



# Contacting John Hancock

Whether it's online, on the go, or over the phone, we make it easy for you to get the support you want.

## Online

**myplan.johnhancock.com**

Log in to check out the personalized retirement planner tool.<sup>1</sup> It's a unique and meaningful way to help you plan for your retirement.



**Take action!** Be sure to bookmark **myplan.johnhancock.com**.

## Mobile device

[Download John Hancock's retirement app](#) for your iOS or Android device.

Enroll in the retirement plan, and view your account balance, asset allocation, and personal rate of return.

## Consolidate your accounts

**877-525-7655**

If you have other accounts that you'd like to combine, we can handle the details—at no additional cost to you. Get started by speaking to a John Hancock specialist, available Monday through Friday, from 8:30 A.M. to 7:00 P.M., Eastern time.<sup>2</sup>

## Changing jobs or retiring?

**866-401-2472**

Our team of specialists will review your options with you and help you make a choice that reflects your financial needs. Our team is available Monday through Friday, from 8:30 A.M. to 7:00 P.M., Eastern time.<sup>3</sup>



Access your retirement savings plan at any time, from anywhere

Download John Hancock's retirement app today.



GET THE APP

Follow these simple steps to access your account online or on the go.

Go to [myplan.johnhancock.com](https://myplan.johnhancock.com) or John Hancock's retirement app and choose **Register now**.

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|---|---|--|
| 1 | Tell us about yourself                      | Enter your last name, Social Security number, and date of birth. Then choose <b>Continue</b> .             |
| 2 | Create your username and password           | You'll also enter your email address and mobile phone number. Then choose <b>Create profile</b> .          |
| 3 | Select your challenge questions and answers | These will be used to help verify your identity, should you forget your password. Choose <b>Continue</b> . |

Confirm your information, and you're registered.

If you haven't enrolled in the plan, select **Get started now**. For future visits, you'll need your username and password to access your account. If you ever forget it, you can choose **Forgot your username or password?** from the login page.

### Need help enrolling?

Our team of enrollment specialists are ready to set you up in your plan and answer your questions. Call us at **855-543-6765**, Monday through Friday, from 8:30 A.M. to 7:00 P.M., Eastern time.



**1** The projected retirement income estimates for your current John Hancock accounts, future contributions, employer contributions (if applicable), and other accounts set aside for retirement used in this calculator are hypothetical, for illustrative purposes only, and do not constitute investment advice. Results are not guaranteed and do not represent the current or future performance of any specific account or investment. Due to market fluctuations and other factors, it is possible that investment objectives may not be met. Investing involves risks, and past performance does not guarantee future results. **2** As other options are available, such as leaving it in your old plan, rolling over to an IRA, or cashing out. You are encouraged to review all of your options to determine if combining your retirement accounts is suitable for you. **3** There are advantages and disadvantages to all rollover options; you are encouraged to review your options to determine if staying in a retirement plan, rolling over to an IRA, or another option is best for you.

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Your future is important, and planning for your retirement is part of it. **Get started, and register today.**