

Product Highlights Sheet dated 12 February 2025

## Manulife Asia Total Return Bond Fund

### Responsibility Statement

This Product Highlights Sheet has been reviewed and approved by the directors and/or persons approved by the Board of Manulife Investment Management (M) Berhad and they collectively and individually accept full responsibility for the accuracy of the information. Having made all reasonable inquiries, they confirm to the best of their knowledge and belief, that there are no false or misleading statements, or omission of other facts which would make any statement in the Product Highlights Sheet false or misleading.

### Statement of Disclaimer

The Securities Commission Malaysia has authorised the issuance of *Manulife Asia Total Return Bond Fund* (“the Fund”) and a copy of this Product Highlights Sheet has been lodged with the Securities Commission Malaysia.

The authorisation of the Fund and lodgment of this Product Highlights Sheet, should not be taken to indicate that the Securities Commission Malaysia recommends the Fund or assumes responsibility for the correctness of any statement made or opinion or report expressed in this Product Highlights Sheet.

The Securities Commission Malaysia is not liable for any non-disclosure on the part of the Manulife Investment Management (M) Berhad, the Manager responsible for the Fund and takes no responsibility for the contents of this Product Highlights Sheet. The Securities Commission Malaysia makes no representation on the accuracy or completeness of this Product Highlights Sheet, and expressly disclaims any liability whatsoever arising from, or in reliance upon, the whole or any part of its contents.

Please note that this Fund is not offered for sale to any U.S. (“United States of America”) person. If you are a non-Malaysian, your subscription may be restricted by your local law or regulation. Please observe and comply with such local restrictions, if any. If in doubt, please consult a professional adviser.

**This product highlights sheet only highlights the key features and risks of this Fund. Investors are advised to request, read and understand the prospectus of the Fund before deciding to invest.**

### Brief Information on the Product

#### 1. What is the Fund about?

The Fund is a feeder fund that aims to provide total return from a combination of income and capital appreciation by investing in a collective investment scheme with investment focus on fixed income securities.

Note: Any material change to the Fund’s investment objective would require unit holders’ approval.

### Product Suitability

#### 2. Who is the Fund suitable for?

The Fund is suitable for investors who:

- seek a combination of income and capital appreciation;
- have a medium- to long-term investment horizon (a period of 3 to 5 years); and
- seek investment exposure in the Asia region.

### Key Product Features

#### 3. What am I investing in?

<b>Fund Category</b>	Feeder Fund (Bond)	
<b>Investment Strategy and Policy</b>	<p>The Fund will invest at least 85% of the Fund’s net asset value (“NAV”) in share class I3 Inc of Manulife Global Fund - Asia Total Return Fund (the “Target Fund”), while the balance of the Fund’s NAV will be invested in cash, money market instruments (including fixed income securities which have a remaining maturity period of less than 365 days), placement of deposits with financial institutions for liquidity purposes and/or derivative for hedging purposes.</p> <p>The Fund’s portfolio will be closely monitored and rebalanced from time to time to ensure that the Fund’s asset is allocated in accordance with its prescribed asset allocation.</p> <p>The Fund will not be adopting any temporary defensive strategies during adverse market condition as the Fund adopts a passive strategy of investing a minimum of 85% of the Fund’s NAV into the Target Fund at all times. This strategy is to allow the Fund to mirror the performance of the Target Fund and may result in the Fund being exposed to the risk of its NAV declining when the Target Fund’s net asset value declines.</p>	
<b>Asset Allocation</b>	<p><u>Asset Class</u></p> <p>Target Fund</p> <p>Cash, money market instruments, placement of deposits with financial institutions for liquidity purposes and/or derivative for hedging purposes.</p>	<p><u>Allocation (% of the Fund’s NAV)</u></p> <p>Minimum 85%</p> <p>Remaining NAV of the Fund</p>

<b>Performance Benchmark</b>	50% JP Morgan Emerging Local Markets Index Plus (Asia) + 50% JP Morgan Asia Credit Index			
	Note: The performance benchmark above is only used as a reference for investment performance comparison purpose. The performance benchmark chosen for the Fund follows the performance benchmark of the Target Fund. The risk profile of the Fund is not the same as the risk profile of this performance benchmark. The performance benchmark information is available at <a href="http://www.manulifeim.com.my">www.manulifeim.com.my</a> and <a href="http://www.jpmorgan.com">www.jpmorgan.com</a> .			
<b>Base Currency</b>	U.S. Dollar ("USD")			
<b>Currency Class(es)</b>	<b>USD Class</b>	<b>RM-Hedged Class</b>	<b>CNH-Hedged Class</b>	<b>A (RM) Class</b>
<b>Launch Date</b>	18 February 2019			12 February 2025
<b>Financial Year End</b>	30 November			
<b>Distribution Policy</b>	<p>Depending on the level of income (if any) the Fund generates, the Fund aims to distribute all or part of its distributable income on a quarterly basis. The payment of distributions, if any, from the Fund will vary from period to period depending on the market conditions, performance of the Fund and the Target Fund.</p> <p>The Manager has the right to make provisions for reserves in respect of distribution of the Fund. If the distribution available is too small or insignificant, any distribution may not be of benefit to the unit holders as the total cost to be incurred in any such distribution may be higher than the amount for distribution. The Manager has the discretion to decide on the amount to be distributed to the unit holders.</p>			

### Target Fund's Information

<b>Name of Target Fund</b>	Manulife Global Fund - Asia Total Return Fund
<b>Management Company of Target Fund</b>	Manulife Investment Management (Ireland) Limited
<b>Investment Manager of Target Fund ("Investment Manager")</b>	Manulife Investment Management (Hong Kong) Limited
<b>Domicile Country</b>	Luxembourg
<b>Regulatory Authority of the Target Fund</b>	Commission de Surveillance du Secteur Financier
<b>Date of Establishment</b>	28 September 2009
<b>Name of Share Class</b>	Share Class I3 Inc
<b>Investment Objective of Target Fund</b>	<p>The Target Fund aims to maximize total returns from a combination of capital appreciation and income generation. The Target Fund invests at least 70% of its net assets in a diversified portfolio of fixed income securities, issued by governments, agencies, supra-nationals and corporate issuers in Asia. As part of the above investments, the Target Fund may invest less than 30% of its net assets in Renminbi-denominated debt securities that are circulated in the China interbank bond market via Bond Connect.</p> <p>The Target Fund may also invest (up to 30% of its net assets) in cash and fixed income securities of other issuers outside Asia if the Investment Manager of the Target Fund consider that such securities will achieve the goal of maximizing capital appreciation and income generation.</p> <p>While the Target Fund will invest in accordance with its investment objective and strategy, subject to applicable laws and regulations, the Target Fund is not otherwise subject to any limitation on the portion of its net assets that may be invested in any one country or sector. Hence, the Target Fund may invest more than 30% of its net assets in issuers located in the People's Republic of China.</p> <p>The Target Fund invests in securities denominated in Asian currencies or other currencies. It may invest in local currency bonds with unhedged currency exposure to achieve currency gains. The Target Fund may also hedge for efficient portfolio management purposes.</p> <p>The Target Fund may invest (up to 40% of its net assets) in higher-yielding debt securities rated lower than investment grade (i.e. below Baa3 by Moody's Investors Service or BBB- by Standard &amp; Poor's or Fitch Ratings), or if unrated, their equivalent. As such, an investment in the Target Fund is accompanied by a higher degree of credit risk.</p> <p>The Target Fund may invest up to 20% of its net assets in debt instruments with loss-absorption features, including, but not limited to, total loss-absorbing capacity eligible instruments, contingent convertible bonds, certain types of senior non-preferred debt and other similar instruments with write-down or bail-in features related to the issuers' regulatory capital ratio. These instruments may be subject to contingent write-down or contingent conversion to equity on the occurrence of trigger event(s).</p>
<b>Investment Policy and Strategy of Target Fund</b>	It is not the intention of the Target Fund to invest more than 10% of its net assets in securities issued, or guaranteed, by any single sovereign (including the relevant government, public or local authority) which has a credit rating that is below investment grade (i.e. below Baa3 by Moody's Investors Service or BBB- by Standard & Poor's or Fitch Ratings).

	In times of extreme market volatility or during severe adverse market conditions, the Target Fund may temporarily hold a substantial portion (up to 30%) of its net assets in cash or cash equivalents, or invest in short-term money market instruments, to preserve the value of the assets in the investment portfolio of the Target Fund.
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#### 4. Who am I investing with?

Manager	Manulife Investment Management (M) Berhad
Trustee	HSBC (Malaysia) Trustee Berhad

### Key Risks

#### 5. What are the key risks associated with this Fund?

##### Manager's Risk

This risk refers to the day-to-day management of the Fund by the Manager which will impact the performance of the Fund. For example, investment decisions undertaken by the Manager, as a result of an incorrect view of the market or any non-compliance with internal policies, investment mandate, the deed, relevant law or guidelines due to factors such as human error or weaknesses in operational process and systems, may adversely affect the performance of the Fund.

##### Market Risk

Market risk refers to the possibility that an investment will lose value because of a general decline in financial markets, due to economic, political and/or other factors, which will result in a decline in the Fund's NAV.

##### Loan or Financing Risk

This risk occurs when investors take a loan/ financing to finance their investment. The inherent risk of investing with borrowed/ financed money includes investors being unable to service the loan repayments/ financing payments. In the event units are used as collateral, an investor may be required to top-up the investors' existing instalment if the prices of units fall below a certain level due to market conditions. Failing which, the units may be sold at a lower NAV per unit as compared to the NAV per unit at the point of purchase, towards settling the loan/ financing.

Please note that loan/ financing is discouraged.

##### Suspension/Deferment of Redemption Risk

The Manager may, in consultation with the Trustee and having considered the interests of investors, suspend the dealings in units of the Fund due to exceptional circumstances such as when the market value or fair value of a material portion of the Fund's assets cannot be determined. No application will be dealt with when suspension of dealing in units are triggered and this will limit the unit holder's right to freely redeem their units in the Fund.

For the purpose of liquidity risk management, the Fund may defer redemption to the next business day if the total net redemption received is more than 10% of the NAV of the Fund on a particular business day. When such redemption limit is triggered, it may jeopardise the Fund's ability to meet unit holders' redemption request and may lead to a delay in repayment of redemption proceeds to investors. Unit holders who are impacted by deferment of redemption are subject to the risks inherent to the Fund which unit holders invested in until the redemption request is processed.

##### Country Risk

Investments of the Fund (i.e. the Target Fund, which is domiciled in Luxembourg) may be affected by changes in the economic and political climate, restriction on currency repatriation or other developments in the law or regulations of Luxembourg. For example, the deteriorating economic condition of that country may adversely affect the value of the investments undertaken by the Fund. This in turn may cause the NAV of the Fund or prices of units to fall.

##### Currency Risk

You should be aware that currency risk is applicable to class(es) which is in different currency than the Base Currency (i.e. USD). The impact of the exchange rate movement between the Base Currency and the currency denomination of the respective class(es) may result in a depreciation of the value of your holdings.

As for a hedged class, the class itself provides mitigation to the currency risk arising from the difference between the currency denomination of the class and the Base Currency. For this purpose, the Manager engages the Trustee to perform currency hedging for hedged class of the Fund, using currency forward contracts on a monthly rollover basis to passively hedge against currency risk. While we aim to fully hedge the currency risk for a hedged class, you should note that it may not entirely eliminate currency risk.

In addition, you should note that as a result of hedging, a hedged class will not be able to enjoy the full benefits of the currency movement in the event a favourable movement of the currency denomination of the hedged class against the Base Currency. You should also note that hedging incurs costs, which will impact the NAV of a hedged class.

##### Target Fund Manager Risk

The Target Fund (which the Fund invests in) is managed by the Investment Manager of the Target Fund. It is important to note that the Manager has no control over the investment management techniques and operational controls of the Target Fund. Thus, mismanagement of the Target Fund (i.e. breach of its prescribed investment restriction due to human error) may negatively affect the Fund (as an investor of the Target Fund). Should such a situation arise, the Manager may propose to invest in other alternative collective investment scheme ("CIS") that is consistent with the investment objective of the Fund provided always that the approval of the unit holders has been obtained.

##### Liquidity Risk

Liquidity risk refers to a security which could not be transacted in a timely manner. In the context of the Fund (which invests in the Target Fund), liquidity risk is associated with the Target Fund's ability to meet the Fund's redemption request in a timely manner. If the Target Fund fails to meet the Fund's redemption request, it may jeopardize the Fund's ability to meet its own unit holders' redemption request.

### Risk Considerations for Investing in Derivatives

The Manager may use derivatives such as forwards, futures and options to hedge against certain risks such as adverse movements in currency exchange rates or interest rate. This involves special risks, including but not limited to the risk of loss from default by the counterparty, typically as a consequence of insolvency or failed settlement.

The Manager will only enter into hedging transactions where the counterparty is a financial institution with a minimum long-term credit rating of investment grade (including gradation and subcategories) rated by any domestic or global rating agency. In the event where the counterparty's or issuer's rating falls below the minimum required or it ceases to be rated, the Manager will liquidate its position within 6 months or sooner, unless the Trustee considers it to be in the best interest of investors to do otherwise.

To mitigate these risks, all investment in financial derivatives will be closely monitored or efforts will be taken to unwind such positions if there is material adverse change to the counterparty or issuer.

### Taxation Risk/ Withholding Tax Risk

Certain income of the Target Fund may be subject to withholding and/or income tax, and any such taxes will reduce the return on the investments held by the Target Fund. The Fund may make tax provisions in respect of income received from its foreign investments. The tax laws, regulations and practice are constantly changing, and they may be changed with retrospective effect. The interpretation and applicability of the tax law and regulations by tax authorities may not be consistent and transparent. In this connection, the Fund may be subject to additional taxation that is not anticipated as at the date hereof or when the relevant investments are made, valued or disposed of. Such taxes will reduce the return on the investments of the Fund.

In addition, the Target Fund (through the Management Company of the Target Fund or its agents) may need to receive certain information from an investor for it to avoid certain withholding taxes. In particular, the Foreign Account Tax Compliance Act (FATCA) adopted in the U.S. will require the Target Fund (or the Management Company of the Target Fund) to obtain certain identifying information about its investors and potentially provide that information to the United States Internal Revenue Service. Subject to certain transition rules, investors that fail to provide the Target Fund, the Management Company of the Target Fund or their agents with the requisite information will be subject to a 30% withholding tax on distributions to them and on proceeds from any sale or disposition or caused the entire Fund to be subject to a 30% withholding tax on income receivable from the Target Fund or on proceeds from any sales or disposition of the Fund. In addition, units held by such investors may be subject to compulsory redemption. Any withholding taxes imposed on the Target Fund could affect the return of investments held by the Fund.

Investors should seek their own tax advice on their tax position with regard to their investment in the relevant Fund.

### Specific Risks associated with the Target Fund

- Emerging Markets Risks
- Political and Regulatory Risks
- Renminbi Currency and Conversion Risks
- Liquidity and Volatility Risks
- Rating of Investment Risk
- Debt Instruments Risk
- Financial Derivative Instruments other than for Investment Purpose
- High-Yield Bonds Risk/ Debt Securities Rated Below Investment Grade or Unrated Risk
- Interest Rate Risk
- Risks Associated with Investments in Debt Securities with Loss-Absorption Features (Including Contingent Convertible Securities)
- Taxation Risks
- Currency Risks
- Credit and Counterparty Risk
- Collateralised/Securitised Products Risk
- Inflation Indexed Bonds Risk
- Bank Obligations Risk
- Mainland China Investment Risks
- Mainland China Tax Risk
- Risks Associated with Investments via the Bond Connect
- Swing Pricing Risk
- Sovereign Debt Risk
- Valuation Risk

Please refer to the Fund's prospectus for further details on specific risks associated with the Target Fund.

## Fees and Charges

### 6. What are the fees and charges involved?

#### Charges when buying units of the Fund

Sales Charge	Distributors	Maximum Sales Charge*			
		RM-Hedged Class	USD Class	CNH-Hedged Class	A (RM) Class
	Unit Trust Consultant	Up to 3.00% of NAV per unit of the Class			
	Manager				
	Institutional Unit Trust Scheme Adviser ("IUTA")				
*The sales charge is non-negotiable. However, the Manager may at its discretion charge a lower sales charge from time to time.					
Note: The list of funds qualified under the Employees Provident Fund – Members Investment Scheme ("EPF-MIS") is available on our website at <a href="http://www.manulifeim.com.my">www.manulifeim.com.my</a> or EPF's website at <a href="http://www.kwsp.gov.my">www.kwsp.gov.my</a> and will be updated as and when EPF revises the list. Funds qualified under the EPF-MIS will be levied a sales charge of up to 0.50% of NAV per unit if subscribed via i-Akaun, otherwise up to 3.00% of NAV per unit.					

Redemption Charge	Nil
Switching Fee	Subject to the conditions on switching as set out in the prospectus of the Fund.
Transfer Fee	RM3.00 per transfer

#### Fees incurred when investing in the Fund

Management fee	1.25% per annum of NAV of the Fund
Trustee fee	0.04% per annum of NAV of the Fund (including local custodian fees, but excluding foreign custodian fees and charges)

All fees and charges (e.g. sales charge, switching fee, transfer fee, management fee, trustee fee and any other relevant fees and/or charges), where applicable, may be subject to any tax that may be introduced by the government of Malaysia from time to time.

	RM-Hedged Class	USD Class	CNH-Hedged Class	A (RM) Class
<b>Minimum initial investment</b>				
Walk-in/ Hardcopy application	RM2,000	USD2,000	CNH2,000	RM2,000
Online application	RM200	-	-	RM200
<b>Minimum additional investment</b>				
Walk-in/ Hardcopy application	RM1,000	USD1,000	CNH1,000	RM1,000
Online application	RM100	-	-	RM100
Cut-off time	<ul style="list-style-type: none"> <li>▪ 3.00 p.m. for walk-in transactions or any other time that may be determined by the Manager, and</li> <li>▪ 4.00 p.m. for online transactions*.</li> </ul>			

\*Online transactions include purchase of units and switching between fund/ class denominated in RM only. Online transactions are not applicable for redemption of units currently. You may refer to our online tool for latest updates.

**YOU SHOULD NOT MAKE PAYMENT IN CASH TO A UNIT TRUST CONSULTANT OR ISSUE A CHEQUE IN THE NAME OF A UNIT TRUST CONSULTANT.**

### Valuation and Exiting from Investment

#### 7. How often are valuations available?

The valuation of the Fund is carried out daily at the end of the business day. Funds with exposure to foreign investments shall be valued at or before 5.00 p.m. on the next business day (or T+1) because of the time difference between Malaysia and the country(ies) where the funds invested in. The NAV per unit of the Fund/ class will be published upon valuation conducted. However, delay may occur in updating the NAV per unit of the Fund/ class. The latest prices will be available on the Manager's website at [www.manulifeim.com.my](http://www.manulifeim.com.my) or FiMM's website. Alternatively, unit holders may contact the Manager's Customer Service Hotline.

#### 8. How can I exit from this investment and what are the risks and costs involved?

##### Redeeming an investment

Unit holders may redeem part or all of their investments at any time by completing a "Redemption Form" which is available from 8.45 a.m. to 5.30 p.m. at the office of the Manager and its branches. There is no redemption charge levied on the redemption of units. Redemption proceeds will be paid within seven (7) business days for RM-Hedged Class and A (RM) Class, nine (9) Business Days for USD Class and CNH-Hedged Class from the date on which the redemption request is received by the Manager at or before the cut-off time.

Unit holders should note that redemption limit or suspension of dealing in units of the Fund may be imposed as part of liquidity risk management. These circumstances may lead to delay in payment of redemption proceeds to you. For more information, please refer to the Transaction Information section of the Fund's prospectus.

	RM-Hedged Class	USD Class	CNH-Hedged Class	A (RM) Class
Minimum redemption amount	500 units			
Minimum holding/ balance	1,000 units			
Cut-off time	<ul style="list-style-type: none"> <li>▪ 3.00 p.m. for walk-in transactions or any other time that may be determined by the Manager, and</li> <li>▪ 4.00 p.m. for online switching.</li> </ul>			

##### Cooling-off period

The cooling-off period is only applicable to any individual investing for the first time in any unit trust funds managed by the Manager and excludes staff of the Manager and persons registered with a body approved by the SC to deal in unit trusts. You have the right, within six (6) business days from the day of the receipt by the Manager of your application form, to call for a withdrawal of your investment. The money invested will be refunded to you subject to the conditions as set out in the prospectus of the Fund.

Withdrawal proceeds will only be paid to you once the Manager has received the cleared payments for the original investment.

For purchase/ redemption transaction made with IUTAs, the transaction is subject to the terms and conditions of the respective IUTAs. Also, if you invest in units through an IUTA which adopts the nominee system of ownership, you will not be considered as a unit holder under the Fund's deed, and you may consequently not have all the rights ordinarily exercisable by a unit holder (for example, the right to call for a unit holders' meeting and to vote thereat, and the right to have your particulars appearing in the Fund's register of unit holders).

## Fund Performance

Note: A (RM) Class is launched on 12 February 2025. Hence, performance of the A (RM) Class is not available.

### 9. Average Total Return for Financial Year Ended 30 November 2024

Basis of calculation

$$\text{Average Total Return} = \text{Annualised Total Return} = \frac{1}{n} \left[ (1 + \text{Total return for the period})^n - 1 \right] \times 100\%$$

Returns in RM (%)	1-Year	3-Year	5 Years
Manulife Asia Total Return Bond Fund – RM-Hedged Class	3.93	(3.15)	(0.51)
Benchmark	5.62	0.29	1.05
Manulife Asia Total Return Bond Fund – USD Class	6.86	(1.45)	0.21
Benchmark	5.62	0.29	1.05
Manulife Asia Total Return Bond Fund – CNH-Hedged Class	4.11	(2.83)	(0.00)
Benchmark	5.62	0.29	1.05

Returns in USD (%)	1-Year	3-Year	5 Years
Target Fund – Share Class I3 Inc	7.88	(0.07)	1.70
Benchmark	5.63	0.29	1.05

### 10. Annual Total Return for Financial Year Ended 30 November

Basis of calculation

$$\text{Annual Total Return} = \frac{(\text{NAV}_t - \text{NAV}_{t-1})}{\text{NAV}_{t-1}}$$

NAV<sub>t</sub> denotes NAV at the end of the period.  
NAV<sub>t-1</sub> denotes NAV at the beginning of the period.

Returns (%)	2019	2020	2021	2022	2023	2024	
Manulife Asia Total Return Bond Fund	RM-Hedged Class	4.17*	7.88	(0.52)	(13.58)	1.15	3.93
	Benchmark	4.31	5.75	(1.22)	(8.97)	4.92	5.62
	USD Class	3.59*	7.35	(1.64)	(13.65)	3.74	6.86
	Benchmark	4.31	5.75	(1.22)	(8.97)	4.92	5.62
	CNH-Hedged Class	2.80**	8.26	0.66	(12.79)	1.05	4.11
	Benchmark	3.19	5.75	(1.22)	(8.97)	4.92	5.62

For the financial year ended 30 November 2024, the Fund's RM-Hedged Class return increased by 3.93%, the USD Class return increased by 6.86%, the CNH-Hedged Class return increased by 4.11%, compared with its benchmark return which increased by 5.62%.

\*For the period from 11 March 2019 (commencement date) to 30 November 2019.

\*\*For the period from 1 April 2019 (commencement date) to 30 November 2019.

Returns in USD (%)	2019*	2020	2021	2022	2023	2024
Target Fund – Share Class I3 Inc	5.00	9.37	(0.33)	(12.48)	5.68	7.88
Benchmark	4.22	5.78	(1.22)	(8.98)	4.91	5.63

\*Share class I3 Inc was launched on 11 March 2019.

**PAST PERFORMANCE OF THE FUND IS NOT AN INDICATION OF ITS FUTURE PERFORMANCE.**

## 11. Portfolio Turnover Ratio and Income Distribution per Unit

Financial Year End (FYE)	2022	2023	2024
Portfolio Turnover Ratio ("PTR")	0.30	0.73	0.60
The PTR for FYE2024 is 0.60 times and was lower than FYE2023 mainly due to the decrease in trading activities.			
Gross distribution per unit (sen) – RM-Hedged Class	1.91	1.54	1.63
Net distribution per unit (sen) – RM-Hedged Class	1.70	1.39	1.63
Gross distribution per unit (sen) – USD Class	2.13	1.57	1.52
Net distribution per unit (sen) – USD Class	2.02	1.43	1.52
Gross distribution per unit (sen) – CNH-Hedged Class	2.24	1.80	1.62
Net distribution per unit (sen) – CNH-Hedged Class	2.12	1.65	1.62
Distribution was in the form of cash or reinvested into additional units in the Class at the NAV per unit on the distribution date.			

## Contact Information

### 12. Who should I contact for further information or to lodge a complaint?

- i) For internal dispute resolution, you may contact us:

**Manulife Investment Management (M) Berhad**

13th Floor, Menara Manulife  
No. 6, Jalan Gelenggang  
Damansara Heights  
50490 Kuala Lumpur.

Customer Service Hotline : 03-2719 9271  
General Line : 03-2719 9228  
Email : [MY\\_CustomerService@manulife.com](mailto:MY_CustomerService@manulife.com)  
Website : [www.manulifeim.com.my](http://www.manulifeim.com.my)

- ii) If you are dissatisfied with the outcome of the internal dispute resolution process, please refer your dispute to the Financial Markets Ombudsman Service (FMOS):

**Financial Markets Ombudsman Service (FMOS)**

Level 14, Main Block Menara Takaful Malaysia  
No. 4, Jalan Sultan Sulaiman  
50000 Kuala Lumpur.

Phone : 03-2272 2811  
Online complaint form available at [www.fmos.org.my](http://www.fmos.org.my)

- iii) Even if you have initiated a dispute resolution process with FMOS, you may also direct your complaint to the SC. To make a complaint, please contact the SC's Consumer & Investor Office:

**Consumer & Investor Office**

**Securities Commission Malaysia**  
No. 3, Persiaran Bukit Kiara  
Bukit Kiara  
50490 Kuala Lumpur.

Phone : 03-6204 8999 (Aduan Hotline)  
Fax : 03-6204 8991  
Email : [aduan@seccom.com.my](mailto:aduan@seccom.com.my)  
Online complaint form available at [www.sc.com.my](http://www.sc.com.my)

- iv) Federation of Investment Managers Malaysia (FIMM)'s Complaints Bureau:

**Legal, Secretariat & Regulatory Affairs**  
**Federation of Investment Managers Malaysia**  
19-06-1, 6th Floor, Wisma Tune  
No. 19, Lorong Dungun  
Damansara Heights  
50490 Kuala Lumpur.

Phone : 03-7890 4242 (Press 3)  
Fax : 03-2093 2700  
Email : [complaints@fimm.com.my](mailto:complaints@fimm.com.my)  
Online complaint form available at [www.fimm.com.my](http://www.fimm.com.my)