



Manulife Financial Corporation

Management's Discussion and Analysis

For the three months ended March 31, 2024

MANAGEMENT'S DISCUSSION AND ANALYSIS

This Management's Discussion and Analysis ("MD&A") is current as of May 8, 2024, unless otherwise noted. This MD&A should be read in conjunction with our unaudited Interim Consolidated Financial Statements for the three months ended March 31, 2024 and the MD&A and audited Consolidated Financial Statements contained in our 2023 Annual Report.

For further information relating to our risk management practices and risk factors affecting the Company, see "Risk Management and Risk Factors" and "Critical Actuarial and Accounting Policies" in the MD&A in our 2023 Annual Report ("2023 MD&A") and the "Risk Management" note to the Consolidated Financial Statements in our most recent annual and interim reports.

In this MD&A, the terms "Company", "Manulife", "we" and "our" mean Manulife Financial Corporation ("MFC") and its subsidiaries. All amounts are reported in Canadian dollars, unless otherwise indicated. Any information contained in, or otherwise accessible through, websites mentioned in this MD&A does not form a part of this document.

CONTENTS

A. TOTAL COMPANY PERFORMANCE

1. Profitability
2. Business performance
3. Financial strength
4. Assets under management and administration
5. Impact of foreign currency exchange rates
6. Business highlights
7. Embedded Value
8. Normal course issuer bid update

B. PERFORMANCE BY SEGMENT

1. Asia
2. Canada
3. U.S.
4. Global Wealth and Asset Management
5. Corporate and Other

C. RISK MANAGEMENT AND RISK FACTORS UPDATE

1. Variable annuity and segregated fund guarantees
2. Caution related to sensitivities
3. Publicly traded equity performance risk sensitivities and exposure measures
4. Interest rate and spread risk sensitivities and exposure measures
5. Alternative long-duration asset performance risk sensitivities and exposure measures
6. Risk management and risk factors update

D. CRITICAL ACTUARIAL AND ACCOUNTING POLICIES

1. Critical actuarial and accounting policies
2. Sensitivity to changes in assumptions
3. Accounting and reporting changes

E. OTHER

1. Outstanding common shares - selected information
2. Legal and regulatory proceedings
3. Non-GAAP and other financial measures
4. Caution regarding forward-looking statements
5. Quarterly financial information
6. Revenue
7. Other

A TOTAL COMPANY PERFORMANCE

A1 Profitability

(\$ millions, unless otherwise stated)	Quarterly Results		
	1Q24	4Q23	1Q23
Net income (loss) attributed to shareholders	\$ 866	\$ 1,659	\$ 1,406
Core earnings ⁽¹⁾	\$ 1,754	\$ 1,773	\$ 1,531
Diluted earnings (loss) per common share (\$)	\$ 0.45	\$ 0.86	\$ 0.73
Diluted core earnings per common share ("Core EPS") (\$) ⁽²⁾	\$ 0.94	\$ 0.92	\$ 0.79
ROE	8.0%	15.3%	13.6%
Core return on shareholders' equity ("Core ROE") ⁽²⁾	16.7%	16.4%	14.8%
Expense efficiency ratio ⁽²⁾	45.1%	45.5%	47.1%
General expenses	\$ 1,102	\$ 1,180	\$ 1,086
Core expenses ⁽¹⁾	\$ 1,673	\$ 1,725	\$ 1,605

⁽¹⁾ This item is a non-GAAP financial measure. See "Non-GAAP and other financial measures" below for more information.

⁽²⁾ This item is a non-GAAP ratio. See "Non-GAAP and other financial measures" below for more information.

Manulife's net income attributed to shareholders was \$866 million in the first quarter of 2024 ("1Q24") compared with \$1,406 million in the first quarter of 2023 ("1Q23"). Net income attributed to shareholders is comprised of core earnings (consisting of items we believe reflect the underlying earnings capacity of the business), which amounted to \$1,754 million in 1Q24 compared with \$1,531 million in 1Q23, and items excluded from core earnings, which amounted to a net charge of \$888 million in 1Q24 compared with a net charge of \$125 million in 1Q23. The effective tax rate on net income (loss) attributed to shareholders was 22% in 1Q24 compared with 17% in 1Q23.

Net income attributed to shareholders in 1Q24 decreased \$540 million compared with 1Q23, reflecting a net loss of \$767 million from the reinsurance transaction with Global Atlantic ("GA Reinsurance Transaction"), primarily related to market experience from the sale of fair value through OCI ("FVOCI") debt instruments (there is an offsetting change in Other Comprehensive Income attributed to shareholders resulting in a neutral impact to book value), partially offset by core earnings growth. The net charge from 1Q24 market experience was also driven by lower-than-expected returns on alternative long duration assets ("ALDA") largely related to real estate, partially offset by higher-than-expected returns on public equity.

Core earnings increased \$223 million or 16% on a constant exchange rate basis¹ compared with 1Q23. The increase in core earnings compared with 1Q23 was driven by strong business growth across all insurance businesses, the impact of updates to actuarial methods and assumptions in the second half of 2023 and higher fee income in Global Wealth and Asset Management ("Global WAM") from higher average assets under management and administration² ("average AUMA") and positive net flows². The provision for expected credit loss ("ECL") was a modest net release in 1Q24 compared with a net charge in 1Q23, reflecting a benign credit experience. This was partially offset by modestly more adverse insurance experience, and higher workforce-related costs primarily reflecting strong TSR³ performance relative to peers and business performance. The net impact of the GA Reinsurance Transaction on core earnings was an \$18 million charge in 1Q24 reflecting foregone earnings, primarily expected earnings on insurance contracts and expected investment earnings, partially offset by a release of ECL provisions on assets sold and higher expected investment earnings due to the timing of asset realignment.

¹ Percentage growth / declines in core earnings, pre-tax core earnings, total expenses, core expenses, general expenses, contractual service margin ("CSM") net of non-controlling interests ("NCI"), new business contractual service margin ("new business CSM"), assets under management and administration ("AUMA"), assets under management ("AUM"), core earnings before income taxes, depreciation and amortization ("core EBITDA"), and Manulife Bank average net lending assets are stated on a constant exchange rate basis, a non-GAAP ratio. See "Non-GAAP and other financial measures" below for more information.

² For more information on this metric, see "Non-GAAP and other financial measures" below.

³ Total Shareholder Return.

Core earnings by segment is presented in the table below.

Core earnings by segment (\$ millions, unaudited)	Quarterly Results		
	1Q24	4Q23	1Q23
Asia	\$ 657	\$ 564	\$ 489
Canada	364	352	353
U.S.	452	474	385
Global Wealth and Asset Management	357	353	287
Corporate and Other	(76)	30	17
Total core earnings	\$ 1,754	\$ 1,773	\$ 1,531

The table below presents net income attributed to shareholders consisting of core earnings and items excluded from core earnings.

(\$ millions, unaudited)	Quarterly Results		
	1Q24	4Q23	1Q23
Core earnings	\$ 1,754	\$ 1,773	\$ 1,531
Items excluded from core earnings:			
Market experience gains (losses) ⁽¹⁾	(779)	(133)	(65)
<i>Realized gains (losses) on debt instruments</i>	(670)	(51)	(31)
<i>Derivatives and hedge accounting ineffectiveness</i>	(42)	34	93
<i>Actual less expected long-term returns on public equity</i>	216	182	108
<i>Actual less expected long-term returns on ALDA</i>	(255)	(381)	(364)
<i>Other investment results</i>	(28)	83	129
Changes in actuarial methods and assumptions that flow directly through income	-	119	-
Restructuring charge	-	(36)	-
Reinsurance transactions, tax-related items and other ⁽²⁾	(109)	(64)	(60)
Total items excluded from core earnings	(888)	(114)	(125)
Net income (loss) attributed to shareholders	\$ 866	\$ 1,659	\$ 1,406

⁽¹⁾ Market experience was a net charge of \$779 million in 1Q24, primarily driven by net realized losses from debt instruments of which \$568 million was related to the transfer of assets with respect to the GA Reinsurance Transaction, which are classified as fair value through other comprehensive income ("FVOCI"), lower-than-expected returns on ALDA mainly related to real estate, a charge from derivatives and hedge accounting ineffectiveness and a charge from unfavourable foreign exchange impacts. These were partially offset by a gain from higher-than-expected returns on public equity. Market experience was a net charge of \$65 million in 1Q23 primarily driven by lower-than-expected returns on ALDA related to real estate and private equity, and net realized losses from the sale of debt instruments which are classified as FVOCI. These were partially offset by higher-than-expected returns on public equity, favourable foreign exchange impacts and a modest net gain from derivatives and hedge accounting ineffectiveness.

⁽²⁾ The 1Q24 net charge of \$109 million mainly included a charge of \$70 million resulting from the GA Reinsurance Transaction in the U.S and Japan, and a charge of \$48 million related to U.S. withholding taxes on anticipated remittances associated with the reinsurance transaction discussed above. The 1Q23 net charge of \$60 million mainly included a charge of \$33 million related to legal settlements in U.S. and a charge of \$28 million related to a jurisdictional adjustment to a deferred tax asset in Corporate and Other.

Net income attributed to shareholders by segment is presented in the following table.

Net income attributed to shareholders by segment (\$ millions, unaudited)	Quarterly Results		
	1Q24	4Q23	1Q23
Asia	\$ 363	\$ 615	\$ 519
Canada	273	365	309
U.S.	(108)	198	186
Global Wealth and Asset Management	365	365	297
Corporate and Other	(27)	116	95
Total net income attributed to shareholders	\$ 866	\$ 1,659	\$ 1,406

Expense efficiency ratio

The expense efficiency ratio is a financial measure which we use to measure progress on our strategic priority of expense efficiency and reflects expenses that flow directly through core earnings (“core expenses”). Core expenses include core general expenses, directly attributable maintenance expenses and directly attributable acquisition expenses for products measured using the premium allocation approach (“PAA”). Core expenses exclude certain expenses directly attributable to acquiring new business that are capitalized into the CSM instead of flowing directly through core earnings.

The **expense efficiency ratio** was 45.1% in 1Q24, compared with 47.1% in 1Q23. The 2.0 percentage point improvement in the ratio compared with 1Q23 reflects a 15% increase in pre-tax core earnings¹, and a 5% increase in core expenses. The increase in core expenses was driven by higher workforce-related costs, including long-term incentive compensation, reflecting strong TSR performance relative to peers, and performance related costs reflecting strong business performance.

Total 1Q24 general expenses increased 2% both on an actual exchange rate basis and on a constant exchange rate basis compared with 1Q23, driven by the items noted above related to the increase in core expenses and items outside of core earnings. General expenses excluded from core earnings were not material in 1Q24, and in 1Q23, consisted primarily of a true-up of an existing legal provision in 1Q23.

A2 Business performance

(\$ millions, unless otherwise stated) (unaudited)	Quarterly Results		
	1Q24	4Q23	1Q23
Asia APE sales	\$ 1,281	\$ 995	\$ 1,173
Canada APE sales	450	363	293
U.S. APE sales	152	192	134
Total APE sales ⁽¹⁾	1,883	1,550	1,600
Asia new business value	463	417	372
Canada new business value	157	139	92
U.S. new business value	49	74	45
Total new business value ⁽¹⁾	669	630	509
Asia new business CSM ⁽²⁾	491	414	301
Canada new business CSM	70	70	46
U.S. new business CSM	97	142	95
Total new business CSM ⁽²⁾	658	626	442
Asia CSM net of NCI	13,208	12,617	9,678
Canada CSM	4,205	4,060	3,659
U.S. CSM	3,649	3,738	4,080
Corporate and Other CSM	27	25	50
Total CSM net of NCI	21,089	20,440	17,467
Post-tax CSM net of NCI ⁽³⁾	18,547	17,748	14,850
Global WAM gross flows (\$ billions) ⁽¹⁾	45.4	35.1	38.8
Global WAM net flows (\$ billions) ⁽¹⁾	6.7	(1.3)	4.4
Global WAM assets under management and administration (\$ billions) ⁽³⁾	911.4	849.2	814.5
Global WAM total invested assets (\$ billions)	8.1	7.1	5.6
Global WAM segregated funds net assets (\$ billions)	266.2	248.1	235.6
Total assets under management and administration (\$ billions) ^{(3),(4)}	1,450.0	1,388.8	1,349.9
Total invested assets (\$ billions) ⁽⁴⁾	410.7	417.2	412.5
Segregated funds net assets (\$ billions) ⁽⁴⁾	402.1	377.5	364.0

⁽¹⁾ For more information on this metric, see “Non-GAAP and other financial measures” below.

⁽²⁾ New business CSM is net of NCI.

⁽³⁾ This item is a non-GAAP financial measure. See “Non-GAAP and other financial measures” below for more information.

⁽⁴⁾ See section A4 below for more information.

¹ This is a non-GAAP financial measure. See “Non-GAAP and other financial measures” below for more information.

Annualized premium equivalent (“APE”) sales were \$1.9 billion in 1Q24, an increase of 21%¹ compared with 1Q23, **new business value (“NBV”)** was \$669 million in 1Q24, an increase of 34%¹ compared with 1Q23 and **new business CSM** was \$658 million, an increase of 52% compared with 1Q23. New business results by segment were as follows:

- In Asia, APE sales increased 13% compared with 1Q23, driven by growth in Asia Other² and Japan, partially offset by lower sales in Hong Kong. Business mix and the impact of updates to actuarial methods and assumptions in the second half of 2023 further contributed to a 68% increase in new business CSM compared with 1Q23. NBV also increased 28% compared with 1Q23.
- Canada generated 54% growth in APE sales compared with 1Q23, driven by higher sales volumes in all business units, led by large-case Group Insurance sales. Combined with margin expansion in our insurance businesses, NBV and new business CSM increased 71% and 52%, respectively compared with 1Q23.
- In the U.S., APE sales increased 14% compared with 1Q23, reflecting an increase in demand from affluent customers for accumulation insurance products. Combined with product mix, this led to a 3% and 9% increase in new business CSM and NBV, respectively, compared with 1Q23.

The contractual service margin (“CSM”) net of NCI was \$21,089 million as at March 31, 2024, an increase of \$649 million compared with December 31, 2023. Organic CSM movement was an increase of \$314 million in 1Q24, primarily driven by the impact of new business and interest accretion, partially offset by amortization recognized in core earnings. Insurance experience improved compared with both the fourth quarter of 2023 and 1Q23. Inorganic CSM movement was an increase of \$335 million in 1Q24, primarily driven by the favourable impacts of equity market performance and changes in foreign currency exchange rates, partially offset by the impact of the GA Reinsurance Transaction.

Global WAM reported net inflows were \$6.7 billion in 1Q24 compared with net inflows of \$4.4 billion in 1Q23:

- Retirement net inflows of \$3.2 billion in 1Q24 increased from net inflows of \$1.2 billion in 1Q23, reflecting higher new retirement plan sales across our three geographies.
- Retail net inflows of \$1.7 billion in 1Q24 increased from net inflows of \$0.8 billion in 1Q23, driven by increased demand for investment products amid equity market recovery and improved investor sentiment.
- Institutional Asset Management net inflows of \$1.8 billion in 1Q24 decreased compared with net inflows of \$2.5 billion in 1Q23, as higher fixed income mandates sales and lower money market redemptions were more than offset by higher redemptions in fixed income and equity mandates.

A3 Financial strength

(unaudited)	Quarterly Results		
	1Q24	4Q23	1Q23
MLI's LICAT ratio ⁽¹⁾	138%	137%	138%
Financial leverage ratio ⁽²⁾	24.3%	24.3%	26.0%
Consolidated capital (\$ billions) ⁽³⁾	\$ 76.4	\$ 73.9	\$ 71.6
Book value per common share (\$)	\$ 23.09	\$ 22.36	\$ 22.01
Adjusted book value per common share (\$) ⁽²⁾	\$ 33.39	\$ 32.19	\$ 30.04

⁽¹⁾ This item is disclosed under OSFI's Life Insurance Capital Adequacy Test Public Disclosure Requirements guideline.

⁽²⁾ This item is a non-GAAP ratio. See “Non-GAAP and other financial measures” below for more information.

⁽³⁾ This item is a capital management measure. For more information on this metric, see “Non-GAAP and other financial measures” below.

The Life Insurance Capital Adequacy Test (“LICAT”) ratio for The Manufacturers Life Insurance Company (“MLI”) as at March 31, 2024 was 138% compared with 137% as at December 31, 2023. The 1 percentage point increase was driven by a capital issuance, partially offset by market movements and common share buybacks.

¹ Percentage growth / declines in APE sales and NBV are stated on a constant exchange rate basis.

² Asia Other excludes Hong Kong and Japan.

MFC's LICAT ratio was 126% as at March 31, 2024 compared with 124% as at December 31, 2023, with the increase driven by similar factors that impacted the movement in MLI's LICAT ratio. The difference between the MLI and MFC ratios as at March 31, 2024 was largely due to the \$6.2 billion of MFC senior debt outstanding that does not qualify as available capital at the MFC level but, based on the form it was down-streamed, qualifies as regulatory capital for MLI.

MFC's financial leverage ratio as at March 31, 2024 was 24.3%, in line with the ratio as at December 31, 2023. The impact of the net issuance of capital instruments¹ was offset by an increase in total equity and higher post-tax CSM.² The increase in total equity was mainly from 1Q24 total comprehensive income, partially offset by dividends.

MFC's consolidated capital was \$76.4 billion as at March 31, 2024, an increase of \$2.5 billion compared with \$73.9 billion as at December 31, 2023. The increase was primarily driven by an increase in total equity, higher post-tax CSM, and net issuance of capital instruments.¹ The increase in total equity was from 1Q24 total comprehensive income, partially offset by dividends and common share buybacks.

Cash and cash equivalents and marketable securities³ was \$242.1 billion as at March 31, 2024 compared with \$250.7 billion as at December 31, 2023. The decrease was primarily driven by the lower market value of debt instruments due to higher interest rates.

Book value per common share as at March 31, 2024 was \$23.09, a 3% increase compared with \$22.36 as at December 31, 2023. The number of common shares outstanding was 1,801 million as at March 31, 2024, a net decrease of 5 million shares from 1,806 million as at December 31, 2023, primarily driven by common share buybacks.

Adjusted book value per common share as at March 31, 2024 was \$33.39, a 4% increase compared with \$32.19 as at December 31, 2023 driven by an increase in the adjusted book value⁴ and a lower number of common shares outstanding. Adjusted book value increased \$2.0 billion due to growth in total common shareholders' equity and an increase in post-tax CSM, net of NCI. The increase in common shareholders' equity reflects the impact of growth in total comprehensive income, partially offset by dividends and common share buybacks.

A4 Assets under management and administration ("AUMA")

AUMA as at March 31, 2024 was \$1.4 trillion, an increase of 3% compared with December 31, 2023, primarily due to the favourable impact of interest rates and equity markets and net inflows. Total invested assets decreased 2% on an actual exchange rate basis, primarily due to the transfer of invested assets related to the GA Reinsurance Transaction. Segregated funds net assets increased 7% on an actual exchange rate basis, primarily due to the impact of equity markets.

A5 Impact of foreign currency exchange rates

Changes in foreign currency exchange rates from 1Q23 to 1Q24 reduced core earnings by \$27 million in 1Q24, primarily due to a stronger Canadian dollar relative to the Japanese Yen. The impact of foreign currency exchange rates on items excluded from core earnings does not provide relevant information given the nature of those items.

¹ The net issuance of subordinated debt consists of the issuance of \$1.1 billion of subordinated debt and the redemption of \$0.6 billion of JHUSA Surplus Notes in the first quarter of 2024.

² This item is a non-GAAP financial measure. See "Non-GAAP and other financial measures" below for more information.

³ Includes cash & cash equivalents, comprised of cash on deposit, Canadian and U.S. Treasury Bills and high quality short-term investments, and marketable assets, comprised of investment grade government and agency bonds, investment grade corporate bonds, investment grade securitized instruments, publicly traded common stocks and preferred shares.

⁴ This item is a non-GAAP financial measure. See "Non-GAAP and other financial measures" below for more information.

A6 Business highlights

We are delivering against our strategy to optimize our portfolio

In the first quarter, we closed a milestone reinsurance transaction with Global Atlantic on four in-force blocks of legacy/low ROE business, including the largest LTC reinsurance deal in history. We have commenced a share buyback program to return capital released from this transaction to our shareholders.

In Canada, we entered into the largest universal life reinsurance agreement of its kind. The transaction, which closed on April 2, 2024, transferred \$5.6 billion of insurance contract net liabilities to RGA Canada.¹ The expected capital release of \$0.8 billion represents an attractive 16.2 times earnings multiple and will be returned to shareholders through an ordinary share repurchase program.²

In Asia, we continued to roll out our top-tier recognition and activation program, Manulife Pro, across the region with the recent expansion to Indonesia and Japan. The program provides selected agents with differentiated resources and tools, including dedicated underwriting support and enhanced customer engagement services with access to customer leads.

In Global WAM, we announced the closing of a \$1.0 billion institutional fund - Manulife Capital Partners VII. The fund will invest in U.S. middle market companies across multiple industries, focusing on growth and high-yield opportunities.

In addition, we partnered with the Indonesia Investment Authority sovereign wealth fund to raise and manage funds for investment. The partnership involves co-investments between the sovereign wealth fund, Manulife, and third-party investors in Indonesian infrastructure, real estate, and the natural capital sectors, which include timberland and agriculture assets.

We are enhancing our digital leadership, delivering better customer experience and superior distribution capabilities

In Asia, we completed the roll-out of M-Pro, a first-in-market digital pre-issuance verification tool, to all distribution channels in Vietnam. M-Pro has further improved customer experience and we have received outstanding feedback on the ease of navigating policy issuance details, ability to review crucial policy information and transparency of the consultation process.

In the U.S., we accelerated our distribution team's ability to act on sales opportunities and improved their efficiency in assisting agents by implementing JHINI – our new, AI-powered, sales enablement tool.

In addition, we streamlined our underwriting process and improved our John Hancock customers' experience by expanding our usage of electronic health records and leveraging other types of underwriting evidence, which have allowed us to eliminate certain medical test requirements for all ages and face amounts.

In Global WAM, we completed the implementation of a new advisor retail wealth platform in Canada as part of our digital transformation strategy representing more than \$54 billion in AUMA by leveraging an industry leading technology platform. The platform delivers an enhanced advisor and client experience and enables advisors to streamline their processes.

We are helping our customers live longer, healthier, and better lives

In Canada, we entered into a multi-year loyalty rewards partnership agreement with Aeroplan. Beginning in early summer 2024, eligible Manulife group benefits members will be able to earn rewards points using our group benefits digital platforms by engaging in behaviours and activities that encourage health and well-being.

In the U.S., we drove a 43% improvement compared with 1Q23 in the number of visits to the Vitality page of JohnHancock.com supported by the launch of *Your Year in Wellness* – our first social-sharing campaign to raise awareness about the value of John Hancock Vitality.

¹ RGA Life Reinsurance Company of Canada. Insurance contract net liabilities as of March 31, 2024.

² See "Caution regarding forward-looking statements" below. Expected capital release and earnings multiple estimates were as of December 31, 2023.

A7 Embedded value

Embedded value was \$61.0 billion or \$33.78 per common share, as of December 31, 2023, compared with \$59.4 billion or \$31.87 per common share as of January 1, 2023.¹ More information about embedded value can be found in our 2023 Embedded Value report, which is available on our website.

A8 Normal course issuer bid update

On February 20, 2024, we received approval from the Toronto Stock Exchange (“TSX”) to launch a normal course issuer bid (“NCIB”) that permits the purchase for cancellation of up to 50 million common shares, representing approximately 2.8% of issued and outstanding common shares. Purchases under the NCIB commenced on February 23, 2024 and may continue until February 22, 2025, when the NCIB expires, or such earlier date as we complete our purchases. During the three months ended March 31, 2024, we purchased for cancellation 6.2 million shares for \$203 million.

On May 7, 2024, we announced that the TSX approved an amendment to the existing NCIB to increase the number of common shares that we may repurchase for cancellation from up to 50 million common shares (approximately 2.8% of shares outstanding) to up to 90 million common shares (approximately 5% of shares outstanding as at February 12, 2024).

B PERFORMANCE BY SEGMENT

B1 Asia

(\$ millions, unless otherwise stated)	Quarterly Results		
	1Q24	4Q23	1Q23
<i>Canadian dollars</i>			
Profitability:			
Net income attributed to shareholders	\$ 363	\$ 615	\$ 519
Core earnings ⁽¹⁾	657	564	489
Business performance:			
Annualized premium equivalent sales	1,281	995	1,173
New business value	463	417	372
New business contractual service margin	491	414	301
Contractual service margin net of NCI	13,208	12,617	9,678
Assets under management (\$ billions) ⁽²⁾	170.9	169.3	162.2
Total invested assets (\$ billions)	144.7	144.4	138.0
Segregated funds net assets (\$ billions)	26.2	24.9	24.2
<i>U.S. dollars</i>			
Profitability:			
Net income attributed to shareholders	US\$ 270	US\$ 452	US\$ 384
Core earnings ⁽¹⁾	488	414	361
Business performance:			
Annualized premium equivalent sales	950	731	868
New business value	343	306	275
New business contractual service margin	364	303	222
Contractual service margin net of NCI	9,748	9,570	7,156
Assets under management (\$ billions) ⁽²⁾	126.2	128.4	119.9
Total invested assets (\$ billions)	106.9	109.5	102.0
Segregated funds net assets (\$ billions)	19.3	18.9	17.9

⁽¹⁾ See “Non-GAAP and other financial measures” below for a reconciliation of quarterly core earnings to net income (loss) attributed to shareholders.

⁽²⁾ This item is a non-GAAP financial measure. See “Non-GAAP and other financial measures” below for more information.

¹ January 1, 2023 and December 31, 2023 embedded value results reflect updates to the calculation methodology. See “Non-GAAP and other financial measures” below for more information.

Asia's net income attributed to shareholders was \$363 million in 1Q24 compared with \$519 million in 1Q23. Net income attributed to shareholders is comprised of core earnings, which were \$657 million in 1Q24 compared with \$489 million in 1Q23, and items excluded from core earnings, which amounted to a net charge of \$294 million in 1Q24 compared with a net gain of \$30 million in 1Q23. See section E3 "Non-GAAP and other financial measures" below, for a reconciliation of quarterly core earnings to net income (loss) attributed to shareholders and section A1 "Profitability" above, for explanations of the items excluded from core earnings. The changes in core earnings expressed in Canadian dollars were due to the factors described below and additionally, reflected a net \$24 million unfavourable impact due to changes in various foreign currency exchange rates versus the Canadian dollar.

Expressed in U.S. dollars, the presentation currency of the segment, net income attributed to shareholders was US\$270 million in 1Q24 compared with US\$384 million in 1Q23. Core earnings were US\$488 million in 1Q24 compared with US\$361 million in 1Q23, and items excluded from core earnings were a net charge of US\$218 million in 1Q24 compared with a net gain of US\$23 million in 1Q23.

Core earnings in 1Q24 increased 39% compared with 1Q23, driven by an increase in expected earnings on insurance contracts, favourable claims experience, and higher expected investment income due to business growth and higher investment yields. The increase in expected earnings on insurance contracts was driven primarily by the net impact of updates to actuarial methods and assumptions on our CSM and risk adjustment in the second half of 2023, and business growth. Investment income on allocated capital also increased core earnings by US\$19 million compared with 1Q23 (see Corporate and Other segment). In addition, the GA Reinsurance Transaction increased core earnings by US\$6 million in 1Q24 driven by a release of ECL provisions on assets sold and higher expected investment earnings due to the timing of asset realignment, partially offset by foregone earnings.

APE sales were US\$950 million in 1Q24, an increase of 13% compared with 1Q23, driven by growth in Asia Other and Japan, partially offset by lower sales in Hong Kong. NBV was US\$343 million in 1Q24, an increase of 28% compared with 1Q23, driven by higher sales volumes and business mix. New business value margin ("NBV margin")¹ was 44.4% in 1Q24 compared with 37.3% in 1Q23. New business CSM was US\$364 million in 1Q24, an increase of 68% compared with 1Q23, due to higher sales volumes, business mix and the impact of updates to actuarial methods and assumptions in the second half of 2023.

- Hong Kong APE sales were US\$190 million in 1Q24, a decrease of 10% compared with 1Q23 reflecting lower mainland Chinese visitor sales through the broker channel, partially offset by higher sales in the bancassurance channel. Hong Kong NBV was US\$128 million in 1Q24, an increase of 15% compared with 1Q23 due to product mix, partially offset by lower sales volumes. Hong Kong NBV margin was 67.7% in 1Q24, an increase of 15.5 percentage points compared with 1Q23. Hong Kong new business CSM was US\$124 million in 1Q24, an increase of 41%, compared with 1Q23 due to product mix and the impact of updates to actuarial methods and assumptions in the second half of 2023, partially offset by lower sales volumes.
- Japan APE sales were US\$76 million in 1Q24, an increase of 23% compared with 1Q23, reflecting higher sales in other wealth products. Japan NBV was US\$39 million in 1Q24, an increase of 54% compared with 1Q23 due to higher sales volumes and product mix. Japan NBV margin was 50.9% in 1Q24, an increase of 10.1 percentage points compared with 1Q23. Japan new business CSM was US\$36 million in 1Q24, an increase of 51% compared with 1Q23, due to higher sales volumes, product mix and the impact of updates to actuarial methods and assumptions in the second half of 2023, partially offset by model refinements in the second quarter of 2023.

¹ For more information on this metric, see "Non-GAAP and other financial measures" below.

- Asia Other APE sales were US\$684 million in 1Q24, an increase of 20% compared with 1Q23. Higher sales in mainland China, primarily driven by the bancassurance channel, and higher sales in Singapore across all channels were partially offset by lower agency and bancassurance sales in Vietnam. Asia Other NBV was US\$176 million in 1Q24, an increase of 33% compared with 1Q23, due to higher sales volumes and product mix. Asia Other NBV margin was 34.8% in 1Q24, an increase of 5.0 percentage points compared with 1Q23. Asia Other new business CSM was US\$204 million in 1Q24, an increase of 94% compared with 1Q23, driven by higher sales volumes, product mix and the impact of updates to actuarial methods and assumptions in the second half of 2023.

CSM net of NCI was US\$9,748 million as at March 31, 2024, representing an increase of US\$178 million compared with December 31, 2023. Organic CSM movement was an increase of US\$163 million in 1Q24, driven by the impact of new business and interest accretion, partially offset by amortization recognized in core earnings and a net reduction from insurance experience. The inorganic CSM movement was an increase of US\$15 million in 1Q24, largely driven by the impact of equity market performance on certain participating contracts, partially offset by strengthening of the U.S. dollar against Asian currencies. There were no material impacts to CSM net of NCI from the GA Reinsurance Transaction.

Assets under management of US\$126.2 billion as at March 31, 2024, were in line with December 31, 2023. The increase was due to lower interest rates and positive equity market performance on invested assets and segregated funds net assets, and was offset by the transfer of invested assets related to the GA Reinsurance Transaction.

Business highlights – In 1Q24, we:

- continued to roll out our top-tier recognition and activation program, Manulife Pro, across the region with the recent expansion to Indonesia and Japan. The program provides selected agents with differentiated resources and tools, including dedicated underwriting support and enhanced customer engagement services with access to customer leads. Manulife Pro has proven successful in Singapore where the 2023 cohort has shown great momentum in enabling our top-tier agents to improve productivity and qualify for the Million Dollar Round Table award; and
- completed the roll-out of M-Pro, a first-in-market digital pre-issuance verification tool, to all distribution channels in Vietnam. M-Pro has further improved customer experience and we have received outstanding feedback on the ease of navigating policy issuance details, ability to review crucial policy information and transparency of the consultation process.

B2 Canada

(\$ millions, unless otherwise stated)	Quarterly Results		
	1Q24	4Q23	1Q23
Profitability:			
Net income attributed to shareholders	\$ 273	\$ 365	\$ 309
Core earnings ⁽¹⁾	364	352	353
Business performance:			
Annualized premium equivalent sales	450	363	293
Contractual service margin	4,205	4,060	3,659
Manulife Bank average net lending assets (\$ billions) ⁽²⁾	25.4	25.2	24.8
Assets under management (\$ billions)	146.7	147.5	143.9
Total invested assets (\$ billions)	109.5	111.5	107.5
Segregated funds net assets (\$ billions)	37.2	36.1	36.4

⁽¹⁾ See "Non-GAAP and other financial measures" below for a reconciliation of quarterly core earnings to net income (loss) attributed to shareholders.

⁽²⁾ This item is a non-GAAP financial measure. See "Non-GAAP and other financial measures" below for more information.

Canada's net income attributed to shareholders was \$273 million in 1Q24 compared with \$309 million in 1Q23. Net income attributed to shareholders is comprised of core earnings, which were \$363 million in 1Q24 compared with \$353 million in 1Q23, and items excluded from core earnings, which amounted to a net charge of \$91 million in 1Q24 compared with a net charge of \$44 million in 1Q23. See section E3 "Non-GAAP and other financial measures" below, for a reconciliation of quarterly core earnings to net income (loss) attributed to shareholders and section A1 "Profitability" above, for explanations of the items excluded from core earnings.

Core earnings in 1Q24 increased \$11 million or 3% compared with 1Q23, reflecting business growth in our insurance businesses, a release in the provision for ECL in 1Q24 compared with charges in 1Q23 and favourable insurance experience in Group Insurance. These amounts were partially offset by lower investment spreads, and more unfavourable insurance experience in Individual Insurance.

APE sales of \$450 million in 1Q24 increased by \$157 million or 54% compared with 1Q23.

- Individual insurance APE sales of \$109 million in 1Q24 increased \$8 million or 8% compared with 1Q23, primarily due to higher participating life insurance sales.
- Group insurance APE sales of \$273 million in 1Q24 increased \$140 million or 105% compared with 1Q23, driven by higher sales across all markets, led by large-case sales.
- Annuities APE sales of \$68 million in 1Q24 increased \$9 million or 15% compared with 1Q23, primarily due to higher segregated fund and fixed annuity sales.

CSM was \$4,205 million as at March 31, 2024, representing an increase of \$145 million compared with December 31, 2023. Organic CSM movement was an increase of \$26 million in 1Q24, driven by the impact of new business and interest accretion, partially offset by amortization recognized in core earnings. Inorganic CSM movement was an increase of \$119 million in 1Q24, primarily related to favourable equity market experience on certain variable annuity contracts.

Manulife Bank average net lending assets for the quarter were \$25.4 billion as at March 31, 2024, up \$0.2 billion or 1% compared with December 31, 2023, driven by improved retention and business growth.

Assets under management were \$146.7 billion as at March 31, 2024, in line with December 31, 2023, due to lower total invested assets, reflecting the impact of higher interest rates, partially offset by higher segregated fund net assets, primarily related to equity market performance.

Business highlights – In 1Q24, we:

- continued our transformation journey by entering into the largest universal life reinsurance transaction in Canada. The transaction, which successfully closed on April 2, 2024, transferred \$5.6 billion of insurance contract net liabilities to RGA Canada¹. The expected capital release of \$0.8 billion represents an attractive 16.2 times earnings multiple and will be returned to shareholders through an ordinary share repurchase program²;
- entered into a multi-year loyalty rewards partnership agreement with Aeroplan. Beginning in early summer 2024, eligible Manulife group benefits members will be able to earn rewards points using our group benefits digital platforms by engaging in behaviours and activities that encourage health and well-being; and
- continued our commitment to empowering sustainable health and well-being with charitable donations to the Centre for Addiction and Mental Health, supporting women's mental health and well-being, and to the St. Mary's General Hospital PREVENT Clinic, focused on preventing cardiac events.

¹ RGA Life Reinsurance Company of Canada. Insurance contract net liabilities as of March 31, 2024.

² See "Caution regarding forward-looking statements" below. Expected capital release and earnings multiple estimates were as of December 31, 2023.

B3 U.S.

(\$ millions, unless otherwise stated)

<i>Canadian dollars</i>	Quarterly Results		
	1Q24	4Q23	1Q23
Profitability:			
Net income (loss) attributed to shareholders	\$ (108)	\$ 198	\$ 186
Core earnings ⁽¹⁾	452	474	385
Business performance:			
Annualized premium equivalent sales	152	192	134
Contractual service margin	3,649	3,738	4,080
Assets under management (\$ billions)	202.4	202.5	204.4
Total invested assets (\$ billions)	129.9	134.0	136.5
Segregated funds invested net assets (\$ billions)	72.5	68.5	67.9
<i>U.S. dollars</i>			
Profitability:			
Net income (loss) attributed to shareholders	US\$ (80)	US\$ 146	US\$ 138
Core earnings ⁽¹⁾	335	349	285
Business performance:			
Annualized premium equivalent sales	113	141	99
Contractual service margin	2,691	2,828	3,016
Assets under management (\$ billions)	149.6	153.6	151.0
Total invested assets (\$ billions)	96.0	101.6	100.8
Segregated funds invested net assets (\$ billions)	53.6	52.0	50.2

⁽¹⁾ See "Non-GAAP and other financial measures" below for a reconciliation of quarterly core earnings to net income (loss) attributed to shareholders.

U.S.'s net loss attributed to shareholders was \$108 million in 1Q24 compared with net income attributed to shareholders of \$186 million in 1Q23. Net income (loss) attributed to shareholders is comprised of core earnings, which were \$452 million in 1Q24 compared with \$385 million in 1Q23, and items excluded from core earnings, which amounted to a net charge of \$560 million in 1Q24 compared with a net charge of \$199 million in 1Q23. See section E3 "Non-GAAP and other financial measures" below, for a reconciliation of quarterly core earnings to net income (loss) attributed to shareholders and section A1 "Profitability" above, for explanations of the items excluded from core earnings. The changes in core earnings expressed in Canadian dollars were due to the factors described below. The impact on core earnings from the change in the foreign currency rate of the U.S. dollar compared with the Canadian dollar was immaterial.

Expressed in U.S. dollars, the functional currency of the segment, the net loss attributed to shareholders was US\$80 million in 1Q24 compared with net income attributed to shareholders of US\$138 million in 1Q23. Core earnings were US\$335 million in 1Q24 compared with US\$285 million in 1Q23 and items excluded from core earnings were a net charge of US\$415 million in 1Q24 compared with a net charge of US\$147 million in 1Q23.

Core earnings in 1Q24 increased US\$50 million or 18% compared with 1Q23 reflecting an increase in the ECL provision in 1Q23 and higher expected investment earnings due to higher yields and business growth. These impacts were partially offset by more unfavourable net insurance experience, primarily due to more unfavourable claims experience in long-term care and lapse experience in life. In addition, the GA Reinsurance Transaction reduced core earnings by US\$19 million reflecting foregone earnings, primarily from expected earnings on insurance contracts and expected investment earnings, partially offset by a release of ECL provisions on assets sold.

APE sales of US\$113 million in 1Q24 increased 14% compared with 1Q23, reflecting an increase in demand from affluent customers for accumulation insurance products. APE sales of products with the John Hancock Vitality PLUS feature represented 81% of overall U.S. sales in 1Q24 compared with 74% in 1Q23.

CSM was US\$2,691 million as at March 31, 2024, representing a decrease of US\$137 million compared with December 31, 2023. Organic CSM movement was an increase of US\$50 million in 1Q24, driven by the impact of new business, interest accretion, and net favourable insurance experience, partially offset by amortization recognized in core earnings. The net favourable insurance experience in organic CSM movement was mainly due to long-term care and annuities claims experience, partially offset by life insurance lapse experience. Inorganic CSM movement was a decrease of US\$187 million in 1Q24, mainly due to the impact of the GA Reinsurance Transaction, partially offset by favourable market impacts from equity market experience and higher interest rates primarily on variable annuity contracts.

Assets under management were US\$149.6 billion as at March 31, 2024, a decrease of US\$4.0 billion or 3% compared with December 31, 2023. The decrease in total invested assets was primarily due to the transfer of invested assets related to the GA Reinsurance Transaction, partially offset by the net impact from interest rate and equity markets. The increase in the segregated funds net assets was primarily due to the net impact from interest rate and equity markets.

Business highlights – In 1Q24, we:

- accelerated our distribution team’s ability to act on sales opportunities and improved their efficiency in assisting agents by implementing JHINI – our new, AI-powered, sales enablement tool;
- streamlined our underwriting process and improved our customers’ experience by expanding our usage of electronic health records and leveraging other types of underwriting evidence, which have allowed us to eliminate certain medical test requirements for all ages and face amounts; and
- drove a 43% improvement compared with 1Q23 in the number of visits to the Vitality page of JohnHancock.com supported by the launch of *Your Year in Wellness* – our first social-sharing campaign to raise awareness about the value of John Hancock Vitality.

B4 Global Wealth and Asset Management

(\$ millions, unless otherwise stated)	Quarterly Results		
	1Q24	4Q23	1Q23
Profitability:			
Net income attributed to shareholders	\$ 365	\$ 365	\$ 297
Core earnings ⁽¹⁾	357	353	287
Core EBITDA ⁽²⁾	477	474	393
Core EBITDA margin (%) ⁽³⁾	25.5%	25.7%	22.4%
Business performance:			
Sales			
Wealth and asset management gross flows	45,444	35,148	38,815
Wealth and asset management net flows	6,723	(1,284)	4,440
Assets under management and administration (\$ billions)	911.4	849.2	814.5
Total invested assets (\$ billions)	8.1	7.1	5.6
Segregated funds net assets (\$ billions)	266.2	248.1	235.6
Global WAM managed AUMA (\$ billions) ⁽²⁾	1,123.0	1,055.0	1,022.5
Average assets under management and administration (\$ billions)	879.8	816.7	804.5

⁽¹⁾ See “Non-GAAP and other financial measures” below for a reconciliation of quarterly core earnings to net income (loss) attributed to shareholders.

⁽²⁾ This item is a non-GAAP financial measure. See “Non-GAAP and other financial measures” below for more information.

⁽³⁾ This item is a non-GAAP ratio. See “Non-GAAP and other financial measures” below for more information.

Global WAM’s net income attributed to shareholders was \$365 million in 1Q24 compared with \$297 million in 1Q23. Net income attributed to shareholders is comprised of core earnings, which were \$357 million in 1Q24 compared with \$287 million in 1Q23, and items excluded from core earnings, which amounted to a net gain of \$8 million in 1Q24 compared with a net gain of \$10 million in 1Q23. See section E3 “Non-GAAP and other financial measures” below, for a reconciliation of quarterly core earnings to net income (loss) attributed to shareholders and section A1 “Profitability” above, for explanations of the items excluded from core earnings.

Core earnings increased \$70 million or 25% compared with 1Q23, driven by an increase in net fee income from higher average AUMA resulting from the favourable impact of markets and net inflows, and disciplined expense management. In addition, investment income on allocated capital increased core earnings by \$9 million compared with 1Q23 (see Corporate and Other segment).

Core EBITDA was \$477 million in 1Q24, an increase of 22% compared with 1Q23, and core EBITDA margin was 25.5% in 1Q24, an increase of 310 basis points compared with 1Q23, both driven by strong growth and disciplined expense management. See section E3 “Non-GAAP and other financial measures” below, for additional information on core EBITDA and core EBITDA margin.

Net inflows were \$6.7 billion in 1Q24 compared with net inflows of \$4.4 billion in 1Q23. By business line, the results were:

- Retirement net inflows of \$3.2 billion in 1Q24, increased from net inflows of \$1.2 billion in 1Q23, reflecting higher new retirement plan sales across our three geographies.
- Retail net inflows of \$1.7 billion in 1Q24, increased compared with net inflows of \$0.8 billion in 1Q23, driven by increased demand for investment products amid equity market recovery and improved investor sentiment.
- Institutional Asset Management net inflows of \$1.8 billion in 1Q24, declined from net inflows of \$2.5 billion in 1Q23, as higher fixed income mandate sales and lower money market redemptions were more than offset by higher redemptions in fixed income and equity mandates.

Assets under management and administration of \$911.4 billion as at March 31, 2024 increased 6% compared with December 31, 2023. The increase was driven by the favourable impact of equity markets and net inflows. As at March 31, 2024, Global WAM also managed \$211.5 billion in assets for the Company’s non-WAM reporting segments. Including those managed assets, Global WAM managed AUMA was \$1,123.0 billion compared with \$1,055.0 billion as at December 31, 2023.

Segregated funds net assets were \$266.2 billion as at March 31, 2024, 7% higher compared with December 31, 2023 on an actual exchange rate basis, driven by favourable impact of equity markets and the strengthening of the U.S. dollar compared with the Canadian dollar.

Business highlights – In 1Q24, we:

- announced the closing of a \$1.0 billion institutional fund - Manulife Capital Partners VII. The fund will invest in U.S. middle market companies across multiple industries, focusing on growth and high-yield opportunities. Manulife Investment Management’s private equity and credit platform now has more than US\$25 billion in AUM and unfunded commitments;
- partnered with the Indonesia Investment Authority sovereign wealth fund to raise and manage funds for investment. The partnership involves co-investments between the sovereign wealth fund, Manulife, and third-party investors into the Indonesian infrastructure, real estate, and the natural capital sectors, which include timberland and agriculture assets; and
- completed the implementation of a new advisor retail wealth platform in Canada as part of our digital transformation strategy representing more than \$54 billion in AUMA by leveraging an industry leading technology platform. The platform delivers an enhanced advisor and client experience and enables advisors to streamline their processes by digitizing administrative tasks to improve their efficiency, freeing up more capacity for meaningful client interactions which will allow them to further grow.

B5 Corporate and Other

(\$ millions, unless otherwise stated)	Quarterly Results		
	1Q24	4Q23	1Q23
Net income (loss) attributed to shareholders	\$ (27)	\$ 116	\$ 95
Core earnings (loss) ⁽¹⁾	(76)	30	17

⁽¹⁾ See “Non-GAAP and other financial measures” below for a reconciliation of quarterly core earnings to net income (loss) attributed to shareholders.

Corporate and Other is composed of investment performance on assets backing capital, net of amounts allocated to operating segments; financing costs; costs incurred by the corporate office related to shareholder activities (not allocated to the operating segments); our Property and Casualty (“P&C”) Reinsurance business; as well as our run-off reinsurance operation including variable annuities and accident and health. In addition, for segment reporting purposes, consolidations and eliminations of transactions between operating segments are also included in Corporate and Other earnings.

Corporate and Other reported a net loss attributed to shareholders of \$27 million in 1Q24 compared with net income attributed to shareholders of \$95 million in 1Q23. Net income (loss) attributed to shareholders is comprised of core earnings, which was a core loss of \$76 million in 1Q24 compared with core earnings of \$17 million in 1Q23, and the items excluded from core earnings which amounted to a net gain of \$49 million in 1Q24 compared with a net gain of \$78 million in 1Q23. See section E3 “Non-GAAP and other financial measures” below, for a reconciliation of quarterly core earnings to net income (loss) attributed to shareholders and section A1 “Profitability” above, for explanations of the items excluded from core earnings.

The \$93 million decline in core earnings was primarily related to higher interest on allocated capital to operating segments, primarily Asia and Global WAM, higher core expenses due to higher workforce-related costs, reflecting strong TSR performance relative to peers and business performance and the non-recurrence of 1Q23 gains in our P&C Reinsurance business from updates to provisions for estimated losses.

C RISK MANAGEMENT AND RISK FACTORS UPDATE

This section provides an update to our risk management practices and risk factors outlined in the 2023 MD&A. Text and tables in this section of the MD&A represent our disclosure on insurance, market, and liquidity risk in accordance with IFRS 7 “Financial Instruments – Disclosures”. Disclosures in accordance with IFRS 7 are identified by a vertical line in the left margin of each page. The identified text and tables represent an integral part of our unaudited Interim Consolidated Financial Statements.

C1 Variable annuity and segregated fund guarantees

As described in the MD&A in our 2023 Annual Report, guarantees on variable annuity products and segregated funds may include one or more of death, maturity, income and withdrawal guarantees. Variable annuity and segregated fund guarantees are contingent and only payable upon the occurrence of the relevant event, if fund values at that time are below guarantee values. Depending on future equity market levels, liabilities on current in-force business would be due primarily in the period from 2024 to 2044.

We seek to mitigate a portion of the risks embedded in our retained (i.e. net of reinsurance) variable annuity and segregated fund guarantee business through the combination of our dynamic and macro hedging strategies (see section C3 “Publicly traded equity performance risk sensitivities and exposure measures” below).

The table below shows selected information regarding the Company's variable annuity and segregated fund investment-related guarantees gross and net of reinsurance.

Variable annuity and segregated fund guarantees, net of reinsurance

As at (\$ millions)	March 31, 2024			December 31, 2023		
	Guarantee value ⁽¹⁾	Fund value	Net amount at risk ^{(1),(2),(3)}	Guarantee value ⁽¹⁾	Fund value	Net amount at risk ^{(1),(2),(3)}
Guaranteed minimum income benefit	\$ 3,718	\$ 2,808	\$ 968	\$ 3,864	\$ 2,735	\$ 1,156
Guaranteed minimum withdrawal benefit	34,563	34,001	3,667	34,833	33,198	4,093
Guaranteed minimum accumulation benefit	18,972	19,021	99	18,996	19,025	116
Gross living benefits ⁽⁴⁾	57,253	55,830	4,734	57,693	54,958	5,365
Gross death benefits ⁽⁵⁾	9,006	18,798	715	9,133	17,279	975
Total gross of reinsurance	66,259	74,628	5,449	66,826	72,237	6,340
Living benefits reinsured	24,243	24,124	3,052	24,208	23,146	3,395
Death benefits reinsured	3,407	2,698	326	3,400	2,576	482
Total reinsured	27,650	26,822	3,378	27,608	25,722	3,877
Total, net of reinsurance	\$ 38,609	\$ 47,806	\$ 2,071	\$ 39,218	\$ 46,515	\$ 2,463

⁽¹⁾ Guarantee Value and Net Amount at Risk in respect of guaranteed minimum withdrawal business in Canada and the U.S. reflect the time value of money of these claims.

⁽²⁾ Amount at risk (in-the-money amount) is the excess of guarantee values over fund values on all policies where the guarantee value exceeds the fund value. For guaranteed minimum death benefit, the amount at risk is defined as the current guaranteed minimum death benefit in excess of the current account balance and assumes that all claims are immediately payable. In practice, guaranteed death benefits are contingent and only payable upon the eventual death of policyholders if fund values remain below guarantee values. For guaranteed minimum withdrawal benefit, the amount at risk assumes that the benefit is paid as a lifetime annuity commencing at the earliest contractual income start age. These benefits are also contingent and only payable at scheduled maturity/income start dates in the future, if the policyholders are still living and have not terminated their policies and fund values remain below guarantee values. For all guarantees, the amount at risk is floored at zero at the single contract level.

⁽³⁾ The amount at risk net of reinsurance at March 31, 2024 was \$2,071 million (December 31, 2023 – \$2,463 million) of which: US\$318 million (December 31, 2023 – US\$391 million) was on our U.S. business, \$1,371 million (December 31, 2023 – \$1,559 million) was on our Canadian business, US\$103 million (December 31, 2023 – US\$140 million) was on our Japan business and US\$97 million (December 31, 2023 – US\$155 million) was related to Asia (other than Japan) and our run-off reinsurance business.

⁽⁴⁾ Where a policy includes both living and death benefits, the guarantee in excess of the living benefit is included in the death benefit category as outlined in footnote 5.

⁽⁵⁾ Death benefits include standalone guarantees and guarantees in excess of living benefit guarantees where both death and living benefits are provided on a policy.

C2 Caution related to sensitivities

In this document, we provide sensitivities and risk exposure measures for certain risks. These include sensitivities due to specific changes in market prices and interest rate levels projected using internal models as at a specific date, and are measured relative to a starting level reflecting the Company's assets and liabilities at that date. The risk exposures measure the impact of changing one factor at a time and assume that all other factors remain unchanged. Actual results can differ significantly from these estimates for a variety of reasons including the interaction among these factors when more than one changes; changes in liabilities from updates to non-economic assumptions, changes in business mix, effective tax rates and other market factors; and the general limitations of our internal models. For these reasons, the sensitivities should only be viewed as directional estimates of the underlying sensitivities for the respective factors based on the assumptions outlined below. Given the nature of these calculations, we cannot provide assurance that the actual impact on contractual service margin, net income attributed to shareholders, other comprehensive income attributed to shareholders, and total comprehensive income attributed to shareholders or on MLI's LICAT ratio will be as indicated.

Market movements affect LICAT capital sensitivities through the available capital, surplus allowance and required capital components of the regulatory capital framework. The LICAT available capital component is primarily affected by total comprehensive income and the CSM.

C3 Publicly traded equity performance risk sensitivities and exposure measures

As outlined in our 2023 Annual Report, we have net exposure to equity risk through asset and liability mismatches; our variable annuity and segregated fund guarantee dynamic hedging strategy is not designed to completely offset the sensitivity of insurance contract liabilities to all risks associated with the guarantees embedded in these products. The macro hedging strategy is designed to mitigate public equity risk arising from variable annuity and segregated fund guarantees not dynamically hedged and from other unhedged exposures in our insurance contracts (see page 62 of our 2023 Annual Report).

Changes in public equity prices may impact other items including, but not limited to, asset-based fees earned on assets under management and administration or policyholder account value, and estimated profits and amortization of deferred policy acquisition and other costs. These items are not hedged.

The following tables include the potential impacts from an immediate 10%, 20% and 30% change in market values of publicly traded equities on net income attributed to shareholders, the CSM, other comprehensive income attributed to shareholders, and total comprehensive income attributed to shareholders. The potential impact is shown after taking into account the impact of the change in markets on the hedge assets. While we cannot reliably estimate the amount of the change in dynamically hedged variable annuity and segregated fund guarantee liabilities that will not be offset by the change in the dynamic hedge assets, we make certain assumptions for the purposes of estimating the impact on net income attributed to shareholders.

This estimate assumes that the performance of the dynamic hedging program would not completely offset the gain/loss from the dynamically hedged variable annuity and segregated fund guarantee liabilities. It assumes that the hedge assets are based on the actual position at the period end, and that equity hedges in the dynamic program offset 95% of the hedged variable annuity liability movement that occurs as a result of market changes.

It is also important to note that these estimates are illustrative, and that the dynamic and macro hedging programs may underperform these estimates, particularly during periods of high realized volatility and/or periods where both interest rates and equity market movements are unfavourable. The method used for deriving sensitivity information and significant assumptions did not change from the previous period.

Changes in equity markets impact our available and required components of the LICAT ratio. The second set of tables shows the potential impact to MLI's LICAT ratio resulting from changes in public equity market values.

Potential immediate impact on net income attributed to shareholders arising from changes to public equity returns⁽¹⁾

As at March 31, 2024 (\$ millions)	Net income attributed to shareholders					
	-30%	-20%	-10%	+10%	+20%	+30%
Underlying sensitivity						
Variable annuity and segregated fund guarantees ⁽²⁾	\$ (2,140)	\$ (1,300)	\$ (590)	\$ 490	\$ 890	\$ 1,230
General fund equity investments ⁽³⁾	(1,300)	(870)	(430)	430	870	1,300
Total underlying sensitivity before hedging	(3,440)	(2,170)	(1,020)	920	1,760	2,530
Impact of macro and dynamic hedge assets ⁽⁴⁾	750	450	200	(160)	(280)	(380)
Net potential impact on net income attributed to shareholders after impact of hedging and before impact of reinsurance	(2,690)	(1,720)	(820)	760	1,480	2,150
Impact of reinsurance	1,370	840	390	(320)	(600)	(850)
Net potential impact on net income attributed to shareholders after impact of hedging and reinsurance	\$ (1,320)	\$ (880)	\$ (430)	\$ 440	\$ 880	\$ 1,300

As at December 31, 2023 (\$ millions)	Net income attributed to shareholders					
	-30%	-20%	-10%	+10%	+20%	+30%
Underlying sensitivity						
Variable annuity and segregated fund guarantees ⁽²⁾	\$ (2,370)	\$ (1,460)	\$ (670)	\$ 550	\$ 1,010	\$ 1,390
General fund equity investments ⁽³⁾	(1,170)	(770)	(390)	380	760	1,140
Total underlying sensitivity before hedging	(3,540)	(2,230)	(1,060)	930	1,770	2,530
Impact of macro and dynamic hedge assets ⁽⁴⁾	880	530	240	(190)	(340)	(460)
Net potential impact on net income attributed to shareholders after impact of hedging and before impact of reinsurance	(2,660)	(1,700)	(820)	740	1,430	2,070
Impact of reinsurance	1,470	900	420	(350)	(650)	(910)
Net potential impact on net income attributed to shareholders after impact of hedging and reinsurance	\$ (1,190)	\$ (800)	\$ (400)	\$ 390	\$ 780	\$ 1,160

⁽¹⁾ See "Caution related to sensitivities" above.

⁽²⁾ For variable annuity contracts measured under the variable fee approach ("VFA") the impact of financial risk and changes in interest rates adjusts CSM, unless the risk mitigation option applies. The Company has elected to apply risk mitigation and therefore a portion of the impact is reported in net income attributed to shareholders instead of adjusting the CSM. If the CSM for a group of variable annuity contracts is exhausted the full impact is reported in net income attributed to shareholders.

⁽³⁾ This impact for general fund equity investments includes general fund investments supporting our insurance contract liabilities, investment in seed money investments (in segregated and mutual funds made by Global WAM segment) and the impact on insurance contract liabilities related to the projected future fee income on variable universal life and other unit linked products. The impact does not include any potential impact on public equity weightings. The participating policy funds are largely self-supporting and generate no material impact on net income attributed to shareholders as a result of changes in equity markets.

⁽⁴⁾ Includes the impact of assumed rebalancing of equity hedges in the macro and dynamic hedging program. The impact of dynamic hedge represents the impact of equity hedges offsetting 95% of the dynamically hedged variable annuity liability movement that occurs as a result of market changes, but does not include any impact in respect of other sources of hedge accounting ineffectiveness (e.g. fund tracking, realized volatility and equity, interest rate correlations different from expected among other factors).

Potential immediate impact on contractual service margin, other comprehensive income to shareholders, total comprehensive income to shareholders and MLI's LICAT ratio from changes to public equity market values^{(1),(2),(3)}

As at March 31, 2024	-30%	-20%	-10%	+10%	+20%	+30%
Variable annuity and segregated fund guarantees reported in CSM	\$ (3,540)	\$ (2,180)	\$ (1,010)	\$ 870	\$ 1,630	\$ 2,300
Impact of risk mitigation - hedging ⁽⁴⁾	990	590	260	(210)	(370)	(500)
Impact of risk mitigation - reinsurance ⁽⁴⁾	1,740	1,060	490	(410)	(760)	(1,070)
VA net of risk mitigation	(810)	(530)	(260)	250	500	730
General fund equity	(1,030)	(670)	(330)	320	640	950
Contractual service margin (\$ millions, pre-tax)	\$ (1,840)	\$ (1,200)	\$ (590)	\$ 570	\$ 1,140	\$ 1,680
Other comprehensive income attributed to shareholders (\$ millions, post-tax)⁽⁵⁾	\$ (860)	\$ (580)	\$ (290)	\$ 260	\$ 530	\$ 790
Total comprehensive income attributed to shareholders (\$ millions, post-tax)	\$ (2,180)	\$ (1,460)	\$ (720)	\$ 700	\$ 1,410	\$ 2,090
MLI's LICAT ratio (change in percentage points)	(3)	(2)	(1)	1	2	2
As at December 31, 2023	-30%	-20%	-10%	+10%	+20%	+30%
Variable annuity and segregated fund guarantees reported in CSM	\$ (3,810)	\$ (2,370)	\$ (1,100)	\$ 940	\$ 1,760	\$ 2,470
Impact of risk mitigation - hedging ⁽⁴⁾	1,150	700	310	(250)	(450)	(600)
Impact of risk mitigation - reinsurance ⁽⁴⁾	1,850	1,140	530	(450)	(830)	(1,150)
VA net of risk mitigation	(810)	(530)	(260)	240	480	720
General fund equity	(940)	(610)	(300)	290	590	870
Contractual service margin (\$ millions, pre-tax)	\$ (1,750)	\$ (1,140)	\$ (560)	\$ 530	\$ 1,070	\$ 1,590
Other comprehensive income attributed to shareholders (\$ millions, post-tax)⁽⁵⁾	\$ (730)	\$ (490)	\$ (240)	\$ 230	\$ 460	\$ 680
Total comprehensive income attributed to shareholders (\$ millions, post-tax)	\$ (1,920)	\$ (1,290)	\$ (640)	\$ 620	\$ 1,240	\$ 1,840
MLI's LICAT ratio (change in percentage points)	(3)	(2)	(1)	1	2	2

⁽¹⁾ See "Caution related to sensitivities" above.

⁽²⁾ This estimate assumes that the performance of the dynamic hedging program would not completely offset the gain/loss from the dynamically hedged variable annuity and segregated fund guarantee liabilities. It assumes that the hedge assets are based on the actual position at the period end, and that equity hedges in the dynamic program offset 95% of the hedged variable annuity liability movement that occur as a result of market changes.

⁽³⁾ The Office of the Superintendent of Financial Institutions ("OSFI") rules for segregated fund guarantees reflect full capital impacts of shocks over 20 quarters within a prescribed range. As such, the deterioration in equity markets could lead to further increases in capital requirements after the initial shock.

⁽⁴⁾ For variable annuity contracts measured under VFA the impact of financial risk and changes in interest rates adjusts CSM, unless the risk mitigation option applies. The Company has elected to apply risk mitigation and therefore a portion of the impact is reported in net income attributed to shareholders instead of adjusting the CSM. If the CSM for a group of variable annuity contracts is exhausted the full impact is reported in net income attributed to shareholders.

⁽⁵⁾ The impact of financial risk and changes to interest rates for variable annuity contracts is not expected to generate sensitivity in Other Comprehensive Income.

C4 Interest rate and spread risk sensitivities and exposure measures

As at March 31, 2024, we estimated the sensitivity of our net income attributed to shareholders to a 50 basis point parallel decline in interest rates to be a benefit of \$100 million, and to a 50 basis point parallel increase in interest rates to be a charge of \$100 million.

The table below shows the potential impacts from a 50 basis point parallel move in interest rates on the CSM, net income attributed to shareholders, other comprehensive income attributed to shareholders, and total comprehensive income attributed to shareholders. This includes a change in current government, swap and corporate rates for all maturities across all markets with no change in credit spreads between government, swap and corporate rates. Also shown separately are the potential impacts from a 50 basis point parallel move in corporate spreads and a 20 basis point parallel move in swap spreads. The impacts reflect the net impact of movements in asset values in liability and surplus segments and movements in the present value of cash flows for insurance contracts including those with cash flows that vary with the returns of underlying items where the present value is measured by stochastic modelling. The method used for deriving sensitivity information and significant assumptions did not change from the previous period.

The disclosed interest rate sensitivities reflect the accounting designations of our financial assets and corresponding insurance contract liabilities. In most cases these assets and liabilities are designated as fair value through other comprehensive income (“FVOCI”) and as a result, impacts from changes to interest rates are largely in other comprehensive income. There are also changes in interest rates that impact the CSM for VFA contracts that relate to amounts that are not passed through to policyholders. In addition, changes in interest rates impact net income as it relates to derivatives not in hedge accounting relationships and on VFA contracts where the CSM has been exhausted.

The disclosed interest rate sensitivities assume no hedge accounting ineffectiveness, as our hedge accounting programs are optimized for parallel movements in interest rates, leading to immaterial net income impacts under these shocks. However, the actual hedge accounting ineffectiveness is sensitive to non-parallel interest rate movements and will depend on the shape and magnitude of the interest rate movements, which could lead to variations in the impact to net income attributed to shareholders.

Our sensitivities vary across all regions in which we operate, and the impacts of yield curve changes will vary depending upon the geography where the change occurs. Furthermore, the impacts from non-parallel movements may be materially different from the estimated impacts of parallel movements.

The interest rate and spread risk sensitivities are determined in isolation of each other and therefore do not reflect the combined impact of changes in government rates and credit spreads between government, swap and corporate rates occurring simultaneously. As a result, the impact of the summation of each individual sensitivity may be materially different from the impact of sensitivities to simultaneous changes in interest rate and spread risk.

The potential impacts also do not take into account other potential effects of changes in interest rate levels, for example, CSM at recognition on the sale of new business or lower interest earned on future fixed income asset purchases.

The impacts do not reflect any potential effect of changing interest rates on the value of our ALDA. Rising interest rates could negatively impact the value of our ALDA (see “Critical Actuarial and Accounting Policies – Fair Value of Invested Assets”, on page 96 of our 2023 Annual Report). More information on ALDA can be found under the section C5 “Alternative long-duration asset performance risk sensitivities and exposure measures”.

The impact to the LICAT ratio from a change in interest rates reflects the impacts on total comprehensive income, the LICAT adjustments to earnings for the CSM, the surplus allowance and required capital components of the regulatory capital framework.

Potential impacts on contractual service margin, net income attributed to shareholders, other comprehensive income attributed to shareholders, and total comprehensive income attributed to shareholders of an immediate parallel change in interest rates, corporate spreads or swap spreads relative to current rates^{(1),(2),(3)}

As at March 31, 2024 (\$ millions, post-tax except CSM)	Interest rates		Corporate spreads		Swap spreads	
	-50bp	+50bp	-50bp	+50bp	-20bp	+20bp
CSM	\$ -	\$ (100)	\$ -	\$ (100)	\$ -	\$ -
Net income attributed to shareholders	100	(100)	100	(100)	100	(100)
Other comprehensive income attributed to shareholders	-	-	(100)	200	(100)	100
Total comprehensive income attributed to shareholders	100	(100)	-	100	-	-

As at December 31, 2023 (\$ millions, post-tax except CSM)	Interest rates		Corporate spreads		Swap spreads	
	-50bp	+50bp	-50bp	+50bp	-20bp	+20bp
CSM	\$ -	\$ (100)	\$ -	\$ (100)	\$ -	\$ -
Net income attributed to shareholders	100	(100)	-	-	100	(100)
Other comprehensive income attributed to shareholders	(300)	300	(200)	300	(100)	100
Total comprehensive income attributed to shareholders	(200)	200	(200)	300	-	-

⁽¹⁾ See "Caution related to sensitivities" above.

⁽²⁾ Estimates include changes to the net actuarial gains/losses with respect to the Company's pension obligations as a result of changes in interest rates.

⁽³⁾ Includes guaranteed insurance and annuity products, including variable annuity contracts as well as adjustable benefit products where benefits are generally adjusted as interest rates and investment returns change, a portion of which have minimum credited rate guarantees. For adjustable benefit products subject to minimum rate guarantees, the sensitivities are based on the assumption that credited rates will be floored at the minimum.

Swap spreads remain at low levels, and if they were to rise, this could generate material changes to net income attributed to shareholders.

Potential impact on MLI's LICAT ratio of an immediate parallel change in interest rates, corporate spreads or swap spreads relative to current rates^{(1),(2),(3),(4),(5)}

As at March 31, 2024 (change in percentage points)	Interest rates		Corporate spreads		Swap spreads	
	-50bp	+50bp	-50bp	+50bp	-20bp	+20bp
MLI's LICAT ratio	-	-	(4)	4	-	-

As at December 31, 2023 (change in percentage points)	Interest rates		Corporate spreads		Swap spreads	
	-50bp	+50bp	-50bp	+50bp	-20bp	+20bp
MLI's LICAT ratio	-	-	(4)	4	-	-

⁽¹⁾ See "Caution related to sensitivities" above.

⁽²⁾ Estimates include changes to the net actuarial gains/losses with respect to the Company's pension obligations as a result of changes in interest rates.

⁽³⁾ Includes guaranteed insurance and annuity products, including variable annuity contracts as well as adjustable benefit products where benefits are generally adjusted as interest rates and investment returns change, a portion of which have minimum credited rate guarantees. For adjustable benefit products subject to minimum rate guarantees, the sensitivities are based on the assumption that credited rates will be floored at the minimum.

⁽⁴⁾ LICAT impacts reflect the impact of anticipated scenario switches.

⁽⁵⁾ Under LICAT, spread movements are determined from a selection of investment grade bond indices with BBB and better bonds for each jurisdiction. For LICAT, we use the following indices: FTSE TMX Canada All Corporate Bond Index, Barclays USD Liquid Investment Grade Corporate Index, and Nomura-BPI (Japan). LICAT impacts presented for corporate spreads reflect the impact of anticipated scenario switches.

LICAT Scenario Switch

When interest rates change past a certain threshold, reflecting the combined movement in risk-free rates and corporate spreads, a different prescribed interest rate stress scenario needs to be taken into account in the LICAT ratio calculation in accordance with OSFI's LICAT guideline.

The LICAT guideline specifies four stress scenarios for interest rates and prescribes the methodology to determine the most adverse scenario to apply for each LICAT geographic region¹ based on current market inputs and the Company's balance sheet.

¹ LICAT geographic locations to determine the most adverse scenario include North America, the United Kingdom, Europe, Japan, and Other Region.

With the current level of interest rates in 1Q24, the probability of a scenario switch that could materially impact our LICAT ratio is low.¹ Should a scenario switch be triggered in a LICAT geographic region, the full impact would be reflected immediately for non-participating products while the impact for participating products would be reflected over six quarters using a rolling average of interest rate risk capital, in line with the smoothing approach prescribed in the LICAT guideline. The LICAT interest rate, corporate spread and swap spread sensitivities presented above reflect the impact of scenario switches, if any, for each disclosed sensitivity.

The level of interest rates and corporate spreads that would trigger a switch in the scenarios is dependent on market conditions and movements in the Company's asset and liability position. The scenario switch, if triggered, could reverse in response to subsequent changes in interest rates and/or corporate spreads.

C5 Alternative long-duration asset performance risk sensitivities and exposure measures

The following table shows the potential impact on the CSM, net income attributed to shareholders, other comprehensive income attributed to shareholders, and total comprehensive income attributed to shareholders resulting from an immediate 10% change in market values of ALDA. The method used for deriving sensitivity information and significant assumptions did not change from the previous period.

ALDA used in this sensitivity analysis includes commercial real estate, private equity, infrastructure, timber and agriculture, infrastructure, energy² and other investments.

The impacts do not reflect any future potential changes to non-fixed income return volatility. Refer to "C3 Publicly traded equity performance risk sensitivities and exposure measures" for more details.

Potential immediate impacts on contractual service margin, net income attributed to shareholders, other comprehensive income attributed to shareholders, and total comprehensive income attributed to shareholders from changes in ALDA market values⁽¹⁾

As at (\$ millions, post-tax except CSM)	March 31, 2024		December 31, 2023	
	-10%	+10%	-10%	+10%
CSM excluding NCI	\$ (100)	\$ 100	\$ (100)	\$ 100
Net income attributed to shareholders ⁽²⁾	(2,400)	2,400	(2,400)	2,400
Other comprehensive income attributed to shareholders	(200)	200	(200)	200
Total comprehensive income attributed to shareholders	(2,600)	2,600	(2,600)	2,600

⁽¹⁾ See "Caution related to sensitivities" above.

⁽²⁾ Net income attributed to shareholders includes core earnings and the amounts excluded from core earnings.

Potential immediate impact on MLI LICAT ratio arising from changes in ALDA market values⁽¹⁾

(change in percentage points)	March 31, 2024		December 31, 2023	
	-10%	+10%	-10%	+10%
MLI's LICAT ratio	(2)	2	(2)	2

⁽¹⁾ See "Caution Related to Sensitivities" above.

C6 Risk management and risk factors update¹

We have outlined our overall approach to risk management in in our 2023 Annual Report. The following are updates to the risk factors for strategic and product risks.

¹ See "Caution regarding forward-looking statements" below.

² Energy includes oil & gas equity interests related to upstream and midstream assets, and energy transition private equity interests in areas supportive of the transition to lower carbon forms of energy, such as wind, solar, batteries, magnets, etc.

Strategic risk factors

Changes in tax laws, tax regulations, or interpretations of such laws or regulations could make some of our products less attractive to consumers, could increase our corporate taxes or cause us to change the value of our deferred tax assets and liabilities as well as our tax assumptions included in the valuation of our insurance and investment contract liabilities. This could have a material adverse effect on our business, results of operations and financial condition.

- In 2021, 136 of the 140 members of the Organization for Economic Co-Operation and Development / G20 Inclusive Framework agreed on a two-pillar solution to address tax challenges from the digital economy, and to close the gaps in international tax systems. These include a new approach to allocating certain profits of multinational entities amongst countries and a global minimum income tax rate of 15%. On July 12, 2023, the Canadian government reaffirmed its commitment to the two-pillar solution and the target date of December 31, 2023 for implementation of the Pillar 2 global minimum tax. This would first apply to the Company's 2024 fiscal year if enacted on this timeline. The Company is closely monitoring developments and potential impacts and, in particular, for issues unique to the insurance industry. If enacted, we expect an increase in the effective tax rate of approximately 2 to 3 percentage points, pending further details on timing and specific implementation in both Canada and other affected countries.
- Canada's 2024 federal budget proposes to increase the capital gains inclusion rate from 50% to 66.67%, effective June 25, 2024. Most of Manulife's investments are not treated as capital property, however, and therefore we don't expect to be materially affected by this tax change. For investments treated as capital properties, the increased effective tax rate on capital gains would result in a modest increase in the deferred tax liabilities on such investments with accrued gains.

Product risk factors

External market conditions determine the availability, terms and cost of reinsurance protection which could impact our financial position and our ability to write new policies.

- As part of our overall risk and capital management strategy, we purchase reinsurance protection on certain risks underwritten or assumed by our various insurance businesses. As the global reinsurance industry continues to review their business models, certain of our reinsurers have attempted to increase rates on our existing reinsurance contracts. The ability of our reinsurers to increase rates depends upon the terms of each reinsurance contract. Typically, a reinsurer's ability to raise rates is restricted by terms in our reinsurance contracts, which we seek to enforce. Over the past several years we have received rate increase requests from some of our reinsurers. Thus far, dealing with those requests has not had a material adverse effect on our results of operation or financial condition. Consistent with past practice, we dispute requested increases and, if necessary, we can pursue legal action in order to protect our contractual rights. While possible outcomes remain unknown and there can be no assurance that the outcome of any one or more of these disputes would not have a material adverse effect on our results of operation or financial condition for a particular reporting period, we believe that our reserves, inclusive of reinsurance provisions, are appropriate overall.

D CRITICAL ACTUARIAL AND ACCOUNTING POLICIES

Disclosures in accordance with IFRS 7 are identified by a vertical line in the left margin of each page. The identified text and tables represent an integral part of our unaudited Interim Consolidated Financial Statements.

D1 Critical actuarial and accounting policies

Our material accounting policies are described in note 1 to our Consolidated Financial Statements for the year ended December 31, 2023. The critical actuarial policies and estimation processes relating to the determination of insurance and investment contract liabilities are described starting on page 88 of our 2023 Annual Report. The critical accounting policies and estimation processes relating to the assessment of control over other entities for consolidation, estimation of fair value of invested assets, evaluation of invested asset impairments, appropriate accounting for derivative financial instruments and hedge accounting, determination of pension and other post-employment benefit obligations and expenses, accounting for income taxes and uncertain tax positions and valuation and impairment of goodwill and intangible assets are described starting on page 96 of our 2023 Annual Report.

D2 Sensitivity to changes in assumptions

The following table presents information on how reasonably possible changes in assumptions made by the Company for certain economic risk variables impact the CSM, net income attributed to shareholders, other comprehensive income attributed to shareholders and total comprehensive income attributed to shareholders. The method used for deriving sensitivity information and significant assumptions did not change from the previous period.

The analysis is based on a simultaneous change in assumptions across all business units and holds all other assumptions constant. In practice, experience for each assumption will frequently vary by geographic market and business, and assumption updates are made on a business and geographic basis. Actual results can differ materially from these estimates for a variety of reasons including the interaction among these factors when more than one factor changes, actual experience differing from the assumptions, changes in business mix, effective tax rates, and the general limitations of our internal models.

Potential impact on contractual service margin, net income attributed to shareholders, other comprehensive income attributed to shareholders, and total comprehensive income attributed to shareholders arising from changes to certain economic financial assumptions used in the determination of insurance contract liabilities⁽¹⁾

As at March 31, 2024 (\$ millions, post-tax except CSM)	CSM net of NCI	Net income attributed to shareholders	Other comprehensive income attributed to shareholders	Total comprehensive income attributed to shareholders
Financial assumptions				
10 basis point reduction in ultimate spot rate	\$ (200)	\$ -	\$ (200)	\$ (200)
50 basis point increase in interest rate volatility ⁽²⁾	-	-	-	-
50 basis point increase in non-fixed income return volatility ⁽²⁾	(100)	-	-	-
As at December 31, 2023				
(\$ millions, post-tax except CSM)	CSM net of NCI	Net income attributed to shareholders	Other comprehensive income attributed to shareholders	Total comprehensive income attributed to shareholders
Financial assumptions				
10 basis point reduction in ultimate spot rate	\$ (200)	\$ -	\$ (300)	\$ (300)
50 basis point increase in interest rate volatility ⁽²⁾	-	-	-	-
50 basis point increase in non-fixed income return volatility ⁽²⁾	(100)	-	-	-

⁽¹⁾ Note that the impact of these assumptions is not linear.

⁽²⁾ Used in the determination of insurance contract liabilities with financial guarantees. This includes universal Life minimum crediting rate guarantees, participating life zero dividend floor implicit guarantees, and variable annuities guarantees, where a stochastic approach is used to capture the asymmetry of the risk.

D3 Accounting and reporting changes

For future accounting and reporting changes arising during the quarter, refer to note 2 of our unaudited Interim Consolidated Financial Statements for the three months ended March 31, 2024.

E OTHER

E1 Outstanding common shares – selected information

As at April 30, 2024, MFC had 1,795,716,281 common shares outstanding.

E2 Legal and regulatory proceedings

We are regularly involved in legal actions, both as a defendant and as a plaintiff. Information on legal and regulatory proceedings can be found in note 13 of our unaudited Interim Consolidated Financial Statements for the three months ended March 31, 2024.

E3 Non-GAAP and other financial measures

The Company prepares its Consolidated Financial Statements in accordance with International Financial Reporting Standards (“IFRS”) as issued by the International Accounting Standards Board. We use a number of non-GAAP and other financial measures to evaluate overall performance and to assess each of our businesses. This section includes information required by National Instrument 52-112 – *Non-GAAP and Other Financial Measures Disclosure* in respect of “specified financial measures” (as defined therein).

Non-GAAP financial measures include core earnings (loss); pre-tax core earnings; core earnings available to common shareholders; core earnings before income taxes, depreciation and amortization (“core EBITDA”); total expenses; core expenses; core Drivers of Earnings (“DOE”) line items for core net insurance service result, core net investment result, other core earnings, and core income tax (expenses) recoveries; post-tax contractual service margin (“post-tax CSM”); post-tax contractual service margin net of NCI (“post-tax CSM net of NCI”); Manulife Bank net lending assets; Manulife Bank average net lending assets; assets under management (“AUM”); assets under management and administration (“AUMA”); Global WAM managed AUMA; core revenue; adjusted book value; net income attributed to shareholders excluding the GA Reinsurance Transaction; Common shareholders net income excluding the GA Reinsurance Transaction and net annualized fee income. In addition, non-GAAP financial measures include the following stated on a constant exchange rate (“CER”) basis: any of the foregoing non-GAAP financial measures; net income attributed to shareholders; common shareholders’ net income and new business CSM.

Non-GAAP ratios include core return on shareholders’ equity (“core ROE”); diluted core earnings per common share (“core EPS”); ROE excluding the GA Reinsurance Transaction; diluted EPS excluding the GA Reinsurance Transaction; financial leverage ratio; adjusted book value per common share; common share core dividend payout ratio (“dividend payout ratio”); expense efficiency ratio; core EBITDA margin; effective tax rate on core earnings; and net annualized fee income yield on average AUMA. In addition, non-GAAP ratios include the percentage growth/decline on a CER basis in any of the above non-GAAP financial measures and non-GAAP ratios; net income attributed to shareholders; common shareholders’ net income; pre-tax net income attributed to shareholders; general expenses; CSM; CSM net of NCI; impact of new insurance business net of NCI; new business CSM; basic earnings per common share (“basic EPS”); and diluted earnings per common share (“diluted EPS”).

Other specified financial measures include assets under administration (“AUA”); consolidated capital; embedded value (“EV”); new business value (“NBV”); new business value margin (“NBV margin”); sales; annualized premium equivalent (“APE”) sales; gross flows; net flows; average assets under management and administration (“average AUMA”); Global WAM average managed AUMA; average assets under administration; remittances; any of the foregoing specified financial measures stated on a CER basis; and percentage growth/decline in any of the foregoing specified financial measures on a CER basis. In addition, we provide an explanation below of the components of core DOE line items other than the change in expected credit loss, the items that comprise certain items excluded from core earnings (on a pre-tax and post-tax basis), and the components of CSM movement other than the new business CSM.

Our reporting currency for the Company is Canadian dollars and U.S. dollars is the functional currency for Asia and U.S. segment results. Financial measures presented in U.S. dollars are calculated in the same manner as the Canadian dollar measures. These amounts are translated to U.S. dollars using the period end rate of exchange for financial measures such as AUMA and the CSM balance and the average rates of exchange for the respective quarter for periodic financial measures such as our income statement, core earnings and items excluded from core earnings, and line items in our CSM movement schedule and DOE. Year-to-date or full year periodic financial measures presented in U.S. dollars are calculated as the sum of the quarterly results translated to U.S. dollars. See section E5 “Quarterly Financial Information” below for the Canadian to U.S. dollar quarterly rates of exchange.

Non-GAAP financial measures and non-GAAP ratios are not standardized financial measures under GAAP and, therefore, might not be comparable to similar financial measures disclosed by other issuers. Therefore, they should not be considered in isolation or as a substitute for any other financial information prepared in accordance with GAAP.

Core earnings (loss) is a financial measure which we believe aids investors in better understanding the long-term earnings capacity and valuation of the business. Core earnings allows investors to focus on the Company’s operating performance by excluding the impact of market related gains or losses, changes in actuarial methods and assumptions that flow directly through income as well as a number of other items, outlined below, that we believe are material, but do not reflect the underlying earnings capacity of the business. For example, due to the long-term nature of our business, the mark-to-market movements in equity markets, interest rates including impacts on hedge accounting ineffectiveness, foreign currency exchange rates and commodity prices as well as the change in the fair value of ALDA from period-to-period can, and frequently do, have a substantial impact on the reported amounts of our assets, insurance contract liabilities and net income attributed to shareholders. These reported amounts may not be realized if markets move in the opposite direction in a subsequent period. This makes it very difficult for investors to evaluate how our businesses are performing from period-to-period and to compare our performance with other issuers.

We believe that core earnings better reflect the underlying earnings capacity and valuation of our business. We use core earnings and core EPS as key metrics in our short-term incentive plans at the total Company and operating segment level. We also base our mid- and long-term strategic priorities on core earnings.

Core earnings includes the expected return on our invested assets and any other gains (charges) from market experience are included in net income but excluded from core earnings. The expected return for fixed income assets is based on the related book yields. For ALDA and public equities, the expected return reflects our long-term view of asset class performance. These returns for ALDA and public equities vary by asset class and range from 3.25% to 11.5%, leading to an average return of between 9.0% to 9.5% on these assets as of March 31, 2024.

While core earnings is relevant to how we manage our business and offers a consistent methodology, it is not insulated from macroeconomic factors which can have a significant impact. See below for a reconciliation of core earnings to net income attributed to shareholders and income before income taxes. Net income attributed to shareholders excludes net income attributed to participating policyholders and non-controlling interests.

Any future changes to the core earnings definition referred to below, will be disclosed.

Items included in core earnings:

1. Expected insurance service result on in-force policies, including expected release of the risk adjustment, CSM recognized for service provided, and expected earnings from short-term products measured under the premium allocation approach (“PAA”).
2. Impacts from the initial recognition of new contracts (onerous contracts, including the impact of the associated reinsurance contracts).
3. Insurance experience gains or losses that flow directly through net income.
4. Operating and investment expenses compared with expense assumptions used in the measurement of insurance and investment contract liabilities.

5. Expected investment earnings, which is the difference between expected return on our invested assets and the associated finance income or expense from the insurance contract liabilities.
6. Net provision for ECL on FVOCI and amortized cost debt instruments.
7. Expected asset returns on surplus investments.
8. All earnings for the Global WAM segment, except for applicable net income items excluded from core earnings as noted below.
9. All earnings for the Manulife Bank business, except for applicable net income items excluded from core earnings as noted below.
10. Routine or non-material legal settlements.
11. All other items not specifically excluded.
12. Tax on the above items.
13. All tax related items except the impact of enacted or substantively enacted income tax rate changes and taxes on items excluded from core earnings.

Net income items excluded from core earnings:

1. Market experience gains (losses) including the items listed below:
 - Gains (charges) on general fund public equity and ALDA investments from returns being different than expected.
 - Gains (charges) on derivatives not in hedging relationships, or gains (charges) resulting from hedge accounting ineffectiveness.
 - Realized gains (charges) from the sale of FVOCI debt instruments.
 - Market related gains (charges) on onerous contracts measured using the variable fee approach (e.g. variable annuities, unit linked, participating insurance) net of the performance on any related hedging instruments.
 - Gains (charges) related to certain changes in foreign exchange rates.
2. Changes in actuarial methods and assumptions used in the measurement of insurance contract liabilities that flow directly through income.
 - The Company reviews actuarial methods and assumptions annually, and this process is designed to reduce the Company's exposure to uncertainty by ensuring assumptions remain appropriate. This is accomplished by monitoring experience and selecting assumptions which represent a current view of expected future experience and ensuring that the risk adjustment is appropriate for the risks assumed.
 - Changes related to the ultimate spot rate within the discount curves are included in the market experience gains (losses).
3. The impact on the measurement of insurance and investment contract assets and liabilities and reinsurance contract held assets and liabilities from changes in product features and new or changes to in-force reinsurance contracts, if material.
4. The fair value changes in long-term investment plan ("LTIP") obligations for Global WAM investment management.
5. Goodwill impairment charges.
6. Gains or losses on acquisition and disposition of a business.
7. Material one-time only adjustments, including highly unusual / extraordinary and material legal settlements and restructuring charges, or other items that are material and exceptional in nature.
8. Tax on the above items.
9. Net income (loss) attributed to participating shareholders and non-controlling interests.
10. Impact of enacted or substantially enacted income tax rate changes.

Reconciliation of core earnings to net income attributed to shareholders

(\$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	1Q24					
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Income (loss) before income taxes	\$ 594	\$ 381	\$ (154)	\$ 426	\$ 5	\$ 1,252
Income tax (expenses) recoveries						
Core earnings	(67)	(91)	(103)	(58)	33	(286)
Items excluded from core earnings	(83)	8	149	(3)	(65)	6
Income tax (expenses) recoveries	(150)	(83)	46	(61)	(32)	(280)
Net income (post-tax)	444	298	(108)	365	(27)	972
Less: Net income (post-tax) attributed to						
Non-controlling interests ("NCI")	55	-	-	-	-	55
Participating policyholders	26	25	-	-	-	51
Net income (loss) attributed to shareholders (post-tax)	363	273	(108)	365	(27)	866
Less: Items excluded from core earnings (post-tax)						
Market experience gains (losses)	(250)	(91)	(534)	6	90	(779)
Changes in actuarial methods and assumptions that flow directly through income	-	-	-	-	-	-
Restructuring charge	-	-	-	-	-	-
Reinsurance transactions, tax related items and other	(44)	-	(26)	2	(41)	(109)
Core earnings (post-tax)	\$ 657	\$ 364	\$ 452	\$ 357	\$ (76)	\$ 1,754
Income tax on core earnings (see above)	67	91	103	58	(33)	286
Core earnings (pre-tax)	\$ 724	\$ 455	\$ 555	\$ 415	\$ (109)	\$ 2,040

Core earnings, CER basis and U.S. dollars

(Canadian \$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	1Q24					
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Core earnings (post-tax)	\$ 657	\$ 364	\$ 452	\$ 357	\$ (76)	\$ 1,754
CER adjustment ⁽¹⁾	-	-	-	-	-	-
Core earnings, CER basis (post-tax)	\$ 657	\$ 364	\$ 452	\$ 357	\$ (76)	\$ 1,754
Income tax on core earnings, CER basis ⁽²⁾	67	91	103	58	(33)	286
Core earnings, CER basis (pre-tax)	\$ 724	\$ 455	\$ 555	\$ 415	\$ (109)	\$ 2,040
Core earnings (U.S. dollars) – Asia and U.S. segments						
Core earnings (post-tax)⁽³⁾, US \$	\$ 488		\$ 335			
CER adjustment US \$ ⁽¹⁾	-		-			
Core earnings, CER basis (post-tax), US \$	\$ 488		\$ 335			

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Income tax on core earnings adjusted to reflect the foreign exchange rates for the Statement of Income in effect for 1Q24.

⁽³⁾ Core earnings (post-tax) in Canadian \$ is translated to US \$ using the US \$ Statement of Income exchange rate for 1Q24.

Reconciliation of core earnings to net income attributed to shareholders

(\$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	4Q23					
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Income (loss) before income taxes	\$ 847	\$ 498	\$ 244	\$ 424	\$ 110	\$ 2,123
Income tax (expenses) recoveries						
Core earnings	(76)	(87)	(113)	(55)	37	(294)
Items excluded from core earnings	(33)	(29)	67	(3)	(30)	(28)
Income tax (expenses) recoveries	(109)	(116)	(46)	(58)	7	(322)
Net income (post-tax)	738	382	198	366	117	1,801
Less: Net income (post-tax) attributed to						
Non-controlling interests ("NCI")	37	-	-	1	1	39
Participating policyholders	86	17	-	-	-	103
Net income (loss) attributed to shareholders (post-tax)	615	365	198	365	116	1,659
Less: Items excluded from core earnings (post-tax)						
Market experience gains (losses)	-	9	(279)	51	86	(133)
Changes in actuarial methods and assumptions that flow directly through income	89	4	26	-	-	119
Restructuring charge	-	-	-	(36)	-	(36)
Reinsurance transactions, tax related items and other	(38)	-	(23)	(3)	-	(64)
Core earnings (post-tax)	\$ 564	\$ 352	\$ 474	\$ 353	\$ 30	\$ 1,773
Income tax on core earnings (see above)	76	87	113	55	(37)	294
Core earnings (pre-tax)	\$ 640	\$ 439	\$ 587	\$ 408	\$ (7)	\$ 2,067

Core earnings, CER basis and U.S. dollars

(Canadian \$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	4Q23					
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Core earnings (post-tax)	\$ 564	\$ 352	\$ 474	\$ 353	\$ 30	\$ 1,773
CER adjustment ⁽¹⁾	(7)	-	(4)	(2)	(1)	(14)
Core earnings, CER basis (post-tax)	\$ 557	\$ 352	\$ 470	\$ 351	\$ 29	\$ 1,759
Income tax on core earnings, CER basis ⁽²⁾	76	87	112	55	(38)	292
Core earnings, CER basis (pre-tax)	\$ 633	\$ 439	\$ 582	\$ 406	\$ (9)	\$ 2,051
Core earnings (U.S. dollars) – Asia and U.S. segments						
Core earnings (post-tax)⁽³⁾, US \$	\$ 414		\$ 349			
CER adjustment US \$ ⁽¹⁾	(1)		-			
Core earnings, CER basis (post-tax), US \$	\$ 413		\$ 349			

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Income tax on core earnings adjusted to reflect the foreign exchange rates for the Statement of Income in effect for 1Q24.

⁽³⁾ Core earnings (post-tax) in Canadian \$ is translated to US \$ using the US \$ Statement of Income exchange rate for 4Q23.

Reconciliation of core earnings to net income attributed to shareholders

(\$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	3Q23					
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Income (loss) before income taxes	\$ 439	\$ 376	\$ 68	\$ 366	\$ (75)	\$ 1,174
Income tax (expenses) recoveries						
Core earnings	(62)	(109)	(93)	(59)	30	(293)
Items excluded from core earnings	(73)	15	97	11	294	344
Income tax (expenses) recoveries	(135)	(94)	4	(48)	324	51
Net income (post-tax)	304	282	72	318	249	1,225
Less: Net income (post-tax) attributed to						
Non-controlling interests ("NCI")	25	-	-	-	-	25
Participating policyholders	195	(8)	-	-	-	187
Net income (loss) attributed to shareholders (post-tax)	84	290	72	318	249	1,013
Less: Items excluded from core earnings (post-tax)						
Market experience gains (losses)	(286)	(159)	(476)	(43)	(58)	(1,022)
Changes in actuarial methods and assumptions that flow directly through income	(157)	37	106	-	-	(14)
Restructuring charge	-	-	-	-	-	-
Reinsurance transactions, tax related items and other	5	4	-	-	297	306
Core earnings (post-tax)	\$ 522	\$ 408	\$ 442	\$ 361	\$ 10	\$ 1,743
Income tax on core earnings (see above)	62	109	93	59	(30)	293
Core earnings (pre-tax)	\$ 584	\$ 517	\$ 535	\$ 420	\$ (20)	\$ 2,036

Core earnings, CER basis and U.S. dollars

(Canadian \$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	3Q23					
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Core earnings (post-tax)	\$ 522	\$ 408	\$ 442	\$ 361	\$ 10	\$ 1,743
CER adjustment ⁽¹⁾	(1)	-	2	1	-	2
Core earnings, CER basis (post-tax)	\$ 521	\$ 408	\$ 444	\$ 362	\$ 10	\$ 1,745
Income tax on core earnings, CER basis ⁽²⁾	61	109	94	59	(30)	293
Core earnings, CER basis (pre-tax)	\$ 582	\$ 517	\$ 538	\$ 421	\$ (20)	\$ 2,038
Core earnings (U.S. dollars) – Asia and U.S. segments						
Core earnings (post-tax)⁽³⁾, US \$	\$ 390		\$ 329			
CER adjustment US \$ ⁽¹⁾	(4)		-			
Core earnings, CER basis (post-tax), US \$	\$ 386		\$ 329			

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Income tax on core earnings adjusted to reflect the foreign exchange rates for the Statement of Income in effect for 1Q24.

⁽³⁾ Core earnings (post-tax) in Canadian \$ is translated to US \$ using the US \$ Statement of Income exchange rate for 3Q23.

Reconciliation of core earnings to net income attributed to shareholders

	2Q23						
(\$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total	
Income (loss) before income taxes	\$ 345	\$ 312	\$ 220	\$ 362	\$ 197	\$ 1,436	
Income tax (expenses) recoveries							
Core earnings	(73)	(97)	(110)	(45)	18	(307)	
Items excluded from core earnings	(18)	33	73	1	(47)	42	
Income tax (expenses) recoveries	(91)	(64)	(37)	(44)	(29)	(265)	
Net income (post-tax)	254	248	183	318	168	1,171	
Less: Net income (post-tax) attributed to							
Non-controlling interests ("NCI")	25	-	-	1	-	26	
Participating policyholders	99	21	-	-	-	120	
Net income (loss) attributed to shareholders (post-tax)	130	227	183	317	168	1,025	
Less: Items excluded from core earnings (post-tax)							
Market experience gains (losses)	(297)	(147)	(275)	(7)	156	(570)	
Changes in actuarial methods and assumptions that flow directly through income	-	-	-	-	-	-	
Restructuring charge	-	-	-	-	-	-	
Reinsurance transactions, tax related items and other	(46)	-	-	4	-	(42)	
Core earnings (post-tax)	\$ 473	\$ 374	\$ 458	\$ 320	\$ 12	\$ 1,637	
Income tax on core earnings (see above)	73	97	110	45	(18)	307	
Core earnings (pre-tax)	\$ 546	\$ 471	\$ 568	\$ 365	\$ (6)	\$ 1,944	

Core earnings, CER basis and U.S. dollars

	2Q23						
(Canadian \$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total	
Core earnings (post-tax)	\$ 473	\$ 374	\$ 458	\$ 320	\$ 12	\$ 1,637	
CER adjustment ⁽¹⁾	(11)	1	2	-	-	(8)	
Core earnings, CER basis (post-tax)	\$ 462	\$ 375	\$ 460	\$ 320	\$ 12	\$ 1,629	
Income tax on core earnings, CER basis ⁽²⁾	70	97	110	45	(17)	305	
Core earnings, CER basis (pre-tax)	\$ 532	\$ 472	\$ 570	\$ 365	\$ (5)	\$ 1,934	
Core earnings (U.S. dollars) – Asia and U.S. segments							
Core earnings (post-tax)⁽³⁾, US \$	\$ 353		\$ 341				
CER adjustment US \$ ⁽¹⁾	(9)		-				
Core earnings, CER basis (post-tax), US \$	\$ 344		\$ 341				

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Income tax on core earnings adjusted to reflect the foreign exchange rates for the Statement of Income in effect for 1Q24.

⁽³⁾ Core earnings (post-tax) in Canadian \$ is translated to US \$ using the US \$ Statement of Income exchange rate for 2Q23.

Reconciliation of core earnings to net income attributed to shareholders

	1Q23					
(\$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Income (loss) before income taxes	\$ 613	\$ 423	\$ 219	\$ 345	\$ 119	\$ 1,719
Income tax (expenses) recoveries						
Core earnings	(68)	(85)	(86)	(45)	14	(270)
Items excluded from core earnings	(37)	(14)	53	(3)	(38)	(39)
Income tax (expenses) recoveries	(105)	(99)	(33)	(48)	(24)	(309)
Net income (post-tax)	508	324	186	297	95	1,410
Less: Net income (post-tax) attributed to						
Non-controlling interests ("NCI")	54	-	-	-	-	54
Participating policyholders	(65)	15	-	-	-	(50)
Net income (loss) attributed to shareholders (post-tax)	519	309	186	297	95	1,406
Less: Items excluded from core earnings (post-tax)						
Market experience gains (losses)	30	(44)	(166)	9	106	(65)
Changes in actuarial methods and assumptions that flow directly through income	-	-	-	-	-	-
Restructuring charge	-	-	-	-	-	-
Reinsurance transactions, tax related items and other	-	-	(33)	1	(28)	(60)
Core earnings (post-tax)	\$ 489	\$ 353	\$ 385	\$ 287	\$ 17	\$ 1,531
Income tax on core earnings (see above)	68	85	86	45	(14)	270
Core earnings (pre-tax)	\$ 557	\$ 438	\$ 471	\$ 332	\$ 3	\$ 1,801

Core earnings, CER basis and U.S. dollars

	1Q23					
(Canadian \$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Core earnings (post-tax)	\$ 489	\$ 353	\$ 385	\$ 287	\$ 17	\$ 1,531
CER adjustment ⁽¹⁾	(16)	-	(1)	(1)	-	(18)
Core earnings, CER basis (post-tax)	\$ 473	\$ 353	\$ 384	\$ 286	\$ 17	\$ 1,513
Income tax on core earnings, CER basis ⁽²⁾	66	85	85	45	(14)	267
Core earnings, CER basis (pre-tax)	\$ 539	\$ 438	\$ 469	\$ 331	\$ 3	\$ 1,780
Core earnings (U.S. dollars) – Asia and U.S. segments						
Core earnings (post-tax)⁽³⁾, US \$	\$ 361		\$ 285			
CER adjustment US \$ ⁽¹⁾	(10)		-			
Core earnings, CER basis (post-tax), US \$	\$ 351		\$ 285			

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Income tax on core earnings adjusted to reflect the foreign exchange rates for the Statement of Income in effect for 1Q24.

⁽³⁾ Core earnings (post-tax) in Canadian \$ is translated to US \$ using the US \$ Statement of Income exchange rate for 1Q23.

Reconciliation of core earnings to net income attributed to shareholders

	2023					
(\$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Income (loss) before income taxes	\$ 2,244	\$ 1,609	\$ 751	\$ 1,497	\$ 351	\$ 6,452
Income tax (expenses) recoveries						
Core earnings	(279)	(378)	(402)	(204)	99	(1,164)
Items excluded from core earnings	(161)	5	290	6	179	319
Income tax (expenses) recoveries	(440)	(373)	(112)	(198)	278	(845)
Net income (post-tax)	1,804	1,236	639	1,299	629	5,607
Less: Net income (post-tax) attributed to						
Non-controlling interests ("NCI")	141	-	-	2	1	144
Participating policyholders	315	45	-	-	-	360
Net income (loss) attributed to shareholders (post-tax)	1,348	1,191	639	1,297	628	5,103
Less: Items excluded from core earnings (post-tax)						
Market experience gains (losses)	(553)	(341)	(1,196)	10	290	(1,790)
Changes in actuarial methods and assumptions that flow directly through income	(68)	41	132	-	-	105
Restructuring charge	-	-	-	(36)	-	(36)
Reinsurance transactions, tax related items and other	(79)	4	(56)	2	269	140
Core earnings (post-tax)	\$ 2,048	\$ 1,487	\$ 1,759	\$ 1,321	\$ 69	\$ 6,684
Income tax on core earnings (see above)	279	378	402	204	(99)	1,164
Core earnings (pre-tax)	\$ 2,327	\$ 1,865	\$ 2,161	\$ 1,525	\$ (30)	\$ 7,848

Core earnings, CER basis and U.S. dollars

	2023					
(Canadian \$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Core earnings (post-tax)	\$ 2,048	\$ 1,487	\$ 1,759	\$ 1,321	\$ 69	\$ 6,684
CER adjustment ⁽¹⁾	(35)	-	(1)	(2)	-	(38)
Core earnings, CER basis (post-tax)	\$ 2,013	\$ 1,487	\$ 1,758	\$ 1,319	\$ 69	\$ 6,646
Income tax on core earnings, CER basis ⁽²⁾	273	378	401	204	(99)	1,157
Core earnings, CER basis (pre-tax)	\$ 2,286	\$ 1,865	\$ 2,159	\$ 1,523	\$ (30)	\$ 7,803
Core earnings (U.S. dollars) – Asia and U.S. segments						
Core earnings (post-tax)⁽³⁾, US \$	\$ 1,518		\$ 1,304			
CER adjustment US \$ ⁽¹⁾	(24)		-			
Core earnings, CER basis (post-tax), US \$	\$ 1,494		\$ 1,304			

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Income tax on core earnings adjusted to reflect the foreign exchange rates for the Statement of Income in effect for 1Q24.

⁽³⁾ Core earnings (post-tax) in Canadian \$ is translated to US \$ using the US \$ Statement of Income exchange rate for the four respective quarters that make up 2023 core earnings.

Segment core earnings by business line or geographic source

(\$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

Asia

(US \$ millions)	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Hong Kong	\$ 241	\$ 218	\$ 190	\$ 161	\$ 159	\$ 728
Japan	102	79	87	81	62	309
Asia Other ⁽¹⁾	151	119	119	119	137	494
International High Net Worth						72
Mainland China						49
Singapore						161
Vietnam						133
Other Emerging Markets ⁽²⁾						79
Regional Office	(6)	(2)	(6)	(8)	3	(13)
Total Asia core earnings	\$ 488	\$ 414	\$ 390	\$ 353	\$ 361	\$ 1,518

⁽¹⁾ Core earnings for Asia Other is reported by country annually, on a full year basis.

⁽²⁾ Other Emerging Markets includes Indonesia, the Philippines, Malaysia, Thailand, Cambodia and Myanmar.

(US \$ millions), CER basis ⁽¹⁾	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Hong Kong	\$ 241	\$ 216	\$ 191	\$ 161	\$ 159	\$ 727
Japan	102	78	84	75	55	292
Asia Other ⁽²⁾	151	121	117	115	134	487
International High Net Worth						72
Mainland China						48
Singapore						161
Vietnam						130
Other Emerging Markets ⁽³⁾						76
Regional Office	(6)	(2)	(6)	(8)	3	(13)
Total Asia core earnings, CER basis	\$ 488	\$ 413	\$ 386	\$ 343	\$ 351	\$ 1,493

⁽¹⁾ Core earnings adjusted to reflect the foreign exchange rates for the Statement of Income in effect for 1Q24.

⁽²⁾ Core earnings for Asia Other is reported by country annually, on a full year basis.

⁽³⁾ Other Emerging Markets includes Indonesia, the Philippines, Malaysia, Thailand, Cambodia and Myanmar.

Canada

(Canadian \$ in millions)	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Insurance	\$ 266	\$ 258	\$ 310	\$ 276	\$ 257	\$ 1,101
Annuities	53	48	48	55	53	204
Manulife Bank	45	46	50	43	43	182
Total Canada core earnings	\$ 364	\$ 352	\$ 408	\$ 374	\$ 353	\$ 1,487

U.S.

(US \$ in millions)	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
U.S. Insurance	\$ 286	\$ 300	\$ 283	\$ 293	\$ 257	\$ 1,133
U.S. Annuities	49	49	46	48	28	171
Total U.S. core earnings	\$ 335	\$ 349	\$ 329	\$ 341	\$ 285	\$ 1,304

Global WAM by business line

(Canadian \$ in millions)	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Retirement	\$ 202	\$ 203	\$ 192	\$ 186	\$ 164	\$ 745
Retail	131	127	135	119	121	502
Institutional asset management	24	23	34	15	2	74
Total Global WAM core earnings	\$ 357	\$ 353	\$ 361	\$ 320	\$ 287	\$ 1,321

(Canadian \$ in millions), CER basis ⁽¹⁾	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Retirement	\$ 202	\$ 201	\$ 193	\$ 186	\$ 164	\$ 744
Retail	131	127	135	119	120	501
Institutional asset management	24	23	34	15	2	74
Total Global WAM core earnings, CER basis	\$ 357	\$ 351	\$ 362	\$ 320	\$ 286	\$ 1,319

⁽¹⁾ Core earnings adjusted to reflect the foreign exchange rates for the Statement of Income in effect for 1Q24.

Global WAM by geographic source

(Canadian \$ in millions)	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Asia	\$ 108	\$ 109	\$ 108	\$ 103	\$ 84	\$ 404
Canada	90	100	94	96	88	378
U.S.	159	144	159	121	115	539
Total Global WAM core earnings	\$ 357	\$ 353	\$ 361	\$ 320	\$ 287	\$ 1,321

(Canadian \$ in millions), CER basis ⁽¹⁾	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Asia	\$ 108	\$ 108	\$ 108	\$ 103	\$ 83	\$ 402
Canada	90	100	94	96	88	378
U.S.	159	143	160	121	115	539
Total Global WAM core earnings, CER basis	\$ 357	\$ 351	\$ 362	\$ 320	\$ 286	\$ 1,319

⁽¹⁾ Core earnings adjusted to reflect the foreign exchange rates for the Statement of Income in effect for 1Q24.

Core earnings available to common shareholders is a financial measure that is used in the calculation of core ROE and core EPS. It is calculated as core earnings (post-tax) less preferred share dividends and other equity distributions.

(\$ millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Core earnings	\$ 1,754	\$ 1,773	\$ 1,743	\$ 1,637	\$ 1,531	\$ 6,684
Less: Preferred share dividends and other equity distributions	55	99	54	98	52	303
Core earnings available to common shareholders	1,699	1,674	1,689	1,539	1,479	6,381
CER adjustment ⁽¹⁾	-	(14)	2	(8)	(18)	(38)
Core earnings available to common shareholders, CER basis	\$ 1,699	\$ 1,660	\$ 1,691	\$ 1,531	\$ 1,461	\$ 6,343

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

Core ROE measures profitability using core earnings available to common shareholders as a percentage of the capital deployed to earn the core earnings. The Company calculates core ROE using average common shareholders' equity quarterly, as the average of common shareholders' equity at the start and end of the quarter, and annually, as the average of the quarterly average common shareholders' equity for the year.

(\$ millions, unless otherwise stated)	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Core earnings available to common shareholders	\$ 1,699	\$ 1,674	\$ 1,689	\$ 1,539	\$ 1,479	\$ 6,381
Annualized core earnings available to common shareholders (post-tax)	\$ 6,833	\$ 6,641	\$ 6,701	\$ 6,173	\$ 5,998	\$ 6,381
Average common shareholders' equity (see below)	\$ 40,984	\$ 40,563	\$ 39,897	\$ 39,881	\$ 40,465	\$ 40,201
Core ROE (annualized) (%)	16.7%	16.4%	16.8%	15.5%	14.8%	15.9%
Average common shareholders' equity						
Total shareholders' and other equity	\$ 48,250	\$ 47,039	\$ 47,407	\$ 45,707	\$ 47,375	\$ 47,039
Less: Preferred shares and other equity	6,660	6,660	6,660	6,660	6,660	6,660
Common shareholders' equity	\$ 41,590	\$ 40,379	\$ 40,747	\$ 39,047	\$ 40,715	\$ 40,379
Average common shareholders' equity	\$ 40,984	\$ 40,563	\$ 39,897	\$ 39,881	\$ 40,465	\$ 40,201

Core EPS is equal to core earnings available to common shareholders divided by diluted weighted average common shares outstanding.

Core earnings related to strategic priorities

The Company measures its progress on certain strategic priorities using core earnings, including core earnings from highest potential businesses. The core earnings for these businesses is calculated consistent with our definition of core earnings.

For the three months ended March 31, (\$ millions and post-tax, unless otherwise stated)	2024	2023
Core earnings highest potential businesses ⁽¹⁾	\$ 1,180	\$ 912
Core earnings - All other businesses	574	619
Core earnings	1,754	1,531
Items excluded from core earnings	(888)	(125)
Net income (loss) attributed to shareholders	\$ 866	\$ 1,406
Highest potential businesses core earnings contribution	67%	60%

⁽¹⁾ Includes core earnings from Asia and Global WAM segments, Canada Group Benefits, and behavioural insurance products.

The **effective tax rate on core earnings** is equal to income tax on core earnings divided by pre-tax core earnings.

Common share core dividend payout ratio is a ratio that measures the percentage of core earnings paid to common shareholders as dividends. It is calculated as dividends per common share divided by core EPS.

	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Per share dividend	\$ 0.40	\$ 0.37	\$ 0.37	\$ 0.37	\$ 0.37	\$ 1.46
Core EPS	\$ 0.94	\$ 0.92	\$ 0.92	\$ 0.83	\$ 0.79	\$ 3.47
Common share core dividend payout ratio	43%	40%	40%	44%	46%	42%

The Company also uses financial performance measures that are prepared on a **constant exchange rate basis**, which exclude the impact of currency fluctuations (from local currency to Canadian dollars at a total Company level and from local currency to U.S. dollars in Asia). Such financial measures may be stated on a constant exchange rate basis or the percentage growth/decline in the financial measure on a constant exchange rate basis, using the income statement and balance sheet exchange rates effective for the first quarter of 2024.

Information supporting constant exchange rate basis for GAAP and non-GAAP financial measures is presented below and throughout this section.

Basic EPS and diluted EPS, CER basis is equal to common shareholders' net income on a CER basis divided by the weighted average common shares outstanding and diluted weighted common shares outstanding, respectively.

General expenses, CER basis

(\$ millions, and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
General expenses	\$ 1,102	\$ 1,180	\$ 1,042	\$ 1,022	\$ 1,086	\$ 4,330
CER adjustment ⁽¹⁾	-	(8)	3	3	(3)	(5)
General expenses, CER basis	\$ 1,102	\$ 1,172	\$ 1,045	\$ 1,025	\$ 1,083	\$ 4,325

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

Net income attributed to shareholders excluding the GA Reinsurance Transaction

Net income attributed to shareholders excluding the GA Reinsurance Transaction is equal to net income attributed to shareholders less the impact of the GA Reinsurance Transaction. This was a significant transaction for the Company and we believe this measure will aid investors to better understand its impact on our overall results.

For the three months ended March 31,

(\$ millions and post-tax)	2024
Net income attributed to shareholders per financial statements	\$ 866
Less: Net loss attributed to shareholders from the GA Reinsurance Transaction	(767)
Net income attributed to shareholders excluding the GA Reinsurance Transaction	\$ 1,633

Common shareholders net income excluding the GA Reinsurance Transaction is a financial measure that is used in the calculation of ROE excluding the GA Reinsurance Transaction and diluted EPS excluding the GA Reinsurance Transaction. It is calculated as net income attributed to shareholders excluding the GA Reinsurance Transaction less preferred share dividends and other equity distributions. **ROE excluding the GA Reinsurance Transaction** measures profitability using common shareholders' net income excluding the GA Reinsurance Transaction as a percentage of the capital deployed to earn the net income attributed to shareholders. The Company calculates ROE excluding the GA Reinsurance Transaction using average common shareholders' equity quarterly, as the average of common shareholders' equity at the start and end of the quarter, and annually, as the average of the quarterly average common shareholders' equity for the year.

For the three months ended March 31, (\$ millions, unless otherwise stated)	2024
Net income attributed to shareholders excluding the GA Reinsurance Transaction	\$ 1,633
Less: Preferred share dividends and other equity distributions	55
Common shareholders' net income excluding the GA Reinsurance transaction	\$ 1,578
Annualized common shareholders' net income excluding the GA Reinsurance transaction	\$ 6,347
Average Common shareholders' equity	\$ 40,984
ROE excluding the GA Reinsurance Transaction (annualized)	15.5%

Diluted EPS excluding the GA Reinsurance Transaction is equal to common shareholders' net income excluding the GA Reinsurance Transaction divided by diluted weighted average common shares outstanding.

Drivers of Earnings ("DOE") is used to identify the primary sources of gains or losses in each reporting period. It is one of the key tools we use to understand and manage our business. The DOE line items are comprised of amounts that have been included in our financial statements. The core DOE shows the sources of core earnings and the items excluded from core earnings, reconciled to net income attributed to shareholders. The elements of the core earnings DOE are described below:

Net Insurance Service Result represents the core earnings associated with providing insurance service to policyholders within the period including:

- **Expected earnings on insurance contracts** which includes the release of risk adjustment for expired non-financial risk, the CSM recognized for service provided and expected earnings on short-term PAA insurance business.
- **Impact of new insurance business** relates to income at initial recognition from new insurance contracts. Losses would occur if the group of new insurance contracts was onerous at initial recognition. If reinsurance contracts provide coverage for the direct insurance contracts, then the loss is offset by a corresponding gain on reinsurance contracts held.
- **Insurance experience gains (losses)** arise from items such as claims, persistency, and expenses, where the actual experience in the current period differs from the expected results assumed in the insurance and investment contract liabilities. Generally, this line would be driven by claims and expenses, as persistency experience relates to future service and would be offset by changes to the carrying amount of the contractual service margin unless the group is onerous, in which case the impact of persistency experience would be included in core earnings.
- **Other** represents pre-tax net income on residual items in the insurance result section.

Net Investment Result represents the core earnings associated with investment results within the period. Note that results associated with Global WAM and Manulife Bank are shown on separate DOE lines. However, within the income statement, the results associated with these businesses would impact the total investment result. This section includes:

- **Expected investment earnings**, which is the difference between expected asset returns and the associated finance income or expense from insurance and investment contract liabilities, net of investment expenses.
- **Change in expected credit loss**, which is the gain or charge to net income attributed to shareholders for credit losses to bring the allowance for credit losses to a level management considers adequate for expected credit-related losses on its portfolio.
- **Expected earnings on surplus** reflects the expected investment return on surplus assets.
- **Other** represents pre-tax net income on residual items in the investment result section.

Global WAM is the pre-tax net income from the Global Wealth and Asset Management segment, adjusted for applicable items excluded from core earnings as noted in the core earnings (loss) section above.

Manulife Bank is the pre-tax net income from Manulife Bank, adjusted for applicable items excluded from core earnings as noted in the core earnings (loss) section above.

Other represents net income associated with items outside of the net insurance service result, net investment result, Global WAM and Manulife Bank. Other includes lines attributed to core earnings such as:

- **Non-directly attributable expenses** are expenses incurred by the Company which are not directly attributable to fulfilling insurance contracts. Non-directly attributable expenses excludes non-directly attributable investment expenses as they are included in the net investment result.
- **Other** represents pre-tax net income on residual items in the Other section. Most notably this would include the cost of financing debt issued by Manulife.

Net income attributed to shareholders includes the following items excluded from core earnings:

- **Market experience gains (losses)** related to items excluded from core earnings that relate to changes in market variables.
- **Changes in actuarial methods and assumptions that flow directly through income** related to updates in the methods and assumptions used to value insurance contract liabilities.
- **Restructuring charges** includes a charge taken to reorganize operations.
- **Reinsurance transactions, tax-related items and other** include the impacts of new or changes to in-force reinsurance contracts, the impact of enacted or substantially enacted income tax rate changes and other amounts defined as items excluded from core earnings not specifically captured in the lines above.

All of the above items are discussed in more detail in our definition of items excluded from core earnings.

Drivers of Earnings ("DOE") Reconciliation – 1Q24

(\$ millions, pre-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

	1Q24					
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Net insurance service result reconciliation						
Total insurance service result - financial statements	\$ 547	\$ 284	\$ 119	\$ -	\$ 28	\$ 978
Less: Insurance service result attributed to:						
Items excluded from core earnings	11	(3)	2	-	(1)	9
NCI	33	-	-	-	-	33
Participating policyholders	48	24	-	-	-	72
Core net insurance service result	455	263	117	-	29	864
Core net insurance service result, CER adjustment ⁽¹⁾	-	-	-	-	-	-
Core net insurance service result, CER basis	\$ 455	\$ 263	\$ 117	\$ -	\$ 29	\$ 864
Total investment result reconciliation						
Total investment result per financial statements	\$ 54	\$ 453	\$ (290)	\$ (230)	\$ 361	\$ 348
Less: Reclassify Manulife Bank ⁽²⁾ and Global WAM to their own DOE lines	-	396	-	(230)	-	166
Add: Consolidation and other adjustments from Other DOE line	-	(1)	-	-	(156)	(157)
Less: Net investment result attributed to:						
Items excluded from core earnings	(291)	(100)	(720)	-	106	(1,005)
NCI	40	-	-	-	-	40
Participating policyholders	(3)	7	-	-	-	4
Core net investment result	308	149	430	-	99	986
Core net investment result, CER adjustment ⁽¹⁾	-	-	-	-	-	-
Core net investment result, CER basis	\$ 308	\$ 149	\$ 430	\$ -	\$ 99	\$ 986
Manulife Bank and Global WAM by DOE line reconciliation						
Manulife Bank and Global WAM net income attributed to shareholders	\$ -	\$ 65	\$ -	\$ 426	\$ -	\$ 491
Less: Manulife Bank and Global WAM attributed to:						
Items excluded from core earnings	-	4	-	11	-	15
Core earnings in Manulife Bank and Global WAM	-	61	-	415	-	476
Core earnings in Manulife Bank and Global WAM, CER adjustment ⁽¹⁾	-	-	-	-	-	-
Core earnings in Manulife Bank and Global WAM, CER basis	\$ -	\$ 61	\$ -	\$ 415	\$ -	\$ 476
Other reconciliation						
Other revenue per financial statements	\$ 55	\$ 75	\$ 39	\$ 1,750	\$ (111)	\$ 1,808
General expenses per financial statements	(56)	(142)	(21)	(743)	(140)	(1,102)
Commission related to non-insurance contracts	-	(18)	3	(349)	8	(356)
Interest expense per financial statements	(6)	(271)	(4)	(2)	(141)	(424)
Total financial statements values included in Other	(7)	(356)	17	656	(384)	(74)
Less: Reclassifications:						
Manulife Bank and Global WAM to their own DOE lines	-	(331)	-	656	-	325
Consolidation and other adjustments to net investment result DOE line	-	(1)	-	-	(156)	(157)
Less: Other attributed to:						
Items excluded from core earnings	39	(3)	9	-	9	54
NCI	-	-	-	-	-	-
Participating policyholders	1	-	-	-	-	1
Add: Par earnings transfer to shareholders	8	3	-	-	-	11
Other core earnings	(39)	(18)	8	-	(237)	(286)
Other core earnings, CER adjustment ⁽¹⁾	-	-	-	-	-	-
Other core earnings, CER basis	\$ (39)	\$ (18)	\$ 8	\$ -	\$ (237)	\$ (286)
Income tax (expenses) recoveries reconciliation						
Income tax (expenses) recoveries per financial statements	\$ (150)	\$ (83)	\$ 46	\$ (61)	\$ (32)	\$ (280)
Less: Income tax (expenses) recoveries attributed to:						
Items excluded from core earnings	(53)	11	149	(3)	(65)	39
NCI	(18)	-	-	-	-	(18)
Participating policyholders	(12)	(3)	-	-	-	(15)
Core income tax (expenses) recoveries	(67)	(91)	(103)	(58)	33	(286)
Core income tax (expenses) recoveries, CER adjustment ⁽¹⁾	-	-	-	-	-	-
Core income tax (expenses) recoveries, CER basis	\$ (67)	\$ (91)	\$ (103)	\$ (58)	\$ 33	\$ (286)

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Manulife Bank is part of Canada segment.

Drivers of Earnings ("DOE") Reconciliation – 4Q23

(\$ millions, pre-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

	4Q23					
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Net insurance service result reconciliation						
Total insurance service result - financial statements	\$ 644	\$ 306	\$ 195	\$ -	\$ 91	\$ 1,236
Less: Insurance service result attributed to:						
Items excluded from core earnings	130	12	21	-	(2)	161
NCI	19	-	-	-	1	20
Participating policyholders	60	39	-	-	-	99
Core net insurance service result	435	255	174	-	92	956
Core net insurance service result, CER adjustment ⁽¹⁾	(4)	-	(1)	-	(2)	(7)
Core net insurance service result, CER basis	\$ 431	\$ 255	\$ 173	\$ -	\$ 90	\$ 949
Total investment result reconciliation						
Total investment result per financial statements	\$ 285	\$ 511	\$ 72	\$ (139)	\$ 344	\$ 1,073
Less: Reclassify Manulife Bank ⁽²⁾ and Global WAM to their own DOE lines	-	377	-	(139)	-	238
Add: Consolidation and other adjustments from Other DOE line	-	3	-	-	(162)	(159)
Less: Net investment result attributed to:						
Items excluded from core earnings	(47)	9	(359)	-	39	(358)
NCI	37	-	-	-	-	37
Participating policyholders	50	(10)	-	-	-	40
Core net investment result	245	138	431	-	143	957
Core net investment result, CER adjustment ⁽¹⁾	(3)	-	(4)	-	-	(7)
Core net investment result, CER basis	\$ 242	\$ 138	\$ 427	\$ -	\$ 143	\$ 950
Manulife Bank and Global WAM by DOE line reconciliation						
Manulife Bank and Global WAM net income attributed to shareholders	\$ -	\$ 72	\$ -	\$ 424	\$ -	\$ 496
Less: Manulife Bank and Global WAM attributed to:						
Items excluded from core earnings	-	8	-	16	-	24
Core earnings in Manulife Bank and Global WAM	-	64	-	408	-	472
Core earnings in Manulife Bank and Global WAM, CER adjustment ⁽¹⁾	-	-	-	(2)	-	(2)
Core earnings in Manulife Bank and Global WAM, CER basis	\$ -	\$ 64	\$ -	\$ 406	\$ -	\$ 470
Other reconciliation						
Other revenue per financial statements	\$ (16)	\$ 75	\$ 8	\$ 1,688	\$ (36)	\$ 1,719
General expenses per financial statements	(59)	(136)	(28)	(793)	(164)	(1,180)
Commission related to non-insurance contracts	(3)	(12)	1	(330)	9	(335)
Interest expense per financial statements	(4)	(246)	(4)	(2)	(134)	(390)
Total financial statements values included in Other	(82)	(319)	(23)	563	(325)	(186)
Less: Reclassifications:						
Manulife Bank and Global WAM to their own DOE lines	-	(305)	-	564	-	259
Consolidation and other adjustments to net investment result DOE line	-	3	-	-	(162)	(159)
Less: Other attributed to:						
Items excluded from core earnings	(26)	4	(5)	(2)	79	50
NCI	(2)	-	-	1	-	(1)
Participating policyholders	(4)	(1)	-	-	-	(5)
Add: Par earnings transfer to shareholders	10	2	-	-	-	12
Other core earnings	(40)	(18)	(18)	-	(242)	(318)
Other core earnings, CER adjustment ⁽¹⁾	-	-	-	-	-	-
Other core earnings, CER basis	\$ (40)	\$ (18)	\$ (18)	\$ -	\$ (242)	\$ (318)
Income tax (expenses) recoveries reconciliation						
Income tax (expenses) recoveries per financial statements	\$ (109)	\$ (116)	\$ (46)	\$ (58)	\$ 7	\$ (322)
Less: Income tax (expenses) recoveries attributed to:						
Items excluded from core earnings	(6)	(20)	67	(3)	(30)	8
NCI	(17)	-	-	-	-	(17)
Participating policyholders	(10)	(9)	-	-	-	(19)
Core income tax (expenses) recoveries	(76)	(87)	(113)	(55)	37	(294)
Core income tax (expenses) recoveries, CER adjustment ⁽¹⁾	-	-	1	-	1	2
Core income tax (expenses) recoveries, CER basis	\$ (76)	\$ (87)	\$ (112)	\$ (55)	\$ 38	\$ (292)

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Manulife Bank is part of Canada segment.

Drivers of Earnings ("DOE") Reconciliation – 3Q23

(\$ millions, pre-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

	3Q23					
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Net insurance service result reconciliation						
Total insurance service result - financial statements	\$ 467	\$ 366	\$ 108	\$ -	\$ 64	\$ 1,005
Less: Insurance service result attributed to:						
Items excluded from core earnings	(112)	11	(51)	-	(1)	(153)
NCI	15	-	-	-	-	15
Participating policyholders	177	21	-	-	-	198
Core net insurance service result	387	334	159	-	65	945
Core net insurance service result, CER adjustment ⁽¹⁾	-	-	-	-	-	-
Core net insurance service result, CER basis	\$ 387	\$ 334	\$ 159	\$ -	\$ 65	\$ 945
Total investment result reconciliation						
Total investment result per financial statements	\$ 4	\$ 389	\$ (45)	\$ (303)	\$ 273	\$ 318
Less: Reclassify Manulife Bank ⁽²⁾ and Global WAM to their own DOE lines	-	380	-	(303)	-	77
Add: Consolidation and other adjustments from Other DOE line	-	(23)	-	-	(131)	(154)
Less: Net investment result attributed to:						
Items excluded from core earnings	(274)	(130)	(418)	-	(5)	(827)
NCI	17	-	-	-	-	17
Participating policyholders	28	(21)	-	-	-	7
Core net investment result	233	137	373	-	147	890
Core net investment result, CER adjustment ⁽¹⁾	(2)	-	2	-	-	-
Core net investment result, CER basis	\$ 231	\$ 137	\$ 375	\$ -	\$ 147	\$ 890
Manulife Bank and Global WAM by DOE line reconciliation						
Manulife Bank and Global WAM net income attributed to shareholders	\$ -	\$ 55	\$ -	\$ 365	\$ -	\$ 420
Less: Manulife Bank and Global WAM attributed to:						
Items excluded from core earnings	-	(11)	-	(55)	-	(66)
Core earnings in Manulife Bank and Global WAM	-	66	-	420	-	486
Core earnings in Manulife Bank and Global WAM, CER adjustment ⁽¹⁾	-	-	-	1	-	1
Core earnings in Manulife Bank and Global WAM, CER basis	\$ -	\$ 66	\$ -	\$ 421	\$ -	\$ 487
Other reconciliation						
Other revenue per financial statements	\$ 26	\$ 53	\$ 31	\$ 1,709	\$ (174)	\$ 1,645
General expenses per financial statements	(52)	(128)	(29)	(703)	(129)	(1,041)
Commission related to non-insurance contracts	(3)	(14)	6	(334)	9	(336)
Interest expense per financial statements	(3)	(290)	(3)	(1)	(119)	(416)
Total financial statements values included in Other	(32)	(379)	5	671	(413)	(148)
Less: Reclassifications:						
Manulife Bank and Global WAM to their own DOE lines	-	(325)	-	670	-	345
Consolidation and other adjustments to net investment result DOE line	-	(23)	-	-	(132)	(155)
Less: Other attributed to:						
Items excluded from core earnings	5	(4)	2	-	(49)	(46)
NCI	2	-	-	1	-	3
Participating policyholders	3	(5)	-	-	-	(2)
Add: Par earnings transfer to shareholders	6	2	-	-	-	8
Other core earnings	(36)	(20)	3	-	(232)	(285)
Other core earnings, CER adjustment ⁽¹⁾	-	-	1	-	-	1
Other core earnings, CER basis	\$ (36)	\$ (20)	\$ 4	\$ -	\$ (232)	\$ (284)
Income tax (expenses) recoveries reconciliation						
Income tax (expenses) recoveries per financial statements	\$ (135)	\$ (94)	\$ 4	\$ (48)	\$ 324	\$ 51
Less: Income tax (expenses) recoveries attributed to:						
Items excluded from core earnings	(58)	16	97	12	294	361
NCI	(9)	-	-	(1)	-	(10)
Participating policyholders	(6)	(1)	-	-	-	(7)
Core income tax (expenses) recoveries	(62)	(109)	(93)	(59)	30	(293)
Core income tax (expenses) recoveries, CER adjustment ⁽¹⁾	1	-	(1)	-	-	-
Core income tax (expenses) recoveries, CER basis	\$ (61)	\$ (109)	\$ (94)	\$ (59)	\$ 30	\$ (293)

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Manulife Bank is part of Canada segment.

Drivers of Earnings ("DOE") Reconciliation – 2Q23

(\$ millions, pre-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

	2Q23					
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Net insurance service result reconciliation						
Total insurance service result - financial statements	\$ 460	\$ 262	\$ 131	\$ -	\$ 34	\$ 887
Less: Insurance service result attributed to:						
Items excluded from core earnings	(44)	(4)	(26)	-	1	(73)
NCI	13	-	-	-	-	13
Participating policyholders	122	21	-	-	-	143
Core net insurance service result	369	245	157	-	33	804
Core net insurance service result, CER adjustment ⁽¹⁾	(7)	(1)	2	-	1	(5)
Core net insurance service result, CER basis	\$ 362	\$ 244	\$ 159	\$ -	\$ 34	\$ 799
Total investment result reconciliation						
Total investment result per financial statements	\$ (96)	\$ 354	\$ 105	\$ (244)	\$ 478	\$ 597
Less: Reclassify Manulife Bank ⁽²⁾ and Global WAM to their own DOE lines	-	342	-	(244)	-	98
Add: Consolidation and other adjustments from Other DOE line	-	-	-	-	(127)	(127)
Less: Net investment result attributed to:						
Items excluded from core earnings	(318)	(184)	(319)	-	183	(638)
NCI	14	-	-	-	-	14
Participating policyholders	(7)	14	-	-	-	7
Core net investment result	215	182	424	-	168	989
Core net investment result, CER adjustment ⁽¹⁾	(8)	1	1	-	-	(6)
Core net investment result, CER basis	\$ 207	\$ 183	\$ 425	\$ -	\$ 168	\$ 983
Manulife Bank and Global WAM by DOE line reconciliation						
Manulife Bank and Global WAM net income attributed to shareholders	\$ -	\$ 59	\$ -	\$ 362	\$ -	\$ 421
Less: Manulife Bank and Global WAM attributed to:						
Items excluded from core earnings	-	-	-	(3)	-	(3)
Core earnings in Manulife Bank and Global WAM	-	59	-	365	-	424
Core earnings in Manulife Bank and Global WAM, CER adjustment ⁽¹⁾	-	-	-	-	-	-
Core earnings in Manulife Bank and Global WAM, CER basis	\$ -	\$ 59	\$ -	\$ 365	\$ -	\$ 424
Other reconciliation						
Other revenue per financial statements	\$ 47	\$ 72	\$ 16	\$ 1,647	\$ (91)	\$ 1,691
General expenses per financial statements	(61)	(127)	(25)	(709)	(101)	(1,023)
Commission related to non-insurance contracts	(2)	(13)	(3)	(329)	11	(336)
Interest expense per financial statements	(3)	(236)	(4)	(5)	(133)	(381)
Total financial statements values included in Other	(19)	(304)	(16)	604	(314)	(49)
Less: Reclassifications:						
Manulife Bank and Global WAM to their own DOE lines	-	(283)	-	604	-	321
Consolidation and other adjustments to net investment result DOE line	-	-	-	-	(126)	(126)
Less: Other attributed to:						
Items excluded from core earnings	23	(1)	(3)	-	19	38
NCI	4	-	-	-	-	4
Participating policyholders	1	(3)	-	-	-	(2)
Add: Par earnings transfer to shareholders	9	2	-	-	-	11
Other core earnings	(38)	(15)	(13)	-	(207)	(273)
Other core earnings, CER adjustment ⁽¹⁾	1	1	(1)	-	-	1
Other core earnings, CER basis	\$ (37)	\$ (14)	\$ (14)	\$ -	\$ (207)	\$ (272)
Income tax (expenses) recoveries reconciliation						
Income tax (expenses) recoveries per financial statements	\$ (91)	\$ (64)	\$ (37)	\$ (44)	\$ (29)	\$ (265)
Less: Income tax (expenses) recoveries attributed to:						
Items excluded from core earnings	(4)	42	73	1	(47)	65
NCI	(6)	-	-	-	-	(6)
Participating policyholders	(8)	(9)	-	-	-	(17)
Core income tax (expenses) recoveries	(73)	(97)	(110)	(45)	18	(307)
Core income tax (expenses) recoveries, CER adjustment ⁽¹⁾	3	-	-	-	(1)	2
Core income tax (expenses) recoveries, CER basis	\$ (70)	\$ (97)	\$ (110)	\$ (45)	\$ 17	\$ (305)

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Manulife Bank is part of Canada segment.

Drivers of Earnings ("DOE") Reconciliation – 1Q23

(\$ millions, pre-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

	1Q23					
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Net insurance service result reconciliation						
Total insurance service result - financial statements	\$ 370	\$ 259	\$ 173	\$ -	\$ 47	\$ 849
Less: Insurance service result attributed to:						
Items excluded from core earnings	26	-	1	-	(1)	26
NCI	40	-	-	-	-	40
Participating policyholders	(51)	26	-	-	-	(25)
Core net insurance service result	355	233	172	-	48	808
Core net insurance service result, CER adjustment ⁽¹⁾	(9)	-	(1)	-	-	(10)
Core net insurance service result, CER basis	\$ 346	\$ 233	\$ 171	\$ -	\$ 48	\$ 798
Total investment result reconciliation						
Total investment result per financial statements	\$ 285	\$ 463	\$ 101	\$ (260)	\$ 381	\$ 970
Less: Reclassify Manulife Bank ⁽²⁾ and Global WAM to their own DOE lines	-	346	-	(260)	-	86
Add: Consolidation and other adjustments from Other DOE line	-	-	-	-	(137)	(137)
Less: Net investment result attributed to:						
Items excluded from core earnings	34	(40)	(200)	-	81	(125)
NCI	24	-	-	-	-	24
Participating policyholders	3	-	-	-	-	3
Core net investment result	224	157	301	-	163	845
Core net investment result, CER adjustment ⁽¹⁾	(11)	-	-	-	-	(11)
Core net investment result, CER basis	\$ 213	\$ 157	\$ 301	\$ -	\$ 163	\$ 834
Manulife Bank and Global WAM by DOE line reconciliation						
Manulife Bank and Global WAM net income attributed to shareholders	\$ -	\$ 65	\$ -	\$ 345	\$ -	\$ 410
Less: Manulife Bank and Global WAM attributed to:						
Items excluded from core earnings	-	5	-	13	-	18
Core earnings in Manulife Bank and Global WAM	-	60	-	332	-	392
Core earnings in Manulife Bank and Global WAM, CER adjustment ⁽¹⁾	-	-	-	(1)	-	(1)
Core earnings in Manulife Bank and Global WAM, CER basis	\$ -	\$ 60	\$ -	\$ 331	\$ -	\$ 391
Other reconciliation						
Other revenue per financial statements	\$ 10	\$ 72	\$ 24	\$ 1,665	\$ (80)	\$ 1,691
General expenses per financial statements	(48)	(123)	(74)	(726)	(115)	(1,086)
Commission related to non-insurance contracts	(2)	(16)	(1)	(329)	10	(338)
Interest expense per financial statements	(2)	(232)	(4)	(5)	(124)	(367)
Total financial statements values included in Other	(42)	(299)	(55)	605	(309)	(100)
Less: Reclassifications:						
Manulife Bank and Global WAM to their own DOE lines	-	(281)	-	605	-	324
Consolidation and other adjustments to net investment result DOE line	-	-	-	-	(137)	(137)
Less: Other attributed to:						
Items excluded from core earnings	(9)	(1)	(53)	-	36	(27)
NCI	-	-	-	-	-	-
Participating policyholders	(2)	(3)	-	-	-	(5)
Add: Par earnings transfer to shareholders	9	2	-	-	-	11
Other core earnings	(22)	(12)	(2)	-	(208)	(244)
Other core earnings, CER adjustment ⁽¹⁾	2	-	(1)	-	-	1
Other core earnings, CER basis	\$ (20)	\$ (12)	\$ (3)	\$ -	\$ (208)	\$ (243)
Income tax (expenses) recoveries reconciliation						
Income tax (expenses) recoveries per financial statements	\$ (105)	\$ (99)	\$ (33)	\$ (48)	\$ (24)	\$ (309)
Less: Income tax (expenses) recoveries attributed to:						
Items excluded from core earnings	(21)	(8)	53	(3)	(38)	(17)
NCI	(10)	-	-	-	-	(10)
Participating policyholders	(6)	(6)	-	-	-	(12)
Core income tax (expenses) recoveries	(68)	(85)	(86)	(45)	14	(270)
Core income tax (expenses) recoveries, CER adjustment ⁽¹⁾	2	-	1	-	-	3
Core income tax (expenses) recoveries, CER basis	\$ (66)	\$ (85)	\$ (85)	\$ (45)	\$ 14	\$ (267)

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Manulife Bank is part of Canada segment.

Drivers of Earnings ("DOE") Reconciliation – 2023

(\$ millions, pre-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

	2023					
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total
Net insurance service result reconciliation						
Total insurance service result - financial statements	\$ 1,941	\$ 1,193	\$ 607	\$ -	\$ 236	\$ 3,977
Less: Insurance service result attributed to:						
Items excluded from core earnings	-	19	(55)	-	(3)	(39)
NCI	87	-	-	-	1	88
Participating policyholders	308	107	-	-	-	415
Core net insurance service result	\$ 1,546	\$ 1,067	\$ 662	\$ -	\$ 238	\$ 3,513
Core net insurance service result, CER adjustment ⁽¹⁾	(20)	-	-	-	(1)	(21)
Core net insurance service result, CER basis	\$ 1,526	\$ 1,067	\$ 662	\$ -	\$ 237	\$ 3,492
Total investment result reconciliation						
Total investment result per financial statements	\$ 478	\$ 1,717	\$ 233	\$ (946)	\$ 1,476	\$ 2,958
Less: Reclassify Manulife Bank ⁽²⁾ and Global WAM to their own DOE lines	-	1,445	-	(946)	-	499
Add: Consolidation and other adjustments from Other DOE line	-	(20)	-	-	(557)	(577)
Less: Net investment result attributed to:						
Items excluded from core earnings	(605)	(345)	(1,296)	-	298	(1,948)
NCI	92	-	-	-	-	92
Participating policyholders	74	(17)	-	-	-	57
Core net investment result	917	614	1,529	-	621	3,681
Core net investment result, CER adjustment ⁽¹⁾	(24)	-	(2)	-	1	(25)
Core net investment result, CER basis	\$ 893	\$ 614	\$ 1,527	\$ -	\$ 622	\$ 3,656
Manulife Bank and Global WAM by DOE line reconciliation						
Manulife Bank and Global WAM net income attributed to shareholders	-	251	-	1,496	-	1,747
Less: Manulife Bank and Global WAM attributed to:						
Items excluded from core earnings	-	2	-	(29)	-	(27)
Core earnings in Manulife Bank and Global WAM	-	249	-	1,525	-	1,774
Core earnings in Manulife Bank and Global WAM, CER adjustment ⁽¹⁾	-	-	-	(2)	-	(2)
Core earnings in Manulife Bank and Global WAM, CER basis	\$ -	\$ 249	\$ -	\$ 1,523	\$ -	\$ 1,772
Other reconciliation						
Other revenue per financial statements	\$ 67	\$ 272	\$ 79	\$ 6,709	\$ (381)	\$ 6,746
General expenses per financial statements	(220)	(514)	(156)	(2,931)	(509)	(4,330)
Commission related to non-insurance contracts	(10)	(55)	3	(1,322)	39	(1,345)
Interest expense per financial statements	(12)	(1,004)	(15)	(13)	(510)	(1,554)
Total financial statements values included in Other	(175)	(1,301)	(89)	2,443	(1,361)	(483)
Less: Reclassifications:						
Manulife Bank and Global WAM to their own DOE lines	-	(1,194)	-	2,443	-	1,249
Consolidation and other adjustments to net investment result DOE line	-	(20)	-	-	(557)	(577)
Less: Other attributed to:						
Items excluded from core earnings	(7)	(2)	(59)	(2)	85	15
NCI	4	-	-	2	-	6
Participating policyholders	(2)	(12)	-	-	-	(14)
Add: Par earnings transfer to shareholders	34	8	-	-	-	42
Other core earnings	(136)	(65)	(30)	-	(889)	(1,120)
Other core earnings, CER adjustment ⁽¹⁾	3	-	-	-	-	3
Other core earnings, CER basis	\$ (133)	\$ (65)	\$ (30)	\$ -	\$ (889)	\$ (1,117)
Income tax (expenses) recoveries reconciliation						
Income tax (expenses) recoveries per financial statements	\$ (440)	\$ (373)	\$ (112)	\$ (198)	\$ 278	\$ (845)
Less: Income tax (expenses) recoveries attributed to:						
Items excluded from core earnings	(89)	30	290	7	179	417
NCI	(42)	-	-	(1)	-	(43)
Participating policyholders	(30)	(25)	-	-	-	(55)
Core income tax (expenses) recoveries	(279)	(378)	(402)	(204)	99	(1,164)
Core income tax (expenses) recoveries, CER adjustment ⁽¹⁾	6	-	1	-	-	7
Core income tax (expenses) recoveries, CER basis	\$ (273)	\$ (378)	\$ (401)	\$ (204)	\$ 99	\$ (1,157)

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Manulife Bank is part of Canada segment.

The contractual service margin (“CSM”) is a liability that represents future unearned profits on insurance contracts written. It is a component of our insurance and reinsurance contract liabilities on our Statement of Financial Position and includes amounts attributed to common shareholders, participating policyholders and non-controlling interests.

In 2023, we included amounts attributed to common shareholders, participating policyholders and non-controlling interests in our reporting of changes in the CSM. Effective January 1, 2024, we no longer include amounts related to non-controlling interests in this reporting, and prior year amounts have been restated. In addition, the new business CSM reconciliation has been adjusted to remove NCI information.

Changes in the CSM net of NCI are classified as organic and inorganic. **CSM growth** is the percentage change in the CSM net of NCI compared with a prior period on a constant exchange rate basis.

Changes in CSM net of NCI that are classified as organic include the following impacts:

- **Impact of new insurance business** (“impact of new business” or “new business CSM”) is the impact from insurance contracts initially recognized in the period and includes acquisition expense related gains (losses) which impact the CSM in the period. It excludes the impact from entering into new in-force reinsurance contracts which would generally be considered a management action.
- **Expected movement related to finance income or expenses** (“interest accretion”) includes interest accreted on the CSM net of NCI during the period and the expected change on VFA contracts if returns are as expected.
- **CSM recognized for service provided** (“CSM amortization”) is the portion of the CSM net of NCI that is recognized in net income for service provided in the period; and
- **Insurance experience gains (losses) and other** is primarily the change from experience variances that relate to future periods. This includes persistency experience and changes in future period cash flows caused by other current period experience.

Changes in CSM net of NCI that are classified as inorganic include:

- **Changes in actuarial methods and assumptions that adjust the CSM;**
- **Effect of movement in exchange rates** over the reporting period;
- **Impact of markets;** and
- **Reinsurance transactions, tax-related and other items** that reflects the impact related to future cash flows from items such as gains or losses on disposition of a business, the impact of enacted or substantially enacted income tax rate changes, material one-time only adjustments that are exceptional in nature and other amounts not specifically captured in the previous inorganic items.

Post-tax CSM is used in the definition of financial leverage ratio and consolidated capital and is calculated as the CSM adjusted for the marginal income tax rate in the jurisdictions that report a CSM balance. **Post-tax CSM net of NCI** is used in the adjusted book value per share calculation and is calculated as the CSM net of NCI adjusted for the marginal income tax rate in the jurisdictions that report this balance.

New business CSM growth is the percentage change in the new business CSM compared with a prior period on a constant exchange rate basis.

CSM and post-tax CSM information

(\$ millions pre-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

As at	Mar 31, 2024	Dec 31, 2023	Sept 30, 2023	June 30, 2023	Mar 31, 2023
CSM	\$ 22,075	\$ 21,301	\$ 18,149	\$ 18,103	\$ 18,200
Less: CSM for NCI	986	861	780	680	733
CSM, net of NCI	\$ 21,089	\$ 20,440	\$ 17,369	\$ 17,423	\$ 17,467
CER adjustment ⁽¹⁾	(26)	206	(27)	175	(316)
CSM, net of NCI, CER basis	\$ 21,063	\$ 20,646	\$ 17,342	\$ 17,598	\$ 17,151
CSM by segment					
Asia	\$ 13,208	\$ 12,617	\$ 10,030	\$ 9,630	\$ 9,678
Asia NCI	986	861	780	680	733
Canada	4,205	4,060	3,662	3,656	3,659
U.S.	3,649	3,738	3,651	4,106	4,080
Corporate and Other	27	25	26	31	50
CSM	\$ 22,075	\$ 21,301	\$ 18,149	\$ 18,103	\$ 18,200
CSM, CER adjustment⁽¹⁾					
Asia	\$ (5)	\$ 132	\$ (9)	\$ 98	\$ (301)
Asia NCI	-	6	7	17	(37)
Canada	-	-	-	-	-
U.S.	(20)	74	(18)	77	(14)
Corporate and Other	-	-	-	-	-
Total	\$ (25)	\$ 212	\$ (20)	\$ 192	\$ (352)
CSM, CER basis					
Asia	\$ 13,203	\$ 12,749	\$ 10,021	\$ 9,728	\$ 9,377
Asia NCI	986	867	787	697	696
Canada	4,205	4,060	3,662	3,656	3,659
U.S.	3,629	3,812	3,633	4,183	4,066
Corporate and Other	27	25	26	31	50
Total CSM, CER basis	\$ 22,050	\$ 21,513	\$ 18,129	\$ 18,295	\$ 17,848
Post-tax CSM					
CSM	\$ 22,075	\$ 21,301	\$ 18,149	\$ 18,103	\$ 18,200
Marginal tax rate on CSM	(2,650)	(2,798)	(2,474)	(2,645)	(2,724)
Post-tax CSM	\$ 19,425	\$ 18,503	\$ 15,675	\$ 15,458	\$ 15,476
CSM, net of NCI	\$ 21,089	\$ 20,440	\$ 17,369	\$ 17,423	\$ 17,467
Marginal tax rate on CSM net of NCI	(2,542)	(2,692)	(2,377)	(2,546)	(2,617)
Post-tax CSM net of NCI	\$ 18,547	\$ 17,748	\$ 14,992	\$ 14,877	\$ 14,850

⁽¹⁾ The impact of reflecting CSM and CSM net of NCI using the foreign exchange rates for the Statement of Financial Position in effect for 1Q24.

New business CSM⁽¹⁾ detail, CER basis

(\$ millions pre-tax, and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
New business CSM						
Hong Kong	\$ 168	\$ 199	\$ 167	\$ 191	\$ 119	\$ 676
Japan	48	42	29	19	36	126
Asia Other	275	173	206	222	146	747
International High Net Worth						231
Mainland China						138
Singapore						244
Vietnam						87
Other Emerging Markets						47
Asia	491	414	402	432	301	1,549
Canada	70	70	51	57	46	224
U.S.	97	142	54	103	95	394
Total new business CSM	\$ 658	\$ 626	\$ 507	\$ 592	\$ 442	\$ 2,167
New business CSM, CER adjustment^{(2),(3)}						
Hong Kong	\$ -	\$ (2)	\$ 2	\$ 1	\$ (1)	\$ -
Japan	-	(3)	(1)	(1)	(3)	(8)
Asia Other	-	-	1	(2)	(4)	(5)
International High Net Worth						1
Mainland China						(1)
Singapore						-
Vietnam						(4)
Other Emerging Markets						(1)
Asia	-	(5)	2	(2)	(8)	(13)
Canada	-	-	1	(1)	-	-
U.S.	-	(2)	1	-	-	(1)
Total new business CSM	\$ -	\$ (7)	\$ 4	\$ (3)	\$ (8)	\$ (14)
New business CSM, CER basis						
Hong Kong	\$ 168	\$ 197	\$ 169	\$ 192	\$ 118	\$ 676
Japan	48	39	28	18	33	118
Asia Other	275	173	207	220	142	742
International High Net Worth						232
Mainland China						137
Singapore						244
Vietnam						83
Other Emerging Markets						46
Asia	491	409	404	430	293	1,536
Canada	70	70	52	56	46	224
U.S.	97	140	55	103	95	393
Total new business CSM, CER basis	\$ 658	\$ 619	\$ 511	\$ 589	\$ 434	\$ 2,153

⁽¹⁾ New business CSM is net of NCI.

⁽²⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽³⁾ New business CSM for Asia Other is reported by country annually, on a full year basis. Other Emerging Markets within Asia Other include Indonesia, the Philippines, Malaysia, Thailand, Cambodia and Myanmar.

Net income financial measures on a CER basis

(\$ Canadian millions, post-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Net income (loss) attributed to shareholders:						
Asia	\$ 363	\$ 615	\$ 84	\$ 130	\$ 519	\$ 1,348
Canada	273	365	290	227	309	1,191
U.S.	(108)	198	72	183	186	639
Global WAM	365	365	318	317	297	1,297
Corporate and Other	(27)	116	249	168	95	628
Total net income (loss) attributed to shareholders	866	1,659	1,013	1,025	1,406	5,103
Preferred share dividends and other equity distributions	(55)	(99)	(54)	(98)	(52)	(303)
Common shareholders' net income (loss)	\$ 811	\$ 1,560	\$ 959	\$ 927	\$ 1,354	\$ 4,800
CER adjustment⁽¹⁾						
Asia	\$ -	\$ (6)	\$ 2	\$ 13	\$ (5)	\$ 4
Canada	-	1	1	-	(2)	-
U.S.	-	(5)	(1)	3	(1)	(4)
Global WAM	-	(3)	1	1	(3)	(4)
Corporate and Other	-	(1)	1	(12)	(2)	(14)
Total net income (loss) attributed to shareholders	-	(14)	4	5	(13)	(18)
Preferred share dividends and other equity distributions	-	-	-	-	-	-
Common shareholders' net income (loss)	\$ -	\$ (14)	\$ 4	\$ 5	\$ (13)	\$ (18)
Net income (loss) attributed to shareholders, CER basis						
Asia	\$ 363	\$ 609	\$ 86	\$ 143	\$ 514	\$ 1,352
Canada	273	366	291	227	307	1,191
U.S.	(108)	193	71	186	185	635
Global WAM	365	362	319	318	294	1,293
Corporate and Other	(27)	115	250	156	93	614
Total net income (loss) attributed to shareholders, CER basis	866	1,645	1,017	1,030	1,393	5,085
Preferred share dividends and other equity distributions, CER basis	(55)	(99)	(54)	(98)	(52)	(303)
Common shareholders' net income (loss), CER basis	\$ 811	\$ 1,546	\$ 963	\$ 932	\$ 1,341	\$ 4,782
Asia net income attributed to shareholders, U.S. dollars						
Asia net income (loss) attributed to shareholders, US \$ ⁽²⁾	\$ 270	\$ 452	\$ 63	\$ 96	\$ 384	\$ 995
CER adjustment, US \$ ⁽¹⁾	-	-	1	10	(2)	9
Asia net income (loss) attributed to shareholders, U.S. \$, CER basis⁽¹⁾	\$ 270	\$ 452	\$ 64	\$ 106	\$ 382	\$ 1,004
Net income (loss) attributed to shareholders (pre-tax)						
Net income (loss) attributed to shareholders (post-tax)	\$ 866	\$ 1,659	\$ 1,013	\$ 1,025	\$ 1,406	\$ 5,103
Tax on net income attributed to shareholders	247	288	(67)	242	287	750
Net income (loss) attributed to shareholders (pre-tax)	1,113	1,947	946	1,267	1,693	5,853
CER adjustment ⁽¹⁾	-	(15)	-	15	(20)	(20)
Net income (loss) attributed to shareholders (pre-tax), CER basis	\$ 1,113	\$ 1,932	\$ 946	\$ 1,282	\$ 1,673	\$ 5,833

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Asia net income attributed to shareholders (post-tax) in Canadian dollars is translated to U.S. dollars using the U.S. dollar Statement of Income rate for the reporting period.

AUMA is a financial measure of the size of the Company. It is comprised of AUM and AUA. AUM includes assets of the General Account, consisting of total invested assets and segregated funds net assets, and external client assets for which we provide investment management services, consisting of mutual fund, institutional asset management and other fund net assets. AUA are assets for which we provide administrative services only. Assets under management and administration is a common industry metric for wealth and asset management businesses.

Our Global WAM business also manages assets on behalf of other segments of the Company. **Global WAM-managed AUMA** is a financial measure equal to the sum of Global WAM's AUMA and assets managed by Global WAM on behalf of other segments. It is an important measure of the assets managed by Global WAM.

AUM and AUMA reconciliations

(Canadian \$ in millions, and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

As at	CAD \$						US \$ ⁽⁴⁾	
	March 31, 2024						March 31, 2024	
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total	Asia	U.S.
Total invested assets								
Manulife Bank net lending assets	\$ -	\$ 25,420	\$ -	\$ -	\$ -	\$ 25,420	\$ -	\$ -
Derivative reclassification ⁽¹⁾	-	-	-	-	5,114	5,114	-	-
Invested assets excluding above items	144,720	84,075	129,896	8,133	13,318	380,142	106,881	95,988
Total	144,720	109,495	129,896	8,133	18,432	410,676	106,881	95,988
Segregated funds net assets								
Segregated funds net assets - Institutional	-	-	-	3,334	-	3,334	-	-
Segregated funds net assets - Other ⁽²⁾	26,203	37,218	72,547	262,854	(47)	398,775	19,360	53,609
Total	26,203	37,218	72,547	266,188	(47)	402,109	19,360	53,609
AUM per financial statements	170,923	146,713	202,443	274,321	18,385	812,785	126,241	149,597
Mutual funds	-	-	-	300,178	-	300,178	-	-
Institutional asset management ⁽³⁾	-	-	-	121,263	-	121,263	-	-
Other funds	-	-	-	16,981	-	16,981	-	-
Total AUM	170,923	146,713	202,443	712,743	18,385	1,251,207	126,241	149,597
Assets under administration	-	-	-	198,698	-	198,698	-	-
Total AUMA	\$ 170,923	\$ 146,713	\$ 202,443	\$ 911,441	\$ 18,385	\$ 1,449,905	\$ 126,241	\$ 149,597
Total AUMA, US \$⁽⁴⁾						\$ 1,071,424		
Total AUMA	\$ 170,923	\$ 146,713	\$ 202,443	\$ 911,441	\$ 18,385	\$ 1,449,905		
CER adjustment ⁽⁵⁾	-	-	-	-	-	-		
Total AUMA, CER basis	\$ 170,923	\$ 146,713	\$ 202,443	\$ 911,441	\$ 18,385	\$ 1,449,905		
Global WAM Managed AUMA								
Global WAM AUMA				\$ 911,441				
AUM managed by Global WAM for Manulife's other segments				211,528				
Total				\$ 1,122,969				

⁽¹⁾ Corporate and Other amount is related to net derivative assets reclassified from total invested assets to other lines on the Statement of Financial Position.

⁽²⁾ Corporate and Other segregated funds net assets represent elimination of amounts held by the Company.

⁽³⁾ Institutional asset management excludes Institutional segregated funds net assets.

⁽⁴⁾ US \$ AUMA is calculated as total AUMA in Canadian \$ divided by the US \$ exchange rate in effect at the end of the quarter.

⁽⁵⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

AUM and AUMA reconciliations

(Canadian \$ in millions, and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

As at	CAD \$						US \$ ⁽⁴⁾	
	December 31, 2023						December 31, 2023	
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total	Asia	U.S.
Total invested assets								
Manulife Bank net lending assets	\$ -	\$ 25,321	\$ -	\$ -	\$ -	\$ 25,321	\$ -	\$ -
Derivative reclassification ⁽¹⁾	-	-	-	-	3,201	3,201	-	-
Invested assets excluding above items	144,433	86,135	133,959	7,090	17,071	388,688	109,533	101,592
Total	144,433	111,456	133,959	7,090	20,272	417,210	109,533	101,592
Segregated funds net assets								
Segregated funds net assets - Institutional	-	-	-	3,328	-	3,328	-	-
Segregated funds net assets - Other ⁽²⁾	24,854	36,085	68,585	244,738	(46)	374,216	18,846	52,014
Total	24,854	36,085	68,585	248,066	(46)	377,544	18,846	52,014
AUM per financial statements	169,287	147,541	202,544	255,156	20,226	794,754	128,379	153,606
Mutual funds	-	-	-	277,365	-	277,365	-	-
Institutional asset management ⁽³⁾	-	-	-	119,161	-	119,161	-	-
Other funds	-	-	-	15,435	-	15,435	-	-
Total AUM	169,287	147,541	202,544	667,117	20,226	1,206,715	128,379	153,606
Assets under administration	-	-	-	182,046	-	182,046	-	-
Total AUMA	\$ 169,287	\$ 147,541	\$ 202,544	\$ 849,163	\$ 20,226	\$ 1,388,761	\$ 128,379	\$ 153,606
Total AUMA, US \$⁽⁴⁾						\$ 1,053,209		
Total AUMA	\$ 169,287	\$ 147,541	\$ 202,544	\$ 849,163	\$ 20,226	\$ 1,388,761		
CER adjustment ⁽⁵⁾	1,556	-	5,302	14,159	-	21,017		
Total AUMA, CER basis	\$ 170,843	\$ 147,541	\$ 207,846	\$ 863,322	\$ 20,226	\$ 1,409,778		
Global WAM Managed AUMA								
Global WAM AUMA				\$ 849,163				
AUM managed by Global WAM for Manulife's other segments				205,814				
Total				\$ 1,054,977				

Note: For footnotes (1) to (5), refer to the "AUM and AUMA reconciliation" table as at March 31, 2024 above.

AUM and AUMA reconciliations

(Canadian \$ in millions, and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

As at	CAD \$						US \$ ⁽⁴⁾	
	September 30, 2023						September 30, 2023	
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total	Asia	U.S.
Total invested assets								
Manulife Bank net lending assets	\$ -	\$ 25,123	\$ -	\$ -	\$ -	\$ 25,123	\$ -	\$ -
Derivative reclassification ⁽¹⁾	-	-	-	-	8,141	8,141	-	-
Invested assets excluding above items	135,820	78,377	128,790	6,723	15,762	365,472	100,438	95,259
Total	135,820	103,500	128,790	6,723	23,903	398,736	100,438	95,259
Segregated funds net assets								
Segregated funds net assets - Institutional	-	-	-	3,477	-	3,477	-	-
Segregated funds net assets - Other ⁽²⁾	23,769	34,448	64,796	230,469	(47)	353,435	17,587	47,926
Total	23,769	34,448	64,796	233,946	(47)	356,912	17,587	47,926
AUM per financial statements	159,589	137,948	193,586	240,669	23,856	755,648	118,025	143,185
Mutual funds	-	-	-	266,069	-	266,069	-	-
Institutional asset management ⁽³⁾	-	-	-	111,754	-	111,754	-	-
Other funds	-	-	-	14,359	-	14,359	-	-
Total AUM	159,589	137,948	193,586	632,851	23,856	1,147,830	118,025	143,185
Assets under administration	-	-	-	173,897	-	173,897	-	-
Total AUMA	\$ 159,589	\$ 137,948	\$ 193,586	\$ 806,748	\$ 23,856	\$ 1,321,727	\$ 118,025	\$ 143,185
Total AUMA, US \$⁽⁴⁾						\$ 977,609		
Total AUMA	\$ 159,589	\$ 137,948	\$ 193,586	\$ 806,748	\$ 23,856	\$ 1,321,727		
CER adjustment ⁽⁵⁾	189	-	181	433	-	803		
Total AUMA, CER basis	\$ 159,778	\$ 137,948	\$ 193,767	\$ 807,181	\$ 23,856	\$ 1,322,530		
Global WAM Managed AUMA								
Global WAM AUMA				\$ 806,748				
AUM managed by Global WAM for Manulife's other segments				201,407				
Total				\$ 1,008,155				

Note: For footnotes (1) to (5), refer to the "AUM and AUMA reconciliation" table as at March 31, 2024 above.

AUM and AUMA reconciliations

(Canadian \$ in millions, and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

As at	CAD \$						US \$ ⁽⁴⁾	
	June 30, 2023						June 30, 2023	
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total	Asia	U.S.
Total invested assets								
Manulife Bank net lending assets	\$ -	\$ 25,003	\$ -	\$ -	\$ -	\$ 25,003	\$ -	\$ -
Derivative reclassification ⁽¹⁾	-	-	-	-	3,895	3,895	-	-
Invested assets excluding above items	135,208	83,026	132,133	5,464	18,699	374,530	102,166	99,855
Total	135,208	108,029	132,133	5,464	22,594	403,428	102,166	99,855
Segregated funds net assets								
Segregated funds net assets - Institutional	-	-	-	3,564	-	3,564	-	-
Segregated funds net assets - Other ⁽²⁾	24,052	35,993	67,303	235,113	(44)	362,417	18,182	50,862
Total	24,052	35,993	67,303	238,677	(44)	365,981	18,182	50,862
AUM per financial statements	159,260	144,022	199,436	244,141	22,550	769,409	120,348	150,717
Mutual funds	-	-	-	267,835	-	267,835	-	-
Institutional asset management ⁽³⁾	-	-	-	112,491	-	112,491	-	-
Other funds	-	-	-	14,674	-	14,674	-	-
Total AUM	159,260	144,022	199,436	639,141	22,550	1,164,409	120,348	150,717
Assets under administration	-	-	-	180,430	-	180,430	-	-
Total AUMA	\$ 159,260	\$ 144,022	\$ 199,436	\$ 819,571	\$ 22,550	\$ 1,344,839	\$ 120,348	\$ 150,717
Total AUMA, US \$⁽⁴⁾						\$ 1,016,277		
Total AUMA	\$ 159,260	\$ 144,022	\$ 199,436	\$ 819,571	\$ 22,550	\$ 1,344,839		
CER adjustment ⁽⁵⁾	2,189	-	4,509	12,431	-	19,129		
Total AUMA, CER basis	\$ 161,449	\$ 144,022	\$ 203,945	\$ 832,002	\$ 22,550	\$ 1,363,968		
Global WAM Managed AUMA								
Global WAM AUMA				\$ 819,571				
AUM managed by Global WAM for Manulife's other segments				203,825				
Total				\$ 1,023,396				

Note: For footnotes (1) to (5), refer to the "AUM and AUMA reconciliation" table as at March 31, 2024 above.

AUM and AUMA reconciliations

(Canadian \$ in millions, and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

As at	CAD \$						US \$ ⁽⁴⁾	
	March 31, 2023						March 31, 2023	
	Asia	Canada	U.S.	Global WAM	Corporate and Other	Total	Asia	U.S.
Total invested assets								
Manulife Bank net lending assets	\$ -	\$ 24,747	\$ -	\$ -	\$ -	\$ 24,747	\$ -	\$ -
Derivative reclassification ⁽¹⁾	-	-	-	-	3,488	3,488	-	-
Invested assets excluding above items	138,029	82,733	136,454	5,565	21,460	384,241	102,014	100,827
Total	138,029	107,480	136,454	5,565	24,948	412,476	102,014	100,827
Segregated funds net assets								
Segregated funds net assets - Institutional	-	-	-	3,718	-	3,718	-	-
Segregated funds net assets - Other ⁽²⁾	24,203	36,374	67,935	231,860	(46)	360,326	17,893	50,197
Total	24,203	36,374	67,935	235,578	(46)	364,044	17,893	50,197
AUM per financial statements	162,232	143,854	204,389	241,143	24,902	776,520	119,907	151,024
Mutual funds	-	-	-	267,767	-	267,767	-	-
Institutional asset management ⁽³⁾	-	-	-	113,781	-	113,781	-	-
Other funds	-	-	-	14,302	-	14,302	-	-
Total AUM	162,232	143,854	204,389	636,993	24,902	1,172,370	119,907	151,024
Assets under administration	-	-	-	177,510	-	177,510	-	-
Total AUMA	\$ 162,232	\$ 143,854	\$ 204,389	\$ 814,503	\$ 24,902	\$ 1,349,880	\$ 119,907	\$ 151,024
Total AUMA, US \$⁽⁴⁾						\$ 997,399		
Total AUMA	\$ 162,232	\$ 143,854	\$ 204,389	\$ 814,503	\$ 24,902	\$ 1,349,880		
CER adjustment ⁽⁵⁾	(4,574)	-	(31)	(3,524)	-	(8,129)		
Total AUMA, CER basis	\$ 157,658	\$ 143,854	\$ 204,358	\$ 810,979	\$ 24,902	\$ 1,341,751		
Global WAM Managed AUMA								
Global WAM AUMA				\$ 814,503				
AUM managed by Global WAM for Manulife's other segments				208,013				
Total				\$ 1,022,516				

Note: For footnotes (1) to (5), refer to the "AUM and AUMA reconciliation" table as at March 31, 2024 above.

Global WAM AUMA and Managed AUMA by business line and geographic source

(\$ millions, and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

As at	Mar 31, 2024	Dec 31, 2023	Sept 30, 2023	June 30, 2023	Mar 31, 2023
Global WAM AUMA by business line					
Retirement	\$ 467,579	\$ 431,601	\$ 410,433	\$ 419,380	\$ 413,769
Retail	316,406	292,629	278,372	281,814	281,198
Institutional asset management	127,456	124,933	117,943	118,377	119,536
Total	\$ 911,441	\$ 849,163	\$ 806,748	\$ 819,571	\$ 814,503
Global WAM AUMA by business line, CER basis⁽¹⁾					
Retirement	\$ 467,579	\$ 440,299	\$ 410,679	\$ 426,683	\$ 413,639
Retail	316,406	296,998	278,488	285,608	279,888
Institutional asset management	127,456	126,025	118,014	119,711	117,452
Total	\$ 911,441	\$ 863,322	\$ 807,181	\$ 832,002	\$ 810,979
Global WAM AUMA by geographic source					
Asia	\$ 122,354	\$ 115,523	\$ 113,642	\$ 112,283	\$ 115,819
Canada	243,678	233,351	219,518	226,087	223,045
U.S.	545,409	500,289	473,588	481,201	475,639
Total	\$ 911,441	\$ 849,163	\$ 806,748	\$ 819,571	\$ 814,503
Global WAM AUMA by geographic source, CER basis⁽¹⁾					
Asia	\$ 122,354	\$ 116,536	\$ 113,635	\$ 113,804	\$ 112,328
Canada	243,678	233,351	219,518	226,087	223,045
U.S.	545,409	513,435	474,028	492,111	475,606
Total	\$ 911,441	\$ 863,322	\$ 807,181	\$ 832,002	\$ 810,979
Global WAM Managed AUMA by business line					
Retirement	\$ 467,579	\$ 431,601	\$ 410,433	\$ 419,380	\$ 413,769
Retail	395,755	368,843	351,384	357,539	358,098
Institutional asset management	259,635	254,533	246,338	246,477	250,649
Total	\$ 1,122,969	\$ 1,054,977	\$ 1,008,155	\$ 1,023,396	\$ 1,022,516
Global WAM Managed AUMA by business line, CER basis⁽¹⁾					
Retirement	\$ 467,579	\$ 440,299	\$ 410,679	\$ 426,683	\$ 413,639
Retail	395,755	374,407	351,511	362,384	356,793
Institutional asset management	259,635	258,501	246,510	250,258	248,557
Total	\$ 1,122,969	\$ 1,073,207	\$ 1,008,700	\$ 1,039,325	\$ 1,018,989
Global WAM Managed AUMA by geographic source					
Asia	\$ 198,464	\$ 191,238	\$ 188,098	\$ 185,198	\$ 191,720
Canada	294,591	282,487	266,935	274,957	272,101
U.S.	629,914	581,252	553,122	563,241	558,695
Total	\$ 1,122,969	\$ 1,054,977	\$ 1,008,155	\$ 1,023,396	\$ 1,022,516
Global WAM Managed AUMA by geographic source, CER basis⁽¹⁾					
Asia	\$ 198,464	\$ 194,238	\$ 188,165	\$ 188,377	\$ 188,232
Canada	294,591	282,487	266,935	274,957	272,101
U.S.	629,914	596,482	553,600	575,991	558,656
Total	\$ 1,122,969	\$ 1,073,207	\$ 1,008,700	\$ 1,039,325	\$ 1,018,989

⁽¹⁾ AUMA adjusted to reflect the foreign exchange rates for the Statement of Financial Position in effect for 1Q24.

Average assets under management and administration (“average AUMA”) is the average of Global WAM’s AUMA during the reporting period. It is a measure used in analyzing and explaining fee income and earnings of our Global WAM segment. It is calculated as the average of the opening balance of AUMA and the ending balance of AUMA using daily balances where available and month-end or quarter-end averages when daily averages are unavailable. Similarly, Global WAM **average managed AUMA and average AUA** are the average of Global WAM’s managed AUMA and AUA, respectively, and are calculated in a manner consistent with average AUMA.

Manulife Bank net lending assets is a financial measure equal to the sum of Manulife Bank's loans and mortgages, net of allowances. **Manulife Bank average net lending assets** is a financial measure which is calculated as the quarter-end average of the opening and the ending balance of net lending assets. Both of these financial measures are a measure of the size of Manulife Bank's portfolio of loans and mortgages and are used to analyze and explain its earnings.

As at (\$ millions)	Mar 31, 2024	Dec 31, 2023	Sept 30, 2023	June 30, 2023	Mar 31, 2023
Mortgages	\$ 52,605	\$ 52,421	\$ 51,012	\$ 51,459	\$ 52,128
Less: mortgages not held by Manulife Bank	29,568	29,536	28,402	29,088	30,087
Total mortgages held by Manulife Bank	23,037	22,885	22,610	22,371	22,041
Loans to Bank clients	2,383	2,436	2,513	2,632	2,706
Manulife Bank net lending assets	\$ 25,420	\$ 25,321	\$ 25,123	\$ 25,003	\$ 24,747
Manulife Bank average net lending assets					
Beginning of period	\$ 25,321	\$ 25,123	\$ 25,003	\$ 24,747	\$ 24,779
End of period	25,420	25,321	25,123	25,003	24,747
Manulife Bank average net lending assets by quarter	\$ 25,371	\$ 25,222	\$ 25,063	\$ 24,875	\$ 24,763
Manulife Bank average net lending assets – full year	\$ 25,100	\$ 25,050			

Financial leverage ratio is a debt-to-equity ratio. The ratio is calculated as the sum of long-term debt, capital instruments and preferred shares and other equity instruments divided by the sum of long-term debt, capital instruments, equity and post-tax CSM.

Adjusted book value is the sum of common shareholders' equity and post-tax CSM net of NCI. It is an important measure for monitoring growth and measuring insurance businesses' value. **Adjusted book value per common share** is calculated by dividing adjusted book value by the number of common shares outstanding at the end of the period.

As at (\$ millions)	Mar 31, 2024	Dec 31, 2023	Sept 30, 2023	June 30, 2023	Mar 31, 2023
Common shareholders' equity	\$ 41,590	\$ 40,379	\$ 40,747	\$ 39,047	\$ 40,715
Post-tax CSM, net of NCI	18,547	17,748	14,992	14,877	14,850
Adjusted book value	\$ 60,137	\$ 58,127	\$ 55,739	\$ 53,924	\$ 55,565

Consolidated capital serves as a foundation of our capital management activities at the MFC level. Consolidated capital is calculated as the sum of: (i) total equity excluding accumulated other comprehensive income ("AOCI") on cash flow hedges; (ii) post-tax CSM; and (iii) certain other capital instruments that qualify as regulatory capital. For regulatory reporting purposes under the LICAT framework, the numbers are further adjusted for various additions or deductions to capital as mandated by the guidelines defined by OSFI.

As at (\$ millions)	Mar 31, 2024	Dec 31, 2023	Sept 30, 2023	June 30, 2023	Mar 31, 2023
Total equity	\$ 49,892	\$ 48,727	\$ 49,035	\$ 47,156	\$ 48,751
Less: AOCI gain/(loss) on cash flow hedges	70	26	47	-	(38)
Total equity excluding AOCI on cash flow hedges	49,822	48,701	48,988	47,156	48,789
Post-tax CSM	19,425	18,503	15,675	15,458	15,476
Qualifying capital instruments	7,196	6,667	6,702	6,662	7,317
Consolidated capital	\$ 76,443	\$ 73,871	\$ 71,365	\$ 69,276	\$ 71,582

Core EBITDA is a financial measure which Manulife uses to better understand the long-term earnings capacity and valuation of our Global WAM business on a basis more comparable to how the profitability of global asset managers are generally measured. Core EBITDA presents core earnings before the impact of interest, taxes, depreciation, and amortization. Core EBITDA excludes certain acquisition expenses related to insurance contracts in our retirement businesses which are deferred and amortized over the expected lifetime of the customer relationship. Core EBITDA was selected as a key performance indicator for our Global WAM business, as EBITDA is widely used among asset management peers, and core earnings is a primary profitability metric for the Company overall.

Reconciliation of Global WAM core earnings to core EBITDA and Global WAM core EBITDA by business line and geographic source

(\$ millions, pre-tax and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)

	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Global WAM core earnings (post-tax)	\$ 357	\$ 353	\$ 361	\$ 320	\$ 287	\$ 1,321
Add back taxes, acquisition costs, other expenses and deferred sales commissions						
Core income tax (expenses) recoveries (see above)	58	55	59	45	45	204
Amortization of deferred acquisition costs and other depreciation	42	45	41	40	40	166
Amortization of deferred sales commissions	20	21	19	19	21	80
Core EBITDA	\$ 477	\$ 474	\$ 480	\$ 424	\$ 393	\$ 1,771
CER adjustment ⁽¹⁾	-	(4)	1	1	(2)	(4)
Core EBITDA, CER basis	\$ 477	\$ 470	\$ 481	\$ 425	\$ 391	\$ 1,767
Core EBITDA by business line						
Retirement	\$ 265	\$ 265	\$ 242	\$ 233	\$ 217	\$ 957
Retail	178	175	190	168	171	704
Institutional asset management	34	34	48	23	5	110
Total	\$ 477	\$ 474	\$ 480	\$ 424	\$ 393	\$ 1,771
Core EBITDA by geographic source						
Asia	\$ 139	\$ 135	\$ 132	\$ 125	\$ 113	\$ 505
Canada	139	152	146	148	136	582
U.S.	199	187	202	151	144	684
Total	\$ 477	\$ 474	\$ 480	\$ 424	\$ 393	\$ 1,771
Core EBITDA by business line, CER basis⁽²⁾						
Retirement	\$ 265	\$ 262	\$ 243	\$ 234	\$ 217	\$ 956
Retail	178	174	190	168	170	702
Institutional asset management	34	34	48	23	4	109
Total, CER basis	\$ 477	\$ 470	\$ 481	\$ 425	\$ 391	\$ 1,767
Core EBITDA by geographic source, CER basis⁽²⁾						
Asia	\$ 139	\$ 133	\$ 132	\$ 126	\$ 111	\$ 502
Canada	139	152	146	148	136	582
U.S.	199	185	203	151	144	683
Total, CER basis	\$ 477	\$ 470	\$ 481	\$ 425	\$ 391	\$ 1,767

⁽¹⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

⁽²⁾ Core EBITDA adjusted to reflect the foreign exchange rates for the Statement of Income in effect for 1Q24.

Core EBITDA margin is a financial measure which Manulife uses to better understand the long-term profitability of our Global WAM business on a more comparable basis to how profitability of global asset managers are measured. Core EBITDA margin presents core earnings before the impact of interest, taxes, depreciation, and amortization divided by core revenue from these businesses. **Core revenue** is used to calculate our core EBITDA margin, and is equal to the sum of pre-tax other revenue and investment income in Global WAM included in core EBITDA, and it excludes such items as revenue related to integration and acquisitions and market experience gains (losses). Core EBITDA margin was selected as a key performance indicator for our Global WAM business, as EBITDA margin is widely used among asset management peers, and core earnings is a primary profitability metric for the Company overall.

(\$ millions, unless otherwise stated)	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Core EBITDA margin						
Core EBITDA	\$ 477	\$ 474	\$ 480	\$ 424	\$ 393	\$ 1,771
Core revenue	\$ 1,873	\$ 1,842	\$ 1,783	\$ 1,722	\$ 1,756	\$ 7,103
Core EBITDA margin	25.5%	25.7%	26.9%	24.6%	22.4%	24.9%
Global WAM core revenue						
Other revenue per financial statements	\$ 1,808	\$ 1,719	\$ 1,645	\$ 1,691	\$ 1,691	\$ 6,746
Less: Other revenue in segments other than Global WAM	58	31	(64)	44	26	37
Other revenue in Global WAM (fee income)	\$ 1,750	\$ 1,688	\$ 1,709	\$ 1,647	\$ 1,665	\$ 6,709
Investment income per financial statements	\$ 4,251	\$ 4,497	\$ 4,028	\$ 4,135	\$ 3,520	\$ 16,180
Realized and unrealized gains (losses) on assets supporting insurance and investment contract liabilities per financial statements	538	2,674	(2,430)	950	1,944	3,138
Total investment income	4,789	7,171	1,598	5,085	5,464	19,318
Less: Investment income in segments other than Global WAM	4,649	6,941	1,578	5,010	5,357	18,886
Investment income in Global WAM	\$ 140	\$ 230	\$ 20	\$ 75	\$ 107	\$ 432
Total other revenue and investment income in Global WAM	\$ 1,890	\$ 1,918	\$ 1,729	\$ 1,722	\$ 1,772	\$ 7,141
Less: Total revenue reported in items excluded from core earnings						
Market experience gains (losses)	8	63	(54)	7	12	28
Revenue related to integration and acquisitions	9	13	-	(7)	4	10
Global WAM core revenue	\$ 1,873	\$ 1,842	\$ 1,783	\$ 1,722	\$ 1,756	\$ 7,103

Expense measures

With the adoption of IFRS 17, we have replaced core general expenses with two new measures: core expenses and core expenditures. Under IFRS 17, expenses previously reported in general expenses are now reported as:

1. General expenses that flow directly through income;
2. Directly attributable maintenance expenses, which are reported in insurance service expenses and flow directly through income;
3. Directly attributable acquisition expenses for contracts measured using the PAA method which are reported in insurance service expenses, and flow directly through income; and
4. Directly attributable acquisition expenses that are capitalized into the CSM.

Total expenses include items 1 to 3 above and **total expenditures** include items 1 to 4 above.

Core expenses is used to calculate our expense efficiency ratio and is equal to total expenses that are included in core earnings and excludes such items as material legal provisions for settlements, restructuring charges and expenses related to integration and acquisitions.

(\$ millions, and based on actual foreign exchange rates in effect in the applicable reporting period, unless otherwise stated)	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Core expenses						
General expenses - Statements of Income	\$ 1,102	\$ 1,180	\$ 1,042	\$ 1,022	\$ 1,086	\$ 4,330
Directly attributable acquisition expense for contracts measured using the PAA method ⁽¹⁾	38	42	37	35	33	147
Directly attributable maintenance expense ⁽¹⁾	539	565	544	550	546	2,205
Total expenses	1,679	1,787	1,623	1,607	1,665	6,682
Less: General expenses included in items excluded from core earnings						
Restructuring charge	-	46	-	-	-	46
Integration and acquisition	-	8	-	-	-	8
Legal provisions and Other expenses	6	8	1	9	60	78
Total	6	62	1	9	60	132
Core expenses	\$ 1,673	\$ 1,725	\$ 1,622	\$ 1,598	\$ 1,605	\$ 6,550
CER adjustment ⁽²⁾	-	(11)	2	(2)	(14)	(25)
Core expenses, CER basis	\$ 1,673	\$ 1,714	\$ 1,624	\$ 1,596	\$ 1,591	\$ 6,525
Total expenses	\$ 1,679	\$ 1,787	\$ 1,623	\$ 1,607	\$ 1,665	\$ 6,682
CER adjustment ⁽²⁾	-	(12)	2	(3)	(13)	(26)
Total expenses, CER basis	\$ 1,679	\$ 1,775	\$ 1,625	\$ 1,604	\$ 1,652	\$ 6,656

⁽¹⁾ Expenses are components of insurance service expenses on the Statements of Income that flow directly through income.

⁽²⁾ The impact of updating foreign exchange rates to that which was used in 1Q24.

Expense efficiency ratio is a financial measure which Manulife uses to measure progress towards our target to be more efficient. It is defined as core expenses divided by the sum of core earnings before income taxes (“pre-tax core earnings”) and core expenses.

Embedded value (“EV”) is a measure of the present value of shareholders’ interests in the expected future distributable earnings on in-force business reflected in the Consolidated Statements of Financial Position of Manulife, excluding any value associated with future new business.

With the adoption of IFRS 17, the calculation of EV has changed for periods beginning after 2022 as follows:

- Canadian businesses, the International High Net Worth business, as well as business ceded to an affiliate reinsurer, reflect IFRS 17 earnings and LICAT required capital, instead of IFRS 4 earnings and LICAT required capital;
- U.S. businesses reflects local statutory earnings (NAIC) and capital requirements (RBC), instead of IFRS 4 earnings and LICAT required capital; and
- Asian businesses remained on local statutory bases.

EV for periods after December 31, 2022 is calculated as the sum of the adjusted net worth and the value of in-force business calculated as at December 31. The adjusted net worth is the IFRS shareholders’ equity adjusted for goodwill and intangible assets, fair value of surplus assets, the fair value of debt, preferred shares, and other equity, and local statutory balance sheet, regulatory reserve, and capital for our U.S. and Asian businesses. The value of in-force business in Canada and the International High Net Worth business and business ceded to an affiliate reinsurer is the present value of expected future IFRS earnings, on an IFRS 17 basis, on in-force business less the present value of the cost of holding capital to support the in-force business under the LICAT framework. The value of the remaining in-force business in the U.S. and Asia reflects local statutory earnings and capital requirements. The value of in-force business excludes Global WAM, Bank or P&C Reinsurance businesses.

Net annualized fee income yield on average AUMA (“Net fee income yield”) is a financial measure that represents the net annualized fee income from Global WAM channels over average AUMA. This measure provides information on Global WAM’s adjusted return generated from managing AUMA.

Net annualized fee income is a financial measure that represents Global WAM income before income taxes, adjusted to exclude items unrelated to net fee income, including general expenses, investment income, non-AUMA related net benefits and claims, and net premium taxes. It also excludes the components of Global WAM net fee income from managing assets on behalf of other segments. This measure is annualized based on the number of days in the year divided by the number of days in the reporting period.

Reconciliation of income before income taxes to net fee income yield

(\$ millions, unless otherwise stated)	Quarterly Results					Full Year Results
	1Q24	4Q23	3Q23	2Q23	1Q23	2023
Income before income taxes	\$ 1,252	\$ 2,123	\$ 1,174	\$ 1,436	\$ 1,719	\$ 6,452
Less: Income before income taxes for segments other than Global WAM	826	1,699	808	1,074	1,374	4,955
Global WAM income before income taxes	426	424	366	362	345	1,497
Items unrelated to net fee income	665	648	717	674	676	2,715
Global WAM net fee income	1,091	1,072	1,083	1,036	1,021	4,212
Less: Net fee income from other segments	155	174	171	142	136	623
Global WAM net fee income excluding net fee income from other segments	936	898	912	894	885	3,589
Net annualized fee income	\$ 3,765	\$ 3,563	\$ 3,618	\$ 3,584	\$ 3,589	\$ 3,589
Average Assets under Management and Administration	\$ 879,837	\$ 816,706	\$ 813,157	\$ 814,945	\$ 804,455	\$ 812,662
Net fee income yield (bps)	42.8	43.6	44.5	44.0	44.6	44.2

New business value (“NBV”) is the change in embedded value as a result of sales in the reporting period. NBV is calculated as the present value of shareholders’ interests in expected future distributable earnings, after the cost of capital calculated under the LICAT framework in Canada and the International High Net Worth business, and the local capital requirements in Asia and the U.S., on actual new business sold in the period using assumptions that are consistent with the assumptions used in the calculation of embedded value. NBV excludes businesses with immaterial insurance risks, such as the Company’s Global WAM, Manulife Bank and the P&C Reinsurance businesses. NBV is a useful metric to evaluate the value created by the Company’s new business franchise.

New business value margin (“NBV margin”) is calculated as NBV divided by APE sales excluding non-controlling interests. APE sales are calculated as 100% of regular premiums and deposits sales and 10% of single premiums and deposits sales. NBV margin is a useful metric to help understand the profitability of our new business.

Sales are measured according to product type:

For individual insurance, sales include 100% of new annualized premiums and 10% of both excess and single premiums. For individual insurance, new annualized premiums reflect the annualized premium expected in the first year of a policy that requires premium payments for more than one year. Single premium is the lump sum premium from the sale of a single premium product, e.g. travel insurance. Sales are reported gross before the impact of reinsurance.

For group insurance, sales include new annualized premiums and administrative services only premium equivalents on new cases, as well as the addition of new coverages and amendments to contracts, excluding rate increases.

Insurance-based wealth accumulation product sales include all new deposits into variable and fixed annuity contracts. As we discontinued sales of new variable annuity contracts in the U.S. in the first quarter of 2013, subsequent deposits into existing U.S. variable annuity contracts are not reported as sales. Asia variable annuity deposits are included in APE sales.

APE sales are comprised of 100% of regular premiums and deposits and 10% of excess and single premiums and deposits for both insurance and insurance-based wealth accumulation products.

Gross flows is a new business measure presented for our Global WAM business and includes all deposits into mutual funds, group pension/retirement savings products, private wealth and institutional asset management products. Gross flows is a common industry metric for WAM businesses as it provides a measure of how successful the businesses are at attracting assets.

Net flows is presented for our Global WAM business and includes gross flows less redemptions for mutual funds, group pension/retirement savings products, private wealth and institutional asset management products. In addition, net flows include the net flows of exchange traded funds and non-proprietary products sold by Manulife Securities. Net flows is a common industry metric for WAM businesses as it provides a measure of how successful the businesses are at attracting and retaining assets. When net flows are positive, they are referred to as net inflows. Conversely, negative net flows are referred to as net outflows.

Remittances is defined as the cash remitted or made available for distribution to Manulife Financial Corporation from its subsidiaries. It is a key metric used by management to evaluate our financial flexibility.

E4 Caution regarding forward-looking statements

From time to time, MFC makes written and/or oral forward-looking statements, including in this document. In addition, our representatives may make forward-looking statements orally to analysts, investors, the media and others. All such statements are made pursuant to the “safe harbour” provisions of Canadian provincial securities laws and the U.S. Private Securities Litigation Reform Act of 1995.

The forward-looking statements in this document include, but are not limited to, statements with respect to the capital release associated with reinsurance transactions, possible share buybacks, the impact of changes in tax laws, the probability and impact of LICAT scenario switches, and strategic and products risks and also relate to, among other things, our objectives, goals, strategies, intentions, plans, beliefs, expectations and estimates, and can generally be identified by the use of words such as “may”, “will”, “could”, “should”, “would”, “likely”, “suspect”, “outlook”, “expect”, “intend”, “estimate”, “anticipate”, “believe”, “plan”, “forecast”, “objective”, “seek”, “aim”, “continue”, “goal”, “restore”, “embark” and “endeavour” (or the negative thereof) and words and expressions of similar import, and include statements concerning possible or assumed future results. Although we believe that the expectations reflected in such forward-looking statements are reasonable, such statements involve risks and uncertainties, and undue reliance should not be placed on such statements and they should not be interpreted as confirming market or analysts’ expectations in any way.

Certain material factors or assumptions are applied in making forward-looking statements and actual results may differ materially from those expressed or implied in such statements. Important factors that could cause actual results to differ materially from expectations include but are not limited to: general business and economic conditions (including but not limited to the performance, volatility and correlation of equity markets, interest rates, credit and swap spreads, inflation rates, currency rates, investment losses and defaults, market liquidity and creditworthiness of guarantors, reinsurers and counterparties); the ongoing prevalence of COVID-19, including any variants, as well as actions that have been, or may be taken by governmental authorities in response to COVID-19, including the impacts of any variants; changes in laws and regulations; changes in accounting standards applicable in any of the territories in which we operate; changes in regulatory capital requirements; our ability to obtain premium rate increases on in-force policies; our ability to execute strategic plans and changes to strategic plans; downgrades in our financial strength or credit ratings; our ability to maintain our reputation; impairments of goodwill or intangible assets or the establishment of provisions against future tax assets; the accuracy of estimates relating to morbidity, mortality and policyholder behaviour; the accuracy of other estimates used in applying accounting policies, actuarial methods and embedded value methods; our ability to implement effective hedging strategies and unforeseen consequences arising from such strategies; our ability to source appropriate assets to back our long-dated liabilities; level of competition and consolidation; our ability to market and distribute products through current and future distribution channels; unforeseen liabilities or asset impairments arising from acquisitions and dispositions of businesses; the realization of losses arising from the sale of investments classified as fair value through other comprehensive income; our liquidity, including the availability of financing to satisfy existing financial liabilities on expected maturity dates when required; obligations to pledge additional collateral;

the availability of letters of credit to provide capital management flexibility; accuracy of information received from counterparties and the ability of counterparties to meet their obligations; the availability, affordability and adequacy of reinsurance; legal and regulatory proceedings, including tax audits, tax litigation or similar proceedings; our ability to adapt products and services to the changing market; our ability to attract and retain key executives, employees and agents; the appropriate use and interpretation of complex models or deficiencies in models used; political, legal, operational and other risks associated with our non-North American operations; geopolitical uncertainty, including international conflicts; acquisitions and our ability to complete acquisitions including the availability of equity and debt financing for this purpose; the disruption of or changes to key elements of the Company's or public infrastructure systems; environmental concerns, including climate change; our ability to protect our intellectual property and exposure to claims of infringement; and our inability to withdraw cash from subsidiaries and the fact that the amount and timing of any future common share repurchases will depend on the earnings, cash requirements and financial condition of Manulife, market conditions, capital requirements (including under LICAT capital standards), common share issuance requirements, applicable law and regulations (including Canadian and U.S. securities laws and Canadian insurance company regulations), and other factors deemed relevant by Manulife, and may be subject to regulatory approval or conditions.

Additional information about material risk factors that could cause actual results to differ materially from expectations and about material factors or assumptions applied in making forward-looking statements may be found in this document under "Risk Management and Risk Factors Update" and "Critical Actuarial and Accounting Policies", under "Risk Management and Risk Factors" and "Critical Actuarial and Accounting Policies" in the Management's Discussion and Analysis in our most recent annual report and, in the "Risk Management" note to the consolidated financial statements in our most recent annual and interim reports and elsewhere in our filings with Canadian and U.S. securities regulators.

The forward-looking statements in this document are, unless otherwise indicated, stated as of the date hereof and are presented for the purpose of assisting investors and others in understanding our financial position and results of operations, our future operations, as well as our objectives and strategic priorities, and may not be appropriate for other purposes. We do not undertake to update any forward-looking statements, except as required by law.

E5 Quarterly financial information

The following table provides summary information related to our eight most recently completed quarters. With the adoption of IFRS 17 and IFRS 9 on January 1, 2023, we have restated 2022 quarterly information using the new standards.

As at and for the three months ended (\$ millions, except per share amounts or otherwise stated)	Mar 31, 2024	Dec 31, 2023	Sept 30, 2023	Jun 30, 2023	Mar 31, 2023	Dec 31, 2022	Sept 30, 2022	Jun 30, 2022
Revenue								
Insurance revenue	\$ 6,497	\$ 6,414	\$ 6,215	\$ 5,580	\$ 5,763	\$ 6,128	\$ 5,560	\$ 5,732
Net investment result	4,493	6,784	1,265	4,819	5,153	1,440	2,439	(2,454)
Other revenue	1,808	1,719	1,645	1,691	1,691	1,671	1,547	1,446
Total revenue	\$ 12,798	\$ 14,917	\$ 9,125	\$ 12,090	\$ 12,607	\$ 9,239	\$ 9,546	\$ 4,724
Income (loss) before income taxes	\$ 1,252	\$ 2,123	\$ 1,174	\$ 1,436	\$ 1,719	\$ 697	\$ 484	\$(2,656)
Income tax (expenses) recoveries	(280)	(322)	51	(265)	(309)	226	(60)	553
Net income (loss)	\$ 972	\$ 1,801	\$ 1,225	\$ 1,171	\$ 1,410	\$ 923	\$ 424	\$(2,103)
Net income (loss) attributed to shareholders	\$ 866	\$ 1,659	\$ 1,013	\$ 1,025	\$ 1,406	\$ 915	\$ 491	\$(2,119)
Basic earnings (loss) per common share	\$ 0.45	\$ 0.86	\$ 0.53	\$ 0.50	\$ 0.73	\$ 0.43	\$ 0.23	\$ (1.13)
Diluted earnings (loss) per common share	\$ 0.45	\$ 0.86	\$ 0.52	\$ 0.50	\$ 0.73	\$ 0.43	\$ 0.23	\$ (1.13)
Segregated funds deposits	\$ 12,206	\$ 10,361	\$ 10,172	\$ 10,147	\$ 11,479	\$ 10,165	\$ 9,841	\$ 10,094
Total assets (in billions)	\$ 907	\$ 876	\$ 836	\$ 851	\$ 862	\$ 834	\$ 818	\$ 810
Weighted average common shares (in millions)	1,805	1,810	1,826	1,842	1,858	1,878	1,902	1,921
Diluted weighted average common shares (in millions)	1,810	1,814	1,829	1,846	1,862	1,881	1,904	1,924
Dividends per common share	\$ 0.400	\$ 0.365	\$ 0.365	\$ 0.365	\$ 0.365	\$ 0.330	\$ 0.330	\$ 0.330
CDN\$ to US\$1 - Statement of Financial Position	1.3533	1.3186	1.3520	1.3233	1.3534	1.3549	1.3740	1.2900
CDN\$ to US\$1 - Statement of Income	1.3485	1.3612	1.3411	1.3430	1.3524	1.3575	1.3057	1.2765

E6 Revenue

Revenue (\$ millions, unaudited)	Quarterly Results		
	1Q24	4Q23	1Q23
Insurance revenue	\$ 6,497	\$ 6,414	\$ 5,763
Net investment income	4,493	6,784	5,153
Other revenue	1,808	1,719	1,691
Total revenue	\$ 12,798	\$ 14,917	\$ 12,607
Asia	\$ 3,586	\$ 3,572	\$ 3,283
Canada	3,540	4,663	3,545
U.S.	3,691	4,566	3,856
Global Wealth and Asset Management	1,552	1,632	1,451
Corporate and Other	429	484	472
Total revenue	\$ 12,798	\$ 14,917	\$ 12,607

Total revenue was \$12.8 billion in 1Q24 compared with \$12.6 billion in 1Q23 due to an increase in insurance revenue and other revenue, partially offset by lower net investment income.

By segment, the increase in revenue reflected a higher insurance revenue in the U.S, Canada and Asia, and higher other revenue in Global WAM and Asia. Net investment income declined in the U.S., Canada and Corporate and Other and increased in Asia and Global WAM.

E7 Other

No changes were made in our internal control over financial reporting during the three months ended March 31, 2024, that have materially affected or are reasonably likely to materially affect our internal control over financial reporting.

As in prior quarters, MFC's Audit Committee has reviewed this MD&A and the unaudited interim financial report and MFC's Board of Directors approved this MD&A prior to its release.