6 November 2025

FAQ: the New Bonus Rebate Program – Manulife Privileged Rates *Plus*

This FAQ must not be distributed separately for any purpose including but not limited to promoting the Scheme or any other marketing purpose. This FAQ should be read in conjunction with the Manulife Privileged Rates *Plus* leaflet (the "Leaflet"). This FAQ is intended to be provided for reference only; you should refer to the Leaflet for details. In case of any discrepancy or inconsistency between the Leaflet and this FAQ, the Leaflet shall prevail.

1. Who is eligible to join Manulife Privileged Rates *Plus* (the "Program")?

Answer: The Program is available to anyone with a Manulife Personal Account ("PA") or a Manulife Tax Deductible Voluntary Contributions ("TVC") Account. If you have an active Manulife PA or Manulife TVC Account set up before 6 November 2025, you will be covered under a transitional arrangement from 6 November 2025 to 31 December 2026. After this period, your accounts will be fully integrated into the Program. For details on the transition, please refer to the announcements and FAQs for existing members on Manulife's customer website.

2. I consolidated my PA into my Manulife Contribution Account. Am I eligible under this Program?

Answer: No. This Program is exclusively available to holders of Manulife PA and Manulife TVC account. Once the accrued benefits from your PA are merged into your Manulife Contribution Account, they will be treated the same way as other accrued benefits under your Manulife Contribution Account and will not be treated as a Manulife PA.

3. What is the Total Relationship Balance under Offer 1, and how does it affect my rewards?

Answer: The Total Relationship Balance refers to the combined value of all your assets within the Manulife Global Select (MPF) Scheme (the "Scheme"). This includes all accrued benefits in your Manulife PA, Manulife TVC Account, Manulife Contribution Account under your current and past employment (including Self-Employed Person), and Manulife Special Voluntary Contribution (SVC) Account (formerly known as Manulife Flexi Retirement Contribution (FRC)). This Total Relationship Balance determines your eligibility for bonus rebates. The higher your Total Relationship Balance, the better privileged rates on the management fees you may enjoy. Note that the bonus rebate rates apply only to your eligible MPF assets held in your Manulife PA and Manulife TVC Accounts.

4. How is the Loyalty Years under Offer 2 determined, and how does it affect my rewards?

Answer: Your Loyalty Year starts from the date you first joined the Manulife Global Select (MPF) Scheme (the "Scheme"), covering all types of MPF accounts under the Scheme, and continues to accrue as long as you remain a Scheme member. Loyalty Years determine your bonus rebate rate, which only applies to assets held in your Manulife PA and Manulife TVC Accounts (excluding specific funds – see Question 5). At each birthday, we assess whether you have reached a loyalty milestone and are eligible for bonus rebate distribution.

- If you are under age 65, you will receive a one-time bonus rebate after being a Scheme member for 5, 10, 15, and 20 years. Once you have reached or exceeded 20 years of loyalty, these bonuses become annual payment.
- If you are aged 65 or above, you will receive annual bonuses simply for keeping your account with us.
- If you turn 65 before the next loyalty milestone, you will receive a pro-rated bonus rebate.

Please be reminded that you are required to complete a registration process annually starting from Year 2 in order to continue receiving the above-mentioned bonus rebate. Please refer to Question 8 "When and how do I register for the Program each year?" for more details.

5. Which funds are excluded from the calculation of loyalty year bonus rebates under Offer 2?

Answer: Loyalty year bonus rebates apply to all assets in your Manulife PA and Manulife TVC Accounts, except for assets invested in Manulife MPF Core Accumulation Fund, Manulife MPF Age 65 Plus Fund, Manulife MPF Conservative Fund, and Default Investment Strategy (DIS). If you are aged 65 or above, the exclusion also applies to Manulife MPF Interest Fund and Manulife MPF Retirement Income Fund.

6. How are the bonus rebates calculated and allocated to my account?

Answer: For Offer 1 – Total Relationship Balance and Offer 2 – Loyalty Year, bonus rebates are calculated monthly based on the average monthly asset value of the applicable constituent funds under your Manulife PA and Manulife TVC Accounts. The rebate amounts under each offer (if any) are accrued separately within your accounts until the designated distribution time.

Accrued bonus rebates are distributed based on the frequency of the respective offer and allocated to the Manulife MPF Interest Fund of your respective accounts, within 60 calendar days from the beginning of the month following your birthday month. Note that the first bonus rebate under the Program will be distributed within 60 calendar days from 1 November 2026, covering the period from November 2025 to October 2026. After that, the second and subsequent bonus rebates will be accrued monthly and distributed according to your birthday month every year.

7. If my HKID card does not contain the month of my birth, when will I receive the bonus rebates?

Answer: We will rely on the birthday information provided and registered with the eMPF Platform. For reference, in accordance to the information provided by the eMPF Platform, if your HKID card shows only the year of birth, you should use the last day of the year as shown on the HKID card (i.e. 31 December) as your date of birth.

8. When and how do I register for the Program each year?

Answer: To receive the bonus rebate, you must register for the Program every year via Manulife's customer website or mobile app. Your registration window opens one month before your birthday month, and you must complete your registration by the end of your birthday month. If you miss the registration for a particular year, you will not receive the bonus rebate for that year. Note that for Year 1 (6 November 2025 to 31 December 2026), all eligible members will be automatically registered. It means the first registration window starts from 1 December 2026, which is one month before the beginning of Year 2 for the relevant eligible members whose birthday falls in January 2027.

9. What happens if I miss my registration?

Answer: If you miss your registration, you will not receive the bonus rebates for that year. This includes all the entitled amounts from Offer 1 and Offer 2 for that year.

Example:

- Your birthday is in June.
- You have an active Manulife PA since June 2016. You are 20 years old as of June 2016
- For 2027 to 2031:
    - You successfully register for the rebate during the registration period from 2027 to 2030, so you receive the bonus rebates under Offer 1 within 60 calendar days from the beginning of the month following your birthday month each year.
    - You miss the registration in 2031, which marks your 15th anniversary with Manulife MPF, so you do not receive the bonus rebates in 2031 under both Offer 1 and Offer 2.

Year	2027	2028	2029	2030	2031
Loyalty Year	11	12	13	14	15
Registration Window	2027 May to Jun	2028 May to Jun	2029 May to Jun	2030 May to Jun	2031 May to Jun
Registration Status	Successful Registration	Successful Registration	Successful Registration	Successful Registration	Fail to Register
Payout Window	2027 Jul to Aug	2028 Jul to Aug	2029 Jul to Aug	2030 Jul to Aug	2031 Jul to Aug
Offer 1	Payout	Payout	Payout	Payout	No Payout
Offer 2	Loyalty milestone not reached	Loyalty milestone not reached	Loyalty milestone not reached	Loyalty milestone not reached	No Payout

- For 2032 to 2036:
  - You fail to register for 2034, so you miss the bonus rebate that year.
  - You register successfully for the other 4 years, so you receive the bonus rebates for those years, including the Offer 2 rebate for 2036.

Year	2032	2033	2034	2035	2036
Loyalty Year	16	17	18	19	20
Registration Window	2032 May to Jun	2033 May to Jun	2034 May to Jun	2035 May to Jun	2036 May to Jun
Registration Status	Successful Registration	Successful Registration	Fail to Register	Successful Registration	Successful Registration
Payout Window	2032 Jul to Aug	2033 Jul to Aug	2034 Jul to Aug	2035 Jul to Aug	2036 Jul to Aug
Offer 1	Payout	Payout	No Payout	Payout	Payout
Offer 2	Loyalty milestone not reached	Loyalty milestone not reached	Loyalty milestone not reached	Loyalty milestone not reached	Payout

10. Can I have more than one Manulife PA or Manulife TVC Account?

Answer: No. You can only set up one Manulife PA and one Manulife TVC Account. Additional accounts are not permitted. Also, terminated accounts will not receive any unallocated bonus rebates.

11. What happens if I terminate my account before the bonus rebates are allocated?

Answer: If you terminate your Manulife PA or Manulife TVC Account before the bonus rebate allocation date, any unallocated rebates will be forfeited.

Example:

- Your birthday is in June, and you have an active Manulife PA since January 2027.
- Your bonus rebates are calculated and accrued monthly within your Manulife PA for January 2027 to June 2027.
- Your first bonus rebate is allocated within 60 calendar days from 1 July 2027, covering the period from January 2027 to June 2027.
- Your bonus rebates continue to accrue monthly within your accounts from July 2027 onwards.
- You terminate your account in March 2028, before the next bonus rebate distribution timing.
- As a result, the unallocated rebates for the period from July 2027 to March 2028 will be forfeited.

12. What happens if I consolidate my Manulife PA into my Manulife Contribution Account?

Answer: As you consolidate your Manulife PA into your Manulife Contribution Account, the assets under your Manulife PA will be transferred to your Manulife Contribution Account under the sub-accounts holding the accrued benefits derived from former employment. Since the Program only applies to Manulife PA and Manulife TVC, your assets will not be eligible to participate in the Program. However, as long as your MPF assets remain with Manulife, you will not lose any unallocated bonus rebates before the consolidation. The accrued rebates will be distributed and allocated to the Manulife MPF Interest Fund of your Manulife Contribution Account under the sub-accounts holding the accrued benefits derived from former employment, within 60 calendar days from the beginning of the month following the effective date of the account consolidation.

13. Will I lose my bonus rebate if I perform fund switching in the middle of the year?

Answer: No, you won't lose your bonus rebate. Since rebates are calculated and accrued every month, even if you move all your money out of the funds eligible for a bonus rebate rate before your birthday, you'll still receive the bonus you earned during your investment in those eligible funds.