

NEWS RELEASE



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Manulife Implements DST's Automated Work Distributor™ *Business process management technology brings efficiencies to paper-intensive environments*

KANSAS CITY, MO (October 30, 2002) – DST Technologies, Inc., a wholly owned subsidiary of DST Systems, Inc., and Manulife announced today that DST's Automated Work Distributor™ (AWD®) has been implemented across several Individual Wealth Management product lines within Manulife's Canadian operations. In January of this year, Manulife's Guaranteed Investment Products area implemented AWD while Manulife Specialized Services, Manulife Insured Portfolio Funds, Elliott & Page Limited (Manulife's Mutual Fund subsidiary), and Manulife Securities International Limited (Manulife's Mutual Fund Dealership) have ongoing implementations scheduled throughout the remainder of 2002.

Today, companies such as Manulife are not only experiencing higher call volumes but are interacting with their customers in more ways than ever before. Whether by phone call, fax, letter, or online inquiries, companies are offering their clients convenient ways to be serviced. Using AWD, Manulife is empowered with automation to manage their operations with a focus on increased productivity while servicing customers more efficiently.

AWD is a business process management, imaging, workflow, and customer management system. With more than 90,000 users worldwide, AWD continues to bring companies in the mutual fund, insurance, banking/mortgage, healthcare, and video/broadband industries improved productivity, enhanced customer loyalty, and reduced operating costs.

Phil Armstrong, VP and CIO of Manulife's Canadian Individual Business said, "AWD has positioned our operations to achieve significantly increased efficiencies and service levels across a variety of products, business lines, processes and geographic locations within Canada in a standardized way. AWD has enabled our organization to launch new products faster with increased service standards. We are extremely pleased with our investment in AWD and the quality of support provided by DST to launch this as quickly as we did."

Tracy Shelby, Director of AWD Sales and Marketing said, "We are pleased that Manulife, a global leader in insurance and financial services, has embraced AWD to build on its relationship with DST. Manulife's move to a paperless, process-centric environment using AWD illustrates their commitment to higher performance goals and enhanced customer service."

AWD drives efficiency and enhances customer service by reducing paper-based processing and expanding customer communication channels. AWD uses a company's predefined business rules to automatically work through the active work inventory and route more complex processing, such as exception handling, to knowledge workers. The system stores historical customer information, allowing call center professionals to frame future interactions in the context of prior contacts and ensuring that all information necessary to manage the business is readily available to the right people at the right time.

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About DST Systems, Inc.

DST Systems, Inc. provides sophisticated information processing and computer software services and products that help clients improve productivity, increase efficiencies, and provide higher levels of customer service. DST is organized domestically and internationally into three operating segments: Financial Services, Customer Management, and Output Solutions. DST operates one of the most advanced data centers in the world, which provides information-processing services to support the products within each operating segment. These products are further enhanced through the integration of DST's advanced technology and e-commerce solutions. Automated Work Distributor (AWD) is a product of DST Technologies, Inc., a wholly owned subsidiary of DST Systems, Inc.

About Manulife Financial

Manulife Financial is a leading Canadian-based financial services group operating in 15 countries and territories worldwide. Through its extensive network of employees, agents and distribution partners, Manulife Financial offers clients a diverse range of financial protection products and wealth management services. Funds under management by Manulife Financial were Cdn\$139.8 billion as of June 30, 2002.

Manulife Financial Corporation trades as 'MFC' on the TSX, NYSE and PSE, and under '0945' on the SEHK. Manulife Financial can be found on the Internet at www.manulife.com.