Manulife Investment Management

News Release

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Manulife Investment Management (M) Berhad digitizes its fund offerings with launch of Manulife iFUNDS

Giving investors direct access to their Manulife portfolio through one convenient platform

Kuala Lumpur – Manulife Investment Management (M) Berhad announces the launch of Manulife iFUNDS, an online investment platform that enables investors in Malaysia to select, manage and track their Manulife unit trust funds anytime and anywhere. By combining the firm's understanding of customer needs and utilization of digital technology, Manulife Investment Management has created an easy-to-use, human-centered design funds platform for new and existing clients to better manage their portfolios amid a constantly evolving investment environment.

"Manulife Investment Management globally has been investing heavily to better serve clients in the digital age. Manulife iFUNDS is the result of our team's year-long efforts in enhancing the customer experience through digital and providing our customers with easily accessible market and fund information for more educated investment decisions," said Jason Chong, Chief Executive Officer, Manulife Investment Management (M) Berhad.

Manulife iFUNDS digitally streamlines portfolio management for investors

1. Convenient account opening: All new account openings are done digitally through the platform, including submission of key documents and assessment of investor profiles.

2. Digital curation of suitable funds: The platform screens for appropriate funds based on the user's investment and risk profile and allows them to review the selection by filtering the fund metrics that best meet their own investment objectives.

3. Transaction features: Users can conduct their Manulife Investment Management's funds transaction through the platform, including subscription, top up and fund switching.

4. Portfolio management right at your fingertips: The platform provides up-to-date information on the user's Manulife funds portfolio, fund performance, asset allocations, transaction history, investment summaries and other platform management functions.

Human-centered design that enhances customer experience

Manulife iFUNDS is optimized functionally and aesthetically to ensure a smooth and pleasant user journey. The easy-to-read and navigate layout and simple steps in accessing information means users can maximize their time in choosing the most suitable investments that meet their long-term financial goals.

Digital service with a human touch

Manulife Investment Management recognizes the importance of "human touch" in fund investment amid the digital age, especially in times of market and economic volatility where support from professional investment advisers is much needed. Manulife iFUNDS digitally enables its advisers to walk through their clients' portfolios together – whether virtually or in-person, guiding them every step of the way to make the most suitable investment decisions or to understand how their funds are helping them achieve their investment objectives.

"The COVID-19 pandemic has brought to light the need for easy-to-use digital applications that can mitigate the disruptions on face-to-face interactions, whether it's how people invest or how business is done. At the heart of all this, there is still a human element to it. Some investors still want to talk to an adviser when making investment decisions or switching funds, and we have seen strong interest from our advisers in using Manulife iFUNDS to better serve their clients' investment needs. Given ongoing limitation on in-person meetings due to COVID-19, the timely launch of this new digital tool can help safeguard our advisers' and clients' health as well as their financial future," said Ng Chze How, Head of Retail Wealth Distribution, Manulife Investment Management (M) Berhad.

Manulife iFUNDS is also a key feature on the digital platform of Manulife Investment Management in Hong Kong, which has won the Platinum Award for "Financial Planning Tech" at the IFTA Fintech Achievement Awards 2019.

For more information on Manulife iFUNDS, please visit https://asia.manulifeam.com/ifunds-my.

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About Manulife Investment Management (M) Berhad

Manulife Investment Management (M) Berhad (formerly known as Manulife Asset Management Services Berhad) Registration No: 200801033087 (834424-U) ("Manulife IM (Malaysia)") is a wholly owned subsidiary of Manulife Holdings Berhad (listed on Bursa Malaysia), which is majority owned by Canada-based Manulife Financial Corporation. Manulife IM (Malaysia) offers a comprehensive range of 57 unit trust and PRS funds in the asset classes of equity, fixed income and money market. Since 2010, Manulife IM (Malaysia) has bagged 47 awards in total; with the four most significant house awards being won in 2017 & 2018, namely the Best Overall Award Malaysia Provident for EPF-Approved Funds by The Edge | Thomson Reuters Lipper Fund Awards 2017, the Most Outstanding Islamic Asset Management Company by KLIFF Islamic Finance Awards 2017, Top Investment House Malaysia - Rank 5 in Asian Local Currency Bonds by The Asset Benchmark Research Awards 2017 and the Best Group Over 3 Years - Mixed Assets by Thomson Reuters Lipper Global Islamic Fund Award 2018. Visit us online at manulifeinvestment.com.my.

About Manulife Investment Management

Manulife Investment Management is the global wealth and asset management segment of Manulife Financial

Corporation. We draw on more than a century of financial stewardship and the full resources of our parent company to serve individuals, institutions, and retirement plan members worldwide. Headquartered in Toronto, our leading capabilities in public and private markets are strengthened by an investment footprint that spans 17 countries and territories. We complement these capabilities by providing access to a network of unaffiliated asset managers from around the world. We're committed to investing responsibly across our businesses. We develop innovative global frameworks for sustainable investing, collaboratively engage with companies in our securities portfolios, and maintain a high standard of stewardship where we own and operate assets, and we believe in supporting financial well-being through our workplace retirement plans. Today, plan sponsors around the world rely on our retirement plan administration and investment expertise to help their employees plan for, save for, and live a better retirement.

As of June 30, 2020, Manulife Investment Management had CAD$900 billion (US$660 billion) in assets under management and administration. Not all offerings are available in all jurisdictions. For additional information, please visit manulifeim.com.

About Manulife

Manulife Financial Corporation is a leading international financial services group that helps people make their decisions easier and lives better. 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 provide financial advice, insurance, and wealth and asset management solutions for individuals, groups and institutions. At the end of 2019, we had more than 35,000 employees, over 98,000 agents, and thousands of distribution partners, serving almost 30 million customers. As of June 30, 2020, we had $1.2 trillion (US$0.9 trillion) in assets under management and administration, and in the previous 12 months we made $30.6 billion in payments to our customers. Our principal operations are in Asia, Canada and the United States where we have served customers for more than 155 years. We trade as 'MFC' on the Toronto, New York, and the Philippine stock exchanges and under '945' in Hong Kong.

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