



## **Fair Dealing Policy**

**Manulife (Singapore) Pte Ltd.**

## SCHEDULE OF CONTENTS

MANULIFE (SINGAPORE) PTE LTD STATEMENT OF AIMS .....	3
MANULIFE (SINGAPORE) PTE LTD MESSAGE FROM THE CEO.....	3
MANULIFE (SINGAPORE) PTE LTD FAIR DEALING PRINCIPLES.....	3
MANULIFE (SINGAPORE) PTE LTD FAIR DEALING ROLES & RESPONSIBILITIES .....	4
MANULIFE (SINGAPORE) PTE LTD FAIR DEALING REVIEW PROCESS.....	5

## **MLS STATEMENT OF AIMS**

Fair Dealing should be part of the culture and fabric of Manulife (Singapore) Pte Ltd. (MLS)

Our aim is to integrate the desired fair dealing outcomes for customers with our corporate values, where they become part of everything we do in our daily business.

Fair Dealing will influence everything important that the company undertakes. From strategic planning to day-to-day decision making, to the manner in which we treat our customers and other stake-holders, it will complement the company's core values of PRIDE and how it guides the way we operate and function.

## **MLS MESSAGE FROM THE CEO**

The senior management team of Manulife (Singapore) Pte Ltd. believes that it needs to demonstrate its commitment to its Fair Dealing initiative by way of this document in order that we conduct our business with a continuous improvement in mind. We have identified the following key criteria as the measurement of our progress and these are endorsed by the set of 10 guiding principles that follow

***Governance : Accountability : Transparency : Improvement : Oversight***

## **MLS FAIR DEALING PRINCIPLES**

- i. Fair Dealing will be led by the Senior Executive Committee (SEC) and be the responsibility of all employees and agents of the company.
- ii. Fair Dealing will be regularly reviewed at senior management meetings, evidenced from both agenda and minutes relating to these meetings.
- iii. Fair Dealing performance will be independently reviewed by the audit committee of Manulife (Singapore) Pte Ltd. and an update provided to the Board.
- iv. Each Board meeting will include a progress update by the CEO. MAS will receive the progress update as and when required.
- v. Fair Dealing will be one of the performance measures of the Singapore team and is evidenced in the annual review documentation from 2010.
- vi. The MLS Fair Dealing Policy will be available to the general public via [www.manulife.com.sg](http://www.manulife.com.sg).
- vii. Customers should have access to a contact point to address any concern relating to the MLS Fair Dealing Policy.

## **MLS FAIR DEALING ROLES & RESPONSIBILITIES**

Annette King (CEO)	- Fair Dealing Direction & Leadership
Colin Startup (CFO)	- Company Solvency/CAR/Financial Strength
Chong Teck Chung (COO)	- Data Protection & IT Security
Robert Elliott (CDO)	- Advisory, Training & Development
Nick Czolak (CMO)	- Customer Communications
Daniel Ho (Legal Council)	- Complaints Handling/Code of Conduct /Business Ethics
Serena Truong (Head, HR)	- Staff Communications
Alex Wong (AA)	- Product Pricing/Par Fund Solvency /Bonus Distribution
Jill Smith (CIO)	- Investment Risk
Nominated Board Member	- Independent Reviewer of Fair Dealing

## **MLS FAIR DEALING REVIEW PROCESS**

- a) A team leader from the SEC will review each outcome:
- The initial review work will be done in tandem with a partner (outcome team)
  - Each outcome will be reviewed using a standard template
  - The initial review will identify gaps and make recommendations
  - The leader of each group will present initial findings to the wider group for feedback
  - The table below indicates the team leader and partner that are assigned

<b>Outcome</b>		<b>Leader/Partner</b>
1	Consumers have confidence that Manulife puts consumers' interests as one of the primary priorities in the conduct of their business.	NC / AK
2	Manulife offers products and services that are suitable for the consumer segments it targets.	RE / CS
3	Manulife appoints competent representatives who provide consumers with advice that meet their financial objectives and suit their personal circumstances.	DH / RE
4	Consumers receive clear, relevant and timely information to make informed financial decisions.	CTC / NC
5	Manulife handles consumer complaints promptly and in a consistent manner.	CC / DH

- b) The SEC will consider the next steps for reviewing the findings at its next Fair Dealing meeting e.g. staff discussion groups.
- c) The recommendations will identify actionable items or tasks that will need to be undertaken in order to close gaps incorporated in a report card.
- d) The Senior Management team will identify objectives/targets which can be shared within the organisation in the form of a statement e.g. we desire to improve our performance with regards to outcome 2 by (dd/mm).
- e) A test will need to be devised for each outcome that can evidence positive progression.
- f) Report card to include a 'TEST' column. e.g. Do a random check with five people/sources e.g. departments and they should give similar responses to the outcome test.
- g) The SEC will review the performance versus our statement of aims regularly and present updates to the Board at each Board meeting.
- h) Records should be available for scrutiny by the MAS on request.