

Manulife's Statement to Go Public

We hold ourselves to the highest ethical and professional standards at Manulife, including critical oversight of privacy and security of personal information. Manulife complies with all data protection regulations in Canada and protects personal information with security safeguards that are appropriate to the sensitivity of the information, in order to protect it from unauthorized access, release, modification or use.

We are aware of concerns expressed over a year ago, specific to employee access in our Canadian banking operations to an internal database. There was never any evidence of misuse of customer data, and database access was only ever available to specific employees within Manulife Bank, who, like all our colleagues, are held to our Code of Conduct, and who receive regular privacy compliance training.

In response to the concerns, action was taken immediately to confirm the safety of customer information and further restrict internal access.

Manulife Bank is subject to federal regulations, and we adhere to all regulatory requirements surrounding data protection and privacy. We can confirm that the database in question meets or exceeds regulatory requirements for privacy as well as Manulife's internal privacy and security standards. In keeping with our regulatory obligations under PIPEDA, Manulife reports any breach of security safeguards involving personal information under our control that creates a real risk of significant harm to an individual. There was no breach of security safeguards and no issue that met the regulatory threshold for reporting.

We consider this issue closed and continue to have programs in place to consistently identify and correct potential issues.

Luke Shane
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Manulife