



**Manulife®**  
Retirement

*John Hancock®*

Defined contribution

# Administrative *guidelines* for financial transactions

Group annuity contract

FOR PLAN SPONSOR USE ONLY. NOT FOR USE WITH PLAN PARTICIPANTS.



Manulife John Hancock Retirement is committed to providing our clients with a consistent level of outstanding service, communications, and support.

This begins when the contract application and recordkeeping agreement are signed, then continues through our ongoing transaction processing and client services.

Throughout the life of a group annuity contract, Manulife John Hancock Retirement works closely with you and your designated third parties, ensuring that financial transactions and questions are accurately and efficiently handled.

These administrative guidelines describe the processing and procedures governing the financial transactions within your Manulife John Hancock Retirement group annuity contract. Our guidelines may be updated from time to time. You're obligated to periodically access the guidelines on the Manulife John Hancock Retirement plan sponsor website and review any updated information.

### Financial transactions

- ⌚ Money received by Manulife John Hancock Retirement to fund:
  - ▶ Plan contributions
  - ▶ Transfers of assets from other sources
  - ▶ Plan loan repayments
  - ▶ Payments for contract-billed charges
  - ▶ Payments for adjustments due to error corrections as requested by the plan sponsor
- ⌚ Inter-account transfers within the contract
- ⌚ Money disbursed by Manulife John Hancock Retirement for:
  - ▶ Withdrawals and loans, including federal and state tax withholdings as applicable
  - ▶ Service or transaction fee payments to the plan consultant (TPA), registered investment adviser (RIA), third-party trustee, and other intermediaries
  - ▶ Payments of plan expenses from your contract's plan expense reduction credits (if applicable)
  - ▶ Payments to the plan's trustee
  - ▶ Contract discontinuance

Financial transactions may only be processed once all necessary contract paperwork required to establish your plan's group annuity contract has been received in good order.

### Market day

Defined as a day when the New York Stock Exchange (NYSE) is open for business.

### Banking day

Defined as a day when the banks in the United States are open for business.

### Transaction date

This is the market day on which financial transactions are processed under your plan's group annuity contract. **We reserve the right to defer processing a transaction at any time that, due to circumstances beyond our control, we're unable to purchase or redeem shares of the underlying mutual fund, collective trust, or exchange-traded fund of the funds under the group annuity contract until such time as we're able to process the transaction.**



### **Good order**

Defined as a set of instructions meeting the following requirements (where applicable):

- ③ Complete, precise, and legible instructions
- ③ Allocation and/or loan repayment details balance to the payment amount remitted
- ③ Instructions are provided using Manulife John Hancock Retirement's current defined formats or forms as available on our website
- ③ All changes (including items crossed out using correction fluid) must be initialed in pen

Alterations made to the printed text on Manulife John Hancock Retirement forms result in the transaction request considered not in good order for processing.

### **Handling of *not in good order***

If a transaction request isn't in good order, Manulife John Hancock Retirement notifies you or your designated contact within 24 hours and requests clarification or additional information. Periodic follow-ups may be made in a reasonable time period, if for any reason you or your designated contact fail to provide us with instructions during the initial or subsequent contacts.

Transaction dates described within this document are determined by the date the instruction received is considered to be in good order.

### **Handling of bulk transaction requests**

Notwithstanding the above, if an excessive number of transaction requests (such as mandatory termination withdrawals, one-time fee requests, or contract-level inter-account transfers) with respect to your plan and Manulife John Hancock Retirement is unable to complete the requests that are in good order on or before the next market day after receipt, we notify you or your designated contact as soon as administratively practicable to advise of the delay and anticipated timeline for processing all the transactions.

## **Establishing a participant account**

A participant's first name, last name, and Social Security number must be provided to establish an account. If such information hasn't been provided, any money received for the participant remains in the contract cash account.

The allocation investment instructions that are used to direct investments of participant allocations and/or loan repayments include:

- ③ The participant's allocation instructions
- ③ Where the plan sponsor has elected to direct the allocation of employer money, with such instructions overriding participant-level instructions

Special rules apply if a participant's allocation instructions aren't considered to be in good order.

- ③ Where participant allocation instructions are missing or all the investment options to which contributions are to be allocated aren't unavailable under your plan's group annuity contract, all assets are invested in the default investment option(s) selected by the plan's trustee.
- ③ Where participant allocation instructions given don't total 100% or an investment option to which contributions are to be allocated isn't available under your plan's group annuity contract, the investment of the assets are prorated among the investment options selected by the participant and available under your plan's group annuity contract to equal 100%. If Manulife John Hancock Retirement can't prorate the incorrect instructions due to system limitations or if the allocation instructions don't equal 100% and Manulife John Hancock Retirement can't prorate the incorrect instructions, all contributions received are allocated to the default investment option(s) selected by the plan's trustee.

# Money received by Manulife John Hancock Retirement

Money received in your plan’s contract is credited on the payment date and invested on the transaction date.

## Payment date

For purposes of this section, the payment date is the day on which your plan’s contract is credited.

Timing of the crediting of payments is based on the location of receipt. If the payment is received at:

- Manulife John Hancock Retirement’s service office before the close of the NYSE on any banking day, it’s credited on the same banking day
- Manulife John Hancock Retirement’s service office after the close of the NYSE or on a nonbanking day, it’s credited on the next banking day
- Manulife John Hancock Retirement’s pension banking facility (lockbox), it’s credited as soon as administratively practicable but no later than the second banking day after the banking day received

## Transaction date for processing money received transactions

Money received by Manulife John Hancock Retirement to fund a transaction under your plan’s group annuity contract is credited to the group annuity contract on the payment date (as described above) and invested on the transaction date. Once both the payment is credited and the transaction instructions are received in good order, the transaction date is determined as described below:

- Instructions received at Manulife John Hancock Retirement’s service office before the close of the NYSE on any market day:

Submission medium	Transaction date
Electronic submission on our website	Same market day
Any other mediums	As soon as administratively practicable but no later than the next market day

- If instructions are received at Manulife John Hancock Retirement’s service office after the close of the NYSE or on a nonmarket day, the transaction date is the next market day after the time periods specified above.

- If instructions are received at Manulife John Hancock Retirement’s pension banking facility (lockbox) on any market day by all submission mediums, the transaction date occurs as soon as administratively practicable but no later than the second market day after the market day received.

## Funds on deposit

Manulife John Hancock Retirement credits funds on deposit (FOD) interest on plan contributions for the period starting on the payment date and ending on the day prior to the transaction date. Refer to the [Supplemental eligible indirect compensation disclosure](#) for additional information regarding FOD.

## Designated Roth contribution recordkeeping

If Roth contributions are permitted by your plan, Manulife John Hancock Retirement maintains a separate Roth account to recordkeep the following types of Roth contributions<sup>1</sup> for each participant:

- Regular Roth contributions
- Roth contributions rolled over from another qualified plan (rollover Roth contributions)
- Roth contributions rolled over from distributable amounts within the plan as permitted under the **Small Business Jobs Act of 2010** (2010 in-plan Roth rollover contributions)

To enable us to correctly recordkeep Roth assets for participants, Manulife John Hancock Retirement requires the following information for each Roth contribution type (to the extent applicable) for each participant:

- Year of first contribution
- Balance of the contribution type
- Contribution and earnings breakdown of such balance

If a participant has made one or more Roth rollover (whether in plan or from another qualified plan), the information above must be provided for each such rollover.

Missing information could have an important tax impact on the affected participants and their beneficiaries. It’s important that we’re provided with full and complete information at the time of the transfer.

If we receive incomplete information for Roth assets transferred to Manulife John Hancock Retirement, the following procedures apply:

<sup>1</sup> Please note that we do not support or provide recordkeeping services for any Roth contributions rolled over from non-distributable amounts within the plan as permitted under the American Taxpayer Relief Act of 2012 (2013 in-plan Roth rollovers). For more details, refer to the “2013 in-plan Roth rollovers” section.

- ③ If we don't receive the contributions/earnings breakdown for a Roth money type or any other after-tax money type at the time of a transfer, these funds are held in the contract's cash account until the information is received. At receipt of such information, the funds are allocated to the applicable participants' accounts accordingly.
- ③ If we don't receive information about the year of first contribution or the first year that a rollover Roth contribution was made, we use the year of the transfer of your plan's assets to Manulife John Hancock Retirement as the year of first Roth contribution for each such participant. This information is used to determine the qualification period and for a participant's distribution purposes unless and until the correct information pertaining to the participant has been provided to us.
- ③ All in-plan Roth rollover assets must be clearly and explicitly identified in the transfer file. If they're not so identified, we assume that your plan doesn't hold such assets and allocate the transferred funds as directed on the transfer file.

Manulife John Hancock Retirement isn't responsible for adverse tax consequences incurred by participants or beneficiaries or any adjustments required to be made as a result of failure to provide us with the missing information noted above.

### Other important information

Although we track each Roth contribution separately for recordkeeping, distribution, and tax reporting purposes, all Roth assets are treated as a single Roth account.

Allocation of a distribution as reflected in a participant's account balance may differ from how the participant's distribution was allocated for tax purposes. In all cases, however, this dual method of tracking doesn't change the total market value of the combined Roth money types held in a participant's account.

### 2013 in-plan Roth rollovers

Manulife John Hancock Retirement is unable to provide support or recordkeeping services for any in-plan Roth rollovers made pursuant to the **American Taxpayer Relief Act of 2012** (2013 in-plan Roth rollovers). If your plan holds assets converted from such rollovers, these assets must not be transferred to Manulife John Hancock Retirement.

You should check with your legal advisor or third-party administrator to arrange for separate recordkeeping and custody of these assets or if such rollovers are to be made by participants after the plan's transfer to Manulife John Hancock Retirement. This is true even in the case where such 2013 in-plan Roth rollovers are permitted under the plan's terms. Manulife John Hancock Retirement isn't responsible to the plan, its trust, participants, or beneficiaries for any adverse consequence



(including, but not limited to, the qualified status of the plan or any income or excise taxes or penalties that may be incurred by any such parties) as a result of, or in connection with, the plan's transfer of any 2013 in-plan Roth rollover assets to the plan's group annuity contract or if the plan authorizes the processing of such in-plan Roth rollovers under its group annuity contract.

**Inter-account transfers**

Participants may move money between investment options according to the provisions of the contract and these administrative guidelines.

To move money, participants may:

- Log in to [myplan.johnhancock.com](https://myplan.johnhancock.com)
- Call toll-free **800-395-1113** (800-363-0530 in Spanish)
- Submit an investment change form as authorized by a contract authorized signer

Inter-account transfer requests (exchanges) received by Manulife John Hancock Retirement in good order are processed according to the following:

- Instructions received at Manulife John Hancock Retirement's service office before the close of the NYSE on any market day:

Submission medium	Transaction date
Electronic submission on our website	Same market day or the market day requested if later
Fax	Same market day or the market day requested if later
Any other mediums	As soon as administratively practicable but no later than the next market day or the market day requested if later

- If instructions are received at Manulife John Hancock Retirement's service office after the close of the NYSE or on a nonmarket day, the instructions are considered received on the next market day and the transaction date is determined in accordance with the time periods specified above.

**Short-term trading**

We take steps to protect your participants and their assets from short-term trading practices. The effect of short-term trading may disrupt or be potentially disruptive to the management of the fund and thereby adversely affect the fund's performance either by affecting fund management practices or increasing fund transaction costs. These impacts are absorbed by other fund investors, including retirement plan participants.

For the protection of the participants, the guidelines regarding participant exchanges are as follows:

- An exchange is defined as the full or partial rebalance of a participant's account or multiple fund-to-fund exchanges (also referred to as inter-account transfers) on one day.
- Guidelines don't apply to regular allocations, loans, and withdrawals.
- Participants are allowed a maximum of two exchange days per calendar month.
- Recognizing that there may be extreme market or personal circumstances requiring a participant to make a further change, Manulife John Hancock Retirement allows participants to move 100% of their assets to a money market or stable value fund (as available under the contract) after the exchange limit has been reached. No subsequent exchanges may be made for 30 days. Once the 30-day hold has expired, participants can trade in accordance with the above guidelines.
- On an ongoing basis, participant account activity is reviewed for trading activity that, although within the monthly exchange limit, could be detrimental to an underlying mutual fund and/or contrary to its exchange policies, as described in the fund's prospectus. As a result of this review, or if requested by a fund company, additional restrictions may be imposed on a participant's retirement account, including but not limited to:
  - ▶ Restricting the number of exchanges made during a defined period
  - ▶ Restricting the dollar amount of exchanges
  - ▶ Restricting the method used to submit exchanges (such as requiring exchange requests to be submitted in writing by U.S. mail)
  - ▶ Restricting exchanges into and out of certain investment options
  - ▶ Applying redemption fees or trading restrictions as requested by the underlying fund manager. Such trade restrictions may be more restrictive than the above guidelines.

While we seek to identify market timing, it isn't always possible to do so.

# Money disbursed by Manulife John Hancock Retirement

## Disbursements

Participants may request disbursements for withdrawals and loans according to the provisions of the contract. Trustees may request payments paid to the plan’s trustees from the contract’s cash account.

## Transaction date for disbursements

Except as otherwise described below with respect to systematic withdrawal requests, contract discontinuance, and intermediary payments, disbursement requests received by Manulife John Hancock Retirement in good order are processed on the transaction date according to the following:

- ⌚ Instructions received at Manulife John Hancock Retirement’s service office before the close of the NYSE on any market day:

Submission medium	Transaction date
Electronic submission on our website	Same market day <sup>2</sup>
Fax	Same market day <sup>2</sup>
Any other mediums	As soon as administratively practicable but no later than the next market day <sup>2</sup>

- ⌚ If instructions are received at John Hancock’s service office after the close of the NYSE or on a nonmarket day, the instructions are considered received on the next market day and the transaction date is determined in accordance with the time periods specified above.

## Withdrawal protocol

Except as described in the systematic withdrawals transaction section, for partial withdrawals from a participant’s account, you or the participant are required to inform Manulife John Hancock Retirement of the specific money types from which the withdrawal is to be made.

The Manulife John Hancock Retirement standard withdrawal order covers the liquidation of investments from a participant’s account and is applied to process a partial withdrawal in any instances where such instructions aren’t provided to Manulife John Hancock Retirement. The investments are withdrawn in the following order: from the most conservative fund to the most aggressive fund, followed by asset allocation funds (target date followed by lifestyle suites). For more information on the standard withdrawal order

<sup>2</sup> The following special processing rule applies to a withdrawal of a participant’s entire balance. In order to withdraw the entire balance in a participant’s account, the participant’s final contribution must be received before the withdrawal can be processed. The withdrawal is processed once we receive the final contribution.



or details regarding liquidation of the guaranteed interest, Guaranteed Income for Life (GIFL), and personal brokerage accounts, contact your client account representative.

### **Loan issue protocol**

In the absence of specific instructions from you or the participant, Manulife John Hancock Retirement's standard loan issue protocol is used to process a participant loan. This loan issue protocol covers the liquidation of both money types and investments from a participant's account. In accordance with this protocol, the money types are withdrawn in the following order: pretax employee, employer, after-tax employee, and employee rollover amounts. If your plan holds employee voluntary deductible contributions or non-Roth after-tax rollover contributions from 401(a), 403(a), or 403(b) plans, contact your Manulife John Hancock Retirement representative for details on the order that they are withdrawn under this protocol. We exhaust the assets within a particular money type before moving to the next one in the protocol.

The loan amount is withdrawn on a pro-rata basis from all investment accounts within the money type, including investment accounts under the GIFL option (a proportionate amount is withdrawn from all the participant's investments in each applicable money type).

### **Systematic withdrawal transactions**

Systematic withdrawal transactions **require at least two market days for initial setup** after the form has been received in good order at Manulife John Hancock Retirement. Payments made under a systematic withdrawal request can only be made by direct deposit to a financial institution to an account under the same name as the participant's account held at Manulife John Hancock Retirement. A void check or bank letter is required for payment setup. Payments can only be processed between the 5<sup>th</sup> and 20<sup>th</sup> of the month. If the requested payment date falls on a nonmarket day, then the payment is made on the following market day. Both the participant signature and a trustee/authorized signer signature are mandatory to set up, change, or cancel a systematic withdrawal request.

You're responsible for promptly notifying Manulife John Hancock Retirement of any change in the information provided or to cancel the systematic withdrawal request.

For withdrawals processed as part of a systematic withdrawal request, Manulife John Hancock Retirement processes each such withdrawal on a pro-rata basis from each money type held in the participant's account. Within each money type, the investments are liquidated following the Manulife John Hancock Retirement standard withdrawal order described above.

### **Step rate transactions**

Step rate transactions occur when funds are allocated to a participant's account following a total withdrawal from such account due to the participant's termination of employment or their retirement, disability, or death. These additional allocations are distributed to the same payee named, using the last disbursement instructions on record with Manulife John Hancock Retirement within five business days following the allocation unless we require additional clarification or information from you before such distribution can be processed.

### **Contract discontinuance**

You may initiate termination of your Manulife John Hancock Retirement group annuity contract at any time by requesting a discontinuance quote in writing. The written request for a discontinuance quote must be signed by an authorized plan trustee, and the request may be submitted by using the plan sponsor website's "Submit a document" page.

A discontinuance quote letter outlining the terms and conditions of the process, including any applicable charges and adjustments, is then sent to you for plan trustee authorization.

You're requested to select a discontinuance date that's at least 60 days after the date on which the signed discontinuance quote is returned to Manulife John Hancock Retirement and within the first 5 business days of the month.

Any requests to change the date of processing the discontinuance or changes to the payment instructions for the liquidated assets can be submitted in writing by an authorized plan trustee, provided that Manulife John Hancock Retirement is given a reasonable period of time after the receipt of the request to implement such change.

When a contract discontinues, assets invested in the subaccounts (excluding stable value funds) offered under the group annuity contract are withdrawn at market value. Special rules apply with respect to the liquidation of the guaranteed interest accounts, stable value funds, or GIFL option. Refer to your contract for details on these special rules.

Transaction date for contract discontinuance

Once a signed discontinuance quote letter in good order is received by Manulife John Hancock Retirement, the transaction date for the contract discontinuance is the date indicated in the discontinuance quote (subject to any requirements set forth in the discontinuance quote). In no event may the transaction date for the contract discontinuance be sooner than the following:

- ⌚ Signed discontinuance quote letter in good order received at Manulife John Hancock Retirement’s service office before the close of the NYSE on any market day:

Submission medium	Transaction date
All mediums	Next market day or on the market day

- ⌚ If the signed discontinuance quote letter in good order is received at Manulife John Hancock Retirement’s service office after the close of the NYSE or on a nonmarket day, the instructions are considered received the next market day and the transaction date is determined in accordance with the time period specified above.

If there are any outstanding financial transactions relating to your contract before the liquidation date, they must be completed before we can process your request. The transaction date is the market day following the completion of these financial transactions. If there are any transactions still pending on the discontinuance date, these transactions are cancelled to allow completion of the contract termination.

Trustee discontinuance payment instructions

If the discontinued contract assets are to be disbursed in a lump-sum payment through an electronic fund transfer, Manulife John Hancock Retirement transfers the lump-sum payment only to a bank operating in the United States and supervised and regulated by U.S. federal banking authorities.

Payment is made to your designated financial institution for the benefit of the plan’s trustees.

Unsettled payments

**Benefit withdrawals and payments to trustees:** Our clients are provided with reporting on our plan sponsor website for checks that remain uncashed. These reports are updated daily. You may elect to receive a reminder through our message center, including an optional email prompt for any month in which you have uncashed items.

Our report differentiates between checks that are:

- ⌚ **Outstanding**—all items uncashed for 15 to 179 days
- ⌚ **Stale dated**—all items uncashed for 180 days or more

Unsettled electronic fund transfers (EFTs) are reissued by check should valid EFT instructions remain pending for more than 10 market days.

**It’s important that you review the daily reports to manage the payments of benefits under your plan effectively. To manage unsettled payments, you can complete the appropriate unsettled payment—direction form.**

Different versions of the form are available, each providing different settlement options depending on the original payment. These forms are available from the Manulife John Hancock Retirement plan sponsor website. Reissue requests are completed as soon as administratively practicable but no later than seven market days after the market day received.

All other unsettled payments

For all other unsettled payments, the payee is contacted by Manulife John Hancock Retirement to discuss reissue options.

For checks representing TPA, RIA, or third-party trustee asset-based and transaction fees, if the reissue check becomes stale dated, the intermediary (TPA, RIA, or third-party trustee) is contacted to confirm address information to initiate another reissue of the check. If the intermediary is unresponsive, we return the payment to the contract’s cash account unless instructed otherwise by the plan sponsor.

Unclaimed property of non-ERISA plans

This section applies only to contracts issued to plans that aren’t subject to the **Employee Retirement Income Security Act of 1974 (ERISA)**, as amended. Manulife John Hancock Retirement monitors for the following unclaimed property conditions within these contracts and reports and remits to the applicable state any unclaimed property for which the plan sponsors have failed to provide direction on a timely basis.

If a payee fails to cash a check issued from your contract within 180 days, a dormancy period may be triggered with respect to the check. The dormancy period, which means the period of time where an owner of property doesn’t take action related to their property, starts on the date that the check becomes stale dated (as defined above under “Unsettled payments”). Refer to the “Unsettled payments” section for reporting details.



Manulife John Hancock Retirement advises plan sponsors of any checks under the contract that are approaching the end of the applicable dormancy period and with respect to which Manulife John Hancock Retirement is required by the applicable state to escheat if they remain unclaimed following the expiration of the dormancy period. To avoid escheating such items, plan sponsors should provide direction to Manulife John Hancock Retirement to reissue the check or other instructions for their handling before expiration of the applicable dormancy period. Plan sponsors may provide direction for settlement of the funds by submission of an unsettled payment reissue form, which is available on the plan sponsor website. Funds remaining unpaid after expiration of the applicable state dormancy period are escheated to the applicable state by Manulife John Hancock Retirement.

Where funds have been escheated to the state, if the payee later makes claim to the payment, they can then contact the state's unclaimed property office directly to initiate settlement.

### **Protecting your participants**

We take steps to protect your participants and their assets from potential fraudulent disbursement attempts. On an ongoing basis, participant account activity is monitored for patterns that may suggest attempted fraudulent activity. We back this up with our Cybersecurity Guarantee. Manulife John Hancock Retirement reimburses participants for unauthorized transfers of cash out of their covered accounts (as defined in the guarantee), occurring through no fault of their own. See guarantee for full eligibility requirements.

As a result of this monitoring, we may place a temporary hold on a participant's account and disbursement requests while we make reasonable efforts to validate the activity. Transactions that are in good order are processed once validated. While we take all reasonable steps to monitor participants' accounts for fraudulent activity, no assurance can be given that we successfully identify all such activities. Manulife John Hancock Retirement isn't responsible for losses resulting from a compromise of plan sponsor or intermediary credentials unrelated to a breach of Manulife John Hancock Retirement systems.

# Fees and protocols

## Manulife John Hancock Retirement fees

For Manulife John Hancock Retirement fees applicable to your plan, refer to your group annuity contract, including, if applicable, the Manulife John Hancock Retirement recordkeeping agreement, the supplement information guide, or the administrative services agreement.

### TPA fees

For your convenience, and if you request, we can deduct the following fees, charged separately by your TPA, from your participants' accounts and/or charged as part of each fund's expense ratio and pay them directly to your TPA:

- ③ TPA service fees
- ③ TPA standing loan fees, if the plan permits loans
- ③ TPA transaction fees (such as withdrawal fees)

Where TPA service fees are an asset-based charge, the fees are calculated monthly by converting the annualized rate to a monthly rate, and such monthly rate is applied to (and the resulting fee deducted from) the account balance of each participant's invested assets on the last market day of each plan quarter. If account assets are liquidated by inter-account transfer or withdrawal before the quarter's last market day, the fees are applied at the time of transaction. For purposes of determining contract assets to which the monthly rate is applied, loans, assets in personal brokerage accounts, pre-allocation accounts, and the contract's cash account aren't included.

Where TPA service fees are collected through each fund's expense ratio in which assets under the contract are invested, the fees are collected on a daily basis by converting the annualized rate into a daily rate and applying the applicable daily rate to the total amount of assets invested under the contract (including any invested amount in the contract's pre-allocation account, but excluding loans, assets in personal brokerage accounts, and the cash account). The applicable daily rate is determined based on the annualized rate that's in effect on such day. The amount of fees collected by Manulife John Hancock Retirement may be different than the amount calculated to be payable to the TPA as described above. Manulife John Hancock Retirement retains any excess amount collected as additional compensation and covers any shortfall should the amount collected be less than the amount payable to the TPA.



Except as otherwise noted below, TPA service fees that are charged as a dollar-based, per participant fee are charged monthly and deducted from participants' accounts quarterly on the last market day of each plan quarter.

- ③ The TPA standing loan fee is a one-time, dollar-based charge that's automatically deducted from a participant's account at loan setup, for each loan issued, after the loan amount has been deducted from the participant's account. This fee applies only to newly set up loans, and the same fee is applicable to all loans issued from the contract, unless waived or otherwise specified by the plan's authorized representative or TPA.
- ③ TPA transaction fees (which can be either a dollar- or asset-based charge) are automatically deducted from a participant's account at the time the transaction is processed on the transaction date.

Full details regarding how the various TPA fees are calculated and collected by Manulife John Hancock Retirement can be found in the respective administrative form used for requesting such fees.

All TPA fees are paid directly to your designated TPA on the first Friday after the close of the month in which the fee was deducted.

A confirmation of all fees paid to the TPA is sent to you each month. Such reporting indicates whether there were any uncollected fee amounts (i.e., shortfall in the amount paid to the TPA). Manulife John Hancock Retirement isn't responsible for any uncollected fee amounts due to insufficient funds invested in the contract.

Fees deducted from participants with an invested balance under the contract are reflected as part of the general administrative charges on participant statements.

### **RIA fees**

If your plan uses the services of an RIA, as a convenience to you, and if requested by you, we can deduct these RIA fees from participants' accounts and/or charge them as part of each fund's expense ratio and pay them directly to your RIA.

Where RIA service fees are an asset-based service charge, the fees are calculated monthly by converting the annualized rate to a monthly rate and such monthly rate is applied to (and the resulting fee deducted from) each participant's invested assets on the last market day of each plan month. For purposes of determining contract assets to which the monthly rate is applied, loans, assets in personal brokerage accounts, pre-allocation accounts, and the contract's cash account aren't included.

Where RIA service fees are collected through each fund's expense ratio in which assets under the contract are invested,

the fees are collected on a daily basis by converting the annualized rate into a daily rate and applying the applicable daily rate to the total amount of assets invested under the contract (including any invested amount in the contract's pre-allocation account, but excluding loans, assets in personal brokerage accounts, and the cash account). The applicable daily rate is determined based on the annualized rate that is in effect on such day. The amount of fees collected by Manulife John Hancock Retirement may be different than the amount calculated to be payable to the RIA as described above. Manulife John Hancock Retirement retains any excess amount collected as additional compensation and covers any shortfall should the amount collected be less than the amount payable to the RIA.

RIA service fees that are charged as a dollar-based, contract-level fee are deducted monthly from participants' invested assets according to a participant fee withdrawal protocol.

Loans and assets held in personal brokerage accounts aren't included when calculating the dollar amount to be deducted from each participant's account. Pre-allocation accounts aren't considered part of participants' invested assets for purposes of this calculation.

Full details regarding how the various RIA fees are calculated and collected by Manulife John Hancock Retirement can be found in the respective administrative form used for requesting such fees.

All RIA fees are paid directly to the RIA on the first Friday after the close of the month to which the fee is attributable.

Confirmation of all fees paid to the RIA is sent to you each month.

### **Third-party trustee fees**

If your plan uses the services of a third-party trustee (other than Manulife John Hancock Retirement Trust Company LLC) as a convenience to you, and if requested by you, we can deduct third-party trustee fees from participants' accounts and/or charge them as part of each fund's expense ratio and pay them directly to your third-party trustee.

Where third-party trustee fees are an asset-based charge, the fees are calculated monthly by converting the annualized rate to a monthly rate, and such monthly rate is applied to each participant's invested assets on the last market day of each month. For purposes of determining contract assets to which the monthly rate is applied, loans, assets in personal brokerage accounts, pre-allocation accounts, and the contract's cash account aren't included. The resulting fees are deducted from participants' accounts quarterly on the last market day of each plan quarter. If account assets are liquidated by inter-account transfer or withdrawal before the quarter's last market day, the fees are applied at time of transaction.

Where third-party trustee service fees are collected through each fund's expense ratio in which assets under the contract are invested, the fees are collected daily by converting the annualized rate into a daily rate and applying the applicable daily rate to the total amount of assets invested under the contract (including any invested amount in the contract's pre-allocation account, but excluding loans, assets in personal brokerage accounts, and the cash account). The applicable daily rate is determined based on the annualized rate in effect on such day. The amount of fees collected by Manulife John Hancock Retirement may be different than the amount calculated to be payable to the third-party trustee as described above.

Manulife John Hancock Retirement retains any excess amount collected as additional compensation and covers any shortfall should the amount collected be less than the amount payable to the third-party trustee.

All third-party trustee fees are paid directly to your designated third-party trustee on the first Friday after the close of the plan month to which the fee is attributable.

Confirmation of all fees paid to the third-party trustee is sent to you each month. Such reporting indicates whether there were any uncollected fee amounts (i.e., shortfall in the amount paid to the third-party trustee). Manulife John Hancock Retirement isn't responsible for any uncollected fee amounts due to insufficient funds in participants' accounts.

Fees deducted from participants with an invested balance under the contract are reflected as part of the general administrative charges on participant statements.

### Fee protocol

For all the fees described above, the following fee protocol applies.

**Asset-based fees and charges:** Removed from participant accounts on a pro-rata basis across all money types, investment options, and money sources.

**Dollar-based fees and charges:** Deducted from participant accounts in the following order: Roth assets, employer money types, and other non-Roth employee money types. Within each money type, assets are liquidated according to money source, first from regular contributions, then followed by transfer assets. The investments are liquidated in the following order—from the most conservative fund to the most aggressive fund, followed by asset allocation funds (target date followed by lifestyle suites). For more information on the fee protocol or details regarding liquidation of the guaranteed interest, GIFL, and personal brokerage accounts for fee payments, contact your Manulife John Hancock Retirement client account representative.





## Returned mail

Mail may be returned to Manulife John Hancock Retirement by the U.S. Postal Service as undeliverable.

If the U.S. Postal Service has provided an updated address, we re-mail to the address provided and update the address of record accordingly. We also notify designated primary contacts of the address change so they can update their address of record as appropriate.

If no updated address is provided with the returned mail, we notify your designated primary contact and request an updated address.

- ③ If an updated address is provided within 10 business days, we re-mail to the address provided and update the address of record accordingly.
- ③ If an updated address isn't provided within 10 business days, the mail is shredded except where a **check payable to/for the benefit of:**
  - ▶ The participant is included. These are re-mailed to the client mailing address of record.
  - ▶ The plan's trustees. We actively manage them to appropriate settlement, including reporting on the plan sponsor website, as described in the "Unsettled payments" section of this document.



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## We're here to help you

These guidelines, along with the “Understanding Your Administrative Services Guide,” are available on the plan sponsor website. Provide your complete instructions for submitting contributions and other administrative requests to Manulife John Hancock Retirement. For assistance, contact your client account representative at **800-333-0963**.