

## Share Selling Service for US Residents

The Manulife Financial Corporation (“MFC”) Share Selling Service (“Service”) is available to US resident holders (“Qualified Holders”) of MFC common shares (“Shares”). The Service provides an easy and convenient way for Qualified Holders to sell their Shares. As a Qualified Holder, the Service offers you the flexibility of selling some or all your Shares when it is convenient. There is no need to open a brokerage account if you don’t have one.

The Service is administered by American Stock Transfer and Trust Company, LLC (“AST”), the transfer agent for MFC. Qualified Holders will be charged a processing fee of US\$15.00 plus US\$0.03 per Share sold (the “Processing Fee”). For example, if you wish to sell 100 Shares, the Processing Fee will be  $US\$15 + (US\$0.03 \times 100) = US\$18.00$ .

When you sell Shares through the Service, the price you receive will be the weighted-average market price of Shares sold by AST on the sale date as part of the Service less the Processing Fee. Shares will be sold no later than one (1) week following receipt and validation of your request to sell. **No sale price can be guaranteed when using the Service.** All proceeds will be paid by cheque in US dollars only. You should receive your cheque for the proceeds of the sale approximately two (2) weeks after AST completes your request.

## Selling Your Shares

You may sell your shares by calling AST at 1-800-249-7702 or online using your AST Investor Central account. For more information on AST Investor Central go to [www.astfinancial.com/ca-en](http://www.astfinancial.com/ca-en), select “Login”, then choose “Manulife Investors”.

MFC established the Service for Qualified Holders who want a convenient way to sell their Shares. Although there is currently no time limit on the Service, it can be changed or terminated at MFC’s discretion. You will be notified if the Service is changed or closed. For more information see the Frequently Asked Questions on the back of this letter or contact AST directly at 1-800-249-7702 or [manulifeinquiries@astfinancial.com](mailto:manulifeinquiries@astfinancial.com).

## Frequently Asked Questions

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### 1. Who is eligible to use the Share Selling Service?

US resident holders of MFC common shares held in a Direct Registration System (“DRS”) or Dividend Reinvestment Plan (“DRIP”) share account are eligible for the Service. DRS share accounts were established for eligible policyholders when John Hancock demutualized and when Manulife merged with John Hancock. If you hold a share certificate, you must return the certificate to AST and deposit the shares to a DRS account to become eligible to use the Service.

### 2. Can I sell my Shares over the phone or via the internet?

Yes, you may sell your shares by calling AST at 1-800-249-7702 or online using your AST Investor Central account. For more information on AST Investor Central go to [www.astfinancial.com/ca-en](http://www.astfinancial.com/ca-en), select “Login”, the choose “Manulife Investors”.

### 3. Do I have to sell all my Shares?

No, you can sell some or all the Shares in your share account.

### 4. How much will I receive for my Shares if I sell?

At least weekly, AST will arrange for the sale of Shares through a registered broker-dealer on the open market. Shares that are sold by Qualified Holders may be commingled with Shares of other Qualified Holders to be sold and the sale price of such Shares will be the average sale price of all Qualified Holder Shares commingled and sold on the same day. AST will deduct the Processing Fee of US\$15 plus US\$0.03 per Share from your sale proceeds. **IMPORTANT: No Share sale price can be guaranteed and your request to sell, once received by AST, cannot be revoked.**

### 5. When will I receive my proceeds?

AST will mail you a cheque approximately two (2) weeks from the date that your request to sell is completed. Please allow enough time for the postal service to deliver this cheque to you.

### 6. Is my sale of Shares a taxable transaction?

As the original Shares in MFC or John Hancock share accounts were received as the result of the demutualization, the cost basis on these Shares is zero. This generally means that sale proceeds from these original Shares (including those received as a share dividend in 2006) are fully includable for capital gains. If you participate in the DRIP, Shares purchased by you through that plan each have their own cost basis which is included on your DRIP statement. **NOTE: Nothing in this document is intended to be, or should be construed to be, legal or tax advice and no representations with respect to the income tax consequences of any particular action are made. We recommend you consult your tax advisor as to the tax consequences of a sale of Shares.**

### 7. What is the deadline for the Service?

There is currently no end date to the Service. However, MFC reserves the right to amend or terminate the Service at any time. Should MFC amend or terminate the Service, share account holders will be notified.

### 8. Where do I find my Security Holder Number?

Your Security Holder Number is on your DRS or DRIP account statement, on the stub of all share dividend cheques and included on all other personalized communications you receive from AST. If you are unable to locate your Security Holder Number, please contact AST.

### 9. Are there any other services available to me as a shareholder of MFC?

Yes, there are a variety of services available to you through our transfer agent AST. To find out more about services such as the DRIP, direct deposit of dividends and online account access please contact:

## AST

Online:	By telephone:	By e-mail:
<a href="http://www.astfinancial.com/ca-en">www.astfinancial.com/ca-en</a>	1-800-249-7702	manulifeinquiries@astfinancial.com