



CANADA

About Manulife

Manulife is a leading Canada-based financial services company with principal operations in Asia, Canada and the United States.

Since welcoming its first customers in 1887,

Manulife has built a significant global presence by providing customers with strong, reliable, trustworthy and forward-thinking solutions for their most significant financial decisions.

Local strengths USPs

Manulife offers businesses of all sizes a range of traditional and flexible benefits programmes that include life, critical illness, disability, health and dental coverages.

They are a market leader in product innovation offering a comprehensive range of services and products in the areas of disability, well solutions and optional employee benefits.

Manulife offers administration options for clients that wish to outsource their benefit administration. They recognize the importance not only an employer's group benefits products but of the total awards package that an employer wishes to offer its employees.

With their scale and range of business lines, they offer supplemental products like their "Cover Me" family of products provided through their Affinity Markets Division and they can integrate benefits and pension plans in partnership with their Group Retirement Solutions Division.

They are committed to customer care and satisfaction. They have developed a strong support structure within their organization to assist employers with plan administration and plan members with their questions.

Facts & figures

- Insurope member since: 1983
- Financial Rating: AA- (Standard & Poor's), A+ (AM Best), and AA-(Fitch)

Average Turnaround Times

- General Questions: 1 to 2 Working Days
- Local Quote: 10 Working Days
- Annual Renewal: 60 days in advance
- Rate Review: 60 Working Days
- Death Claims: 5 Working Days
- Disability Claims: 10 Working Days
- Medical Claims: 5 Working Days

Benefits

- Insurable Benefits: ADLMP
- Poolable Benefits: DL

Minimum lives criteria

- For a group quote: 2 employees
- For pooling contract: 35 employees

Local contact information

Manulife

Kajan Ramanathan

Queen Street East, P.O. Box 4606

Toronto, Ontario, M5W 4Z2

Canada

International_pooling@manulife.ca

Tel: +1 416 224-3535