Green Power Certificates from BC Hydro, and our properties in Vancouver were two of the first buildings in Canada to be designated under the Building Owners and Managers Association (BOMA) Go Green program for energy conservation and efficiency. Manulife was also recently named the recipient of BC Hydro's Power Smart Excellence Award.



## Energy and Environmental Awards Recognize Manulife

Select energy and environmental awards received in recent years for Manulife's real estate operations include:

- Energy Star Designations (U.S. Environmental Protection Agency [EPA]): Energy Star 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.



- 555 Twelfth Street, Washington, D.C.
  - Ashford Green, Atlanta
  - Westwood Corporate Center, Orlando
- Building of the Year Awards (Building Owners and Managers Association [BOMA]): these include significant energy performance criteria.
  - 510 Burrard Street, Vancouver
  - 555 Twelfth Street, Washington, D.C.
  - 1100 New York Avenue, Washington, D.C.
  - Manulife Place, Edmonton
  - Manulife Place, Ottawa
  - North American Centre, Toronto
  - Westwood Corporate Center, Orlando

- Go Green Certifications (BOMA):

- 510 Burrard Street, Vancouver
- Manulife Place, Vancouver



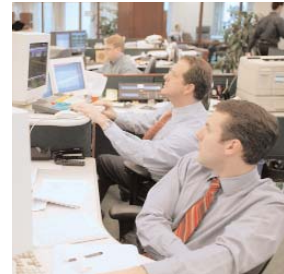
- Award of Excellence for Most Efficient Electricity Use (Los Angeles Department of Water and Power):
  - 515 South Figueroa, Los Angeles
- Award of Excellence for Innovative Energy Management (Los Angeles Department of Water and Power):
  - 515 South Figueroa, Los Angeles
- U.S. Green Building Council Certification:
  - 601 Congress Street, Boston
- Power Smart Excellence Award (BC Hydro):
  - 510 Burrard Street, Vancouver
  - Manulife Place, Vancouver

## Commitment to Clients

At Manulife, we give top priority to meeting our clients' needs. We believe that by understanding their point of view, we can help our clients make the financial decisions that are right not only for today, but also for tomorrow.

By listening to our clients, we can develop and enhance products that meet their individual needs and situations – products that are flexible and provide a wide variety of options. Our communications are client-friendly, written and designed in such a way that clients can easily assess their current and future needs. Our user-friendly and secure technological solutions let them carry out an increasing number of financial transactions, including personal banking, group health plans and retirement planning and savings, from a home computer or telephone.

Clients can purchase Manulife's products in a number of ways: through an advisor, banking consultant, broker, financial planner or affinity group, or online. Wherever or however they purchase a Manulife product, they can be sure they will always receive the highest level of service.





## Financing Canadian Business

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

Manulife originates commercial mortgages through a network of eight branches across Canada. Our customers are owners and developers of real estate who have 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 2005, we issued new loan commitments totalling \$1,396 million and loan renewals totalling \$381 million to 384 customers. New loan commitments ranged in size from \$0.1 million to \$50 million, with an average loan size of \$4.6 million.

Mortgage approvals are made in accordance with Manulife's Mortgage Credit Policy and the Mortgages Guideline, which is reviewed by the board 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. We make commitments across a diverse number of industry sectors, including leasing, financial, government, manufacturing and utilities. In 2005, we approved commitments totalling \$1,329 million across 15 industries to 57 borrowers. Participation ranged from \$1.7 million to \$200 million. All private placement investments are made in accordance with Manulife's Investment Guidelines and are approved either by the appropriate credit committee or under certain authority delegated to senior management.

Manulife Capital provides private financing for a wide range of Canadian companies operating in diverse industries across the country. We invest in companies that can demonstrate a successful operating history and exhibit strong ongoing business fundamentals. In 2005, new commitments totalled \$124 million spread across five different corporate customers. They ranged in size from \$7 million to \$42.5 million, with an average size of \$25 million. New investments are approved in accordance with Manulife's Investment Guidelines.



**Amount of debt financing authorized in Canada in 2005** (*thousands of Canadian dollars*)

	PER CUSTOMER							TOTAL
	\$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	
British Columbia	\$ –	\$ –	\$ 174	\$ 1,643	\$ 6,324	\$ 110,308	\$ 353,140	\$ 471,589
Alberta	–	–	435	1,917	4,650	68,804	581,897	657,702
Saskatchewan	–	–	–	–	–	–	25,885	25,885
Manitoba	–	–	–	–	–	16,501	–	16,501
Ontario	–	508	1,451	6,261	23,126	248,225	1,169,143	1,448,713
Quebec	–	–	312	301	1,937	28,252	189,722	220,524
New Brunswick	–	–	–	897	3,890	7,275	283,076	295,138
Nova Scotia	–	–	143	376	1,695	34,467	77,505	114,186
Prince Edward Island	–	–	–	–	753	1,997	26,125	28,875
Newfoundland and Labrador	–	–	–	–	–	1,989	11,043	13,032
Territories	–	–	–	354	–	–	–	354
<b>Total</b>	<b>\$ –</b>	<b>\$ 508</b>	<b>\$ 2,515</b>	<b>\$ 11,749</b>	<b>\$ 42,375</b>	<b>\$ 517,818</b>	<b>\$ 2,717,536</b>	<b>\$ 3,292,499</b>

**Number of Canadian customers receiving debt financing in 2005**

	PER CUSTOMER							TOTAL
	\$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	
British Columbia	–	–	1	4	9	42	24	80
Alberta	–	–	2	5	7	30	32	76
Saskatchewan	–	–	–	–	–	–	4	4
Manitoba	–	–	–	–	–	8	–	8
Ontario	–	7	9	16	30	106	78	246
Quebec	–	–	2	1	3	12	10	28
New Brunswick	–	–	–	2	5	3	9	19
Nova Scotia	–	–	1	1	2	12	7	23
Prince Edward Island	–	–	–	–	1	1	2	4
Newfoundland and Labrador	–	–	–	–	–	1	1	2
Territories	–	–	–	1	–	–	2	3
<b>Total</b>	<b>–</b>	<b>7</b>	<b>15</b>	<b>30</b>	<b>57</b>	<b>215</b>	<b>169</b>	<b>493</b>





## Accessible Banking and Taxation

Our financial clients receive quality service

Manulife Bank's innovative mortgage, loan and deposit products are distributed across Canada by advisors associated with Manulife. Our vast network of professionals ensures clients receive quality customer service and advice to help them meet their financial goals. More than 4,000 financial advisors are now helping clients discover how to integrate banking solutions with their financial plans.

### In 2005, Manulife Bank enhanced its service to clients in three ways:

- adding customer service representatives and banking consultants;
- enhancing existing products to increase flexibility for consumers;
- focusing on customer education materials.

We also developed new education tools for understanding investment leverage and new research into debt consolidation to help customers better understand their banking options. Our focus on client service continues to reap benefits: customer satisfaction remains above 85 per cent for Manulife Bank's all-in-one account, Manulife One.

Manulife Bank is a member of The EXCHANGE® Network, a network of more than 2,000 automated bank machines across Canada, allowing clients to make deposits and withdrawals without paying a convenience fee. We have increased our banking consultants to more than 80 professionals, giving Manulife Bank a personal presence in most communities across Canada.

The bank's network of independent financial advisors, its banking consultants and its use of technology enable customers to access our products virtually anywhere in Canada. We believe this commitment to service is part of our ability to offer "Banking, the way it should be.®"



## Manulife taxation report

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

For 2005, Manulife incurred \$509 million of income and other taxes paid or payable to all levels of government in Canada. These taxes consisted of \$110 million in income taxes, \$91 million in capital taxes and \$308 million in other taxes.

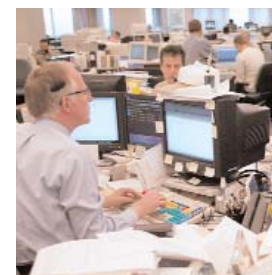
The following table presents the federal and provincial income and capital taxes paid or payable in Canada for 2005:

### Taxes paid or payable in Canada

*For the year ended December 31, 2005*

(\$ THOUSANDS)	INCOME TAXES <sup>1</sup>	CAPITAL TAXES
Federal	\$ 72,704	\$ 59,877
Provincial and territorial:		
British Columbia	2,181	1,381
Alberta	16,441	–
Saskatchewan	913	342
Manitoba	595	364
Ontario	14,012	27,770
Quebec	1,714	290
New Brunswick	382	234
Nova Scotia	778	500
Prince Edward Island	103	52
Newfoundland and Labrador	399	260
Yukon and Northwest Territories and Nunavut	36	26
Total provincial and territorial	37,554	31,219
<b>TOTAL</b>	<b>\$ 110,258</b>	<b>\$ 91,096</b>

<sup>1</sup> Income tax amounts are estimates based on information available for the year as at December 31, 2005.





## 2005 Awards and Recognition

Manulife is proud to be the recipient of many awards that recognize the Company for its overall excellence and specific achievements in areas such as corporate governance, communications, customer satisfaction, and charitable and community programs.

### Toronto

#### **Best Investor Relations by a CEO**

Dominic D'Alessandro, President and Chief Executive Officer of Manulife Financial, has received the IR Magazine Canada Award for Best Investor Relations by a CEO. A survey of 572 portfolio managers, analysts and retail investors named D'Alessandro the CEO who does the best job of communicating with the investment community in support of the company's investor relations.

### Jakarta

#### **Corporate Social Responsibility Award for Manulife Indonesia**

Manulife Indonesia was awarded the prestigious Corporate Social Responsibility (CSR) Award 2005 by Surindo Utama, SWA Magazine, MarkPlus&Co and Corporate Forum for Community Development (CFCD) for its strong commitment to and significant impact on communities in need across Indonesia. Specifically, as winner in the Social category and Education subcategory, Manulife Indonesia was honoured for its contribution to the community of Sukabumi and the assistance it provided over the past five years to support the Manulife school.

### Hong Kong

#### **Web Care Awards**

Manulife (International) Limited (MIL) was presented with the Gold Prize at the Web Care Awards 2005 by The Internet Professional Association (iProA) in recognition of its distinguished achievements and continuous efforts in providing barrier-free Internet service to the needy of the community – people with disabilities, senior citizens and new immigrants. This is the third year in a row that Manulife's Hong Kong web site, [www.manulife.com.hk](http://www.manulife.com.hk), has earned this accolade.

## Toronto

### Canada's Top 100 Employers

Manulife was named one of Canada's Top 100 Employers for 2005 by Maclean's magazine. The survey results recognized Manulife for its success as a business, its strong benefits and compensation programs, its flexible work arrangements, learning and advancement opportunities for employees and its state-of-the-art technology. The Company was recognized as best in its class, attracting top talent around the country and internationally.

## Hong Kong

### Next Magazine Top Service Awards

Manulife (International) Limited (MIL) has again been elected winner of Next magazine's Top Service Awards in the Insurance Company category. This is the sixth time that Manulife has triumphed in this sector since it was introduced in 1995, underscoring the Company's leadership in providing consistent service excellence to customers.

## Toronto

### Best in Customer Service

For the fourth consecutive year, Manulife Mutual Funds, a division of Elliott & Page Limited, has been named among the best in its class in Canada for customer service by Environics Research Group.

## Hong Kong

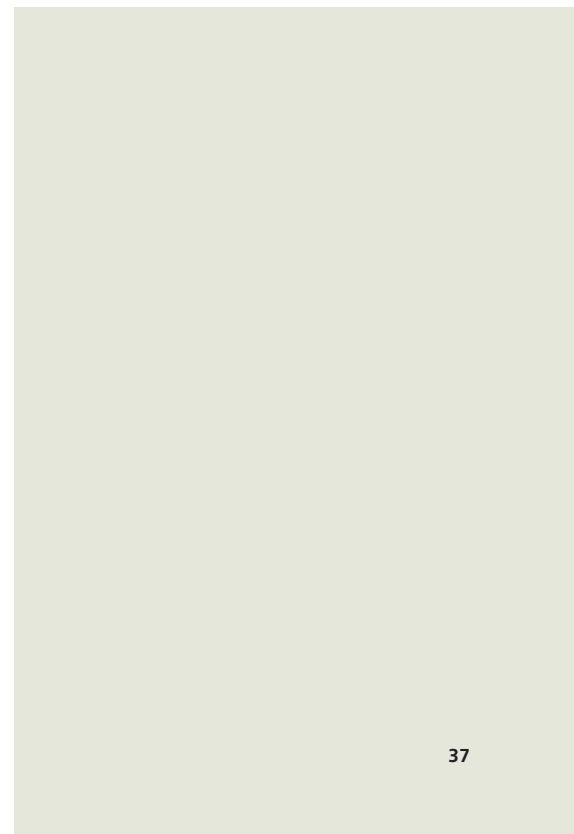
### Walks for Millions 2004/05

Manulife (International) Limited (MIL) received two recognition awards – the Challenge Cup Overall Top Fundraiser and the Top Fundraiser of the Hong Kong and Kowloon Walk – from the Community Chest of Hong Kong for the Walks for Millions 2004/05 event. Manulife has been the overall top fundraiser for the Walks for Millions event for three years in a row.

## Hong Kong

### Reader's Digest Gold SuperBrand 2005 Award and The Yahoo! Emotive Brand Award

Manulife (International) Limited (MIL) received two accolades – the Reader's Digest Gold SuperBrand 2005 Award and The Yahoo! Emotive Brand Award 2004/2005 (Insurance Category) – reaffirming its position as a top-of-the-mind brand in Hong Kong as well as underlining its success in creating a meaningful relationship with the local public. This is the second consecutive year that Manulife has received both these awards.



## Shanghai

### **Model Trustworthy Company of the Year**

Manulife-Sinochem received the Model Trustworthy Company of the Year award from the Chinese Consumer Foundation. Selected for this prestigious honour by a committee made up of both Shanghai citizens and members of government supervisory departments, Manulife-Sinochem is being publicly recognized for its outstanding professionalism and trustworthiness.

## Boston

### **Financial Intermediary Service Award Quality Evaluation**

Recognizing the Company's continued excellence in client services and support, John Hancock's Annuity division (formerly Manulife USA) has been awarded the Financial Intermediary Service Award Quality Evaluation (FISQE) by Dalbar, Inc. The FISQE award acknowledges firms that have consistently provided exceptional customer service within the annuity industry to brokers and financial advisors. Of the companies Dalbar rated in 2004, John Hancock finished number one overall for post-sale service.

## Hong Kong

### **Caring Company**

Manulife (International) Limited (MIL) has been awarded the Hong Kong Council of Social Services' Caring Company title and logo in recognition of its conscientious efforts in social and community service. A long-time supporter of and active participant in Hong Kong's volunteering efforts, Manulife forms strategic partnerships with various charities and not-for-profit organizations to provide corporate giving to the less privileged in the community. Each year, the Company plays an active role in supporting the Walks for Millions organized by The Community Chest of Hong Kong to help raise funds for local youth and the elderly. Manulife has been supporting this major fundraiser for 15 years.

## Toronto

### **Global 100 Most Sustainable Corporations in the World**

Manulife Financial was one of six Canadian companies included in the first annual Global 100 Most Sustainable Corporations in the World listing. This new global business ranking, identifying the top 100 companies that are leading the way to a more sustainable world, was unveiled at the World Economic Forum in Davos, Switzerland. The Top 100 companies were chosen from a pool of more than 2,000 firms, drawn from such large global indices as the S&P 500, MSCI World, FTSE 350 and Eurostoxx. Companies were selected for their ability to manage strategic opportunities in new environmental and social markets and were rated on such criteria as strategic governance, environmental initiatives and human capital/labour relations practices.



## 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 its 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 in Canada and Asia as Manulife Financial, and in the United States as John Hancock, we are the largest life insurance company in Canada, the second-largest in North America and the fourth-largest in the world, based on market capitalization.<sup>1</sup>

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.



<sup>1</sup> As at December 31, 2005.

[www.manulife.com](http://www.manulife.com)



## Contacts

Manulife Financial Corporation's 2005 Public Accountability Statement is available to view and download on our web site at [www.manulife.com](http://www.manulife.com)

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## Donations and Sponsorships

All requests for charitable donations or sponsorships should be submitted using our online application process at [www.manulife.com/community](http://www.manulife.com/community). Here you will 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 employee practices and to the attraction and retention of employees with diverse backgrounds that reflect the many communities and markets we serve throughout the world.

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