

About Manulife (International) Limited

Manulife (International) Limited is a member of the Manulife Financial group of companies. Manulife is a leading Canada-based financial services group with principal operations in Asia, Canada and the United States. We operate as John Hancock in the U.S. and as Manulife in other parts of the world. We provide strong, reliable, trustworthy and forward-thinking solutions for our customers' significant financial decisions. Our international network of employees, agents and distribution partners offers financial protection and wealth management products and services to millions of clients. We also provide

Local strengths USPs

High level of services

- In-patient credit facilities for all private hospitals in Hong Kong with credit limit up to max HK\$ 250,000
- Out-patient network through panel doctor service which are available for general practitioners, specialists, Chinese medicine practitioners, physiotherapists and Chiropractors.
- Claims reimbursement TAT: over 90% of claims are reimbursed within 3 working days.

Value added services

- e-GLH Online Services for Employers and insured members

asset management services to institutional customers. Assets Under Management and Administration by Manulife and its subsidiaries were approximately C\$966 billion as at September 30, 2016 (as per Q3 2016 Results Fact Sheet of Manulife Financial Corporation). The Company operates as Manulife Financial in Canada and Asia and primarily as John Hancock in the United States. Manulife Financial Corporation trades as 'MFC' on the TSX, NYSE and PSE, and under '945' on the SEHK. Manulife Financial can be found on the Internet at manulife.com.

- iDoctor - Manulife Network Doctor Locator
Iphone/Android App

Rewards and recognitions

- ISO9001 accreditation in 2005
- Silver Award in HKMA Quality Award in 2011
- Branding and Service Awards in 2016
- Reader's Digest Trusted Brand Gold Award
- Yahoo! Emotive Brand Award
- Financial Planner Awards by South China Morning Post and The Institute of Financial Planners of Hong Kong - Company for Financial Planning Excellence in the insurance sector
- Outstanding Company of the Year (Excellence in Practice)

Facts & figures

- Insurope member since: 1979
- Financial Rating: Standard & Poor's (AA-)

Average Turnaround Times

- General Questions: 2 Working Days
- Local Quote: 7 Working Days
- Annual Renewal: 30 to 45 Days in advance
- Rate Review: 7 Working Days
- Death Claims: 8 to 10 Working Days
- Disability Claims: 8 to 10 Working Days
- Medical Claims: 8 Working Days

Benefits

- Insurable Benefits: ADLMP
- Poolable Benefits: ADLM

Minimum lives criteria

- For a group quote: 10 employees
- For pooling contract: 10 employees

Local contact information

Manulife

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