
John Hancock Financial Services

601 Congress Street
Boston, Massachusetts 02210-2805

Dominic D'Alessandro

President and Chief Executive Officer, Manulife Financial
Chairman, John Hancock Financial Services



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To our Valued Clients, Partners and Shareholders,

In view of the recent volatility in financial markets, I want to reassure you that John Hancock, a wholly owned subsidiary of Manulife Financial, has financial strength of the highest order, and a capability to deliver on our promises to policyholders, clients, partners and shareholders that is undiminished.

While we are following developments very closely, we would like to emphasize that John Hancock and Manulife have very little exposure to the highly risky and problematic financial instruments that have so adversely affected other institutions. We also have minimal exposure to those institutions most gravely affected by this crisis.

John Hancock and Manulife follow a very prudent investment approach - avoiding complexity, setting limits, diversifying, and applying a healthy dose of skepticism in all our credit decisions - and this philosophy serves us well today, as it has in the past.

We also enjoy one of the highest levels of capital in the financial services industry - which affords us an ample cushion to absorb even the most calamitous events in financial markets. That, along with our prudent investment approach and widely-acclaimed risk management practices has earned us a "AAA" rating from Standard & Poor's, making us one of only two publicly-traded life insurance companies in the world to enjoy this status. We also have among the highest ratings from Moody's, A.M. Best, Fitch and DBRS.

In such an inter-connected world, we applaud governments and their central bankers for the constructive steps being implemented to deal with this situation.

Thank you for your confidence in John Hancock and Manulife. We appreciate your continued support.

A handwritten signature in black ink that reads "D'Alessandro".

Dominic D'Alessandro
President and CEO, Manulife Financial
Chairman, John Hancock Financial Services