

Note 注意：

Before completing this form, please refer to the "Notes and Instructions" on page 3.
填寫本表格前，請參閱第三頁的「備註及指引」。

For Manulife Use 宏利專用	Dealing Date 交易日
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1. Shareholder Account Information 股東帳戶資料

Shareholder Account Number 股東帳戶編號		
	First Holder 第一持有人	Second Holder 第二持有人
Account Holder(s) Full Name(s) 帳戶持有人全名		
Hong Kong Identity Card/Passport Number 香港身份證/護照號碼		

2. Redemption Request Details 贖回詳情

I/We being the shareholder(s) of the following Fund(s) hereby request for redemption of shares as below:
本人/吾等乃以下基金之股東，現申請贖回下列的股份：

Fund Name# 基金名稱#	Class 類別	Number of Shares## 股份數目##	Currency and Amount of Redemption Proceeds### 贖回款項的貨幣及款額###
			OR 或
			OR 或
			OR 或
			OR 或

Please refer to the Fund Table in page 4 for the Fund Name. 請參閱第四頁基金列表內之基金名稱。

To redeem all the shares of the class, please state "ALL". 贖回該類別的全部股份，請註明「全部」。

To keep the minimum holding of the class in the account, please state "Keep Minimum Holding". 在帳戶內保持該類別的最低持股額，請註明「保持最低持股額」。

Please ensure the payment currency selected in section 3 is the same as the currency of redemption proceeds stated in section 2. Otherwise, this application for redemption will not be accepted. 請確保第3項所選擇的付款貨幣與第2項中所述的贖回款項貨幣相同，否則此項的贖回申請將不獲受理。

3. Payment Method 付款方法

The bank account specified below should enable the account holder to receive redemption proceeds in the selected currency(ies). Otherwise, the settlement may be delayed or the payment is in another currency as determined by the receiving bank.

帳戶持有人應確保以下填寫的銀行帳戶可收取所選擇貨幣的贖回款項。否則可能導致結算延遲，或由收款銀行決定以其他貨幣付款。

Telegraphic Transfer/Bank Transfer* 電匯/銀行轉帳*

to the bank account specified below only for the purpose of this redemption request (Please provide a copy of the latest bank account statement or passbook signature page confirming the bank account information)

至以下填寫的銀行帳戶(僅用於是次的贖回指示)(請提供最近發出的銀行帳戶結單或存摺簽名頁幅本以確認所提供的銀行帳戶資料)

Bank Name 銀行名稱	
Bank Address 銀行地址	
Bank Account Holder(s) Name (The bank account holder(s) must be the above named account holder(s)) 銀行帳戶持有人姓名(銀行帳戶持有人必須為上述帳戶持有人)	
Bank Account Number (including Bank Code, Branch Code and Account Number) 銀行帳戶號碼(包括銀行編號、分行編號及帳戶號碼)	
Payment Currency, please ✓ as appropriate 請✓選付款貨幣	<input type="checkbox"/> HKD 港元 <input type="checkbox"/> USD 美元 <input type="checkbox"/> AUD 澳元 <input type="checkbox"/> CAD 加元 <input type="checkbox"/> GBP 英鎊 <input type="checkbox"/> CHF 瑞士法郎 <input type="checkbox"/> EUR 歐元 <input type="checkbox"/> JPY 日圓 <input type="checkbox"/> SGD 新加坡元
Correspondent Bank Name and SWIFT Code (For an overseas bank account only) 代理銀行名稱及SWIFT編碼(只適用於海外銀行戶口)	

to the bank account designated by me/us in the Account Opening Form or Change of Record Form
至本人/吾等在開戶表格或記錄更新表格內的指定銀行帳戶

HKD 港元 USD 美元 AUD 澳元 CAD 加元 GBP 英鎊
 CHF 瑞士法郎 EUR 歐元 JPY 日圓 SGD 新加坡元

Cheque/Bank Draft 支票/匯票

HKD 港元 USD (drawn in Hong Kong) 美元(在香港付款) USD (drawn in New York) 美元(在紐約付款)
 AUD 澳元 CAD 加元 GBP 英鎊 CHF 瑞士法郎 EUR 歐元 JPY 日圓 SGD 新加坡元

Cheque payable to Manulife (International) Limited 支票祈付 Manulife (International) Limited****

HKD 港元 USD (drawn in Hong Kong) 美元(在香港付款)

* No payment of redemption proceeds will be made to any third party, including a joint name bank account which is held by the account holder and another person who is not an account holder of the above Manulife Global Fund account.

贖回款項不得支付予任何第三者，包括其中一位銀行帳戶持有人並非上述宏利環球基金帳戶持有人的銀行聯名帳戶。

** For the purchase of other Manulife products by the above named account holder(s) and the cheque first sent to Manulife Investment Management (Hong Kong) Limited. 供上述帳戶持有人購買其他宏利產品，並將支票先送交宏利投資管理(香港)有限公司。

4. Disclosure of Transaction Information 披露交易相關資料

a. Capacity and Affiliation

Manulife Investment Management (Hong Kong) Limited is a distributor of Manulife Global Fund and also an investment manager of certain sub-funds of Manulife Global Fund. Manulife Investment Management (Hong Kong) Limited is NOT an independent intermediary because of its close links and other legal and economic relationships with Manulife Global Fund.

a. 身分與聯繫

宏利投資管理(香港)有限公司是宏利環球基金的分銷商，亦是宏利環球基金某些子基金的投資管理人。由於宏利投資管理(香港)有限公司與宏利環球基金有著密切的聯繫，以及其他法律及經濟的關係，故它並非獨立中介人。

b. Monetary Benefits

- In respect of Class AA shares, Manulife Investment Management (Hong Kong) Limited will receive (i) an initial charge of up to 5% of the subscription amount, (ii) a switching charge of up to 1% of the redemption price, and (iii) a redemption charge of up to 1% of the redemption price (although no redemption charge is presently levied).
- In respect of Class A shares, Manulife Investment Management (Hong Kong) Limited will receive (i) an initial charge of up to 6% of the subscription amount (although no such initial charge is presently levied), (ii) a switching charge of up to 1% of the redemption price, and (iii) if shares are redeemed within the first two years of subscription, a redemption charge of up to 1% of the redemption price.
- Manulife Investment Management (Hong Kong) Limited will receive from Manulife Global Fund up to 33% of a sub-fund's annual management fee as ongoing trailer fee every year throughout the term of an investor's investment in that sub-fund.
- The above charges and trailer fee will be paid partially or wholly by Manulife Investment Management (Hong Kong) Limited to its in-house agents who are licensed by the Securities and Futures Commission, in respect of Manulife Global Fund's investors served by such agents.

b. 金錢收益

- 就AA類股份而言，宏利投資管理(香港)有限公司可收取(i)最高為認購金額的5%的初次收費，(ii)最高為應付贖回價的1%的轉換費，以及(iii)最高為應付贖回價的1%的贖回費(儘管目前沒有徵收贖回費)。
- 就A類股份而言，宏利投資管理(香港)有限公司可收取(i)最高為認購金額的6%的初次收費(儘管目前沒有徵收初次收費)，(ii)最高為應付贖回價的1%的轉換費，以及(iii)就認購後首兩年內的股份贖回收取最高為應付贖回價的1%的贖回費。
- 當投資者持續投資於宏利環球基金某子基金，宏利投資管理(香港)有限公司可從該子基金的年度管理費中每年收取最高為33%的後續費。
- 宏利投資管理(香港)有限公司可將上述收費及後續費部分或全數支付予獲證券及期貨事務監察委員會發牌並隸屬於宏利投資管理(香港)有限公司的內部代理人，此基於該些代理人向宏利環球基金投資者提供服務。

c. Discount of Charges

Manulife Investment Management (Hong Kong) Limited may offer a discount on the initial charge to investors of Manulife Global Fund from time to time in accordance with the terms and conditions in the applicable promotion material. In general circumstances at present, an initial charge discount (if any) can be up to 3.5% of the subscription amount.

c. 收費折扣

宏利投資管理(香港)有限公司可按適用的推廣資料所載條款及細則，不時向宏利環球基金投資者提供初次收費折扣。在目前一般情況下，初次收費折扣(如有)最高可達認購金額的3.5%。

5. Applicant(s)' Declarations and Signature(s) 申請人聲明及簽署

a. I/We confirm that I/we fully understand and accept the associated risk and return of the Fund(s) chosen by me/us since it is as likely that losses will be incurred as profit made as a result of buying and selling investment funds.

a. 本人/吾等明白投資基金買賣可賺亦可蝕，並確認本人/吾等完全理解及接受本人/吾等所選基金的附帶風險及回報。

b. I/We agree to redeem shares of the Fund(s) and declare that I/we have made this decision solely based on my/our own judgment after prudent consideration of my/our investment horizon, investment objective, risk profile, financial circumstances and particular needs.

b. 本人/吾等同意贖回該(等)基金的股份，並聲明本人/吾等作此決定，僅出於本人/吾等在審慎考慮本人/吾等的投資年期、投資目標、風險取向、財政狀況及具體需要後所作之判斷。

c. I/We have read and understood the "Disclosure of Transaction Related Information" of this form prior to my/our signing this completed form.

c. 本人/吾等在簽署填妥本表格前，已閱覽及明白本表格的「披露交易相關資料」。

d. I/We understand that the provision of information in this form is voluntary for the purpose of my/our current application for redemption. If I/we fail to provide the information, my/our current application will not be accepted.

d. 本人/吾等明白於本表格上提供資料為處理是次贖回申請乃屬自願。倘本人/吾等未能提供有關資料，本人/吾等是次之申請將不獲受理。

Redemption Request Form 贖回表格

- e. I/We acknowledge and agree that the information collected from me/us in this form, together with any subsequent alterations or supplements to it, is being collected on behalf of Manulife Global Fund and Manulife Investment Management (Hong Kong) Limited. I/we further acknowledge and confirm that I/we have received and read the Personal Information Collection Statement attached as Schedule I to the Client Agreement entered into between me/us and Manulife Investment Management (Hong Kong) Limited (the "Client Agreement") (as amended from time to time). I/We understand and agree that the information collected from me/us in this form, together with any subsequent alterations or supplements to it, can be used and/or transferred to any of the transferees in accordance with any of the uses and purposes (including in relation to direct marketing) as described in the Personal Information Collection Statement.
- f. I/We have received and read the enclosed Notice to Customers relating to the Personal Data (Privacy) Ordinance ("Notice"). I/We understand and agree to the Notice.
- g. I/We have a right to request access to and correction of my/our personal data by writing to the Privacy Officer, Manulife Investment Management (Hong Kong) Limited, 23/F., Manulife Tower, One Bay East, 83 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong.
- e. 本人/吾等確認及同意從本人/吾等在本表格上收集的資料及日後之任何改動或補充，乃代表宏利環球基金及宏利投資管理(香港)有限公司所收集。本人/吾等進一步確認及確定，本人/吾等已收訖及閱畢與宏利投資管理(香港)有限公司簽定的客戶協議中，附表一所載的個人資料收集聲明(「客戶協議」)(不時作出修訂)。本人/吾等理解及同意從本人/吾等在本表格上收集的資料及日後之任何改動或補充，可根據個人資料收集聲明內所描述的使用及目的(包括直接促銷)被使用及/或轉交予任何受讓人。
- f. 本人/吾等已收訖及閱畢隨附的有關「個人資料(私隱)條例」的客戶通知(「通知」)。本人/吾等清楚明白及同意該通知之內容。
- g. 本人/吾等可致函香港九龍觀塘海濱道 83 號宏利大樓 23 樓宏利投資管理(香港)有限公司個人資料主任，要求查閱及更改本人/吾等的個人資料。

First Holder 第一持有人				Second Holder 第二持有人			
Signature 簽署				Signature 簽署			
X				X			
(S.V.)				(S.V.)			
Full Name 全名				Full Name 全名			
DD日/ MM月/ YYYY年				DD日/ MM月/ YYYY年			

Notes and Instructions 備註及指引

- The term Fund(s) in this form means one or more sub-fund(s) of Manulife Global Fund.
- Please use the prescribed forms available on website: www.manulife.com.hk
- A request for partial redemption which will result in a remaining balance of the Fund falling below the minimum holding as set out in the Offering Documents of Manulife Global Fund is deemed to be a request for full redemption of the Fund in respect of the relevant class(es).
- Any valid dealing request received before the applicable dealing deadline will be effected on the day of receipt, provided that it is a Dealing Day.
- If you have elected the Instructions by Facsimile via your Account Opening Form or Change of Record Form, you may fax this form without the need to send the original. No responsibility will be accepted by Manulife Global Fund or Manulife Investment Management (Hong Kong) Limited for any loss arising from non-receipt or duplication of any facsimiled instructions. Please therefore clearly state the word "revised" and the revision date in the revised instructions.
- Payment will normally be made by Hong Kong Clearing House Automated Transfer System ("HK CHATS"), telegraphic transfer or cheque in Hong Kong Dollars, U.S. Dollars, the currency of denomination or any other Major Currency, which means Pound Sterling, Swiss Francs, Euro, Japanese Yen, Singapore Dollars, Canadian Dollars and Australian Dollars, as specified in section 3 of this form. Any bank charges associated with the payment will be borne by the redeeming shareholder.
- In the case of a joint account, redemption proceeds will be paid to all the joint shareholders, or to one or several of them as authorized by all the joint shareholders with their signatures.
- Please refer to the Offering Documents of Manulife Global Fund for details of the redemption procedures.
- Please return the following document(s) together with this redemption request in case you as the shareholder(s) have not submitted such document(s).
 - Copy of Hong Kong Permanent Identity Card or photo page of the passport of all shareholder(s).
 - Original or copy of all shareholder(s)* residential address proof* issued within the last 3 months.
 - Copy of the latest bank account statement or passbook signature page confirming the bank account information provided on this Redemption Request Form.
- 在此表格中「基金」一詞意旨宏利環球基金的一項或多項子基金。
- 請使用網站www.manulife.com.hk 提供之指定表格發出指示。
- 若申請贖回部分股份會導致持有該基金的餘額少於最低持股額(列載於宏利環球基金的發售文件)，則該申請被視為要求贖回該基金的有關類別之全部股份。
- 所有於適用的交易時限前收到的有效交易申請將於收件當日執行，惟該日應為交易日。
- 若您已在開戶表格或記錄更新表格內選擇以傳真發出指示，則可傳真發送本表格而毋須提交正本。對於因未收到或重複提交之傳真指示而引致之任何損失，宏利環球基金或宏利投資管理(香港)有限公司概不負責。故請於指示修訂本內清楚註明「修訂」字眼及修訂日期。
- 贖回款項通常透過香港自動結算轉帳系統，電匯或支票以在第三部分指示之付款貨幣，即港元、美元、結算貨幣或其他主要貨幣，包括英鎊、瑞士法郎、歐元、日圓、新加坡元、加拿大元及澳元支付。有關的任何銀行手續費將由要求贖回的股東承擔。
- 聯名帳戶的贖回款項將支付予所有聯名股東，或支付予由所有聯名股東簽署授權他們的其中一位或多位股東。
- 贖回詳情請參閱宏利環球基金發售文件。
- 請一併交回以下文件及贖回申請(如您以往沒有提供相關文件)。
 - 所有股東的香港永久居民身份證或護照照片頁的副本。
 - 最近三個月內發出的所有股東的住址證明*的正本或副本。
 - 最近發出的銀行帳戶結單或存摺簽名頁幅本以確認在此贖回表格所提供的銀行帳戶資料。

*Acceptable residential address proof: bills issued by utility companies, correspondence issued by government departments or agencies, statements issued by licensed corporations (e.g. securities brokerages) or registered institutions (e.g. banks) and insurance companies within the past three months and other documents acceptable to Manulife Investment Management (Hong Kong) Limited. This proof is required by the transfer agents of the Funds pursuant to their regulatory requirements.

*可接受的住址證明：最近三個月內公用事業公司發出的帳單、政府部門或機構發出的文件及持牌法團(例如：證券經紀公司)或註冊機構(例如：銀行)、保險公司發出的結單，及宏利投資管理(香港)有限公司可接受的其他文件。基金的轉讓代理/過戶代理人根據其監管要求需要此證明。

For Manulife Use 宏利專用	AGT	CA	RED	VC

Manulife Global Fund – Fund Table 宏利環球基金 – 基金列表

Fund Name 基金名稱	Share Class [§] 股份類別 [§]		
Asia Pacific REIT Fund 亞太房地產投資信託產業基金	<ul style="list-style-type: none"> AA AA (HKD) (港元) AA (AUD Hedged) MDIST (G) (澳元對沖) 每月派息(G) 	<ul style="list-style-type: none"> AA Inc 收益 AA (HKD) Inc (港元) 收益 	<ul style="list-style-type: none"> AA (USD) MDIST (G) (美元) 每月派息(G) AA (HKD) MDIST (G) (港元) 每月派息(G)
Asia Total Return Fund 亞洲總回報基金	<ul style="list-style-type: none"> AA AA (HKD) (港元) AA (AUD Hedged) (澳元對沖) 	<ul style="list-style-type: none"> AA Inc 收益 AA (HKD) Inc (港元) 收益 AA (AUD Hedged) MDIST (G) (澳元對沖) 每月派息(G) 	<ul style="list-style-type: none"> AA (USD) MDIST (G) (美元) 每月派息(G) AA (HKD) MDIST (G) (港元) 每月派息(G)
Asia Value Dividend Equity Fund 亞洲威力股息股票基金	<ul style="list-style-type: none"> AA 	<ul style="list-style-type: none"> AA Inc 收益 	
Asian Equity Fund 亞洲股票基金	<ul style="list-style-type: none"> A 	<ul style="list-style-type: none"> AA 	
Asian Small Cap Equity Fund 亞洲小型公司基金	<ul style="list-style-type: none"> AA AA (HKD) (港元) 		
China Value Fund 中華威力基金	<ul style="list-style-type: none"> A 	<ul style="list-style-type: none"> AA 	
Dragon Growth Fund 巨龍增長基金	<ul style="list-style-type: none"> A AA (HKD) (港元) AA (AUD Hedged) (澳元對沖) 	<ul style="list-style-type: none"> AA AA (HKD) MDIST (G) (港元) 每月派息(G) AA (AUD Hedged) MDIST (G) (澳元對沖) 每月派息(G) 	<ul style="list-style-type: none"> AA (USD) MDIST (G) (美元) 每月派息(G)
Emerging Eastern Europe Fund 新興東歐基金	<ul style="list-style-type: none"> A 	<ul style="list-style-type: none"> AA 	
European Growth Fund 歐洲增長基金	<ul style="list-style-type: none"> A 	<ul style="list-style-type: none"> AA 	
Global Equity Fund 環球股票基金	<ul style="list-style-type: none"> A 	<ul style="list-style-type: none"> AA 	
Global Multi-Asset Diversified Income Fund 環球多元資產入息基金	<ul style="list-style-type: none"> AA AA (HKD) (港元) AA (AUD Hedged) Inc (澳元對沖) 收益 AA (CAD Hedged) Inc (加元對沖) 收益 	<ul style="list-style-type: none"> AA Inc 收益 AA (HKD) Inc (港元) 收益 AA (AUD Hedged) MDIST (G) (澳元對沖) 每月派息(G) AA (CAD Hedged) MDIST (G) (加元對沖) 每月派息(G) 	<ul style="list-style-type: none"> AA (USD) MDIST (G) (美元) 每月派息(G) AA (HKD) MDIST (G) (港元) 每月派息(G)
Global REIT Fund 環球房地產投資信託產業基金	<ul style="list-style-type: none"> AA AA (HKD) (港元) 		
Global Resources Fund 環球資源基金	<ul style="list-style-type: none"> AA 		
Healthcare Fund 康健護理基金	<ul style="list-style-type: none"> AA 		
India Equity Fund 印度股票基金	<ul style="list-style-type: none"> AA 		
Japan Equity Fund 日本股票基金	<ul style="list-style-type: none"> A 	<ul style="list-style-type: none"> AA 	
Latin America Equity Fund 拉丁美洲股票基金	<ul style="list-style-type: none"> AA 		
Preferred Securities Income Fund 優先證券收益基金	<ul style="list-style-type: none"> AA AA (HKD) (港元) AA (AUD Hedged) (澳元對沖) 	<ul style="list-style-type: none"> AA (USD) MDIST (G) (美元) 每月派息(G) AA (HKD) MDIST (G) (港元) 每月派息(G) AA (AUD Hedged) MDIST (G) (澳元對沖) 每月派息(G) 	
Taiwan Equity Fund 台灣股票基金	<ul style="list-style-type: none"> AA 		
U.S. Bond Fund 美國債券基金	<ul style="list-style-type: none"> AA AA (HKD) (港元) 	<ul style="list-style-type: none"> AA Inc 收益 AA (HKD) Inc (港元) 收益 	
U.S. Equity Fund 美國股票基金	<ul style="list-style-type: none"> A AA (HKD) (港元) 	<ul style="list-style-type: none"> AA 	
U.S. Small Cap Equity Fund 美國小型公司基金	<ul style="list-style-type: none"> AA 		
U.S. Special Opportunities Fund 美國特別機會基金	<ul style="list-style-type: none"> AA AA (HKD) (港元) 	<ul style="list-style-type: none"> AA Inc 收益 AA (HKD) Inc (港元) 收益 	

§ The currency of denomination of a share class is indicated in the bracket within the share class name. Share classes without such an indication are denominated in U.S. Dollars. 股份類別的結算貨幣顯示在股份類別名稱的括號內，而未有該項顯示的股份類別則以美元為結算貨幣單位。

Please return the completed and signed form to Manulife Investment Management (Hong Kong) Limited
請把填妥及簽署的表格交回宏利投資管理(香港)有限公司

Address 地址: 23/F., Manulife Tower, One Bay East, 83 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong
香港九龍觀塘海濱道83號宏利大樓23樓

Telephone 電話: (852) 2108 1110

Facsimile 傳真: (852) 2810 9510

Website 網址: www.manulife.com.hk

Notice to Customers relating to the Personal Data (Privacy) Ordinance (Version 20130401-01)

DEFINITIONS

1. “Data access request”, “data correction request”, “data subject”, “data user”, “direct marketing”, “matching procedures” and “personal data” used throughout this Notice shall have the meaning as defined in the Ordinance.

For the purpose of this Notice:

“Customers” shall mean data subjects and include (but not be limited to) existing and prospective insurance policy owners, insured, beneficiaries and other persons designated or entitled to receive moneys and/or other benefits under an insurance policy; and members under an occupational retirement scheme; and scheme members under a mandatory provident fund scheme; and share/unit holders of investment funds.

“Hong Kong” shall mean the Hong Kong Special Administrative Region.

“Manulife” shall mean Manulife (International) Limited, Manulife Provident Funds Trust Company Limited, Manulife Investment Management (Hong Kong) Limited, or a Manulife Fund (as the case may be) in respect of its respective customers.

“Manulife Fund” shall mean any investment fund sponsored or managed from time to time by a member of the Manulife Group (including but not limited to Manulife Global Fund and Manulife Advanced Fund SPC) and “Manulife Funds” shall mean all such investment funds.

“Manulife Group” shall mean Manulife Financial Corporation and its subsidiaries and affiliates (including but not limited to Manulife (International) Limited, Manulife Provident Funds Trust Company Limited, Manulife Investment Management (Hong Kong) Limited), and Manulife Funds. The rights and obligations of each member of Manulife Group under this Notice are several and not joint. No member of Manulife Group shall be liable for an act or omission by another member of Manulife Group.

“Ordinance” shall mean Personal Data (Privacy) Ordinance.

COLLECTION

2. From time to time, it is necessary for customers to supply Manulife with personal data in connection with the establishment or continuation of business relationship, or provision of products or services. Failure to supply such data may result in Manulife being unable to establish or continue the business relationship, or provide products or services.
3. It is also the case that personal data are collected or received by Manulife from and/or in respect of customers in the ordinary course of the continuation of the business relationship, for example, when an application is made for a change of beneficiary/insured member under the insurance policy; or when notification is made by the employer of a change of employment/address of an employee member of an occupational retirement scheme/mandatory provident fund scheme; or when a joint share/unit holder of an investment fund applies for investment fund switching.

PURPOSES

4. The purposes for which personal data of a customer may be used will vary depending on the nature of the customer's relationship with Manulife. Such purposes may include the following:
- processing, assessing and determining applications or requests made by customers for products and/or services;
 - administering, maintaining, managing and operating products and/or services provided to customers;
 - confirming customer's identity and uniquely identifying customer;
 - confirming the accuracy of the information collected;
 - understanding customer's financial situation better, evaluating customer application, assessing the risks Manulife is assuming and reviewing claims submitted to Manulife;

- any purposes in connection with any claims made by or against or otherwise involving customers in respect of any products and/or services including but not limited to making, defending, analysing, investigating, processing, assessing, determining or responding to such claims;
- providing investment management services, dealing and advisory services, custody services and other services under the terms and conditions of the accounts a customer holds with Manulife;
- performing any functions and activities related to products and/or services including but not limited to marketing, audit, reporting, research, analysis, reinsurance, and general servicing and maintenance of online and other services;
- researching and/or designing products and/or services for customers, and promoting, improving and furthering the provision of products and/or services;
- conducting matching procedures (as defined in the Ordinance, but broadly includes comparison of two or more sets of the data subject's data, for purposes of taking actions adverse to the interests of the data subject, such as declining an application);
- making disclosure under and/or complying with the requirements of any law, rules, regulations, codes of practice, guidelines or guidances binding on or applicable to Manulife or any member of Manulife Group (whether within or outside Hong Kong) including but not limited to making disclosure to local or foreign regulators, governmental bodies, industry recognised bodies (whether within or outside Hong Kong) such as federations or associations of insurers, credit reference agencies or auditors;
- complying with any contractual or other commitment or arrangement with local or foreign regulators, governmental bodies, or industry recognised bodies (whether within or outside Hong Kong) that is assumed by or imposed on Manulife or any member of Manulife Group by reason of its financial, commercial, business or other interests or activities in or related to the jurisdiction of the relevant local or foreign regulators, governmental bodies, or industry recognised bodies;
- for operational purposes, credit assessment, credit scoring models or statistical analysis (including in each case, behaviour analysis and evaluation on the overall relationship with Manulife Group which includes using such data to comply with any obligations, requirements, policies, procedures, measures or arrangements for sharing data and information within Manulife Group and/or other use of data and information in accordance with any Manulife Group-wide programmes for compliance with sanctions or prevention or detection of money laundering, terrorist financing or other unlawful activities), whether on the data subjects or otherwise;
- exercising any rights Manulife may have in connection with the provision to customers of products and/or services;
- conducting identity and/or credit checks;
- determining any amount of indebtedness owing to or from customers, and collecting and recovering any amount owing from customers or any person who has provided any security or undertaking for customers' liabilities;
- enabling an actual or proposed assignee, transferee, participant or sub-participant of the rights or business of Manulife or any member of Manulife Group to evaluate the transaction intended to be the subject of the assignment, transfer, participation or sub-participation;
- purposes specifically provided for in any particular service or product offered by Manulife;
- any purposes relating to the above (including seeking professional advices) or any other purposes in accordance with the general policies of Manulife or any member of Manulife Group in relation to insurance, occupational retirement schemes, mandatory provident fund schemes, investment funds, wealth management services and other financial products and services as set out in notices, circulars, or other terms and conditions made available by Manulife or any member of Manulife Group to customers from time to time.

TRANSFEREES

5. Personal data of a customer held by Manulife will be kept confidential but Manulife may transfer such data to the following persons and/or entities (whether within or outside Hong Kong) for any of the purposes set out in paragraph 4 above:
- any person in connection with any claims made by or against or otherwise involving customers in respect of any products and/or services;
 - any agent, contractor or third party service provider who provides administrative, telecommunications, computer, information technology, payment, data processing or storage, marketing, mailing, printing, telemarketing, customer satisfaction analysis, or other services to Manulife or any member of Manulife Group in connection with the operation of business, including any custodian, administrator, investment manager, investment advisor or distributor;
 - any credit reference agencies or, in the event of default, any debt collection agencies;
 - any advisor (including his or her employees) or other intermediary (including their employees);
 - reinsurers and medical service providers;
 - employers of the customers;
 - any person which has undertaken to Manulife or any member of Manulife Group to keep such data confidential;
 - any actual or proposed assignee, transferee, participant or sub-participant of the rights or business of Manulife or Manulife Group;
 - any member of Manulife Group;
 - any person to whom Manulife or any member of Manulife Group is under an obligation or otherwise required to make disclosure under the requirements of any law, rules, regulations, codes of practice, guidelines or guidances binding on or applicable to Manulife or any member of Manulife Group including but not limited to any local or foreign regulators, governmental bodies, or industry recognised bodies;
 - any person to whom Manulife or any member of Manulife Group is under an obligation or otherwise required to make disclosure pursuant to any contractual or other commitment or arrangement with local or foreign regulators, governmental bodies, or industry recognised bodies (whether within or outside Hong Kong) that is assumed by or imposed on Manulife or any member of Manulife Group by reason of its financial, commercial, business or other interests or activities in or related to the jurisdiction of the relevant local or foreign regulators, governmental bodies, industry recognised bodies.

USE OF PERSONAL DATA IN DIRECT MARKETING

6. Manulife intends to use, from time to time, customer's personal data in direct marketing of the following products and services:
- insurance, provident funds and/or schemes, investment funds, wealth management services, or other financial products and services;
 - reward, loyalty or privilege programmes and related products and services;
 - products and services of co-branding partners of any member of Manulife Group (the names of such co-branding partners can be found in the application form(s) for the relevant products and services as the case may be).
- Only the following kinds of personal data of the customer may be used in such direct marketing:
- name;
 - gender;
 - date of birth;
 - part of identity card or passport number;
 - contact information (including but not limited to phone number, fax number, email address, correspondence address and residential address);

- information about the products and/or services the customer has purchased or applied, including the distribution channels (including their individual advisors or intermediaries) through which the products and/or services were purchased or applied for.

Manulife may not so use the data unless it has received the customer's consent to the intended use.

PROVISION OF PERSONAL DATA FOR USE IN DIRECT MARKETING

7. Manulife intends to provide, from time to time and **for money and other property**, customer's personal data to Manulife Group (other than Manulife itself) for use by Manulife Group in direct marketing of the following products and services:
- insurance, provident funds and/or schemes, investment funds, wealth management services, or other financial products and services;
 - reward, loyalty or privilege programmes and related products and services;
 - products and services of co-branding partners of any member of Manulife Group (the names of such co-branding partners can be found in the application form(s) for the relevant products and services as the case may be).
- Only the following kinds of personal data of the customer may be provided to Manulife Group (other than Manulife itself) for use by Manulife Group in such direct marketing:
- name;
 - gender;
 - date of birth;
 - part of identity card or passport number;
 - contact information (including but not limited to phone number, fax number, email address, correspondence address and residential address);
 - information about the products and/or services the customer has purchased or applied, including the distribution channels (including their individual advisors or intermediaries) through which the products and/or services were purchased or applied for.

Manulife may not so provide the data unless it has received the customer's written consent to the intended provision.

8. Under the Ordinance, a data subject has the right to:
- request access to his or her personal data;
 - request correction of any of his or her personal data which is inaccurate;
 - ascertain a data user's policies and practices in relation to personal data;
 - be informed of the kind of personal data held by the data user;
 - be informed of the main purposes for which personal data held by the data user are or are to be used;
 - make data access request and data correction request through the channel set out in paragraph 9 below.
9. In accordance with the provisions of the Ordinance, Manulife has the right to charge a reasonable fee for processing any data access request. Requests may be made in writing to the Privacy Officer at:

Manulife (International) Limited

22/F., Tower A, Manulife Financial Centre, 223-231 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong.

Manulife Provident Funds Trust Company Limited

22/F., Tower A, Manulife Financial Centre, 223-231 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong.

Manulife Investment Management (Hong Kong) Limited

23/F., Manulife Tower, One Bay East, 83 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong

Manulife Global Fund, Manulife Advanced Fund SPC, or any other Manulife Funds

23/F., Manulife Tower, One Bay East, 83 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong

有關《個人資料(私隱)條例》的客戶通知 (20130401-01 版本)

定義

1. 本通知中使用的「查閱資料要求」、「改正資料要求」、「資料當事人」、「資料使用者」、「直接促銷」、「核對程序」及「個人資料」，具有《條例》中規定的含義。

就本通知而言：

「客戶」指資料當事人，包括(但不限於)現有及潛在保單持有人、受保人、受益人或指定或有權獲得保單下的款項及／或其他利益的其他人士；及職業退休計劃下的成員；及強積金計劃下的計劃成員；及投資基金的股份／單位持有人。

「香港」指香港特別行政區。

「宏利」指與各自客戶相關的宏利人壽保險(國際)有限公司、宏利公積金信託有限公司、宏利投資管理(香港)有限公司或某一宏利基金(視情況而定)。

「某一宏利基金」指由宏利集團的某一成員不時所發起或管理的任何投資基金(包括但不限於宏利環球基金及宏利盈進基金SPC)，而「宏利基金」指所有此等投資基金。

「宏利集團」指宏利金融有限公司及其子公司和關聯公司(其中包括但不限於宏利人壽保險(國際)有限公司、宏利公積金信託有限公司、宏利投資管理(香港)有限公司)及宏利基金。宏利集團每一成員於本通知下的權利和義務，均為單獨而非連帶的。對於宏利集團另一成員的任何作為或不作為，宏利集團的任何其他成員概不承擔任何責任。

「條例」指《個人資料(私隱)條例》。

收集

2. 為建立或繼續業務關係或提供產品或服務，客戶需要不時向宏利提供個人資料。如未能提供該等資料可能導致宏利無法建立或繼續業務關係，或無法提供產品或服務。
3. 另外，宏利在業務關係存續的正常過程中(例如，申請變更保單下的受益人／受保人；或僱主通知變更參與職業退休計劃／強積金計劃的僱員成員的僱用情況／地址；或投資基金聯合股份／單位持有人申請基金轉換)從客戶處及／或針對客戶收集或獲得個人資料。

目的

4. 取決於客戶與宏利的關係性質，使用客戶個人資料的目的各有不同。該等目的可能包括：
- (a) 處理、評估和確定客戶對產品及／或服務的申請或要求；
 - (b) 執行、維持、管理和運作向客戶提供的產品及／或服務；
 - (c) 確認客戶身份並識別客戶；
 - (d) 確認所收集資訊的準確性；
 - (e) 加深了解客戶的財務狀況、評估客戶申請、評估宏利所承擔的風險並審核提交給宏利的理賠；
 - (f) 與客戶提出、針對客戶提出或在其他方面涉及客戶的、與任何產品及／或服務相關的任何索賠有關的任何目的，其中包括但不限於提出該等索賠、就其進行辯護、分析、調查、處理、評估、確定和應對；

- (g) 根據客戶在宏利持有的帳戶的條款和條件提供投資管理服務、交易和顧問服務、託管服務和其他服務；
- (h) 履行與產品及／或服務相關的任何職責和活動，包括但不限於市場推廣、審計、報告、研究、分析、再保險以及一般服務和維持網上及其他服務；
- (i) 為客戶研究及／或設計產品及／或服務，宣傳、改進和改善產品及／或服務的提供；
- (j) 開展核對程序(定義見《條例》，但廣義包括對資料當事人兩套或更多套的資料進行比對，以採取不利於資料當事人的行動，例如拒絕申請)；
- (k) 根據對宏利或宏利集團任何成員(無論在香港境內還是境外)有約束力或對其適用的任何法律、法規、規章、守則、指引或指南的規定進行披露，包括但不限於向當地或外國的監管機構、政府機構、諸如保險公司聯會或協會等公認行業組織(無論在香港境內還是境外)、信貸資料服務機構或審計機構進行披露；
- (l) 由於宏利或宏利集團任何成員在相關當地或外國監管機構、政府機構、或公認行業組織(無論在香港境內還是境外)所在司法管轄區的或涉及該等司法管轄區的財務、商業、業務或其他利益或活動而由宏利或宏利集團任何成員承擔或施加給其的、與該等當地或外國監管機構、政府機構、或公認行業組織之間的任何合同、其他承諾或安排；
- (m) 用於經營目的、信貸評估、信貸評分模型或統計分析(每項均包括行為分析以及對與宏利集團之間總體關係的評估，其中包括為遵守關於在宏利集團內部共用資料和資訊的任何義務、要求、政策、程序、措施或安排而使用該等資料，及／或根據宏利集團內任何有關遵守制裁或防止或發現洗錢、為恐怖分子提供資金或其他非法活動的計劃而對資料和資訊進行的其他使用)，無論是針對資料當事人還是其他人的；
- (n) 行使宏利在向客戶提供產品及／或服務方面可能享有的任何權利；
- (o) 進行身份及／或信貸核查；
- (p) 確定應向客戶支付或客戶應付的任何債務金額，向客戶或向為客戶債務提供任何擔保或承諾的任何人收取和追討任何應收金額；
- (q) 使宏利或宏利集團任何成員的權利或業務的實際或擬議受讓人、承讓人、參與人或次級參與人能對該等轉讓、參與或次級參與擬涉及的交易進行評估；
- (r) 宏利提供的任何特定服務或產品中具體規定的目的；
- (s) 與上述相關的任何目的(包括尋求專業意見)，或根據宏利或宏利集團任何成員的一般政策進行的、與保險、職業退休計劃、強積金計劃、投資基金、財富管理服務以及宏利或宏利集團任何成員不時向客戶提供的通知、通告或其他條款和條件中所述的其他金融產品和服務相關的任何其他目的。

承轉人

5. 宏利持有的客戶個人資料將予以保密，但宏利可就上文第4條所載的任何目的將該等資料移轉給下列人士及／或實體（無論在香港境內還是境外）：

- (a) 與客戶、針對客戶或涉及客戶就任何產品及／或服務提起的任何索賠相關的任何人士；
- (b) 向宏利或宏利集團任何成員提供與業務經營相關的行政管理、電信通訊、電腦、資訊技術、付款、資料處理或儲存、市場推廣、郵寄、列印、電話行銷、客戶滿意度分析或其他服務的任何代理、承辦商或第三方服務供應商，包括任何託管人，執行人，投資管理人，投資顧問或分銷商；
- (c) 任何信貸資料服務機構或（如出現付款違約）任何債務托收機構；
- (d) 任何顧問（包括其僱員）或其他中介人士／機構（包括其僱員）；
- (e) 再保險商和醫療服務供應商；
- (f) 客戶的僱主；
- (g) 已向宏利或宏利集團任何成員承諾將對該等資料保密的任何人士；
- (h) 宏利或宏利集團的權利或業務的任何實際或擬議受讓人、承讓人、參與人或次級參與人；
- (i) 宏利集團的任何成員；
- (j) 宏利或宏利集團任何成員根據對其有約束力或適用的任何法律、法規、規章、守則、指引或指南的規定有義務或必須向其披露的任何人士，其中包括但不限於任何當地或外國的監管機構、政府機構或公認行業組織；
- (k) 根據由於宏利或宏利集團任何成員在相關當地或外國監管機構、政府機構、或公認行業組織（無論在香港境內還是境外）所在司法管轄區的或涉及該等司法管轄區的財務、商業、業務或其他利益或活動而由宏利或宏利集團任何成員承擔或施加給其的、與該等當地或外國監管機構、政府機構、公認行業組織之間的任何合同、其他承諾或安排，有義務或必須向其披露的任何人士。

個人資料在直接促銷中的使用

6. 宏利擬在下列產品和服務的直接促銷中不時使用客戶的個人資料：
- (a) 保險、公積金及／或公積金計劃、投資基金、財富管理服務或其他金融產品和服務；
 - (b) 獎勵、忠誠度或特權計劃及相關產品和服務；
 - (c) 宏利集團任何成員的合作品牌夥伴的產品和服務（合作品牌夥伴名稱見相關產品和服務（視情況而定）的申請表）。

在該等直接促銷中，僅可使用下列類型的客戶個人資料：

- (a) 姓名；
- (b) 性別；
- (c) 出生日期；
- (d) 身份證或護照號碼的一部分；
- (e) 聯絡資料（包括但不限於電話號碼、傳真號碼、電郵地址、通訊地址及住宅地址）；

- (f) 客戶已購買或申請的產品及／或服務的資料，包括購買或申請的產品及／或服務的分銷渠道（包括其個人顧問或中介機構）。

除非宏利已經就擬議使用獲得客戶的同意，否則不得如上所述使用資料。

提供個人資料作直接促銷

7. 宏利擬向宏利集團（除宏利本身之外）不時提供客戶的個人資料供宏利集團就下列產品和服務作直接促銷之用，以換取**金錢和其他財產**：

- (a) 保險、公積金及／或公積金計劃、投資基金、財富管理服務或其他金融產品和服務；
- (b) 獎勵、忠誠度或特權計劃及相關產品和服務；
- (c) 宏利集團任何成員的合作品牌夥伴的產品和服務（該等合作品牌夥伴名稱見相關產品和服務（視情況而定）的申請表）。

僅可向宏利集團（除宏利本身之外）提供下列類型的客戶個人資料供宏利集團作該等直接促銷之用：

- (a) 姓名；
- (b) 性別；
- (c) 出生日期；
- (d) 身份證或護照號碼的一部分；
- (e) 聯絡資料（包括但不限於電話號碼、傳真號碼、電郵地址、通訊地址及住宅地址）；
- (f) 客戶已購買或申請的產品及／或服務的資料，包括購買或申請的產品及／或服務的分銷渠道（包括其個人顧問或中介機構）。

除非宏利已就擬議提供獲得客戶的書面同意，否則不得如上所述提供資料。

8. 根據《條例》，資料當事人有權：

- (a) 要求查閱其個人資料；
- (b) 要求對其任何不準確的個人資料進行改正；
- (c) 查明資料使用者在個人資料方面的政策和慣例；
- (d) 了解資料使用者持有的個人資料類型；
- (e) 了解資料使用者持有的個人資料的主要目的或主要擬議目的；
- (f) 通過下文第9條所載的渠道提出查閱資料要求和改正資料要求。

9. 根據《條例》規定，宏利有權就處理任何查閱資料要求收取合理費用。要求可以書面形式提交給個人資料主任：

宏利人壽保險（國際）有限公司

香港九龍觀塘偉業街223-231號宏利金融中心A座22樓

宏利公積金信託有限公司

香港九龍觀塘偉業街223-231號宏利金融中心A座22樓

宏利投資管理（香港）有限公司

香港九龍觀塘海濱道83號宏利大樓23樓

宏利環球基金、宏利盈進基金SPC、或任何其他宏利基金

香港九龍觀塘海濱道83號宏利大樓23樓