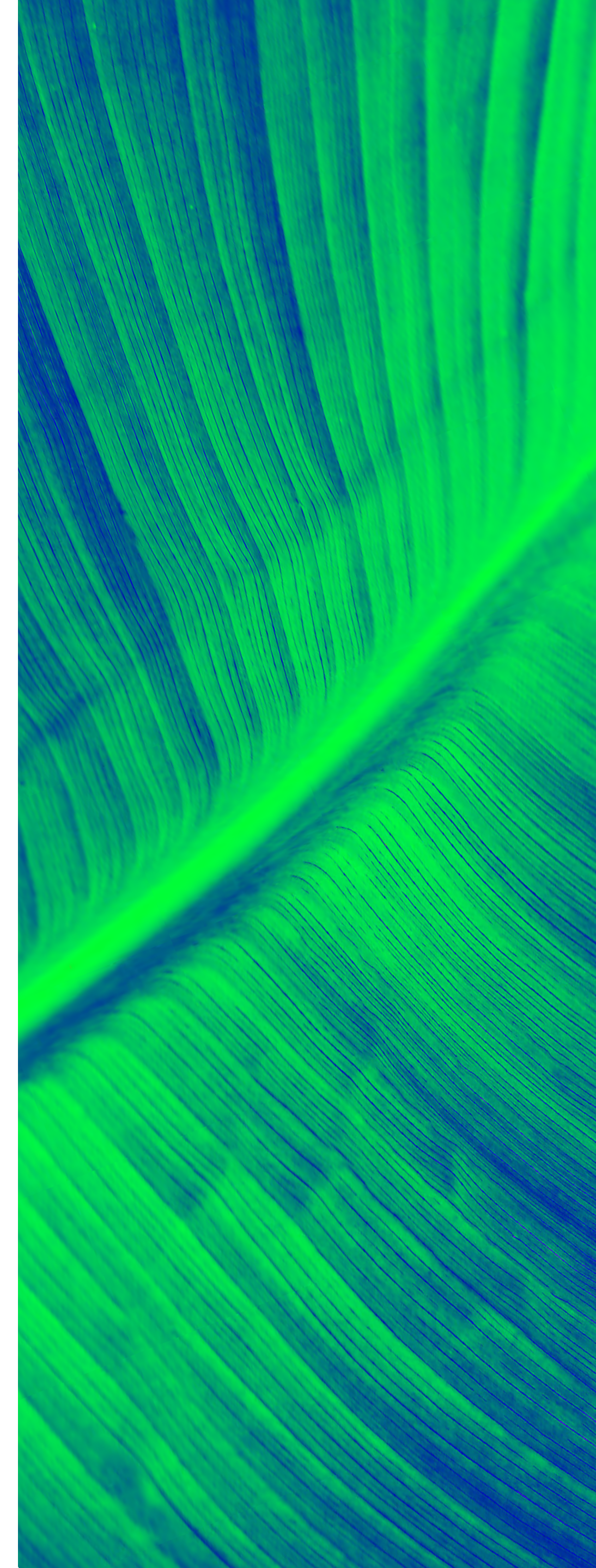


# **2021 Public Accountability Statement**

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# About this Statement

The Public Accountability Statement (PAS) is in the respect of the financial year ended December 31, 2021, related to Manulife Financial Corporation and its Affiliates (as outlined below and collectively referred to as Manulife). This information is in accordance with Canadian federal regulations under the Insurance Companies Act (Canada). All facts and figures are as of December 31, 2021, unless stated otherwise.

The 2021 Manulife Bank Public Accountability Statement, also included in this report, is published by, and in respect of, Manulife Bank of Canada and its prescribed affiliate, Manulife Trust Company of Canada.

All dollar amounts are in Canadian funds, unless stated otherwise. Manulife Financial Corporation and its subsidiaries, including The Manufacturers Life Insurance Company, are referred to herein as “we,” “our,” “Manulife,” and “the company.”

# Affiliates

This report is published by, and in respect of, Manulife Financial Corporation, The Manufacturers Life Insurance Company, and the following prescribed affiliates:

- First North American Insurance Company
- Manulife Investment Management Limited
- Manulife Securities Incorporated
- Manulife Securities Investment Services Inc.
- Manulife Investment Management (North America) Limited
- Manulife Securities Insurance Inc.
- Manulife Investment Management Distributors Inc.
- Manulife Assurance Company of Canada

# Community Investment and Philanthropic Activity

## In this section

- Empower Sustained Health and Well-being
- Drive Inclusive Economic Opportunity
- Accelerate a Sustainable Future

We are dedicated to advancing positive, measurable social and environmental change. Through our community investments, we work with organizations to foster healthier, more equitable communities across our three interconnected strategic focus areas:

- Empower sustained health and well-being
- Drive inclusive economic opportunity
- Accelerate a sustainable future

We focus on removing barriers and empowering people in the communities where Manulife operates. In addition to programmatic funding, we also fund research to support innovative, cutting-edge ideas to understand, address, and promote sustainable change. And with the ongoing challenges of Covid-19 and natural disasters around the world happening with more frequency, we remain committed to helping communities respond effectively with resiliency and recovery resources.

## Our strategy prioritizes investments to organizations that:

- Share a commitment to diversity, equity and inclusion, particularly through representative leadership, and targeted programming to historically underserved communities
- Drive community-centered solutions, working collaboratively across sectors, aimed at innovative and scalable initiatives
- Demonstrate a holistic approach to the many aspects of well-being, including mental health, to improve and sustain positive outcomes over the long-term
- Utilize data to measure impact with key performance indicators and have a commitment to reporting on progress

Our approach to community investment takes many forms, for instance, direct funding, giving and volunteering by our employees, including through skills-based activities, and fundraising programs and matches.

In 2021, our total corporate donations amounted to \$21.7 million. In addition, employee donations totalled \$3.7 million, and an additional \$13.2 million was raised/contributed by external sources leveraging Manulife community investment program assets.

## Empower Sustained Health and Well-being

As a natural extension of our life insurance offerings, we work to make healthier behavior choices *easier* and more *accessible* by encouraging small, everyday actions to improve how well and long people live.

### Research and Innovation

For over thirty years, Manulife has partnered with the Canadian Institute for Advanced Research (CIFAR), a Canadian-based global research organization, to support pioneering research to improve the health, well-being, and resilience of communities across Canada and beyond. Manulife's founding gift in 1987 funded the creation of CIFAR's program in Population Health, which produced groundbreaking research addressing how differences in social and economic status can have a major impact on people's health.

More recently, through the Manulife CIFAR Population Health and Well-being Grant Program, our collaboration focused on COVID-19 and its impact to communities. CIFAR program members drove important research breakthroughs to better understand the short- and long-term effects of the COVID-19 pandemic. Six research projects were completed ranging from combating social isolation in long term care homes with robotic technologies, to promoting disease prevention, to an international study quantifying the burden of cognitive impairment from COVID-19.

Together, Manulife and CIFAR remain committed to exploring new approaches to create a positive impact by improving the health and well-being of Canadian families and communities.

### Ride for Heart

As one of the top supporters, Manulife Canada has helped raise over \$24 million since 2018 to support the Heart & Stroke Foundation's mission to promote health and save lives by fighting heart disease and stroke. In 2021, Manulife was once again the proud title sponsor of Canada's largest single-day charity cycling event, the Manulife Heart & Stroke Ride for Heart, where more than 6,000 people across Canada raised over \$1.6 million.

Team Manulife was well represented with employees raising over \$100,000. Participants connected digitally using the new Ride for Heart app which included event day programming and fitness tracking capabilities. Leading up to the event, the app helped participants reach their goals with fitness challenges and fundraising tips. The app also allowed people to share their heart by tracking physical activity and using custom heart-shaped maps to show progress on event day.

## Inclusive Economic Opportunity

Alongside our partners, we accelerate upward mobility and contribute to making financial solutions accessible to everyone through financial capability programs and targeted employment initiatives to drive financial security and help people develop and sustain money habits.

### **Peso Smart**

Manulife's Peso Smart was launched in the Philippines in 2017 as a series of face-to-face weekend classes dedicated to teaching the value of saving and investing to young students. Since the program's inception, it has evolved to increase its reach to educate more Filipino students on the importance of building smart financial habits. During the pandemic, Peso Smart pivoted to provide learning kits for students to bring home, and Manulife volunteers helped train teachers and parents so they could guide the students' learning progress. Manulife further accelerated Peso Smart's impact, in partnership with the Business Management Society and De La Salle University, to virtually teach over 50 university students valuable lessons on financial planning, growing their money, and business resilience.

Following the success at De La Salle University, we extended the program to include students from Ateneo de Manila, University of the Philippines-Diliman, and University of Santo Tomas. More than 100 university students from these top schools attended the two-day virtual classes in early December 2021, where Manulife's top actuaries and wealth management experts discussed the importance of insurance, investments, and financial planning so students could learn how to grow their money, prepare for the unexpected, and financially secure their future. At the end of 2021, we committed to enhancing the program even further through partnerships with Gawad Kalinga and Corazon Sanchez Atayde Memorial Foundation (CSAMF) to build new **Peso Smart Learning Centers** and to add programming focused on equipping and empowering Filipino mothers with enhanced financial skills.

### **MLK Scholars**

For the fourteenth consecutive year, John Hancock funded the employment of more than 600 Boston teens (the Scholars) at 50 local non-profit organizations through its MLK Scholars program – the largest, most comprehensive corporate summer job program of its kind in the U.S. The initiative empowers teens with career readiness and digital financial literacy skills to accelerate their growth as leaders in the office, the classroom, and the greater community. Since the program's inception in 2008, John Hancock has invested over \$15 million USD to provide jobs and professional development opportunities to over 6,000 youth. In addition to driving access to inclusive economic opportunity for the youth participants, the program also benefits non-profit organizations that employ the Scholars by providing important staffing support to help deliver on their missions and drive positive change in local neighborhoods. In 2021, John Hancock funded 570 jobs at non-profits, hired 35 students within the company, and brought back 7 returning Scholars as college interns.

## National Urban League

The National Urban League is an historic civil rights organization dedicated to economic empowerment, equality, and social justice. Founded in 1910 and headquartered in New York City, the Urban League collaborates at the national and local levels with community leaders, policymakers, and corporate partners to enable African Americans and other historically underserved groups to secure economic self-resilience. In 2021, John Hancock provided funding to support several of the National Urban League's initiatives centered on driving inclusive economic opportunity, including their new Urban Empowerment Fund, a small business lending subsidiary that will become an accredited CDFI (Community Development Financial Institution) recognized by the US Department of Treasury.

## Life Lessons

In its third year, Manulife once again offered the Life Lessons Scholarship Program in Canada for students who've experienced the loss of a parent or guardian with little to no life insurance. The Scholarship Program helps combat the financial burden of paying for post-secondary education during an emotional time and recognizes the perseverance that so many youth show in such adversity. The Manulife Life Lessons Scholarship Program is committed to student success and helps support students financially, making the decision to attend and finish a college, university or trade school program a little easier. Manulife awards scholarships annually in the amount of \$10,000 each to successful applicant. In the last three years, we've been able to support students from across the country, providing a total of \$430,000 in scholarships.

## Changing Lives through Microloans

In 2021, we launched a new partnership with Windmill Microlending, a registered charity empowering skilled Canadian immigrants and refugees to achieve economic prosperity through microloans. Windmill removes a key barrier to economic opportunity to internationally trained professionals by offering affordable loans of up to \$15,000 to pay for Canadian licensing or training. Windmill's loans enable newcomers, who lack access to affordable credit, to gain the credentials they need to resume their career, while helping them navigate finances, banking and credit decisions. Our funding enabled Windmill to support twenty clients with new microloans.

# Accelerate a Sustainable Future

Together with our partners, we support the transition to a low carbon economy and protect and grow the value of nature-based solutions through initiatives that enhance access to and stewardship of the natural environment and improve the livelihood and well-being of local communities.

## Promoting Environmental Stewardship

In 2021, Manulife established a partnership with Outward Bound International to support a new Global Environmental Project to enhance responsible environmental decision-making across its membership at the individual, local and national levels. As part of its mission to provide people with immersive time in nature, the Project will develop innovative methods and processes for training Outward Bound field staff while helping to educate over 150,000 young people who participate in their programs each year in 35 countries on 6 continents. A core component of the Project includes the creation of a new “Tread Lightly” curriculum to teach and encourage participants to better understand, conserve and protect the natural environment. Additionally, the Project will focus on minimizing local environmental impacts in the areas in which Outward Bound Schools operate, including through energy use, transportation, water usage, and waste reduction.

## Forests for Life

In partnership with the Haribon Foundation, we are supporting the Forests for Life Movement, an environmental movement to restore Philippine rainforests using native tree species to ensure that ecological benefits from forests are enjoyed by Filipinos for generations to come. Our partnership is helping to plant 15,000 native trees to improve soil nutrients, provide food and shelter to wildlife, and improve water retention of forests.

## Urban Farming

The Urban Farming Institute of Boston (UFI) develops and promotes urban farming to engage individuals in growing food and building a healthy community. In 2021, we deepened our support to increase the organization’s capacity to bring people healthy food, transform neglected land in neighborhoods, and to contribute to economic and environmental resilience. From its flagship headquarters at Fowler

Clark Epstein Farm in Mattapan, UFI manages seven urban farms, which are now wellness hubs in Boston’s Roxbury, Dorchester and Mattapan neighborhoods. At the end of 2021, UFI had grown nearly 17,000 pounds of fresh food, much of which was distributed for free or subsidized rates in the community.

## Earth Hour in Malaysia

Manulife Malaysia once again joined forces with millions of people around the world to celebrate Earth Hour, raising awareness of the danger of a rapidly changing climate. In addition to switching off the façade lighting at our premises, Menara Manulife, we also encouraged our employees to do the same whilst at home, providing them with mitigation measures and advice to reduce their carbon footprint.



## Responding When Our Communities Need Us Most

Throughout 2021, we continued to witness vulnerable communities being left behind in the wake of Covid-19. Across our global operations, we worked to mitigate the challenges and provide resources to those communities most affected. Several key activities were:

- Manulife donated \$250,000 to **Project Hope**, to support their work in India, Indonesia, Cambodia, Malaysia, and the Philippines. The contribution funded supplies for healthcare facilities including oxygen, ICU beds, PPE kits and other critical medical supplies.
- **In Indonesia**, Manulife partnered with the crowdfunding platform, **BenihBaik.com**, to donate more than 500 oxygen cylinders to help support response measures amid the pandemic. The donated equipment was distributed to various health facilities in different locations throughout the country to support the health and well-being of Indonesians.

- **Manulife Malaysia** took a proactive approach in response by developing a new flagship programme called **MY Community Grant**. The initiative invited organizations to apply for an in-kind grant worth up to RM10,000, to support those who needed it most in a time of crisis. Spanning the entirety of the year, the initiative saw a total of 101 applications submitted from organizations across the nation, with 10 beneficiaries being selected. The causes ranged from empowering young children through education, and aiding underprivileged communities, to collecting food and redirecting it to the needy. Despite huge disruptions due to the Movement Control Order (MCO) imposed by the Government, which restricted social activities from taking place, the program still managed to facilitate positive social change whereby more than 17,000 people were positively impacted by the various initiatives that MY Community Grant empowered.

- Manulife was proud to support the Canadian campaign, This is Our Shot to be #TogetherAgain. **ThisIsOurShot.ca** provided easy-to-understand vaccine FAQs, booking information and resources in more than 30 languages to help Canadians get vaccinated faster.
- **In Hong Kong**, due to the global pandemic's impact on travel, some airlines had to lay off employees as the industry came to a standstill. Manulife was quick to hire many flight attendants and ground crew as sales agents because of their hospitality training and strong customer service talents.
- **Manulife** rewarded life insurance customers participating in the John Hancock Vitality Program and Manulife *Vitality* Program (Group Benefits and Life) with 400 Vitality Points for COVID-19 vaccinations to further motivate them to get vaccinated.

## Volunteering & Giving

Across our global operations, our employees contributed to their communities in meaningful ways throughout the year, deepening our social impact and honing their skills and building their networks. Manulife continued to provide paid time off for our global team to volunteer at charitable organizations, and we incentivized donations through a corporate matching gifts program in select markets. Whether through offering their professional skills, or raising money for a cause, colleagues were active in supporting local, national and global organizations while living our corporate values of *Do the right thing* and *Share your humanity*.

In 2021, our employees donated 17,704 hours to their communities, of which 8,510 hours were volunteered during work hours.

## Acts of Kindness

In the spirit of making lives better during the holiday season, Manulife gave each member of our global team the equivalent of \$50 in their local currency to create an act of kindness in their communities. First introduced in 2020, this year's program once again enabled colleagues around the world to pay it forward. The impact was far reaching, with colleagues and their families donating food, preparing warm meals, knitting beanies for maternity wards, and contributing clothing, toys, or money to charities and causes of their choosing.

## Remembering and Honouring Our Fallen Heroes

Once again, colleagues in Toronto and Boston volunteered to honor Remembrance Day in Canada and Memorial Day in the United States.

For the seventh consecutive year, more than 12,000 flags were planted on the front lawn of Manulife headquarters at 200 Bloor Street East in Toronto, Canada, honouring members of the Canadian Armed Forces who have fallen in service. Manulife continued its support for the Royal Canadian Legion by encouraging employees to purchase a traditional or digital poppy through the Legion's website in lieu of poppy donation boxes usually available on site.

For the 12th consecutive year, John Hancock was the lead supporter of the Massachusetts Military Heroes Fund's garden of flags on Boston Common to honor Memorial Day. A team of John Hancock volunteers, including members of our military employee resource group, joined hundreds of other volunteers to plant 37,000 flags, each representing a brave local service member who made the ultimate sacrifice. The completed garden is a majestic tribute and conveys a powerful message of support to the families of these fallen heroes that their loved ones will never be forgotten.

## CEO Action for Racial Equity Fellowship

The CEO Action for Racial Equity Fellowship is a first-of-its-kind, business-led initiative that mobilizes CEO Action for Diversity & Inclusion™ (CEO Action) signatory organizations to address widening disparities and empower local solutions to enhance access to opportunity and improve the well-being of Black Americans. John Hancock President and CEO, Marianne Harrison, is a signatory to CEO Action, and serves on the Governing Committee of the Racial Equity Fellowship. As part of our commitment, John Hancock agreed to contribute a full-time fellow, Muhsinah Nuriddin, to participate in the fellowship throughout 2021. John Hancock covered all compensation and benefits for Muhsinah's fellowship, and her leadership is helping drive progress toward racial equity and social justice. It's one meaningful example of how our employees are empowered to leverage their skills and capabilities to make a positive impact in our communities while also bringing key learnings back to our organization.

## Financial Industry Collective Outreach in Malaysia

In Malaysia, 2021 marked a significant milestone as we introduced Manulife Malaysia's inaugural Volunteering Leave where permanent employees could apply for 1 day of volunteering leave to engage in community initiatives. One meaningful opportunity was a collaboration with the Financial Industry Collective Outreach (FINCO). Eleven Manulife volunteers participated in **FINCO Good Sens**, a program that centers on promoting healthy financial behaviours among school children. Our volunteers amassed more than 260 hours of volunteering time throughout the entirety of the program, engaging with students from underprivileged backgrounds. We were proud recipients of the FINCO Volunteerism Award 2021 for the financial institution (non-banking) that provided the greatest number of volunteers.

# Access to Financial Services

Access to financial products and services, and improvements in financial literacy, can have a profound impact on people's lives and their ability to prepare for their future. When we use our expertise and resources to advance financial inclusion and literacy, which empowers individuals, families, and whole communities, we lay the foundation for economic prosperity that benefits us all. We promote financial inclusion through a number of specialized products and services that make our offerings more accessible, as well as our community investment programs.

## Enhancing Access to Products and Services

Manulife currently serves more than 6 million customers within our emerging markets businesses in Cambodia, Indonesia, India, Malaysia, Myanmar, the Philippines, Thailand and Vietnam.

We provide access to finance to traditionally underserved populations through an increasing number of specialized products and services that make our offerings more accessible:

- Manulife Hong Kong offers an affordable critical illness insurance product, **ManuVital Care**, that provides essential coverage against 112 critical illnesses at a cost as low as HK\$3.8 (US\$0.4948) a day. With its low and guaranteed premiums, this product makes health protection accessible to more people and provides flexibility for customers to convert to a more comprehensive plan in the future.
- **Khởi Đầu Bảo Vệ (My Starter Protection)** reflects Manulife Vietnam's commitment to financial inclusion. Available only on Shopee, the largest e-commerce platform in Vietnam, our first digital insurance product offers a hassle-free way for a younger segment of the population to purchase life insurance.
- Manulife Vietnam entered a partnership with **Cộng Đồng Bầu**, a leading online community for expectant and new mothers. With more than 1 million babies born each year in Vietnam, the partnership aims to help empower these families with the right knowledge and advice so they can feel financially prepared and in control.
- **Manulife Philippines** has lowered the minimum premium for its one-year term product from Php 12,000 to Php 10,000, or as low as Php 28 per day. For example, at Php 10,000 premium, a 30-year-old could enjoy life insurance coverage worth almost Php 3.5 million. Customers can also renew this plan on an annual basis. Manulife Philippines has also lowered the minimum premium for its five-year term product, React5, which can now be availed for as low as Php 23 per day. React5 comes with an Accidental Death Benefit to give Filipinos more protection coverage. Customers can renew this plan every five years.
- **Max – Sống Khỏe (Max – Health)** provides affordable and easy to understand health insurance protection with near-instant issuance. Available online via Manulife Vietnam's eCommerce platform [Manulife Shop](#), the first in market solution is helping close the protection gap and further change the relationship and perception that customers have with their insurers.
- In Canada, Manulife Bank's All-In Banking is a mobile-first banking solution that includes a daily banking account, a savings account, and travel insurance. [All-In Banking](#) is designed to help

customers make the most of their money. It does this by waiving their account fee when they increase their savings by at least \$100 per month and by allowing them to automatically sweep extra money from their daily banking account into their savings account at the end of each day.

## Creating Access to Affordable Housing

In the United States, John Hancock is a founding general partner of The Life Initiative (TLI), a US\$100 million community investment fund created in 1999 by Massachusetts-based life insurance companies. Since 1999, TLI has invested over \$580 million in flexible, patient capital to support housing and economic development to benefit low-moderate income people and communities. Key impacts include 18,348 units of new housing including 1,323 service enriched housing units created; 1,897 permanent jobs created or preserved, and 10,944 construction jobs created; 1,953 childcare slots supported; and 178,000 health care patients served annually.

In 2021, TLI committed over \$34 million, 23% of which was targeted to address the racial wealth gap through two strategies: direct investment in BIPOC owned firms and financing to support the construction of 163 units for sale in historically Black communities.

## Promoting Financial Capability

An understanding of basic financial concepts is critical to underfinanced and underserved communities realizing their own financial goals. Beyond financial knowledge, building confidence in financial skills empowers people to make choices that work for them. Several community investment programs focus in this area including:

- Developed by education specialists and Manulife volunteers in the Philippines, **Peso Smart**, referenced in more detail earlier in the report, is a financial literacy program that continues to expand to teach the basics of saving and investing to a range of age groups in underserved communities. For older audiences, key program components include what it means to be a financially healthy person; setting SMART (Specific, Measurable, Attainable, Relevant and Time-Based)

goals; understanding the importance of life insurance protection for peace of mind and to help grow your money; exploring various investment options and value investing; deep-diving into unit investment trust funds (UITFs); and making investment journeys better so individuals and families can achieve their financial aspirations.

- Built on the inspirational values and legacy of its namesake, Dr. Martin Luther King Jr. (MLK), **John Hancock's MLK Scholars** program annually provides access to economic opportunity and meaningful connections for hundreds of Boston youth. A key element of the program is that all youth have access to digital learning modules offered through EVERFI, an international technology company driving social impact through education. Our digital education program includes 19 learning modules focused on personal finance topics ranging from financing higher education and savings, to identity protection and taxes. The platform also provided mental wellness education to support participants beyond personal finance. This digital resource is now available not just to participants in the MLK Scholars program, but for all youth participating in summer employment programs supported by the Boston Private

Industry Council and the City of Boston. Alongside the education, young people were invited to complete a survey about their financial preparedness, the value of employment and financial education, their plans for the future, and their day-to-day satisfaction and stress. More than three in four respondents agreed that the combination of receiving a regular paycheck and financial education helped change the way they think and manage their money. In addition, 78% of participants also reported feeling better prepared to make financial decisions than they did before the summer.

- Manulife's \$600,000 multi-year commitment to the YMCAs in the Three Rivers and Quebec regions is focused on empowering youth to acquire basic financial literacy skills, confidence, and motivation to make the right decisions when it comes to their future financial health. Virtual and in-person sessions are woven into YMCA programs, to meet learners where they are at. Manulife employees helped create the curriculum and supporting materials that are being used in the Three Rivers locations. We also continued our support of financial literacy programs facilitated by Wilfrid Laurier University (WLU) in Waterloo.

- These programs had a sizeable impact in the community in the 2020-2021 school year:
  - 6,400 students at 38 schools participated in the Lift Off to Higher Education program (previously known as Jumpstart to Higher Education), which helps students in grades seven and eight identify their interests, build financial literacy skills, and learn about different paths of education.
  - 483 students and young alumni attended one of nine financial literacy sessions for WLU students aimed at increasing their skills and confidence in financial literacy concepts.
  - 25 schools within the Lift Off to Higher Education program received new computers to help support equal access to education.

# Employees in Canada

With our global headquarters in Toronto, Canada, we operate as Manulife across our offices in Canada, Asia, and Europe, and primarily as John Hancock in the United States. We have more than 38,000 employees globally and more than 11,000 in Canada.

Province and Territory	Full Time	Part Time	Total
Alberta	236	2	238
British Columbia	254	5	259
Manitoba	83	2	85
New Brunswick	40	1	41
Newfoundland and Labrador	8	0	8
Nova Scotia	1,208	13	1,221
Ontario	8,132	117	8,249
Prince Edward Island	3	0	3
Quebec	1,811	50	1,861
Saskatchewan	11	1	12
<b>Total</b>	<b>11,786</b>	<b>191</b>	<b>11,977</b>

# Income and Capital Taxes

In 2021, Manulife incurred \$1.9 billion of taxes paid or payable to all levels of governments globally of which \$794 million of taxes paid or payable in income taxes and capital taxes and \$1.1 billion in other taxes.

For the period ended December 31, 2021

(C\$ thousands)	Total income and capital taxes
<b>Federal</b>	<b>212,563</b>
<b>Provincial and territorial</b>	
British Columbia	11,174
Alberta	621
Saskatchewan	1,551
Manitoba	1,995
Ontario	56,255
Quebec	8,349
New Brunswick	1,806
Nova Scotia	6,889
Prince Edward Island	286
Newfoundland and Labrador	1,476
Yukon	43
Nunavut	14
Northwest Territories	121
Total provincial and territorial	90,579
<b>Total Canada</b>	<b>303,142</b>
Total U.S	261,984
Total Asia	228,909
Hong Kong	46,615
Japan	63,615
Rest of Asia	118,678
Total income and capital taxes paid (C\$ billions)	794,034
<b>Other Taxes<sup>1</sup></b>	<b>1,144,043</b>
<b>Total taxes</b>	<b>1,938,077</b>

# Debt Financing for Business

Manulife is committed to making debt financing available to businesses across Canada. In 2021, authorized debt financing for businesses in Canada totaled over \$4 billion.

C\$ thousands	\$0 – \$24,999	\$25,000 – \$99,999	\$100,000 – \$249,999	\$250,000 – \$499,999	\$500,000 – \$999,999	\$1,000,000 – \$4,999,999	\$5,000,000 and greater	Total
British Columbia	99	2,135	5,667	8,308	23,148	96,862	618,479	754,698
Alberta	34	515	1,189	4,475	5,826	32,226	846,228	890,493
Saskatchewan	—	258	444	1,727	—	1,368	—	3,797
Manitoba	—	273	614	896	2,040	2,903	—	6,726
Ontario	164	3,091	9,149	19,978	35,991	73,437	1,465,714	1,607,524
Quebec	114	3,352	8,385	12,728	13,729	44,950	533,327	616,585
New Brunswick	—	193	338	—	—	—	51,067	51,598
Nova Scotia	48	127	314	2,217	3,306	3,200	109,848	119,060
Prince Edward Island	—	50	—	—	—	4,396	21,000	25,446
Newfoundland	—	—	—	670	519	3,898	5,000	10,087
Yukon	—	—	—	—	—	—	—	—
Nunawut	—	—	—	—	—	—	—	—
Northwest Territories	—	—	—	—	—	—	—	—
<b>Total Canada</b>	<b>459</b>	<b>9,994</b>	<b>26,100</b>	<b>50,999</b>	<b>84,559</b>	<b>263,240</b>	<b>3,650,663</b>	<b>4,086,014</b>
<b>Total U.S</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>15,858</b>	<b>3,418,799</b>	<b>3,434,656</b>
<b>Total Europe</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>
<b>Total Asia</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>	<b>—</b>
<b>Total</b>	<b>459</b>	<b>9,994</b>	<b>26,100</b>	<b>50,999</b>	<b>84,559</b>	<b>279,098</b>	<b>7,069,462</b>	<b>7,520,671</b>

# Manulife Bank Public Accountability Statement

## In this section

- Automated Teller Machines (ATMs)  
Added and Removed in 2021
- Debt financing for business
- Taxes
- Employees

Since its inception in 1993, Manulife Bank has been guided by the conviction that banking plays a central role in the financial health of Canadians. We offer innovative, flexible banking solutions designed to help make decisions easier and lives better for our customers. And, because everyone's financial situation is unique, we work closely with independent financial professionals who understand our customers' overall financial objectives and can help ensure they find the banking solutions that are right for them.

## Innovative, Flexible Banking Solutions

Manulife Bank encourages Canadians to simplify their banking and make their money work harder so they can achieve their financial goals and get more out of life. In addition to offering competitive rates on all our products, Manulife Bank helps Canadians bank more efficiently with innovative, flexible banking solutions, including:

**Manulife One<sup>4</sup>** allows our customers to combine nearly all their banking needs within a single, efficient account. This can result in significant savings compared

to traditional banking and empowers customers to take control of their finances. Manulife One for Business provides flexible financing for the commercial properties of Canadian small business owners.

**Manulife Bank Select** allows customers to customize their mortgage and potentially mitigate the risk of rising interest rates by dividing their debt among a variety of fixed and variable-rate options.

**Advantage Account**, Manulife Bank's high-interest chequing account pays a high rate of interest on every dollar and features no-fee everyday banking when customers maintain a balance of at least \$1,000. The Globe and Mail has said "[this might be the most useful savings account in Canada.](#)"

**All-In Banking.** This mobile-first banking solution includes a daily banking account, a savings account and travel insurance. All-In Banking is designed to help customers make the most of their money. It does this by waiving their account fee when they increase their savings by at least \$100 per month and by allowing them to automatically sweep extra money from their daily banking account into their savings account at the end of each day.

## Personalized, Local Advice

Manulife Bank leverages a network of almost 25,000 independent advisors and mortgage brokers across Canada to refer or distribute its banking products. This approach allows our customers to access objective, personalized advice in their community and at their convenience.

We support our customers through a nationwide team of more than 150 mortgage specialists and business development consultants, who are available to meet locally with customers, and the advisors and mortgage brokers who support them.

We have three offices that offer select services to our Private Banking clients, by appointment only. The offices are located in Montréal, Toronto and Vancouver:

- 900 Maisonneuve O. Suite 16, Montréal, Quebec
- 250 Bloor Street East, Main Floor, Toronto, Ontario
- 550 Burrard Street, Suite 728, Vancouver, British Columbia



## Mobile, Online and Telephone Access

Manulife Bank makes it easy for customers to manage their day-to-day finances through mobile, online and telephone banking.

### Customer Service and Interactive Voice Response (IVR)

We continue to develop our two customer service centres in Waterloo, Ontario, and Halifax, Nova Scotia. This dual centre model helps us provide seamless operations in the event of a business disruption. Our Customer Service Centre is open 365 days a year, making it easy for customers to reach us when it's convenient for them.

Manulife Bank's IVR system features natural language recognition and voice biometrics in both official languages, simplifying the customer experience by allowing them to validate their identity using only their voiceprint and navigate the IVR system with spoken requests.

### Online & Mobile access

Manulife Bank makes banking services available through our mobile app and online banking sites. In 2021, we introduced Manulife ID – a single login ID and password that customers can use to access all of their Manulife and Manulife Bank products. Manulife ID also supports multi-factor authentication, which brings a higher level of security to online and mobile banking. With the introduction of Manulife ID, we also launched a completely updated version of our online banking site, which offers a fresh look and easier navigation.

Within the iOS version of our mobile banking app, we launched a secure inbox as another way for customers to reach us. And we also introduced personalized insights that help customers better understand their banking and make better financial decisions. Both enhancements will be coming to the Android platform in early 2022.

Our online banking app is supported by MAI, our artificial intelligence (AI) chatbot that helps customers get quick answers to common questions.

Customers using a ManulifeMONEY+™ Visa<sup>5</sup> card can add their card to their mobile wallet and make payments using their mobile device.

Manulife Bank leverages online application systems for mortgage brokers, independent advisors and retail lending specialists. These systems allow our customers to get up and running with many of Manulife Bank's deposit and loan products quickly and efficiently. We also offer online application for chequing & savings accounts, making it easy for customers to apply from the comfort of their homes.

### Automated Teller Machine (ATM) Access

Manulife Bank has 246 publicly accessible ATMs across Canada. In addition, Manulife Bank is a member of THE EXCHANGE® Network<sup>6</sup>, one of Canada's largest networks of ATMs. Our membership allows Manulife Bank customers to use any EXCHANGE ATM without being charged a convenience fee.

## Support for Seniors

Manulife Bank has implemented a voluntary [Code of Conduct](#) that sets out principles and guidance for banks when providing products and services to seniors. We demonstrate our commitment to serving seniors in a variety of ways:

- Appointed a Seniors Champion to oversee the Code and programs designed to support the Code.
- Deliver a robust training program for front-line staff about red flags that may indicate elder abuse, fraud/scams and Power of Attorney abuse.
- Have escalation procedures for addressing the situation when one of these red flags is detected.
- Added a [Support for Seniors](#) section to our website – new in 2021.
- Offer a discounted monthly fee for seniors on both Manulife One and Manulife Bank Select.

<sup>5</sup> Trademark of Visa Int., used under license.

<sup>6</sup> Fiserv EFT is the owner of THE EXCHANGE® trademark and its associated rights. Fiserv EFT has granted FICANEX® the exclusive right to use, market and sublicense THE EXCHANGE® trademark and the intellectual property rights associated with the operation of THE EXCHANGE® Network throughout Canada. Manulife Bank is an authorized user of the mark.

## Customer Consultation

Manulife Bank regularly consults with and solicits feedback from customers to help ensure our products and services meet current and future needs. Examples of these consultations from 2021 include:

### Consultations about our existing products and services

- Annual feedback survey. Each fall we survey approximately 1,200 customers to gauge their satisfaction with our products and services.
- New client surveys. We survey customers via email at different points during their first year with us to help ensure we're meeting their expectations.
- Transactional surveys. We send customers short feedback surveys following an interaction with our contact centre.

### Consultations about new products and services

- Annual feedback survey: In this survey, we also ask customers to provide input on a variety of new products and service ideas.
- Innovation Community. In 2021 we established an Innovation Community of a few hundred customers who indicated their willingness to provide ongoing feedback. We engage these customers regularly for feedback on a variety of potential product and service enhancements.

### Consultations about emerging trends and issues

- Annual feedback survey: Each year, we update our survey to capture feedback on current topics. In addition, the survey includes a number free-form fields that allow our customers to provide more detailed feedback and/or raise issues we haven't specifically asked about.
- Innovation Community: We also look to our Innovation Community for their support in identifying and exploring emerging trends and issues related to their banking needs.

## Voluntary Codes of Conduct and Public Commitments

Voluntary Codes of Conduct are non-legislated commitments, voluntarily made by companies, associations and other organizations to influence or guide behaviour, for the benefit of both themselves and their communities. Voluntary codes and commitments can address the needs of consumers, workers and citizens while helping companies remain competitive.

Through the Canadian Bankers Association (CBA), the banking industry has developed, and is committed to, several voluntary codes designed to protect consumers. Manulife Bank and its subsidiaries are committed to the following [voluntary codes of conduct and public commitments](#):

### Voluntary Codes of Conduct

- [Code of Conduct for Federally Regulated Financial Institutions: Mortgage prepayment information](#)
- [Code of Conduct for the Credit and Debit Card Industry in Canada](#)

- [Canadian Code of Practice for Consumer Debit Card Services](#)
- [Principles of Consumer Protection for Electronic Commerce: A Canadian Framework](#)
- [Canadian Bankers Association: Code of Conduct for Authorized Insurance Activities](#)
- [Canadian Bankers Association: Model Code of Conduct for Bank Relations with Small- and Medium-Sized Businesses](#)
  - [Manulife Bank Small Business Code of Conduct](#)
- [Canadian Bankers Association: Code of Conduct for the Delivery of Banking Services to Seniors](#)

## Public Commitments

- [Canadian Bankers Association: Commitment to Provide Information on Mortgage Security \(2014\)](#)
- [Canadian Bankers Association: Commitment on Powers of Attorney and Joint Deposit Accounts \(2014\)](#)
- [Canadian Bankers Association: Commitment on Modification or Replacement of Existing Products or Services \(2012\)](#)
- [Canadian Bankers Association: Guidelines for Transfers of Registered Plans](#)
- [Canadian Bankers Association: Online Payments](#)
- [Plain Language Mortgage Documents CBA Commitment](#)

## Corporate Giving and Social Responsibility

Manulife Bank shares Manulife's commitment to volunteerism, community development and corporate giving as described in Manulife's 2021 Public Accountability Statement, and its data is fully integrated into the information provided for those initiatives. Manulife Bank employees are frequent and strong supporters of Manulife's philanthropic initiatives.

In 2021, Manulife Bank offered relief programs for customers impacted by wildfires and floods in British Columbia. This program allowed impacted customers to defer loan payments and access locked-in money.



By working together with Bullfrog Power®, every Manulife Bank ATM is powered with 100 per cent green energy.

## Our Corporate Structure

Manulife Bank of Canada (MBC or Manulife Bank) is a Schedule I federally chartered bank and a wholly owned subsidiary of The Manufacturers Life Insurance Company, which is a wholly owned subsidiary of Manulife Financial Corporation. Manulife Trust Company (Manulife Trust), a subsidiary of Manulife Bank, is a federally incorporated trust company licensed to operate as a trust company in Canada.

## Manulife Trust Company

Manulife Trust leverages the brand, technology, operational and customer service platforms and processes, products, distribution network and management expertise of Manulife Bank.

Manulife Trust offers simple deposit products that are available through investment dealers, as well as fixed-term residential mortgages, available through Manulife Bank's nationwide network of retail lending specialists. Data provided for Manulife Bank includes Manulife Trust data.

## Complaint Handling

At Manulife Bank and its subsidiary Manulife Trust, we place a high value on complaint resolution and are committed to responding to complaints promptly, accurately and with the utmost courtesy. The Manulife Bank Ombudsman Office provides our customers with accessible means with which to communicate any complaints, and we employ our best effort to respond to and resolve them. All complaints and personal information collected by the Manulife Bank Ombudsman Office, whether written or verbal, are handled in a fair, timely, professional and confidential manner.

In 2021, the Manulife Bank Ombudsman Office received a total of 37 complaints. Of those, 15 were not escalated through our standard complaint handling process and were directed back to the appropriate business areas for resolution. Of the remaining 22 cases, 18 were dealt with by the Manulife Bank Ombudsman Office to the complainants' satisfaction, with one case investigation not resolved before December 31, 2021. The average time taken to resolve these complaints was 51 days.

# Automated Teller Machines (ATMs) Added and Removed in 2021

Manulife Bank has 246 publicly accessible ATMs across Canada. In addition, Manulife Bank is a member of THE EXCHANGE® Network<sup>7</sup>, one of Canada’s largest network of ATMs. Our membership allows Manulife Bank customers to use any EXCHANGE ATM without being charged a convenience fee.

## ATMs added by Manulife Bank in 2021

Address	City	Province	Address	City	Province
100 Anderson Rd SE	Calgary	AB	100 City Centre Dr	Mississauga	ON
100 Anderson Rd SE	Calgary	AB	100 City Centre Dr	Mississauga	ON
100 Anderson Rd SE	Calgary	AB	100 City Centre Dr	Mississauga	ON
100 Anderson Rd SE	Calgary	AB	17600 Yonge St	Newmarket	ON
1 Kingsway Garden Mall NW	Edmonton	AB	300 Borough Dr	Scarborough	ON
1 Kingsway Garden Mall NW	Edmonton	AB	300 Borough Dr	Scarborough	ON
1 Kingsway Garden Mall NW	Edmonton	AB	300 Borough Dr	Scarborough	ON
1 Kingsway Garden Mall NW	Edmonton	AB	3401 Dufferin St	Toronto	ON
1 Kingsway Garden Mall NW	Edmonton	AB	3401 Dufferin St	Toronto	ON
1 Kingsway Garden Mall NW	Edmonton	AB	500 King St N	Waterloo	ON
1 Kingsway Garden Mall NW	Edmonton	AB	5401 Boulevard des Galeries	Québec	QC
3292 Production Way	Burnaby	BC			

<sup>7</sup> Fiserv EFT is the owner of THE EXCHANGE® trademark and its associated rights. Fiserv EFT has granted FICANEX® the exclusive right to use, market and sublicense THE EXCHANGE® trademark and the intellectual property rights associated with the operation of THE EXCHANGE® Network throughout Canada. Manulife Bank is an authorized user of the mark.

## ATMs removed by Manulife Bank in 2021

Address	City	Province	Address	City	Province	Address	City	Province
2145 Summerfield Blvd	Airdrie	AB	4 11440 Braeside Dr SW	Calgary	AB	Bay 3 140 11 Ave SW	Calgary	AB
202 Wolf St	Banff	AB	4 34 Edgedale Dr NW	Calgary	AB	Bay 3 90 Cranleigh Dr SE	Calgary	AB
5019 50 St	Beaumont	AB	4 7005 18 St. SE	Calgary	AB	Unit 100 677 Cougar Ridge Dr SW	Calgary	AB
826 1 Ave (Winks)	Beaver Lodge	AB	4011 50 St. SW	Calgary	AB	4730 65 St	Camrose	AB
5008 47 Ave (Winks)	Bon Accord	AB	452 1919 Sirocco Dr SW	Calgary	AB	4940 1 St	Claresholm	AB
907 A Sutherland Dr	Brooks	AB	4623 Bow Trail SW	Calgary	AB	155 180 Miquelon Ave	Devon	AB
1110 Canterbury Dr SW	Calgary	AB	510 7171 80 Ave NE	Calgary	AB	73 Superior St	Devon	AB
1122 4 St. SW	Calgary	AB	523 Woodpark Blvd SW	Calgary	AB	175 South Railway Ave (Winks)	Drumheller	AB
1202 17 Ave SW	Calgary	AB	5260 Falsbridge Dr NE	Calgary	AB	103 Haddow Close NW	Edmonton	AB
1207 12 Ave SW	Calgary	AB	528 4 Ave SW	Calgary	AB	10406 107 Ave NW	Edmonton	AB
1264 68 St. SE	Calgary	AB	55 Skyview Ranch Rd NE	Calgary	AB	10666 82 Ave	Edmonton	AB
1403 8 St. SW	Calgary	AB	550 6 Ave SW	Calgary	AB	10845 61 Ave NW	Edmonton	AB
142 4242 7 St. SE	Calgary	AB	555 11 Ave SW	Calgary	AB	11105 87 Ave NW	Edmonton	AB
156 5303 68 Ave SE	Calgary	AB	6006 11300 Tuscany Blvd NW	Calgary	AB	11310 Jasper Ave NW	Edmonton	AB
1705 17 Ave SW	Calgary	AB	6060 Memorial Dr NE	Calgary	AB	11404 17 Ave SW	Edmonton	AB
19 3735 Rundlehorn Dr NE	Calgary	AB	6130 1a St. SW	Calgary	AB	11410 Groat Rd NW	Edmonton	AB
1904 19 St. NE	Calgary	AB	630 1 Ave NE	Calgary	AB	11615 104 Ave	Edmonton	AB
20 Inverness Square SE	Calgary	AB	6449 Crowchild Trail SW	Calgary	AB	11638 87 Ave	Edmonton	AB
2007 4 St. SW	Calgary	AB	655 Shawinigan Dr SW	Calgary	AB	11822 103 St	Edmonton	AB
208 1440 52 St. NE	Calgary	AB	7 5720 Silver Springs Blvd	Calgary	AB	11835 40 Ave NW	Edmonton	AB
209 8060 Silver Springs Blvd NW	Calgary	AB	705 8 St. SW	Calgary	AB	11849 34 St	Edmonton	AB
21 2439 54 Ave SW	Calgary	AB	755 Lake Bonavista Dr SE	Calgary	AB	12631 Victoria Trail	Edmonton	AB
2104 33 Ave SW	Calgary	AB	8 Mckenzie Towne Ave SE	Calgary	AB	13120 66 St	Edmonton	AB
2905 14 St. SW	Calgary	AB	80 7930 Bowness Rd Nw	Calgary	AB	14703 40 Ave	Edmonton	AB
3 Coral Springs Blvd	Calgary	AB	838 68 St. NE	Calgary	AB	150 6655 178 St	Edmonton	AB
3709 26 Ave NE	Calgary	AB	9 Panatella Blvd NW	Calgary	AB	15179 121 St	Edmonton	AB

Address	City	Province	Address	City	Province	Address	City	Province
15399 Castledowns Rd	Edmonton	AB	9554 163 St	Edmonton	AB	717 6 Ave S	Lethbridge	AB
15531 118 Ave	Edmonton	AB	9910 104 St	Edmonton	AB	102 6 Ave Se	Medicine Hat	AB
15810 87 Ave	Edmonton	AB	2351 7 Ave	Fort Macleod	AB	398 12 St. NE	Medicine Hat	AB
16610 59a St. NW	Edmonton	AB	1 700 Signal Rd	Fort McMurray	AB	9821 100 St	Morinville	AB
1704 Towne Centre Blvd NW	Edmonton	AB	100 Real Martin Dr	Fort McMurray	AB	2204 19 St. (Winks)	Nanton	AB
17260 95 Ave	Edmonton	AB	102 Millennium Dr	Fort McMurray	AB	100 Milligan Rd	Okotoks	AB
18208 89 Ave NW	Edmonton	AB	9912 King St	Fort McMurray	AB	40 Southridge Dr	Okotoks	AB
18904 87 Ave	Edmonton	AB	60 Kaybob Dr S (Winks)	Fox Creek	AB	101 2127 50 Ave	Red Deer	AB
2304 23 Ave NW	Edmonton	AB	4619 50 Ave	Gibbons	AB	120 3 Ironside St	Red Deer	AB
3208 82 St	Edmonton	AB	10005 105 Ave	Grande Prairie	AB	140 2 Jewell St	Red Deer	AB
3540 137 Ave	Edmonton	AB	101 9215 Lakeland Dr	Grande Prairie	AB	3801 Ross St	Red Deer	AB
3923 106 St	Edmonton	AB	6801 Pinnacle St	Grande Prairie	AB	6888 50 Ave	Red Deer	AB
4333 50 St	Edmonton	AB	8408 Resources Rd	Grande Prairie	AB	Bay 3 420 Allen St	Red Deer	AB
4412 36 Ave	Edmonton	AB	9102 92 Ave	Grande Prairie	AB	5107 46 St	Rocky Mountain House	AB
5220 199 St	Edmonton	AB	5401 51 St	Grimshaw	AB	10 Ridgemont Way	Sherwood Park	AB
600 Hermitage Rd NW	Edmonton	AB	5 10202 97 St	High Level	AB	101 Granada Blvd	Sherwood Park	AB
6009 Mill Woods Rd S	Edmonton	AB	5219 48 St	High Prairie	AB	100 12 Ave SW	Slave Lake	AB
6903 172 St. NW	Edmonton	AB	625a 5 St. SE	High River	AB	100 3 Mcleod Ave	Spruce Grove	AB
703 101 Ave	Edmonton	AB	5204 41 St	Innisfail	AB	624 King St	Spruce Grove	AB
7609 38 Ave	Edmonton	AB	617 Patricia St	Jasper	AB	110 190 Boudreau Rd	St. Albert	AB
7636 156 St	Edmonton	AB	101 5001 52 St	Lacombe	AB	2 Sir Winston Churchill Ave	St. Albert	AB
8118 120 Ave	Edmonton	AB	100 4302 50 St	Leduc	AB	35 Giroux Rd	St. Albert	AB
8177 99 St. NW	Edmonton	AB	110 W.T. Hill Blvd S	Lethbridge	AB	4447 50 Ave (Winks)	St. Paul	AB
8226 175 St	Edmonton	AB	121 Sunridge W	Lethbridge	AB	1 Sylvan Dr	Sylvan Lake	AB
8310 144 Ave	Edmonton	AB	170 Columbia Blvd	Lethbridge	AB	702 2 St. N	Three Hills	AB
8403 Ellerslie Rd SW	Edmonton	AB	210 Scenic Dr	Lethbridge	AB	5008 50 Ave	Valleyview	AB
864 119 St. SW	Edmonton	AB	329 Bluefox Blvd N	Lethbridge	AB	5204 50 Ave	Vermillion	AB

Address	City	Province	Address	City	Province	Address	City	Province
4702 50 St	Wetaskiwin	AB	1095 Pender St. W	Vancouver	BC	10095 Hwy 1	Greenwich	NS
5123 Highway St. W	Whitecourt	AB	2515 Hemlock St	Vancouver	BC	503 Old Sambro Rd	Halifax	NS
3292 Production Way	Burnaby	BC	1300 1304 Douglas St	Victoria	BC	5657 Spring Garden Rd	Halifax	NS
5639 Hastings St	Burnaby	BC	265 Menzies Ave	Victoria	BC	601 Church St. N	Ajax	ON
314 Rockland Rd	Campbell River	BC	3198 Jacklin Rd	Victoria	BC	808 Innisfil Beach Rd	Alcona Beach	ON
45970 1 Ave	Chilliwack	BC	3749 Shelbourne St	Victoria	BC	9 Sandwich St. N	Amherstburg	ON
9607 100 Ave	Fort St. John	BC	4370 Lorimer Rd	Whistler	BC	375 White Lake Rd	Arnprior	ON
110 2189 Springfield	Kelowna	BC	83 Center St	Gimli	MB	80 Madawaska St	Arnprior	ON
2147 Richter St	Kelowna	BC	187 193 Main St	Selkirk	MB	124 Wellington St. W	Aurora	ON
2220 Boucherie Rd	Kelowna	BC	745 Thompson Dr	Thompson	MB	345 Talbot Street W	Aylmer	ON
5 1155 Klo Rd	Kelowna	BC	100 1750 Plessis Rd	Winnipeg	MB	1 555 Mapleview Dr W	Barrie	ON
20995 88 Ave	Langley	BC	100 50 Lakewood Blvd	Winnipeg	MB	11 Cundles Rd W	Barrie	ON
7150 200 St	Langley	BC	1021 McGregor St	Winnipeg	MB	110 Little Ave	Barrie	ON
2087 Vernon Ave	Lumby	BC	1035 Autumnwood Dr	Winnipeg	MB	149 Dunlop St. E	Barrie	ON
20318 Dewdney Trunk Rd	Maple Ridge	BC	1165 Kildare Ave	Winnipeg	MB	149 St. Vincent St	Barrie	ON
7178 Stave St	Mission	BC	1670 Corydon Ave	Winnipeg	MB	181 Livingstone St. E	Barrie	ON
4286 Departure Bay Rd	Nanaimo	BC	2544 Main St	Winnipeg	MB	2 Marsellus Dr	Barrie	ON
285 Anderson Dr	Quesnel	BC	3311 Pembina Hwy	Winnipeg	MB	201 Hurst. Dr	Barrie	ON
110 0 Williams Rd	Richmond	BC	415 Springfield Rd	Winnipeg	MB	221 Ferndale Dr S	Barrie	ON
9951 Williams Rd	Richmond	BC	48 Osborne St	Winnipeg	MB	350 Big Bay Point Rd Uni	Barrie	ON
110 7175 138 St	Surrey	BC	529 London St	Winnipeg	MB	353 Anne St. N	Barrie	ON
13983 16 Ave	Surrey	BC	737 Gateway Rd	Winnipeg	MB	353 Duckworth Ave	Barrie	ON
15180 96 Ave	Surrey	BC	829 Cavalier Dr	Winnipeg	MB	420 Leacock Dr	Barrie	ON
16013 Fraser Hwy	Surrey	BC	536 Riverside Dr	Fredericton	NB	62 Essa Rd	Barrie	ON
169 10020 152 St	Surrey	BC	16 24 Conception Bay Hwy	Conception Bay	NL	Unit 2 477 Grove St. E	Barrie	ON
8007 King George Hwy	Surrey	BC	71 Elizabeth Ave	St. John's	NL	626 Notre Dame St	Belle River	ON
2988 Hwy 16 E	Terrace	BC	2742 Highway 325	Bridgewater	NS	13 100 Mearns Ave	Bowmanville	ON

Address	City	Province	Address	City	Province	Address	City	Province
180 King St. E	Bowmanville	ON	122 King St. W	Cobourg	ON	13553 Bruce Rd 10	Hanover	ON
143 Manitoba St	Bracebridge	ON	236 Hurontario St	Collingwood	ON	189 10 St. S	Hanover	ON
295 Wellington St	Bracebridge	ON	560 FirSt. St	Collingwood	ON	472 10 St	Hanover	ON
166 Holland St. W	Bradford	ON	580 Cameron St	Collingwood	ON	19466 Yonge St	Holland Landing	ON
10187 Kennedy Rd N	Brampton	ON	132 Marlborough St	Cornwall	ON	175 Hanes Rd	Huntsville	ON
10611 Chingaucousy Rd	Brampton	ON	3250 Brookdale Ave	Cornwall	ON	2 Main St. E	Huntsville	ON
10980 Bramalea Rd	Brampton	ON	439 13 St. W	Cornwall	ON	6 Bell St	Ingersoll	ON
11075 Creditview Road	Brampton	ON	412 Lyndock St	Corunna	ON	100 Castlefrank Rd	Kanata	ON
230 Wanless Dr	Brampton	ON	209554 Hwy 26	Craigeleith	ON	1031 Teron Rd	Kanata	ON
425 Centre St. N	Brampton	ON	36 York Rd	Dundas	ON	13 Kakula Rd	Kanata	ON
51 McMurchy Ave S	Brampton	ON	54 Arthur St. S	Elmira	ON	62 Stonehaven Dr	Kanata	ON
700 Balmoral Ave	Brampton	ON	110 Centre St	Espanola	ON	32 Government Rd	Kapuskasig	ON
205 Erie Ave	Brantford	ON	13 North Trent St	Frankford	ON	421 Rideau St	Kemptville	ON
250 Shellard Lane	Brantford	ON	10 Mountainview Rd S	Georgetown	ON	1753 Bath Rd	Kingston	ON
433 Fairview Dr	Brantford	ON	360 Guelph St	Georgetown	ON	196 Ontario St	Kingston	ON
13 Elizabeth Street	Brighton	ON	2051 Meadowbrook Rd	Gloucester	ON	2814 Princess St	Kingston	ON
250 King St. W	Brockville	ON	2672 Innes Rd	Gloucester	ON	357 Bath Rd	Kingston	ON
2025 Upper Middle Rd	Burlington	ON	4000 Bridle Path	Gloucester	ON	451 Division St	Kingston	ON
2051 Mt Forest. Dr	Burlington	ON	50 Victoria St. N	Goderich	ON	490 Princess St	Kingston	ON
4049 New St	Burlington	ON	24 Main St	Grand Valley	ON	546 Bath Rd	Kingston	ON
5 Main St	Callander	ON	926 Paisley	Guelph	ON	726 Milford Dr	Kingston	ON
105 Hespeler Rd	Cambridge	ON	55 Main St. N	Hagersville	ON	83 Aberfoyle Rd	Kingston	ON
30 Glamis Rd	Cambridge	ON	1110 Fennel Ave E	Hamilton	ON	1568 Highway 18 E	Kingsville	ON
12 Cameron St. E	Cannington	ON	1221 Limeridge Rd E	Hamilton	ON	115 Government Rd W	Kirkland Lake	ON
629 Hwy 2	Cardinal	ON	1460 King St. E	Hamilton	ON	192 Activa Ave	Kitchener	ON
163 Town Line W	Carleton Place	ON	1660 Upper James St	Hamilton	ON	300 Bleams Rd	Kitchener	ON
89 Albert St	Clinton	ON	801 Mohawk Rd W	Hamilton	ON	450 Westheights Dr	Kitchener	ON



Address	City	Province	Address	City	Province	Address	City	Province
585 Doon Village Rd	Kitchener	ON	350 Burnhamthorpe Rd E	Mississauga	ON	176 Memorial Ave	Orillia	ON
2055 Sandwich Pky W	Lasalle	ON	7164 Airport Rd	Mississauga	ON	3 Westmount Rd Se	Orillia	ON
75 William St. N	Lindsay	ON	133 St. George St	Mitchell	ON	1600 Forest. Valley Dr	Orleans	ON
275 Wallace Ave N	Listowel	ON	22537 Adelaide St. N	Mount Brydges	ON	385 Tompkins Ave	Orleans	ON
1050 Kipps Lane	London	ON	310 Main St. S	Mount Forest	ON	1339 King St. E	Oshawa	ON
1225 Wonderland Rd N	London	ON	138 Centre St. N	Napanee	ON	206 King St. E	Oshawa	ON
2030 Meadowgate Blvd	London	ON	1 Tartan Dr	Nepean	ON	258 Park Rd	Oshawa	ON
2254 Trafalgar St	London	ON	418 Moodie Dr	Nepean	ON	555 Rossland Rd E	Oshawa	ON
265 Oxford St. E	London	ON	14 Paget St. S	New Liskeard	ON	600 Grandview St. S	Oshawa	ON
431 Boler Rd	London	ON	14 Main St. S	Newmarket	ON	799 Park Rd S	Oshawa	ON
507 Salisbury St	London	ON	17725 Yonge St	Newmarket	ON	1023 Wellington St	Ottawa	ON
575 Proudfoot Lane	London	ON	Unit 2 16925 Yonge St	Newmarket	ON	120 Osgoode St	Ottawa	ON
595 Richmond St	London	ON	5460 Ferry St	Niagara Falls	ON	1402 Highgate Rd	Ottawa	ON
670 First St	London	ON	6873 Mcleod Rd	Niagara Falls	ON	1420 Walkley Rd	Ottawa	ON
699 Wilkins St	London	ON	1100 Lavery St	North Bay	ON	1653 Taunton Rd E	Ottawa	ON
75 Admiral Dr	London	ON	1128 Fisher St	North Bay	ON	1827 Baseline Rd	Ottawa	ON
900 Oxford St. E	London	ON	1146 Cassels St	North Bay	ON	210 Laurier Ave E	Ottawa	ON
925 Wonderland Rd S	London	ON	183 Lakeshore Dr	North Bay	ON	2213 Arch St	Ottawa	ON
2660 Major Mackenzie Dr	Maple	ON	1867 O'Brien St	North Bay	ON	256 Richmond Rd	Ottawa	ON
20 Peninsula Rd	Marathon	ON	524 Lakeshore Dr	North Bay	ON	333 Rideau St	Ottawa	ON
Unit 31 Masseyfield Gate	Markham	ON	617 Main St. E	North Bay	ON	388 Elgin St	Ottawa	ON
1179 Bayfield St. N	Midhurst	ON	621 Cassells St	North Bay	ON	437 St. Laurent Blvd	Ottawa	ON
293 Midland Ave	Midland	ON	2530 6 Line	Oakville	ON	55 Metcalfe St	Ottawa	ON
57 Elora St	Mildmay	ON	36 511 Maplegrove Dr	Oakville	ON	598 Montreal Rd	Ottawa	ON
472 Steeles Ave E	Milton	ON	108 Dawson Rd	Orangeville	ON	780 Baseline Rd	Ottawa	ON
6005 Derry Road West	Milton	ON	400 Townline	Orangeville	ON	Unit 1 4184 Spratt Rd Bldg B	Ottawa	ON
2385 Burnhamthorpe Rd	Mississauga	ON	75 First St	Orangeville	ON	1596 9 Ave E	Owen Sound	ON

Address	City	Province	Address	City	Province	Address	City	Province
3 Bowes Rd	Parry Sound	ON	680 Cathcart Blvd	Sarnia	ON	1186 Dawson Rd Rr 12	Thunder Bay	ON
95 Church St	Parry Sound	ON	329 Main St	Sauble Beach	ON	394 Oliver Rd	Thunder Bay	ON
28408 Hwy 48	Pefferlaw	ON	849 Second Line East	Sault Ste. Marie	ON	509 North Edward St	Thunder Bay	ON
100 Pembroke St. E	Pembroke	ON	1021 Markham Rd	Scarborough	ON	550 Beverley St	Thunder Bay	ON
1751 Paul Martin Dr	Pembroke	ON	2900 Eglinton Ave E	Scarborough	ON	600 Arthur St. W	Thunder Bay	ON
95 Main St	Penetangueshine	ON	30 Dean Park Rd	Scarborough	ON	640 Waterloo St. S	Thunder Bay	ON
100 Dufferin St	Perth	ON	31 Tapscott Rd	Scarborough	ON	708 May St. N	Thunder Bay	ON
28 Wilson St. W	Perth	ON	60 Second Ave	Schumacher	ON	745 Simpson St	Thunder Bay	ON
3389 Petawawa Blvd	Petawawa	ON	22 Goderich St. W	Seaforth	ON	287 Algonquin Blvd, West	TIMMINS	ON
1119 Water St. N	Peterborough	ON	1555 Hwy 11 N	Shanty Bay	ON	365 Algonquin Blvd E	Timmins	ON
1127 Chemong Rd	Peterborough	ON	448 Main St. E	Shelburne	ON	11 Pleasant Blvd	Toronto	ON
1625 Sherbrooke St. Uni	Peterborough	ON	201 Brockville St	Smiths Falls	ON	140 La Rose Ave	Toronto	ON
235 McDonnell St	Peterborough	ON	1 Plaza Dr	South Dundas	ON	144 148 Dundas St. W	Toronto	ON
33 Hunter St. E	Peterborough	ON	14301 Tecumseh Rd E	St. Clair Beach	ON	2122 Queen St. E	Toronto	ON
680 Clonsilla Ave	Peterborough	ON	190 Queen St. E	St. Marys	ON	2200 Martin Grove Rd	Toronto	ON
779 Hwy 7	Peterborough	ON	287 Talbot St	St. Thomas	ON	2244 Bloor St. W	Toronto	ON
Unit 1 1298 Kingston Rd	Pickering	ON	1 Hobin St	Stittsville	ON	2428 Islington Ave	Toronto	ON
319 George St	Port Stanley	ON	521 Hwy 8	Stoney Creek	ON	2826 Victoria Park Ave	Toronto	ON
297 King St. W	Prescott	ON	5964 Main St	Stouffville	ON	2942 Finch Ave E	Toronto	ON
8 Ragloan Dr	Renfrew	ON	422 Huron St	Stratford	ON	3211 Yonge St	Toronto	ON
106 Humber College Blvd	Rexdale	ON	7 15 Front St. E	Strathroy	ON	393 University Ave	Toronto	ON
6138 Perth	Richmond	ON	370 Second Ave N	Sudbury	ON	801 Mount Pleasant Rd	Toronto	ON
10 Erie St. S	Ridgetown	ON	25 Victoria St	Thamesville	ON	904 Millwood Rd	Toronto	ON
9061 County Road 17 Blvd	Rockland	ON	531 Atkinson Ave	Thornhill	ON	905 Jane St	Toronto	ON
400 Exmouth St	Sarnia	ON	7241 Bathurst. St	Thornhill	ON	948 St. Clair Ave W	Toronto	ON
450 Trudeau Dr	Sarnia	ON	800 Steeles Ave W	Thornhill	ON	Unit 26a 2975 Kingston Rd	Toronto	ON
49 Finch Dr	Sarnia	ON	207 Keefer Rd	Thorold	ON	118 Byron St	Trenton	ON

Address	City	Province	Address	City	Province	Address	City	Province
17464 Old Hwy 2	Trenton	ON	110 rue Principale	Chateauguay	QC	5540 Route 132	Sainte Catherine	QC
300 Sidney St. N	Trenton	ON	2700 des Promenades Boul	Deux Montagnes	QC	204 rue St. Charles	Sainte Thérèse	QC
23 Brock St. W	Uxbridge	ON	475 Ave Dumont	Dorval	QC	395 Rue Des Erables, Local 110	Valleyfield	QC
313 McArthur Rd	Vanier	ON	551 Jacques Bizard Boul	Ile Bizard	QC	3890 Rue Wellington	Verdun	QC
910 Yonge St. S	Walkerton	ON	19795 Ste. Marie Chemin	Kirkland	QC	208 Saskatchewan Ave	Melfort	SK
55 McNaughton Ave	Wallaceburg	ON	2555 Rue Provost	Lachine	QC	1230 9 Ave	Moose Jaw	SK
5302 Nauvoo Rd	Watford	ON	2050 Rene Laennec	Laval	QC	526 9 Ave Sw	Moose Jaw	SK
208 D Mission Rd	Wawa	ON	5795 des Laurentides Boul	Laval	QC	1101k Kramer Blvd	Regina	SK
73 Concession St	Westport	ON	620 Boul De La Concorde O	Laval	QC	2302 33 St. W	Saskatoon	SK
3500 Brock St. N	Whitby	ON	1720 Jacques-Cartier E	Longueuil	QC	3730 Diefenbaker Dr	Saskatoon	SK
333 Frank St	Warton	ON	1756 Marie-Victorin Boul	Longueuil	QC	402 3 Ave N	Saskatoon	SK
3024 Don Mills Rd	Willowdale	ON	468 Cure-Poirier O	Longueuil	QC	430 Russell Rd	Saskatoon	SK
542 St. Lawrence St	Winchester	ON	1035 Route 243	Melbourne	QC	4310 Kenderdine Rd	Saskatoon	SK
1093 Lauzon Rd	Windsor	ON	10640 Boul Pie Ix	Montreal	QC	708 Central Ave	Saskatoon	SK
12317 Riverside Dr E	Windsor	ON	3875 Masson Rue	Montreal	QC	60 Government Rd S	Weyburn	SK
1304 Grand Marais Rd W	Windsor	ON	4500 Rue Beaubien E	Montreal	QC	140 Smith St. E	Yorkton	SK
1320 Walker Rd	Windsor	ON	500 Fleury E	Montreal	QC			
2675 Lauzon Rd	Windsor	ON	5700 de la Cote-St. Luc Chemin	Montreal	QC			
380 Mill St	Windsor	ON	6240 Ave Somerled	Montreal	QC			
5854 Malden Rd	Windsor	ON	6300 Rue Sherbrooke O	Montreal	QC			
7887 Tecumseh Rd E	Windsor	ON	8755 Pie Ix Boul	Montreal	QC			
343 Josephine St	Wingham	ON	6331 Boul Henri Bourassa	Montreal Nord	QC			
9600 Islington Ave	Woodbridge	ON	1856 des Sources Boul	Pointe Claire	QC			
99 Elm Ave	Beaconsfield	QC	56 Portage des Mousses	Port Cartier	QC			
603 Cure-Labelle Boul	Blainville	QC	520 Clairevue O	Saint Bruno	QC			
87b Boul Marie-Victorin	Candiac	QC	155 Montee St. Regis	Saint Constant	QC			

## Debt financing for business

Manulife Bank provides loans to businesses, helping to fuel their growth. Manulife Bank does not have any investments or partnerships in micro-credit programs.

### Amount of debt financing authorized in 2021

C\$ 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	\$99	\$2,135	\$5,667	\$8,308	\$23,148	\$92,962	\$20,967	\$153,286
Alberta	\$34	\$515	\$1,189	\$4,475	\$5,826	\$28,130	\$36,018	\$76,187
Saskatchewan and Manitoba <sup>8</sup>	\$-	\$531	\$1,058	\$2,623	\$2,040	\$2,381	\$-	\$8,633
Ontario	\$164	\$3,091	\$9,149	\$19,978	\$35,991	\$73,437	\$147,656	\$289,466
Quebec	\$114	\$3,352	\$8,385	\$12,728	\$13,729	\$41,470	\$10,000	\$89,778
Nova Scotia, New Brunswick, Newfoundland and Labrador, and Prince Edward Island <sup>8</sup>	\$48	\$370	\$652	\$2,887	\$3,825	\$11,494	\$10,000	\$29,276
<b>Total Canada</b>	<b>\$459</b>	<b>\$9,994</b>	<b>\$26,100</b>	<b>\$50,999</b>	<b>\$84,559</b>	<b>\$249,874</b>	<b>\$224,641</b>	<b>\$646,626</b>
<b>Total US</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>
<b>Total Asia</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>
<b>Grand Total</b>	<b>\$459</b>	<b>\$9,994</b>	<b>\$26,100</b>	<b>\$50,999</b>	<b>\$84,559</b>	<b>\$249,874</b>	<b>\$224,641</b>	<b>\$646,626</b>

<sup>8</sup> Data for certain provinces have been consolidated to protect the privacy of individual borrowers who might otherwise be identifiable.  
Note: Yukon, Northwest Territories and Nunavut have been excluded from the table above as the amount of debt financing authorized in 2020 was nil.

## Number of customers to which debt financing was authorized in 2020

C\$ 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	7	36	39	23	35	49	3	192
Alberta	2	9	8	12	8	12	6	57
Saskatchewan and Manitoba <sup>8</sup>	—	9	8	7	3	2	—	29
Ontario	13	52	61	57	52	43	14	292
Quebec	7	64	61	35	22	22	2	213
Nova Scotia, New Brunswick, Newfoundland and Labrador, and Prince Edward Island <sup>8</sup>	3	7	4	8	6	4	2	34
<b>Total Canada</b>	<b>32</b>	<b>177</b>	<b>181</b>	<b>142</b>	<b>126</b>	<b>132</b>	<b>27</b>	<b>817</b>
Total US	—	—	—	—	—	—	—	—
Total Asia	—	—	—	—	—	—	—	—
<b>Grand Total</b>	<b>32</b>	<b>177</b>	<b>181</b>	<b>142</b>	<b>126</b>	<b>132</b>	<b>27</b>	<b>817</b>

<sup>8</sup> Data for certain provinces have been consolidated to protect the privacy of individual borrowers who might otherwise be identifiable.  
Note: Yukon, Northwest Territories and Nunavut have been excluded from the table above as the amount of debt financing authorized in 2020 was nil.

# Taxes

The tables below outline tax expenses for Manulife Bank and Manulife Trust, including amounts paid or payable to federal and provincial governments.

## Manulife Bank

Provinces and Territories	Capital Taxes	Income Taxes	Total Taxes
Newfoundland and Labrador			
Prince Edward Island			
Nova Scotia	3,485,628	633,106	4,118,734
New Brunswick			
Quebec	436,188	515,841	952,029
Ontario		10,766,060	10,766,060
Manitoba			
Saskatchewan			
Alberta			
British Columbia			
Yukon			
Northwest Territories			
Nunavut			
Provinces and Territories	3,921,816	11,915,007	15,836,823
Federal		15,251,514	15,251,514
<b>Total Taxes</b>	<b>3,921,816</b>	<b>27,166,520</b>	<b>31,088,337</b>

## Manulife Trust

Provinces and Territories	Capital Taxes	Income Taxes	Total Taxes
Newfoundland and Labrador			
Prince Edward Island			
Nova Scotia	74,246	8,154	82,400
New Brunswick			-
Quebec		25,988	25,988
Ontario		1,240,258	1,240,258
Manitoba			
Saskatchewan			
Alberta			
British Columbia			
Yukon			
Northwest Territories			
Nunavut			
Provinces and Territories	74,246	1,274,399	1,348,645
Federal		1,656,293	1,656,293
<b>Total Taxes</b>	<b>74,246</b>	<b>2,930,692</b>	<b>3,004,938</b>

# Employees

## Employment Type

Province	Full time	Part time	Total
British Columbia	29	–	29
Alberta	16	–	16
Saskatchewan	2	–	2
Manitoba	9	–	9
Ontario	496	3	499
Quebec	100	1	101
New Brunswick	4	–	4
Nova Scotia	165	4	169
Newfoundland and Labrador	1	–	1
<b>Total</b>	<b>822</b>	<b>8</b>	<b>830</b>

Ways to contact us:  
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**johnhancock.com**

**Manulife**

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