

Manulife Recognition Conferences

Submitted by Tracey on March 29, 2016 - 10:26am

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For some time, regulators and others in the insurance industry have discussed general practices that may be perceived as conflicting with our customers being treated fairly. Last week, certain competitors announced that they would suspend their travel reward programs. We were approached to comment on the Manulife programs.

We are reviewing our approach to a number of current practices, including advisor rewards and recognition. We plan to follow through on programs where we have already entered the eligibility period, and will host our last recognition conferences in 2018. We expect to continue Elite Forum and Investment Forum ? we may consider changes to align with best practices.

We are very committed to our relationship with you. Of course, the industry as a whole has a responsibility to ensure that our customers are treated fairly and as we review our approach to a number of practices, we will be coming to you to get your thoughts on what matters to you, your business, and your clients.

As a customer-centric organization, our goal is to provide the best products, services and advice to help Canadians with their financial decisions.

Paul Lorentz
Executive Vice President and General Manager
Individual Wealth Management and Insurance

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