



BEYOND
promise



CORPORATE PROFILE

Manulife Financial is one of the most dynamic and progressive financial organizations in the world today. Institutional in strength, Manulife innovates from a history of financial stability that spans more than a century.

Since 1887, Manulife has refined its leadership role in financial protection and wealth management. Our employees and distribution partners now serve more than 8.7 million customers in 15 countries and territories around the world.

Manulife's portfolio of financial products includes life insurance, pensions, mutual funds, annuities and group benefits. We are one of Canada's largest life insurance companies and one of the 10 largest public companies in the country based on market capitalization.

We are also among the most profitable life insurance companies in North America. Manulife was the first Canadian life insurer to top Cdn\$1 billion in earnings. Our medium-term financial targets are to earn a return of 16 per cent on our equity and to grow our earnings per share by 15 per cent per year. Manulife's demonstrated financial performance has attracted a strong and diversified shareholder base and has earned the Company credit ratings that are among the highest in the industry.

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Manulife Financial Corporation publishes this Public Accountability Statement for its fiscal year from January 1, 2002 to December 31, 2002.

PRESIDENT'S MESSAGE

BEYOND PROMISE



At Manulife, we measure our performance by delivering on our promises: to shareholders to produce superior financial returns; to clients to always remain financially strong and deliver good service; to employees to provide a challenging and rewarding workplace; to our sales professionals to provide innovative and responsive products; and to the communities in which we operate to make them better places to work, live and learn. Being a responsible corporate citizen demands that all of our promises are kept.

Each year, Manulife supports communities in Canada, the United States and Asia through donations, sponsorships and the encouragement of volunteerism by our 31,000-strong employee group and agency force.

We are proud of our Corporate Giving program that contributed more than Cdn\$6.2 million to 700 charitable organizations in 2002. Guiding our citizenship practices is the principle of “giving forward.” Our goal is to support initiatives in health care, education and community service that will make a positive difference for the future.

This is our first Public Accountability Statement. The detail and depth provided is a demonstration of how seriously we take our responsibilities. We have established and maintained policies and procedures that deliver the highest standards of corporate governance, community giving, employee programs and environmental policies.

I invite you to read our Statement to learn more about how we strive to be the most professional life insurance company in the world, and why we are so proud of our people and programs at Manulife.

DOMINIC D'ALESSANDRO

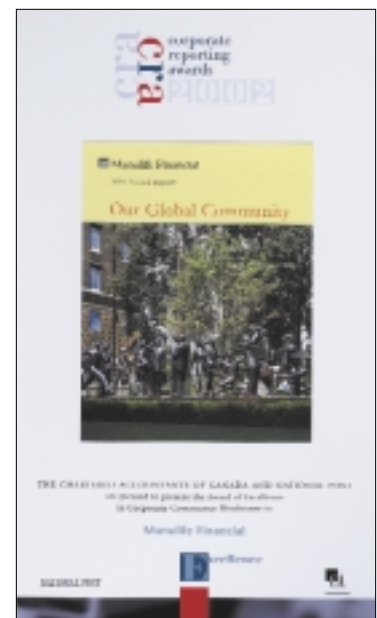
*President and
Chief Executive Officer*



Corporate Governance concerns the rules and regulations Manulife has established to operate our businesses and monitor the actions of all our employees.

The corporate governance practices of the Company meet or exceed the standards set out by the Toronto Stock Exchange, the New York Stock Exchange and the U.S. Sarbanes-Oxley Act. This was recognized in October 2002 when Manulife received the award for “Best Corporate Governance Practices” from *The Globe and Mail* and again in December 2002 when the Canadian Institute of Chartered Accountants and the *National Post* presented us with the “Award for Excellence in Corporate Governance Disclosure.”

In making its award, *The Globe and Mail* praised Manulife for its highly independent board and strong requirement for share ownership by Directors and the Chief Executive Officer. It also conferred a high rating on our extensive disclosure of key information and the equal treatment of all shareholders in terms of voting rights.



OUR PRACTICES

Independence of the Board of Directors

The independence of our Board of Directors is fundamental to its stewardship role and to its effectiveness. The role of the Board is to act in the best interests of Manulife and our stakeholders as it supervises all aspects of the management of the business.

The first principle of Board effectiveness is its independence from senior management. All but one of Manulife’s Board members is independent

of management. Mr. D’Alessandro, a member of the Board, is also the Company’s President and Chief Executive Officer.

All other Directors, including all Directors who are members of Board Committees, meet the independence standards set out in the New York Stock Exchange corporate governance rule proposals and the Sarbanes-Oxley Act of 2002. Additionally, the roles of Chairman and

CEO at Manulife are separate. The Chairman of the Board, Arthur Sawchuk, is a non-employee Director who has never been an employee of our Company.

To further facilitate the Board’s independent oversight, following each Board meeting the Board holds an “in camera” session, which means that no members of management are present. Board Committees also hold in camera sessions. The

Board and its Committees may retain outside advisors at the Company’s expense, as required. Individual Directors may also retain outside advisors, at the Company’s expense, to provide advice on any matter before the Board or a Board Committee with the approval of the Corporate Governance and Nominating Committee.

ACCOUNTABILITY

The Board, together with the President and CEO, has enacted specific guidelines defining the scope of duties and expectations of the Board, the Board Committees and those of management. These policies include specific quantitative limits and criteria that outline decisions requiring prior approval of the Board.

Specifically, the Corporate Governance and Nominating Committee is responsible for:

- Overseeing Manulife’s corporate governance policies, practices and procedures;
- Conducting regular effectiveness reviews of the Board, the Board Committees, the Chairman and individual Directors;
- Developing and revising job descriptions for the Chairman, the CEO and individual Directors; and
- Conducting a thorough annual performance review of the CEO. The Board also works with him as he sets his objectives for the coming year. These must then be approved by the full Board. The CEO’s performance is evaluated relative to these objectives, and to Manulife’s overall performance for its shareholders.

THE role of committees

OUR BOARD RELIES HEAVILY ON ITS COMMITTEES TO FULFILL ITS MANDATE AND MEET ITS RESPONSIBILITIES. COMMITTEES OF THE BOARD ALLOW DIRECTORS TO SHARE RESPONSIBILITY AND DEVOTE THE NECESSARY RESOURCES TO A PARTICULAR AREA OR ISSUE. THE BOARD AND EACH OF ITS COMMITTEES PREPARE ANNUAL OBJECTIVES, PLANS AND AGENDAS.

EACH COMMITTEE HAS SPECIFIC TERMS OF REFERENCE, IS COMPOSED ENTIRELY OF UNRELATED DIRECTORS, AND REGULARLY HOLDS IN CAMERA MEETINGS WITHOUT MANAGEMENT PRESENT. CHARTERS FOR EACH COMMITTEE HAVE BEEN ADOPTED. COMMITTEE CHAIRS REPORT ON EACH OF THEIR MEETINGS AND SEEK APPROVALS AS REQUIRED FROM THE BOARD.

THIS YEAR, OUR BOARD DECIDED, THAT BEGINNING IN 2004, AUDIT AND RISK MANAGEMENT COMMITTEE MEETINGS WILL BE HELD TWO TO THREE DAYS IN ADVANCE OF BOARD MEETINGS, AT WHICH TIME FINANCIAL STATEMENTS WILL BE PRESENTED FOR APPROVAL. IN THIS WAY, THE AUDIT COMMITTEE HAS MORE TIME TO DELIBERATE ON OUR FINANCIAL RESULTS AND IS ABLE TO MAKE ADJUSTMENTS OR CHANGES, AS NECESSARY, BEFORE DELIVERING ITS REPORT TO THE BOARD.

REVIEWS OF THE STRUCTURE, MANDATES AND COMPOSITION OF THE COMMITTEES ARE CONDUCTED REGULARLY. THE LAST SUCH REVIEW RESULTED IN THE REALIGNMENT OF THE MEMBERSHIP OF THE COMMITTEES.

strategic DIRECTION

The Board has ultimate oversight for reviewing Manulife's strategies and plans, and monitoring our performance in executing our strategies and meeting planned objectives.

Each year, after consultations and meetings with management, the Board reviews and approves strategic plans for the Company and its divisions, and related opportunities and risks to Manulife. The Board also considers issues relating to our lines of business and reviews the allocation of our resources.

The Board receives regular updates from the CEO and management on strategic developments and on Manulife's performance vis-à-vis the strategic plan, and ensures plans are adjusted to reflect new conditions or environmental factors.

The Board also reviews and approves financial statements, major investments, the raising of capital, organizational restructuring and other items of significance such as mergers, acquisitions and divestitures.

RISK MANAGEMENT AND internal controls

The Board considers all principal risks facing Manulife, as well as measures to manage these risks. The Audit Committee ensures that comprehensive policies, risk management policies and internal control systems are in place to mitigate our exposures.

Manulife's risk policies, risk management processes, internal controls and management information systems are updated on a regular basis to ensure they match our risk profile and comply with regulatory requirements.

As required by the U.S. Sarbanes-Oxley Act, the CEO and the Chief Financial Officer certify our annual financial statements and evaluate and report on the effectiveness of Manulife's disclosure controls and procedures.

The Audit Committee has direct communication,

including in camera meetings, with the internal auditor, independent auditor and Appointed Actuary, as well as with our principal regulator, the Office of the Superintendent of Financial Institutions (Canada).

SUCCESSION PLANNING, APPOINTMENTS AND MONITORING

The Management Resources and Compensation Committee oversees Manulife's human resources strategy. It conducts an annual review of our senior management succession planning process and global corporate leadership development programs. This Committee also approves the appointment of senior management and reviews the annual performance of senior executives.

BOARD SIZE AND composition

The Board believes that its roster of Directors is effective and provides a diversity of experience and viewpoints. Working with the Governance Committee, and approved by the Board, the Chairman is charged with leading the process of developing an analytical framework for assessing desired competencies, skills, background and personal qualities that should be sought in new Board members.

DIRECTOR

selection and nomination

The Governance Committee defines the requisite skills and experience required of Directors and nominates candidates to the Board for election by our shareholders.

The Governance Committee analyzes the Board's desired expertise and background profile to ensure it contains broadly based and diverse experience that will support Manulife's strategy and operations. This allows the Governance Committee and the Board to nominate qualified individuals.

Prior to joining the Board, a prospective Director meets with the Chairman and the CEO to discuss the role of the Board, the role of the Committees and their expectation of the contribution of the Director, including the time and effort required to be effective.

equipping directors TO FULFILL THEIR ROLES

Manulife maintains an orientation program for new Directors, as well as an ongoing continuing education program for all Directors. Manulife is able to attract sophisticated, experienced Directors from various backgrounds with diversified professional skill sets. As such, its

orientation program is tailored to Directors' individual needs. The continuing education program includes Directors' Seminars to help Directors better understand our strategies, operations, and external business environment, among other areas.

In addition, the Directors' Manual is a comprehensive reference source about the Company that includes a description of ethical conduct and Manulife's values. Regularly updated, the Directors' Manual is also given to corporate officers with governance-related responsibilities.

BOARD, COMMITTEE AND INDIVIDUAL DIRECTOR evaluation



ARTHUR R. SAWCHUK,
Chairman and
HUGH W. SLOAN, JR.,
Director

In 2002, the Board completed its latest biennial assessment, which included analysis of results and recommendations for improved Board, Committee and Director effectiveness. These results are reviewed by the Governance Committee and by the full Board.

The Chairman meets individually with Directors, as well as with the full Board, to plan the implementation of these recommendations. The Governance Committee monitors progress. The Chairman, with the Governance Committee, is charged with responsibility for these assessments.

DIRECTOR compensation

DIRECTORS ARE REQUIRED TO HOLD AN EQUITY POSITION IN MANULIFE HAVING A MINIMUM VALUE OF FIVE TIMES THE \$30,000 ANNUAL RETAINER WITHIN FIVE YEARS OF JOINING THE BOARD. OUR BOARD BELIEVES THIS HELPS ALIGN DIRECTORS' OBJECTIVES WITH THOSE OF THE SHAREHOLDERS AND ALLOWS US TO ATTRACT AND RETAIN TALENTED AND EXPERIENCED DIRECTORS.

THE BOARD UNDERTAKES A BIENNIAL REVIEW OF DIRECTOR COMPENSATION TO ENSURE THAT IT MEETS THE OBJECTIVE OF PROPERLY ALIGNING THE INTERESTS OF DIRECTORS WITH LONG-TERM SHAREHOLDER INTERESTS.

CODE OF BUSINESS CONDUCT AND ETHICS

AT MANULIFE, WE VALUE
OUR GOOD NAME AND
STRIVE TO APPLY HIGH
STANDARDS OF INTEGRITY
TO EVERYTHING WE DO.

OPERATING IN AN
ETHICAL MANNER IS
ESSENTIAL TO OUR
SUCCESS. OUR CUSTOMERS,
INVESTORS AND OTHER
STAKEHOLDERS RELY ON US
TO BE HONEST AND FAIR.

MANULIFE'S CODE OF
BUSINESS CONDUCT AND
ETHICS PROVIDES
STANDARDS FOR ETHICAL
BEHAVIOUR FOR ALL
EMPLOYEES, OFFICERS
AND DIRECTORS WHEN
DEALING WITH OUR
VARIOUS STAKEHOLDERS.

OUR COMMITMENT TO
TRANSPARENCY MEANS
THIS CODE IS AVAILABLE
TO BE SEEN BY ANYONE
SIMPLY BY VISITING
OUR WEB SITE AT
WWW.MANULIFE.COM.

ENSURING THE *integrity* OF FINANCIAL DISCLOSURE AND COMMUNICATIONS

Manulife has policies in place relating to the treatment and disclosure of information about the Company on a timely, accurate, understandable and broadly disseminated basis, as required by applicable laws. Information relating to the Company is reviewed by a group that includes the Legal, Investor Relations and Corporate Communications departments and senior management, and others as required, for a determination of materiality and, if appropriate, public disclosure.

Our Board, with help from the Audit Committee, approves annual and quarterly reports on Manulife's performance, as well as material public communications. The Governance Committee has developed a process to consider shareholder proposals.

We have reviewed our disclosure policies and practices to ensure full, fair and timely disclosure of information. We share information with individual shareholders, institutional investors and financial analysts through our Investor Relations department, and to the media through our Corporate Communications department.

Investor Relations reports at each Board meeting on share performance, issues raised by shareholders and analysts, the Company's institutional shareholder base, and a summary of recent shareholder activities.

Our Web site www.manulife.com features Web casts of the quarterly investor conference calls and presentations made by senior management to the investment community, as well as annual reports and other investor information.



OUR PROMISE TO THE community

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

Every year, we make carefully considered contributions to the communities in which we operate – in Canada, the United States and Asia. In partnership with reputable charities and non-profit organizations, we make donations, fund sponsorships, and support the volunteer activities of our employees and distribution partners.

In 2002, Manulife contributed more than Cdn\$6.2 million to approximately 700 organizations worldwide, including Cdn\$4 million to 400 organizations in Canada. In addition to our corporate financial contribution, Manulife employees generously dedicate thousands of hours of volunteer work to our community partners.

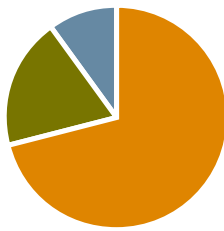
We guide our citizenship practices by the principle of “giving forward.” We concentrate on important emerging areas where we can make a positive difference for the future, with a concentration on health care, education and community service, including promotion of local voluntarism. Within these broad categories, we have purposely selected programs that address specific local needs in various locations and cultures.

We are proud to be designated “A Caring Company” in Canada by the Imagine program for our policy of donating and encouraging employee giving. In 2002, Manulife’s Hong Kong operations was also awarded a “Caring Company” title by the Hong Kong Council of Social Service in recognition of our ongoing efforts in community involvement.

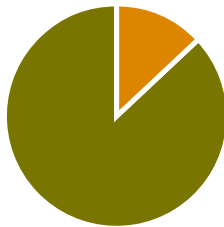


SUPPORTING healthy futures

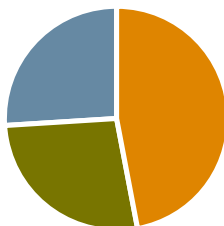
As the worldwide population ages, communities will be faced with far-reaching social and economic consequences. Manulife is responding by supporting programs that encourage people to adopt healthy lifestyle habits as they age so that they live longer, healthier and happier lives.



TOTAL GIVING
BY COUNTRY



DONATIONS &
SPONSORSHIPS



TOTAL GIVING
ALLOCATION

As part of its national focus on health, Manulife supports hospitals across Canada. Many of our gifts are targeted to support cardiac and cancer care initiatives, including:

➔ Cancer care at:

- Grand River Hospital (Waterloo, Ontario)
- BC Women's Hospital (Vancouver, British Columbia)
- Princess Margaret Hospital (Toronto, Ontario)

➔ Cardiac care at:

- St. Mary's Hospital (Kitchener, Ontario)
- Greater Victoria Hospitals (Victoria, British Columbia)
- St. Michael's Hospital (Toronto, Ontario)
- Queen Elizabeth Hospital (Charlottetown, Prince Edward Island)
- University Health Network (Toronto, Ontario)



THE ARTHRITIS SOCIETY – CANADA

WE ARE PROUD TO HAVE SUPPORTED THE ARTHRITIS SOCIETY FOR MORE THAN 50 YEARS.



IN 2002, MANULIFE'S SUPPORT WAS DIRECTED TO THE JOINT EFFORTS ARTHRITIS EDUCATION DAY. THE EVENT, GEARED TOWARDS THOSE WITH ARTHRITIS, BRINGS RESEARCHERS, PHYSICIANS, NUTRITIONISTS, AND THERAPISTS TOGETHER TO SHARE INFORMATION ON THE LATEST MEDICATIONS AND TREATMENTS AND ON HOW TO MANAGE PAIN.

ST. MARY'S GENERAL HOSPITAL - CANADA

In June 2002, more than 1,600 people from across Waterloo Region in Ontario walked, cycled, roller-bladed or volunteered to raise pledges for St. Mary's General Hospital's Regional Cardiac Care Centre. Additionally, the 10th Annual Manulife Ride for Heart drew 800 participants from organizations across the region as part of the Corporate Challenge. In total, the event raised more than Cdn\$162,000.



AMERICAN CANCER SOCIETY

Each fall, Manulife employees come together in support of the annual American Cancer Society's "Making Strides Against Breast Cancer" walk along the Charles River in Boston. In 2002, more than 60 employees participated in the five-mile walk to raise more than US\$15,000. All funds raised by employees were matched by Manulife and donated to the American Cancer Society for breast cancer awareness and research.

LAKEHEAD UNIVERSITY - CANADA

With support from Manulife, a team of health researchers and community partners at Lakehead University created the Web site www.successssfulaging.ca to help people maximize their health. With input provided by Manulife's Individual Life Insurance Centre and its Healthstyle program, this unique Web site, based on the premise that prevention is key to staying healthy, enables you to take a 12-minute Successful Aging Quiz with immediate feedback as to "how healthy" you are.



FRONTIER COLLEGE – CANADA

Frontier College is a national volunteer-based literacy organization. The College teaches people to read and write, and nurtures an environment favourable to lifelong learning. Manulife's partnership with Frontier College includes a Homework Club that operates at Manulife's head office in Toronto. Manulife employees meet once a week with grade seven and eight students and provide one-on-one mentoring. This volunteer partnership helps young teens build confidence and self-esteem.



developing leaders OF TOMORROW

Helping young people prepare for a career and choose an employer is important to Manulife, which strives to be an employer of choice itself. To encourage students to plan successfully for their futures we support educational programs that help young people transition from school to a career.

Manulife has a tradition of supporting post-secondary institutions with an emphasis on nurturing the talent businesses will need in the future. In 2002, we provided support for:

- Brock University
- Carleton University's School of Journalism and Communications
- Laval University's Actuarial Science Teaching and Research Fund
- University of Montreal
- University of Toronto's Chair of Financial Services
- University of Waterloo's Actuarial Program
- York University's Schulich School of Business

EDWARD EVERETT ELEMENTARY SCHOOL – UNITED STATES

Over the past six years, Manulife has forged a close bond with the Edward Everett Elementary School in Dorchester, Massachusetts. In 2002, Manulife provided a grant in support of the Schoolyard Initiative project. When ground is broken in the spring of 2003, a comprehensive plan will be underway to transform the area around the school into an urban oasis for recreation and education.



**GLOBAL VISION'S
JUNIOR TEAM CANADA DELEGATION
– SHANGHAI**

Manulife hosted a special reception to welcome the Junior Team Canada (JTC) mission to Shanghai – the first stop on the delegation's 10-day "Global Vision" Asian tour. Global Vision is a Canadian organization dedicated to developing young local talents for the international business community. Manulife representatives met with the youths to share our philosophy on successful Canadian business development in China.

**Ephpeta Foundation
for the Blind, Inc.
– Philippines**

FOR MORE THAN 30 YEARS, EPHPETA FOUNDATION HAS WORKED TOWARD IMPROVING THE QUALITY OF LIFE FOR THE BLIND AND THEIR FAMILIES IN THE PHILIPPINES. THE FOUNDATION HELPS INDIVIDUALS AND THEIR FAMILIES BECOME SELF-RELIANT THROUGH REHABILITATION AND SKILLS TRAINING PROGRAMS. MANULIFE'S COMMITMENT OF SUPPORT FOR THE EPHPETA LIVELIHOOD RESOURCE CENTRE PROVIDES JOBS FOR PEOPLE WHO ARE VISUALLY IMPAIRED. THE CENTRE HOUSES A SOAP PRODUCTION FACILITY THAT IS 90 PER CENT STAFFED BY BLIND WORKERS.



**MANULIFE CARE FOUNDATION
– INDONESIA**

Established in 1998, the Manulife Care Foundation is actively involved in community relations throughout Indonesia. In 2002, the Foundation paid for school tuition and books for 200 impoverished children living near Manulife's Jakarta headquarters. In addition, employees formed the "Let's Read with Manulife" campaign, building libraries in seven schools throughout Indonesia.

BUILDING partners in the community

MANULIFE FOCUSES ITS RESOURCES ON COMMUNITY GROUPS WITH WHICH EMPLOYEES CAN BECOME INVOLVED. TO SUPPORT LOCAL COMMUNITY INITIATIVES, MANULIFE HAS A COMMUNITY INITIATIVE PROGRAM IN CANADA AND A MATCHING GIFT PROGRAM IN THE UNITED STATES.

THE COMMUNITY INITIATIVE PROGRAM EMPOWERS MANULIFE'S CANADIAN REGIONAL FIELD OFFICES TO SUPPORT LOCAL CAUSES, CONSISTENT WITH MANULIFE'S GLOBAL GIVING PROGRAM. THE U.S. MATCHING GIFT PROGRAM MATCHES DOLLAR-FOR-DOLLAR PERSONAL CONTRIBUTIONS MADE BY EMPLOYEES TO REGISTERED CHARITIES AND NON-PROFIT ORGANIZATIONS.

Manulife RUNS matching gift AND volunteer recognition programs FOR employees AND distribution partners THAT ENCOURAGE COMMUNITY PARTICIPATION.

THE UNITED WAY – NORTH AMERICA

Each year, employees in Manulife offices across North America band together to raise funds for their local United Way campaign. Volunteer committees organize a month of fun-filled fundraising events. The Company matches all money raised dollar-for-dollar. In 2002, the combined employee and corporate gift to North American United Way campaigns totaled more than Cdn\$1.8 million.



THE CANADIAN ASSOCIATION OF FOOD BANKS

Manulife is proud to partner with The Canadian Association of Food Banks where the goal is to end hunger in Canada. The Association co-ordinates the collection and transportation of donated food through the National Food Sharing System. Support from donors enables the food banks to feed 700,000 people through the distribution of hampers and two million meals each month. Manulife provides the food banks across Canada with both financial support and donations of food.



OPERATION SMILE – VIETNAM

In Vietnam, one in every 500 babies is born with a cleft lip and/or palate. For the past 12 years, a volunteer medical services organization called Operation Smile has operated on affected youngsters. Annually, Manulife donates funds to provide re-constructive surgery to 200 impoverished children and young adults. In addition to the financial support, 34 dedicated Manulife Vietnam employees joined the mission as volunteers to assist the team with logistics work.

STRAITS TIMES POCKET MONEY FUND – SINGAPORE

The Straits Times Pocket Money Fund makes pocket money available for children from low-income families. The aim is to ease the financial burden faced by parents when providing for their children's education. It gives at least S\$1 a day to children who would not otherwise be able to afford lunch at school or take public transportation to school. The National Council of Social Service, which disburses the money, estimates that 6,400 children will need help from the Fund each year. More than 200 Manulife employees and representatives volunteered to sell charity tickets in the fall with all money raised donated to the Fund.



EDEN SOCIAL WELFARE FOUNDATION – TAIWAN

FOUNDED IN DECEMBER 1982, THE EDEN SOCIAL WELFARE FOUNDATION IS A NON-GOVERNMENTAL ORGANIZATION OFFERING SOCIAL, PRACTICAL AND FINANCIAL ASSISTANCE FOR DISADVANTAGED INDIVIDUALS IN TAIWAN. THE FOUNDATION WORKS WITH THE DISABLED, THE ELDERLY, CHILDREN, YOUTH, WOMEN, ABORIGINES, AND THE HOMELESS BY PROVIDING A NUMBER OF SERVICES. MANULIFE ASSISTS IN DELIVERING IMPORTANT SERVICES SUCH AS PROFESSIONAL TRAINING, EMPLOYMENT ASSISTANCE, COUNSELING, AND ACCESS TO A RESOURCE LIBRARY OF BOOKS AND VIDEOTAPES.



We guide our citizenship practices by the principle of “giving forward.” We concentrate on important emerging areas where we can make a positive difference for the future, with a concentration on health care, education and community service, including promotion of local voluntarism. Within these broad categories, we have purposely selected programs that address specific local needs in various locations and cultures.



CHILD HEALTH FOUNDATION – HONG KONG

Manulife partnered with the Hong Kong Child Health Foundation in an effort to increase parental awareness of potential hazards facing children, through a sponsorship of its accident prevention campaign. Manulife sponsored a colouring competition and more than

13,000 children from 80 kindergarten classes participated. In addition, Manulife’s support helped spread the accident prevention message through the use of cartoon posters, leaflets and exhibition displays at agency road shows.



volunteer

PROGRAMS

EACH YEAR, MANULIFE EMPLOYEES AROUND THE GLOBE VOLUNTEER THOUSANDS OF HOURS TO RAISE FUNDS AND HELP OPERATE A LARGE NUMBER OF COMMUNITY ORGANIZATIONS. STARTING IN 2001, THE INTERNATIONAL YEAR OF THE VOLUNTEER, OUR EMPLOYEES COMMITTED TO WORKING TOGETHER EACH FALL ON A GLOBAL VOLUNTEER INITIATIVE. IN 2002, EMPLOYEES IN 11 COUNTRIES VOLUNTEERED THEIR TIME TO VARIOUS CHARITIES.

Many Manulife employees give generously of their personal time and finances to support charitable organizations and Manulife strives to recognize these employee volunteers. In Canada, the “Helping Hands” grant program provides Cdn\$500 donations to organizations where employees volunteer at least 40 hours per year. In the United States, volunteers are recognized through the Manulife CARES program. Nominations are collected throughout the year for employee volunteers who have made an outstanding contribution in their communities, with five winners receiving a US\$1,000 donation to benefit the charity of their choice.



REACTS

THIS SPIRIT OF VOLUNTEERISM GOES BEYOND BEING A MANULIFE EMPLOYEE. TWO YEARS AGO, A DEDICATED GROUP OF MANULIFE RETIREES DECIDED TO FORM REACTS (RETIRED EMPLOYEES ASSISTING COMMUNITIES THROUGH SERVICE), A GROUP THAT FOCUSES ON COMMUNITY VOLUNTEERISM. REACTS HAS MORE THAN 60 MEMBERS AND IS INVOLVED IN MORE THAN A DOZEN DIFFERENT CHARITABLE ORGANIZATIONS.

Stars of Excellence Global Citizenship Award

In 2000, Manulife instituted an award that recognizes the accomplishments of an employee who goes above and beyond the call of duty in their volunteer activities. The Manulife “STAR of Excellence for Citizenship” recognizes one individual from a select group of nominees from around the world that have been nominated by their peers for their commitment and contributions to their communities.

2002 Citizenship Award Honouree

JOHN O’CONNOR, DEPUTY CHIEF LEGAL OFFICER – U.S. DIVISION

John’s 17 years and more than 1,000 volunteer hours for community organizations make him this year’s STAR of Excellence Citizenship Award recipient. His activities are varied, ranging from giving legal advice to dressing up as Santa Claus.

The primary focus of his efforts is Catholic Family Services (CFS) and the Sunshine Centres for Seniors. John served on the Board of Directors at CFS from 1989 to 1998, and since then has served on the Board of CFS’ Foundation. At the Sunshine Centres for Seniors, John has served in many capacities, including President, Vice President and Secretary.

John’s years and breadth of service to these organizations represent a tremendous commitment and desire to serve the needs of the community. His leadership and many contributions are an example and source of inspiration.



2002 Citizenship Award Nominee

TRACY SHEWFELT, BUSINESS ANALYST

– CANADIAN DIVISION

The Canadian Cystic Fibrosis Foundation, the Kidney Foundation, HopeSpring Cancer Support Centre, the local ringette team, and her daughters' school are the recipients of Tracy's time, commitment and creativity.

Tracy's primary cause is the Cystic Fibrosis Foundation, where she has been a member of the executive board for four years. Under her tenure, Tracy has significantly increased the active volunteer base of the local cystic fibrosis chapter and had a direct role in increasing chapter revenues during the past few years. In addition to speaking at events to raise awareness of cystic fibrosis and the local chapter, Tracy makes herself available to families with members who have been recently diagnosed with cystic fibrosis.



2002 Citizenship Award Nominee

SYARIFUDIN YUNUS, COMMUNICATIONS

MANAGER – ASIAN DIVISION

Eight years ago, Syarif began a fund that would provide money to educate children from an economically disadvantaged village on the outskirts of Jakarta. Since then, 23 children who would never have had the luxury of formal schooling have completed the elementary level and another 18 are currently attending school. His contribution goes beyond time and money, as Syarif is personally

funding and hosting one of the students in his own home.

Not only has Syarif's program allowed children to receive schooling, it has also had socio-economic consequences for the village. Those that have received formal education tend to postpone getting married at an early age, which has had a positive social impact and supports the government's goal to control population



growth. Syarif's long-term vision is to enable all children to be able to continue their education to the high school level.

We are proud of each
of our STAR of
Excellence Global
Citizenship Award
nominees for
demonstrating
commitment to
their community.



2002 Citizenship Award Nominee

**ANGELA DICKIE, ADMINISTRATION MANAGER
– REINSURANCE DIVISION**

Our Lady of Lourdes parish serves one of the most densely populated areas of downtown Toronto, Canada. The majority of parishioners are new immigrants, who have unique needs. Angela is involved with the advisory body of the church that oversees various committees in the parish and she coordinates the Outreach Program of the St. Vincent de Paul Society.

During the World Youth Conference held in Toronto in 2002, Angela coordinated the hosting of 200 youth delegates, and personally billeted five delegates in her home. When her church sponsored a visit of gifted children from economically challenged areas in Kingston, Jamaica, Angela not only organized the event, she was host to three teachers and one child. Angela devotes more than 20 hours each week to her volunteer activities.

2002 Citizenship Award Nominee

HISA NAKAGAWA, PLAN RIGHT ADVISOR – JAPAN DIVISION

Nakagawa-san has been volunteering with the Japanese Red Cross' Refugee Support and Service Organization (RSSO) for more than 20 years. The RSSO provides assistance to refugees and disabled persons in both Japan and overseas. Nakagawa-san's work with RSSO includes coordinating the collecting and shipping of basic needs items, such as clothing, to the recipients of the RSSO's services. In the past few years, she has also traveled overseas to provide assistance at other RSSO locations and to promote its message. In 1999, the Red Cross recognized her commitment and contributions with an award. Nakagawa-san also works with the Japan Autism Society, helping to raise awareness and funds.



OUR PROMISE TO employees

Manulife is a global employer, with approximately 31,000 employees and agents located in 15 countries and territories.

In Canada, Manulife employs more than 7,500 people in eight provinces.

Outside of Canada, Manulife employs more than 5,300 full- and part-time staff. In addition, almost 18,000 career agents – who sell exclusively Manulife products and services – work for Manulife throughout Asia.

EMPLOYMENT – CANADA

As at December 31, 2002

Province	Full-time	Part-Time	Total
Alberta	198	12	210
British Columbia	128	14	142
Manitoba	44	1	45
New Brunswick	4	–	4
Nova Scotia	51	3	54
Ontario	6,127	479	6,606
Quebec	420	30	450
Saskatchewan	33	–	33
Total	7,005	539	7,544

EMPLOYMENT

As at December 31, 2002

Location	Full-time	Part-Time	Total
United States	1,250	27	1,277
Asia, excluding Japan	2,603	19	2,622
Japan	1,471	5	1,476
Total	5,324	51	5,375

We believe that leaders inspire people to be prepared for the future by constantly challenging existing boundaries. Our success is defined by the quality of our people. Our goal is to attract and retain top talent and to be an employer of choice. This goal is driven by our values, represented by the acronym **P.R.I.D.E.**:

PROFESSIONALISM

REAL VALUE TO OUR CUSTOMERS

INTEGRITY

DEMONSTRATED FINANCIAL STRENGTH

EMPLOYER OF CHOICE

Rewards and Recognition

At Manulife, we are constantly evaluating our remuneration levels, ensuring that we are competitive. Employees in North America participate in a Variable Incentive Program that recognizes and rewards an individual's contributions to achieving our business goals, as well as overall Company performance.

We also recognize that employees look beyond compensation when defining an employer of choice. That is why we have developed one of the most comprehensive and competitive employment packages in the industry.

When Manulife became a public company, we initiated a global share ownership program for employees, acknowledging that employees want to share in the success of our Company. For every two Manulife shares that an employee purchases, Manulife contributes one share, up to an annual maximum. At the end of 2002, more than 70 per cent of eligible employees participated in this program.

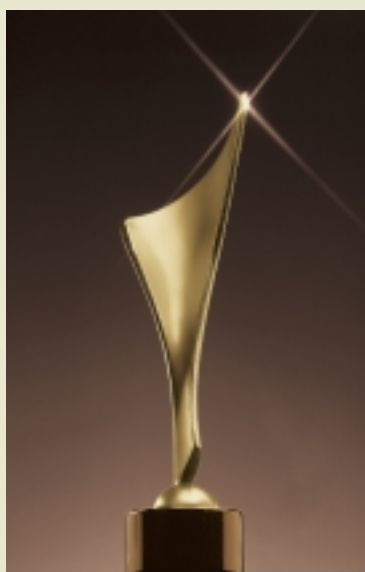
Our recognition programs exist at many levels. Business units and divisions have initiatives geared towards specific criteria, such as teamwork and customer service. At the corporate level, each year Manulife recognizes a select group of employees and distribution partners from every division for their outstanding contributions. These individuals are named "Manulife STARS of Excellence." These individuals embody the values and core competencies of Manulife. The **STARS** of Excellence program takes its name from the qualities that are exemplified by the nomination criteria:

SUPERIOR KNOWLEDGE AND SKILL

TRUST AND INTEGRITY

ACTION-ORIENTED

RESPONSIVE



Without good people,
nothing else quite matters
in business. We have
made a concerted effort
to attract and retain
exceptional people into
a true meritocracy
where individuals are
judged on their
capabilities alone.

CONTINUOUS LEARNING

MANULIFE IS COMMITTED TO PROVIDING EMPLOYEES WITH OPPORTUNITIES TO LEARN AND GROW IN THEIR CAREERS WITH PROGRAMS AND TOOLS TO IDENTIFY AND ADDRESS DEVELOPMENT NEEDS OF EMPLOYEES. MANAGERS ARE RESPONSIBLE FOR CREATING A DEVELOPMENTAL AND SUPPORTIVE ENVIRONMENT, AS EMPLOYEES TAKE THE INITIATIVE AND DEDICATE THE TIME AND EFFORT TO THEIR DEVELOPMENT.

WE OFFER NUMEROUS IN-HOUSE TRAINING PROGRAMS AND SELF-STUDY PROGRAMS ON OUR INTRANET, @MFC. THERE ARE EDUCATION SUBSIDIES AVAILABLE FOR EXTERNAL COURSES AS WELL AS TEXTBOOK ASSISTANCE FOR EMPLOYEES SEEKING TO UPGRADE THEIR SKILLS OR IMPROVE THEIR CAREER ADVANCEMENT OPPORTUNITIES.



Benefits



Manulife's flexible benefits program is among the most competitive in the financial services sector. Employees are allowed to determine the level of coverage that best suits their needs and lifestyle. In 2002, we also introduced a secure plan

member Web site, which allows employees to access a variety of services electronically, including checking the balance in their Health Care Spending Account, registering for direct deposit and accessing benefit administration and claim forms.

We also provide other services and benefits to employees such as the employee pension plan, group savings, mortgage subsidies and access to free financial counseling services.

Communications

We are committed to open, honest and constructive communication with our employees. In a highly competitive job market, the key to attracting and retaining top talent is ensuring that our employees are informed, engaged and satisfied.

Whether it's a monthly newsletter providing updates on divisional events or a weekly e-mail from a business unit manager, employees have access to a variety of information that enables them to stay informed and become more effective in their jobs. In 2002, Manulife launched an Intranet that provides one common interface for employees to read about corporate news, register for training programs, access our quarterly Webcasts with senior management or look for volunteer opportunities.

Manulife's Corporate Communications Department was presented with the 2002 Gold Quill Award for Excellence in Employee Communications from the International Association of Business Communicators for our Global Volunteer Program. This initiative encouraged more than 5,000 of our employees to commit to volunteering in 2002.

DIVERSITY

WE MAKE EVERY EFFORT TO ENSURE THAT OUR WORKFORCE REFLECTS THE DIVERSITY OF THE COMMUNITIES IN WHICH WE DO BUSINESS. WE ARE COMMITTED TO MAINTAINING A WORKPLACE WHERE THE CONDITIONS OF EMPLOYMENT ARE EQUITABLE AND NON-DISCRIMINATORY. ALL OF OUR OFFICES ARE DESIGNED TO BE BARRIER-FREE PROVIDING ALL EMPLOYEES EQUAL ACCESS.

WE BELIEVE THAT EVERY EMPLOYEE HAS THE RIGHT TO BE TREATED WITH DIGNITY AND RESPECT, IN A WORK ENVIRONMENT CONDUCIVE TO PRODUCTIVITY, SELF-DEVELOPMENT AND CAREER ADVANCEMENT. IN RETURN, WE EXPECT EMPLOYEES TO TREAT EACH OTHER WITH DIGNITY AND RESPECT, TO WORK TOGETHER TO HELP US REALIZE OUR VISION OF BEING A LEADER AND THE MOST PROFESSIONAL LIFE INSURANCE COMPANY IN THE WORLD.

ONSITE SERVICES

MANY OF OUR OFFICE LOCATIONS HAVE ONSITE SERVICES AND BENEFITS AVAILABLE TO EMPLOYEES. AT OUR TORONTO, CANADA GLOBAL HEAD-QUARTERS THESE INCLUDE:

- FITNESS CENTRE
- HEALTH CENTRE
- STAFF FINANCIAL COUNSELING SERVICES
- STAFF ASSOCIATION
- IN-HOUSE FOOD SERVICES



Employer of Choice

Manulife ranked in the "Top 100 Employers" for two years in a row.



OUR COMMITMENT TO THE environment

Environmental Responsibility

Manulife conducts its business activities in a manner that is sensitive to the environment. The Company's operations are subject to comprehensive environmental policies and procedures administered by an Environmental Committee.

Our environmental policies and procedures emphasize recycling, healthy work environments and energy conservation. All property investments, including mortgages and

real estate acquisitions, require environmental site assessments. Regular environmental audits or updates are conducted on office buildings every three years and annually for industrial and retail properties.

Waste recycling programs for aluminum cans, paper products, glass and plastics are in place for 95 per cent of our properties in Canada and the U.S., and printer cartridge-recycling programs have been implemented at most locations.

Energy audits or updates are performed annually for all Manulife-managed real estate properties to monitor and continuously improve the operating efficiency and reduction of electricity, natural gas and water consumption. We have made significant investments in building computerization and automation systems over the years, which have resulted in steady improvements in energy efficiency and conservation.



Manulife Financial's new U.S. Operations headquarters building in Boston, Massachusetts incorporates several sustainable design features, most notably a state-of-the-art double-skin curtain wall façade and a unique landscaped rooftop garden. The building is scheduled for occupancy in early 2004.

ENVIRONMENTAL POLICY

<p>Manulife is committed to conducting all of its business activities in a manner that recognizes the need to preserve the quality of our environment. Manulife will:</p> <ul style="list-style-type: none"> ➔ Promote environmental responsibility and conservation to employees 	<p>with applicable job accountabilities;</p> <ul style="list-style-type: none"> ➔ Distribute all relevant environmental policies and procedures to employees with applicable job accountabilities for their guidance and implementation into business practices; 	<ul style="list-style-type: none"> ➔ 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, 	<p>participate in the ongoing dialogue with government and industry to establish and promote practical environmental goals; and</p> <ul style="list-style-type: none"> ➔ Establish procedures to ensure the effective implementation of these policies.
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Procurement

Manulife seeks to do business with suppliers who are committed to protecting the environment and who have implemented policies and procedures for minimizing environmental risk.

Manulife pursues several initiatives as part of an evolving environmentally responsible procurement process. These initiatives 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 the Canada's Environmental Choice Program as well as the U.S. Environmental Protection Agency (EPA) guidelines for purchasing and procurement.
- ➔ Inclusion of environmental criteria in Manulife's standard Request for Proposal process. Environmental criteria are developed based in part on Canada's Environmental Choice Program and the U.S. EPA's procurement language.
- ➔ Implementation of Canada's Environmental Choice Program and the U.S. EPA's EnergyStar certification criteria into the selection process of Manulife's photocopier and fax machine standards.

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

The majority of photocopiers and fax machines obtained by Manulife in 2002 met the certification requirements for Canada's Environmental Choice Program and the U.S. EPA's EnergyStar program for energy efficiency, paper reduction and reduced air pollution. Further, we encourage the re-deployment of any office equipment that is no longer required to various charitable associations through "In Kind" Canada.

GREENTEC

In 2002, we implemented a new inkjet and laser toner recycling program called Thinkgreen, which is run by Greentec International. This community-based collection program allows companies to collect and recycle used cartridges and participate in an environmentally friendly fundraiser. Through partnerships with the "Tree Canada Foundation," Greentec donates one tree to a designated forestry program for every 12 recyclable cartridges collected. The objective of the program is to keep cartridges out of landfill sites and put an end to used cartridge waste. As a result of Manulife's participation, 57 trees were planted, 670 cartridges were recycled and more than 2,000 pounds of waste were diverted from landfill sites.



SEEING THINGS FROM THE customer's point of view

Canada

At Manulife, we consider everything we do from the customer's perspective.

From product development to paying claims, our goal is to anticipate customer needs and serve them to the very best of our ability.

Our Canadian Division meets the needs of our customers with traditional and innovative products and services. From traditional life and group protection to innovative offerings like nursing care income plans and our Compassionate Assistance Program, our product designs take into account the real and changing needs of our customers.

Our products also help Canadians of limited means achieve their financial goals. Life insurance with a policy value of as

little as Cdn\$12,500 makes it possible for anyone to provide a measure of financial security.

Group benefits and pensions can be designed for companies with as few as three employees, without sacrificing features or services. Manulife was also the first in Canada to offer a mutual fund account through independent financial advisors that allows our customers to access multiple investment management firms.

We provide Canadians with flexible access to our

products and services.

More than 18,000 licensed financial advisors in 4,000 communities are available to meet face-to-face with customers in their homes to discuss their insurance and financial planning needs. We also provide toll-free customer service lines and e-mail access. Via the Internet, we provide online calculators, needs assessment tools and product information so Canadians can take control and assess their own financial needs.



Our commitment to meeting the needs of our customers goes beyond delivering innovative products and services. Manulife ensures that all buildings owned and managed by Manulife meet or exceed local bylaws for accessibility, giving all customers the ability to meet with us in the manner they choose.

We are also committed to providing customers with communication that is clear, concise and written in plain language.

By seeing things from the customer's point of view, Manulife's employees and advisors are committed to helping our more than 8.7 million customers worldwide make better financial decisions and achieve financial security and peace of mind.

Asia

Culture plays a significant role in how we customize the delivery of our products and services. In Asia, personal relationships are key. As a result, we do not deliver our products through third parties but through a dedicated Manulife-trained sales force that has grown to 18,000 throughout Asia.

In partnership with the Chinese University of Hong Kong, Manulife in Hong Kong developed a certificate program in Financial Planning. To date, more than 500 Hong Kong agents have graduated from this program, ensuring Manulife agents are capable of providing the very best information and advice to our clients.

In Singapore, we were the very first insurer to offer a "Parent Replacement Option" that allows for the creation of a perpetual estate.

In Vietnam, we were the first to provide the "Value Preservation Option" that links the insurance policy face amount to the U.S. dollar exchange rate or the price of gold. It is a product that recognizes the local cultural value placed on real assets like gold.

Japan

In Japan, Manulife launched an innovative variable annuity product called "ManuSolution," which along with our universal life offering – ManuFlex – provides us with an industry-leading range of products to meet the unique needs of our Japanese customers.

UNITED STATES

WE MEET THE NEEDS OF OUR DIVERSE U.S. CUSTOMER BASE BY DELIVERING OUR SERVICES THROUGH A WIDE RANGE OF INTERMEDIARIES, INCLUDING BROKERS, FINANCIAL PLANNERS, PENSION EXPERTS AND OTHER COMPANIES' CAPTIVE SALES FORCES.

ALL THREE OF OUR U.S. BUSINESSES – INDIVIDUAL INSURANCE, INDIVIDUAL WEALTH MANAGEMENT AND GROUP PENSIONS – DELIVER PRODUCTS AND SERVICES TAILORED TO MEET THE CHANGING NEEDS OF OUR CLIENTS. THROUGH THE EFFECTIVE USE OF TECHNOLOGY, WE HAVE GAINED A LEADING SHARE IN THE 401(K) GROUP PENSION BUSINESS FOR SMALL TO MEDIUM-SIZED COMPANIES. OUR END-TO-END SERVICE PROVIDES A COMPLETE PENSION PACKAGE, AND WE DO SO AT A COMPETITIVE COST AS WE CONSOLIDATE OUR BACK OFFICE PROCESSING IN TORONTO, CANADA TO ACHIEVE EFFICIENCIES OF SCALE.

GIVEN THE RISING COST OF POST-SECONDARY EDUCATION IN THE U.S., WE HAVE LAUNCHED A VERY SUCCESSFUL COLLEGE SAVINGS PRODUCT THAT GIVES PARENTS THE FLEXIBILITY AND STABILITY THEY REQUIRE TO PROVIDE FOR THEIR CHILDREN'S EDUCATION.





MANULIFE'S GOVERNING LEGISLATION, THE INSURANCE COMPANIES ACT (CANADA) REQUIRES THAT THE COMPANY'S PUBLIC ACCOUNTABILITY STATEMENT CONTAINS INFORMATION PERTAINING TO FINANCING BUSINESS, BANKING ACTIVITIES AND TAXES PAID IN CANADA. WHILE THIS REPORT IS DESIGNED TO REFLECT OUR GLOBAL PRESENCE AND COMMITMENT, THE REMAINING SECTIONS FOCUS SPECIFICALLY ON CANADA.

Manulife's 2002 Public Accountability Statement is produced and filed as required by Manulife Financial Corporation and the following affiliates in Canada:

- The Manufacturers Life Insurance Company
- Manulife Bank of Canada
- Manulife Canada Ltd.
- MFC Insurance Company Limited
- First North American Insurance Company

FINANCING canadian business

Manulife provides debt financing to firms in Canada in a number of ways, principally in the area of mortgage financing.

The Company originates commercial mortgages through a network of eight branches across Canada. Its customers are owners and developers of real estate with a strong track record of 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 2002, new loan commitments totaling Cdn\$832 million and loan renewals totaling Cdn\$458 million were issued to 363 customers. New loan commitments ranged in

size from Cdn\$1 million to Cdn\$26 million, with an average loan size of Cdn\$4.4 million.

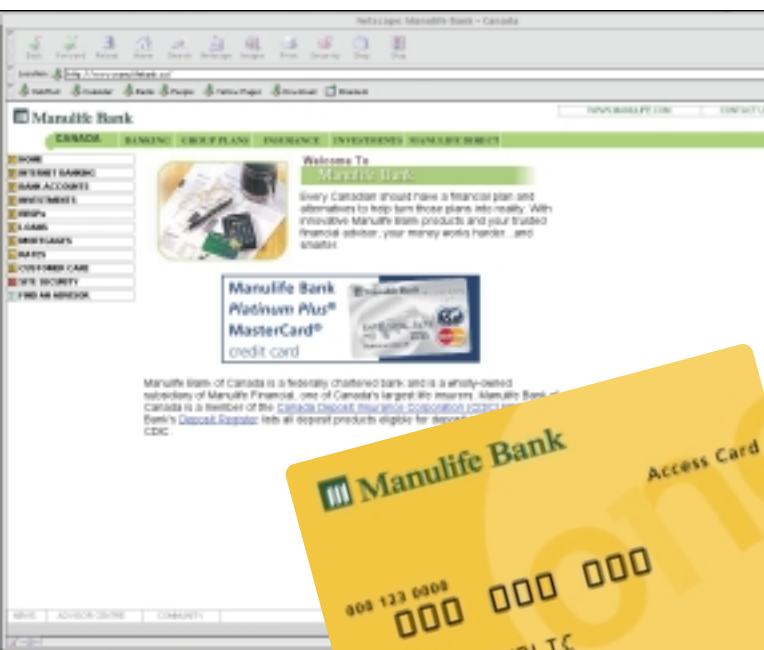
Mortgage approvals are made in accordance with the Company's Mortgage Credit Policy and the Mortgage Lending Guideline, which is reviewed by the Board of Directors on an annual basis.

AMOUNT OF DEBT FINANCING AUTHORIZED IN 2002 (CDN\$ 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	Grand Total
British Columbia	\$ 20	\$ 50	\$ 544	\$ 834	\$ 4,272	\$ 109,142	\$ 143,478	\$ 258,340
Alberta	-	153	698	840	15,580	130,125	140,680	288,076
Saskatchewan	-	-	200	-	718	4,799	7,300	13,017
Manitoba	-	-	520	-	950	11,125	-	12,595
Ontario	20	480	1,115	3,739	25,417	206,519	421,263	658,553
Quebec	21	244	663	2,926	4,635	29,317	33,075	70,881
New Brunswick	-	220	-	-	733	13,930	16,000	30,883
Nova Scotia	-	-	-	-	-	9,211	17,452	26,663
P.E.I.	-	75	-	-	-	-	-	75
Newfoundland Territories	-	-	-	-	-	-	-	-
Total Canada	\$ 61	\$ 1,222	\$ 3,740	\$ 8,339	\$ 52,305	\$ 514,168	\$ 779,248	\$ 1,359,083

NUMBER OF CUSTOMERS TO WHICH DEBT FINANCING WAS AUTHORIZED IN 2002

	\$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	Grand Total
British Columbia	1	1	3	2	6	43	15	71
Alberta	0	2	4	2	21	51	13	93
Saskatchewan	0	0	2	0	1	2	1	6
Manitoba	0	0	3	0	1	5	0	9
Ontario	1	8	7	10	34	88	41	189
Quebec	2	4	4	8	6	10	5	39
New Brunswick	0	0	2	0	1	5	2	10
Nova Scotia	0	0	0	0	0	3	2	5
P.E.I.	0	1	0	0	0	0	0	1
Newfoundland Territories	0	0	0	0	0	0	0	0
Total Canada	4	16	25	22	70	207	79	423



manulife bank

Manulife Bank offers its Canadian clients a full range of banking products including chequing accounts, mortgages, lines of credit, investment loans, RRSP loans, and GICs. Manulife Bank's premier deposit account, the Advantage Account, gives customers full access to their funds while providing a high rate of interest on every dollar in their account. Our Manulife One account is an all-in-one flexible mortgage that enables clients to access the equity in their home while reducing their overall borrowing interest costs. This product is the first of its kind in Canada.

ACCESSIBLE BANKING

As one of Canada's first "advisor banks," Manulife Bank was able to provide greater access to its products and services through financial advisors than it could by opening its own branches. As a result, Manulife Bank became a virtual bank and invested significant resources into mail, telephone and Internet infrastructure. Customers can access our products and services from virtually anywhere in Canada. They can visit their personal financial advisor, call Manulife Bank directly or through

www.manulifebank.ca, they can access all their financial information. We let our customers choose the access option that is most convenient for them.

Manulife Bank does not charge clients for access to their account information. We offer free Internet and Telebanking services and free account aggregation solutions that allow customers to check other on-line accounts from one Web site. Information and transaction statements are mailed monthly, quarterly or yearly depending on

the type of product our clients have chosen.

Customers with deposit accounts, lines of credit or our Manulife One mortgage can access their funds by withdrawing cash at any bank machine, making direct payment purchases at retailers, writing cheques or establishing pre-authorized bill payments. They can also pay bills via our Internet and Telebanking services as well as transfer funds to any account at another Canadian financial institution.

taxation

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 AS REPORTED AS PART OF THE COMPANY'S OPERATING EXPENSES, INCLUDING PROPERTY AND BUSINESS TAXES, PREMIUM TAXES, EMPLOYER PAYROLL TAXES, COMMODITY AND CONSUMPTION TAXES, AND INVESTMENT INCOME TAXES.

FOR 2002, THE COMPANY INCURRED CDN\$260 MILLION OF INCOME AND OTHER TAXES PAID OR PAYABLE TO ALL LEVELS OF GOVERNMENT IN CANADA. THESE TAXES CONSISTED OF CDN\$47 MILLION IN INCOME TAXES, CDN\$31 MILLION IN CAPITAL TAXES AND CDN\$182 MILLION IN OTHER TAXES.

THE FOLLOWING TABLE PRESENTS THE FEDERAL AND PROVINCIAL INCOME AND CAPITAL TAXES PAID OR PAYABLE IN CANADA FOR 2002:

For the year ended December 31, 2002		
(Cdn\$ in thousands)	Income Taxes ⁽¹⁾	Capital Taxes
Federal	\$ 21,753	\$ 30,218
Provincial		
Newfoundland & Labrador	94	-
Prince Edward Island	14	-
Nova Scotia	91	162
New Brunswick	111	-
Quebec	3,111	3
Ontario	16,229	526
Manitoba	304	3
Saskatchewan	1,126	100
Alberta	3,447	-
British Columbia	684	4
Northwest, Yukon and Nunavut Territories	9	-
Total Provincial	25,220	798
Total	\$ 46,973	\$ 31,016

⁽¹⁾Income tax amounts are estimates based on information available for the year as at February 15, 2003.

OUR VALUES

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 agents 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 needs.

INTEGRITY

All of our dealings are characterized by the highest levels of honesty and fairness. 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 results, 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 and brightest employees, we will invest in the development of our human resources and reward superior performance.

community

A SPECTACULAR BRONZE SCULPTURE CONSISTING OF 21 LIFE-SIZE FIGURES, STANDS PROUDLY ON THE GROUNDS OF MANULIFE FINANCIAL'S HEAD OFFICE IN TORONTO. COMPLETED IN JUNE 2001, "COMMUNITY" IS A CONTEMPORARY REPRESENTATION THAT UNIQUELY REFLECTS MANULIFE'S DIVERSITY AND INTERNATIONAL OPERATIONS. "COMMUNITY" WAS COMMISSIONED BY MANULIFE AND DESIGNED BY ARTIST KIRK NEWMAN. THE SCULPTURE IS MORE THAN TWO METRES HIGH AND MEASURES MORE THAN EIGHT METRES IN LENGTH.



Manulife Financial Corporation's 2002 Public Accountability Statement is available for viewing and download on our Web site at www.manulife.com

To receive a printed copy of this report you can contact us at:

Manulife Financial

Corporate Communications

200 Bloor Street East

North Tower 2

Toronto, Ontario

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.