

**Manulife:**  
**Your Best Choice**

- **Group Benefits Commitment:** *“Making lives better, organizations healthier”*  
Manulife is committed to being the industry’s digital and customer-centric leader by making everything they offer as easy, intuitive and convenient as possible for their customers; by striving to improve physical, mental & financial *well-being* of each plan member and their family; by being at the forefront and embracing new technology to *advance* the needs and interests of their customers; and by offering strong guidance so decisions can be made easier and with *confidence*.
- **Core Benefits Management** - Pharmacy benefits management programs including Specialty Drug Care and DrugWatch are core strengths of Manulife’s extended health benefits management strategy. In addition to the health and dental plans, they offer a broad spectrum of plan design features to help manage costs and protect plans from fraud and abuse with comprehensive fraud detection systems.
- **Industry Leader in Short and Long Term Disability Management and Absence Management Solutions** - Manulife was one of the first insurers to develop and implement a suite of absence management solutions. Their recent program enhancements better serve the needs of the customers by focusing on early intervention and collaboration. This approach 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** - Manulife’s holistic *Health Strategy and Portfolio*, with Manulife Vitality Group Benefits as its foundation, delivers prevention and early intervention services such as the Employee and Family Assistance Program (EFAP), Lifestyle Health Coaching, Health Services Navigator®, Integrated Health and Disability Data Analytics, Health Risk Assessment campaign support and wellness program consulting. Manulife recently launched a preferred provider network that offers worksite wellness services such as health screenings, wellness challenges and seminars to employers of all sizes. To promote psychologically safe workplaces, Manulife has a wide range of best-in-class educational resources as their Workplace Solutions for Mental Health website to help generate awareness, remove the stigma and encourage discussion around mental health challenges in the workplace.
- **Technological advancements** – Manulife clients expect all touch points to be completely integrated and intuitive. Manulife’s multi-year technology investment is enhancing the enrolment, claims, reporting, and mobile experiences for Group Benefits customers. Enhanced reporting capability and online support services are also being further developed. Their investments in technology are customer centric, and always consider the specific needs of our clients.
- **Manulife’s 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. Consults are conducted securely via text, chat and video, or for some solutions, by telephone. Members get the care they need when they need it so they can bring their best to work.

**Manulife:**  
**Facts & Figures**

- IGP Network Partner since: 1975
- Group Benefits Market Share (LIMRA 2019Q4): 18.9%
- Group Benefits Ranking (LIMRA 2019Q4): No. 2
- LICAT\* (2019Q3): 146%
- Financial Ratings (as per January 2, 2020):
  - A.M. Best: A+
  - Standard & Poor’s: AA-
  - Moody’s: A1
  - Fitch: AA-
  - Dominion Bond Rating Service: AA (low)

\* Life Insurance Capital Adequacy Test (LICAT)

**2019 Awards & Recognitions**

- Confirmit ACE Awards in “Innovation” and “Voice of the Customer”
- Quebec Marketing Association Flèche d’Or “Best Client Experience”
- LinkedIn “Top Companies Where Canada Wants to Work”
- Forbes Canada’s “Best Employers”
- Human Rights Campaign “Best Places to Work for LGBTQ Equality”
- Bloomberg “Gender-Equality Index”
- One of Canada’s “Best Diversity Employers” by Mediacorp Canada Inc.



**More Information**

[www.Manulife.ca/18106](http://www.Manulife.ca/18106) (Password: 18mli20)

**Contact**

Inquiries/Illustration Input:  
[international\\_pooling@manulife.ca](mailto:international_pooling@manulife.ca)

Mr. Kajan Ramanathan  
Manulife Financial Corporation  
250 Bloor Street East  
Toronto, ON M4W 1E5  
Canada

T (1) (416) 687 34 32  
E [kajan\\_ramanathan@manulife.com](mailto:kajan_ramanathan@manulife.com)  
W [www.manulife.ca](http://www.manulife.ca)





### Claims Processing & Claims Timeliness

Measurement of claims payment processing & timeliness	✓
Measurement of claims payment processing & timeliness per client	✓
Frequency of measurement reports	Monthly
Claims processing commitment	
- Death: 90% within 5 working days	✓
- Long Term Disability: 90% within 10 working days	✓
- Short Term Disability: 90% within 5 working days	✓
- Absence Management Consultation Services: 90% within 3 working days	✓
- Medical: 90% within 5 working days	✓

### Claims Processing Accuracy

Measurement of claims processing accuracy	✓
Measurement of claims processing accuracy per client	-
Frequency of measurement reports	n/a
Accuracy commitment:	
- (Financial): 99% of audited claims	✓
- (Non-Financial) 97% of audited claims	✓

### Account Servicing: Responding to Inquiries

Measurement of responsiveness to telephone inquiries	✓
Measurement of responsiveness to written inquiries	✓
Measurement of responsiveness per client	✓
Inquiry commitment:	
- 80% of telephone inquiries answered in 30 seconds or less, with an abandonment rate of less than 5%	✓
- Written inquiries responded to within 2 business days	✓

### Premium Statements

Measurement of timeliness of premium statements (bills)	-
Measurement of timeliness of premium statements (bills) per client	-
Frequency of measurement reports	n/a
Premium statement commitment: 95% within 20 working days	-

### Policy Issuance per Individual

Measurement of timeliness of policy issuance	✓
Measurement of timeliness of policy issuance per client	-
Frequency of measurement reports	Monthly
Policy issuance commitment: 95% within 20 working days	-

### Helplines and IT Capabilities

Employee help line to respond to employee inquiries for medical insurance	✓
Employee help line to respond to employee inquiries for other covers	✓
Helpline availability 24/7	-
On-line Administration (real-time)	✓





The information in this document is subject to change. Please contact your IGP Account Manager or [IGPinfo@jhancock.com](mailto:IGPinfo@jhancock.com) for more details.

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