

INTEREST CREDITING RATE CHANGE ON ALL UNIVERSAL LIFE INSURANCE PRODUCTS

CHANGE AFFECTS ALL UNIVERSAL LIFE PRODUCTS	<p>Effective February 1, 2005, The Manufacturers Life Insurance Company (U.S.A.) Manulife (USA) will be decreasing the interest crediting rate on its Universal Life (including MUL-G-04 and SUL-G) policies by 25 basis points. This decrease will be applicable to all its inforce and new issue Universal Life products.</p> <p>Pending regulatory approvals, Manulife (USA) will change its name to John Hancock Life Insurance Company (U.S.A.) effective January 1, 2005. Universal Life Insurance products currently issued by John Hancock Life Insurance Company and John Hancock Variable Life Insurance Company remain unchanged.</p>
CHANGE IS A RESULT OF PREVAILING LOWER INTEREST RATES	<p>The crediting rate decrease is due to the turnover of assets in the Universal Life Insurance Portfolio. As older assets mature and new premiums are received, we must invest in assets at the prevailing lower market yields. These lower asset yields are reflected in a lower overall yield in the Universal Life Insurance Portfolio. These economic forces have also caused many of our competitors to take similar action over the past six months.</p>
NOTIFICATION TO CLIENTS	<p>Manulife USA will be notifying your clients of the rate change on their anniversary statement dates. Clients who request inforce illustrations before they receive their anniversary statement will see the crediting rate change on the illustration.</p>
NEW ILLUSTRATION SOFTWARE	<p>The software update being sent to you at the end of December 2004 will reflect this change for new issue policies. If you need an illustration run prior to receiving this new software, you may simply change the current interest rate in the illustration software. For additional assistance, contact your local regional office, the National Sales Support Team or you may contact the New Business Service Center.</p>
PLEASE BE PATIENT WHEN REQUESTING ILLUSTRATIONS FOR YOUR CLIENTS	<p>If you wish to see how this change will affect your policy owners' inforce policies, please contact our Inforce Illustration Support Team. Our normal turnaround time for a standard illustration is three to five business days; however, due to high volumes, delays may be experienced. We will do our best to provide prompt service on all requests. For high volume requests our turnaround time may be longer than normal.</p> <p>Our Inforce Illustration Support Team can be reached at via e-mail: usillustr@manulife.com. We can also be reached via telephone or fax at (Phone) 1-800-387-2747, Option 1 (Fax) 416-926-5656</p>
NEW ILLUSTRATION REQUIRED FOR PENDING CASES IN NEW BUSINESS	<p>Effective immediately a new illustration will be required on every pending case in our New Business Department reflecting the decreased interest rate. Our New Business department will contact you for those cases that will require new illustrations to complete the issue process.</p>

IF YOU HAVE ANY QUESTIONS FEEL FREE TO CONTACT YOUR LOCAL REGIONAL DIRECTOR OR
NATIONAL SALES SUPPORT AT 1-888-266-7498 OPTION 2

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www.manulife.com/usinsurance

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