

CUSTOMER CONSENT ON PERSONAL DATA AND PRIVACY

By this Privacy Notice, we seek your consent on collection, processing, using and sharing of your information by and for Manulife (which means Manulife Holdings Berhad and all its subsidiary companies) and its products and services.

Information we collect and how we use it

Owing to the relationship with you, we will collect from you personal information, such as your name, identification number, address, phone number and email address as well as other non-public information including your health or medical condition, financial, familial and non-familial information for the applicable product or service ("**Personal Information**"). All Personal Information are processed on our behalf by our related/affiliate companies as well as external service providers, where necessary.

As a Customer of Manulife, the purposes for which your Personal Information, is processed and/or used are as follows:-

- a) the processing of your application(s) for insurance, unit trust, private retirement scheme product(s) and/or related services;
- b) the daily operation of the insurance, unit trust and/or private retirement scheme services and/or facilities provided to customers including other related services such as managing investments, purchases, cancellations, nomination, credit card authorization, banking standing instruction, reinsurance of risks, claims administration, customer service, orphan policy management, policy conservation, health services call centre, panel examiners and mobile paramedics, transaction confirmation advice and any other such process that may be required for a Customer of Manulife from time to time;
- c) any purpose relating to Manulife's risk management functions;
- d) updating Customers' records;
- e) designing financial services or related products for Customers' use;
- f) marketing services or products of Manulife;
- g) for fraud or crime prevention, audit and debt collection and in order that services may be processed by Manulife;
- h) for investigating, reporting, preventing or otherwise in relation to breach of confidential information, fraud, money laundering, terrorist financing and criminal activities generally;
- i) meeting the requirements to make disclosure under the requirements of any laws binding on and for the purposes of any guidelines issued by regulatory or other authorities with which the Manulife or any of its holding company, subsidiaries, affiliates, representatives are expected to comply;
- j) market research and statistical analysis and surveys with the aim of improving our products and services;
- k) for any purpose required by law or regulation;
- l) for the purpose of enforcing its legal rights and/or obtaining legal advice;
- m) to support the Group's business, financial and risk monitoring, planning and decision making;
- n) for making enquiries or investigations as to whether or not the customer or person whose data is collected, used and/or processed by Manulife is actually a sanctioned person, or is otherwise howsoever related to, or associated with, a sanctioned person or entity; and also for the reporting or the taking of any remedial or preventive action in relation thereto;
- o) for all ancillary purposes relating to the provision of facilities including the provision of computer, telecommunications and technology services; and/or
- p) purposes relating thereto.

Sharing and disclosure of Personal Information

We may share and disclose your Personal Information as follows:-

- (1) To our subsidiaries, associated or related companies or their respective employees, professional advisors, agents or representatives;
- (2) To third party service providers, suppliers and vendors;
- (3) To comply with all applicable laws, rules, regulations, guidelines and/or other legal requirements;
- (4) To litigate, defend or respond accordingly to an actual or potential lawsuit or queries involving regulatory and non-regulatory bodies; and
- (5) To generally protect the rights and property of Manulife and to ensure the technical competence and functioning of our systems.

Choices for Personal Information

You may choose whether or not to provide your Personal Information to us. If you choose not to do so, you can continue to interact with Manulife, but you may not be able to take advantage of certain services that depend on Personal Information.

In the event we propose to use your Personal Information for any purposes other than those described above in this privacy notice or such other supplementary privacy notices (if any), we will offer you a way to opt-out of the use or process of your Personal Information for those other purposes.

Access and change requests

If you wish to access, updated or change your Personal Information, we will use reasonable efforts to accommodate the access and make the changes as soon as possible. However, before allowing such access or making such changes, we may request verification of your identity or other details to help us address your request appropriately. You may also write to us to request for information regarding Manulife's policies and practices and the types of Personal Information held by Manulife.

Customer Service**Manulife Asset Management Services Berhad**

13th Floor, Menara Manulife,
6 Jalan Gelenggang,
Damansara Heights,
50490 Kuala Lumpur.
Tel: 1-300-13-2323
Email: my_utservice@manulife.com

Inquiries and complaints

If you have any queries or complaints relating to this Customer Consent Form or otherwise relating to the misuse or suspected misuse of your Personal Information, you may contact us at:

Personal Data Protection Officer

16th Floor, Menara Manulife,
6 Jalan Gelenggang,
Damansara Heights,
50490 Kuala Lumpur.
Email: Personal_Data_Protection_Officer@manulife.com

We reserve the right to change our Privacy Notice.

I have read and I understand and consent to the above terms

*Please tick one:

I agree / disagree that any personal information collected or held by the Company (whether contained in this application or otherwise obtained) may be held, used, and disclosed by the Company to individuals/organisation associated with the Company or selected third party for the purpose of marketing and promotions (including but not limited to direct marketing and cross selling), and to communicate with me/us for such purpose.

Signature

Name: _____

NRIC: _____

Date: _____

* You may request for the Bahasa Malaysia version of this Form.

* In the event of any discrepancy between the English and Bahasa Malaysia versions, the English version would prevail.