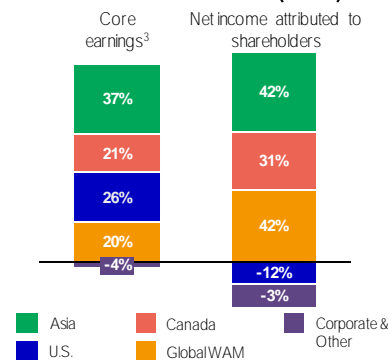


## Company Overview

- **Leading international financial services provider** with presence in Asia, Canada and U.S. for more than 125 years, 135 years and 160 years, respectively. Manulife provides financial advice, insurance, and wealth and asset management solutions for individuals, groups and institutions<sup>1</sup>.
- **A top 10 largest life insurance companies in the world<sup>2</sup>.**
- More than **38,000 employees** and **thousands of distribution partners** serving more than **35 million customers**.
- Assets under management and administration (AUMA)<sup>3</sup> of **\$1.4 trillion** as at March 31, 2024 (Total invested assets and Segregated funds net assets of \$410.7 billion and \$402.1 billion, respectively).
- **Business diversification** is a key strength which provides resiliency and foundation for growth.

### Business Diversification (1Q24)



## Strategy

- **Our ambition** is to be the most digital, customer-centric global company in our industry
- **Our strategy** is underpinned by five strategic priorities
- The goals for our stakeholders are
  - **Customer:** Improve NPS<sup>4</sup> by +37 points and delight customers
  - **Employees:** Engage our employees - maintain top quartile engagement
  - **Shareholders:** Deliver top quartile returns



## Key Financials

Financial Targets	1Q24	Medium-Term Targets <sup>9</sup>
Core EPS growth <sup>5</sup>	20%	10%-12%
Core ROE <sup>6</sup>	16.7%	15%+
Financial Leverage ratio <sup>6</sup>	24.3%	25%
Core dividend payout ratio <sup>6</sup>	43%	35%-45%
New business CSM growth <sup>5</sup>	52%	15%
CSM balance growth <sup>5</sup>	23%	8%-10%
EPS growth <sup>5</sup>	-38%	
ROE	8.0%	
Common share dividend payout ratio	89%	

## Financial KPIs

	1Q24	Change from 1Q23
Net income attributed to shareholders	\$866	▼ \$540
Core earnings <sup>3</sup>	\$1,754	▲ 16% <sup>5</sup>
Total expenses (incl. General expenses of \$1,102)	\$1,679	▲ 2% <sup>5</sup>
Expense efficiency ratio <sup>6</sup>	45.1%	▼ 2 pps
APE sales (\$ billions)	\$1.9	▲ 21% <sup>7</sup>
New business value	\$669	▲ 34% <sup>7</sup>
New business CSM	\$658	▲ 52% <sup>5</sup>
Global WAM net flows (\$ billions)	\$6.7	▲ \$2.3
Global WAM average AUMA (\$ billions)	\$880	▲ 9% <sup>7</sup>
Book value per share (\$)	\$23.09	▲ 5%
Adjusted book value per share (\$) <sup>6</sup>	\$33.39	▲ 11%

## Capital and Liquidity Strength

MLI's LICAT ratio <sup>9</sup>	138%
Excess capital over OSF's supervisory target ratio <sup>10</sup>	\$23.7 billion
Cash & cash equivalents and marketable securities	\$242.1 billion

## Financial Strength Ratings<sup>11</sup>

Agency	AM Best	DBRS	Fitch	Moody's	S&P
Rating	A+	AA	AA-	A1	AA-

## Shareholder information

Dividend per common share (\$)	Market capitalization <sup>2</sup>	\$60.9 billion
CAGR of 11%	Dividend yield <sup>12</sup>	4.7%
1,46	1Q24 dividend per common share (\$)	\$0.40
2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023	Ticker	'MFC'
	TSX/NYSE/PSE	'945'
	HKEX	

Note: Figures are in C\$ millions unless otherwise noted. <sup>1</sup>We operate as Manulife across our offices in Asia, Canada, and Europe, and primarily as John Hancock in the United States. <sup>2</sup>Based on market capitalization data as at March 31, 2024. Source: Bloomberg. <sup>3</sup>Core earnings and AUMA are non-GAAP financial measures. For more information, see "Non-GAAP and Other Financial Measures" in our 1Q24 MD&A. <sup>4</sup>Relationship Net Promoter Score ("NPS"). <sup>5</sup>Percentage changes are stated on a constant exchange rate basis, and are non-GAAP ratios. <sup>6</sup>Non-GAAP ratios. <sup>7</sup>Percentage changes are stated on a constant exchange rate basis. <sup>8</sup>See "Caution regarding forward-looking statements" in our 1Q24 MD&A. <sup>9</sup>Life Insurance Capital Adequacy Test (LICAT) ratio of The Manufacturers Life Insurance Company (MLI) as at March 31, 2024. LICAT ratio is disclosed under OSF's Life Insurance Capital Adequacy Test Public Disclosure Requirements guideline. <sup>10</sup>OSF's supervisory target ratio of 100% for MLI. <sup>11</sup>Financial Strength Ratings apply to the main life operating companies of Manulife Financial Corporation including MLI, John Hancock Life Insurance Co. (U.S.A.), John Hancock Life & Health Insurance Co. and John Hancock Life Insurance Co. of New York. DBRS does not rate the U.S. insurance subsidiaries separately. Outlook is Stable from AM Best, DBRS, Fitch, Moody's and S&P agencies. All ratings as at March 31, 2024. <sup>12</sup>Dividend per common share paid in the quarter \* 4 / Current quarter closing share price.

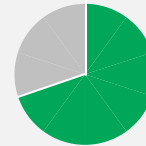
## Business Performance

The Asia segment is a leading provider of insurance products and insurance-based wealth accumulation products. We have insurance operations in 12 markets with a diversified multi-channel distribution network, including over 98,000 contracted agents, 10 exclusive partnerships and over 100 bank partnerships.

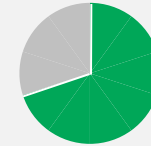
### Sales Rank<sup>1</sup>

#2 Singapore Insurance <sup>2</sup>	#6 Hong Kong Insurance
#3 Cambodia Insurance	#6 Indonesia Insurance
#3 Vietnam Insurance	#8 Malaysia Insurance
#4 China Insurance (foreign insurers agency ranking)	#16 China Insurance
#4 Philippines Insurance	#17 Japan Insurance

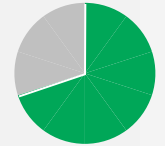
### 1Q24 Contribution to total Company (C\$ millions)



APE sales  
68% at \$1,281



New business value  
69% at \$463



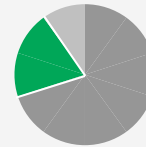
New business CSM  
75% at \$491

The Canada segment is a leading financial services provider, offering insurance products, insurance-based wealth accumulation and decumulation products, and banking solutions, and has an in-force variable annuity business.

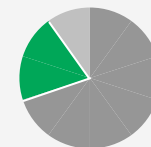
### Sales Rank<sup>1</sup>

#2 Group Benefits
#2 Retail Insurance
#3 Retail Segregated Funds
#10 Manulife Bank <sup>3</sup>

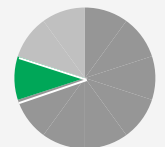
### 1Q24 Contribution to total Company (C\$ millions)



APE sales  
24% at \$450



New business value  
24% at \$157



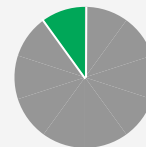
New business CSM  
10% at \$70

The U.S. segment provides a range of life insurance products and insurance-based wealth accumulation products and has in-force long-term care insurance and in-force annuity businesses.

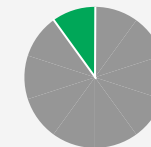
### Sales Rank<sup>1</sup>

#12 Individual Life Insurance
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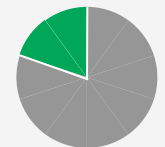
### 1Q24 Contribution to total Company (C\$ millions)



APE sales  
8% at \$152



New business value  
7% at \$49



New business CSM  
15% at \$97

The Global Wealth and Asset Management segment, branded as Manulife Investment Management, provides investment advice and innovative solutions to retirement, retail and institutional clients. Our investment footprint spans 19 geographies, including 10 in Asia, with over 120 years of experience.

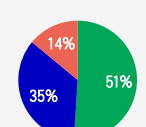
### Sales Rank<sup>1,4</sup>

#1 HK Retirement <sup>5</sup>	#2 U.S. Retirement Mid-Case Market <sup>6</sup>
#1 Canada Retirement	#9 Canada Retail
#2 U.S. Retirement Small Case Market <sup>6</sup>	#13 U.S. Retail <sup>7</sup>

### 1Q24 Financial KPIs

Core EBITDA margin <sup>8</sup>	25.5%
Net fee income yield <sup>8</sup>	42.8bps
Gross flows (\$ billions)	\$45.4
AUMA (\$ billions) <sup>9</sup>	\$911

### 1Q24 AUMA by business line



Retirement  
Retail  
Institutional

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