

Manulife

Your Local Link to IGP in Canada

Why partner with Manulife?

Customer-centric leader

Manulife is committed to being the industry's digital and customer-centric leader by:

- Making everything it offers as straightforward, intuitive, and convenient as possible
- Striving to improve the physical, mental, and financial well-being of each plan member and their family
- Being at the forefront and embracing new technology to advance the needs and interests of customers
- Offering strong guidance so decisions can be made easier and with confidence.

- Financial Wellness Assessment
- Help navigating the health care system
- Mental health support for plan members and training for managers

Manulife's Employee and Family Assistance Program (EFAP) provides access to counselling, tools, and resources to help employees and their families manage issues with work, health, or life.

Healthcare online

Gives members online access to healthcare professionals who support primary care, mental health, chronic disease and other health needs through web and mobile applications.

Core benefits management

In addition to health and dental plans, Manulife offers a broad spectrum of plan design features to help manage costs and protect plans from fraud and abuse with comprehensive fraud detection systems.

Disability and absence management solutions

Manulife was one of the first insurers to develop and implement a suite of absence management solutions. Recent program enhancements focus on early intervention and collaboration. This can positively impact short-term disability claim duration, improve the customer service experience, reduce long-term disability claim incidence, and better manage absence and disability claims costs.

Employee health and wellness

Wellness programs provide plan members with education and support to live healthier lives. Manulife offers a practical approach to workplace health with:

- Personalized wellness programs
- On-site wellness services: health screenings and flu shot clinics; seminars and workshops; fitness classes, etc.
- Coaching for healthier lifestyles
- Education and risk assessment
- The Wellness Report: survey to assess existing workplace wellness measures and their effectiveness; provides actionable insights and recommendations.

Technology and innovation

- Manulife's multi-year technology investment is enhancing the enrollment, claims, reporting, and mobile experiences for Group Benefits customers.
- Large-scale digital initiatives include a new claims platform to improve turnaround times, revamping and digitization of the disability portal, and the provision of digital self-serve tools for plan sponsors.



Facts & figures

- IGP Network Partner since 1975
- Financial strength ratings:
 - A.M. Best: A+ (12/31/2025)
 - Fitch: **AA** (12/31/2025)
 - Moody's: **A1** (12/31/2025)
 - Standard & Poor's: AA- (12/31/2025)
 - Dominion Bond Rating Service: AA (12/31/2025)

Recent awards & recognitions

- 2025: Manulife named Gallup Exceptional Workplace Award winner for third year in a row.
- 2025: Manulife named to the Corporate Knights Global 100 ranking, as one of the world's most sustainable companies and fourth in the insurance industry.
- 2024: Manulife named to the Dow Jones Sustainability North America Index.
- 2024: Manulife recognized as one of Canada's Top 100 Employers by Mediacorp Canada Inc. for the fourth consecutive year. This list recognizes Canadian companies leading their industries in providing exceptional workplaces.
- 2024: For the fifth time, Manulife has been recognized as having one of Canada's Most Admired Corporate Cultures by Waterstone Human Capital. Waterstone identifies organizations for having winning cultures that drive performance. Manulife also holds a spot in Canada's Most Admired Corporate Cultures™ Hall of Fame.



More information

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