



Processing withdrawal transactions online

A quick reference for plan sponsors and third-party administrators

For plan sponsor and TPA website access:
jhpensions.com/er

All screenshots shown are for illustrative purposes only.

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Getting started

Online withdrawals let your participants initiate plan withdrawals online while giving you a convenient resource for electronically creating, reviewing, and approving withdrawal requests.

This guide answers the questions plan administrators typically have about how to assist participants with the process and how to efficiently complete your own tasks within John Hancock's withdrawals tool.

Please note that permission is required to process withdrawals online

Before you can access and conduct transactions online, you'll need John Hancock's permission to initiate, review, and approve withdrawal requests on behalf of your plan's participants. If you haven't yet requested this permission, please contact your John Hancock representative.

What online withdrawal activities are available to participants and plan sponsors?

John Hancock's technology lets **participants** initiate three types of withdrawals—for termination, retirement, or preretirement.

In addition to these, **plan sponsors and third-party administrators (TPAs)** can request six types of withdrawals—mandatory, hardship, minimum required distributions, disability, employee rollover money, and voluntary money.

Online transactions aren't available for certain participants, including those who:

- Are non-U.S. citizens requesting that their money be sent outside the United States



FAQs— about online withdrawals

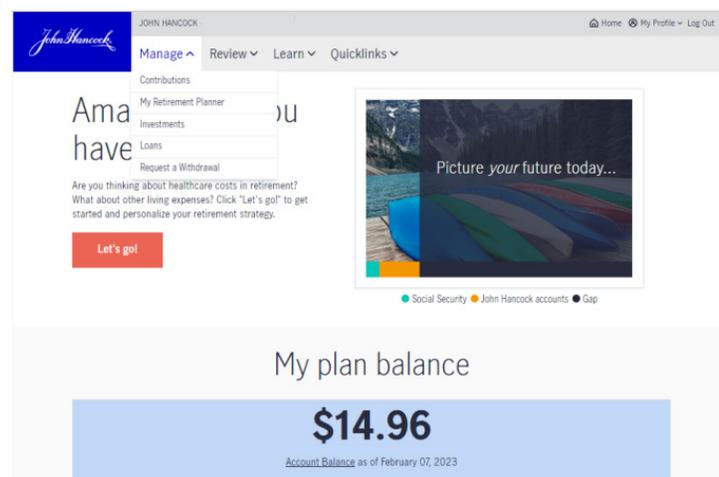
A quick review of our
process and capabilities

How does a participant initiate an online withdrawal request?

Participants who are retiring or otherwise leaving your organization can initiate online withdrawal requests¹ by logging in to your plan website at myplan.johnhancock.com and completing the following steps:

- 1 Select **Request a withdrawal** to initiate the process. Personalized guidance and distribution education are presented prior to making a withdrawal decision.
- 2 Verify that their personal information is displayed correctly.
- 3 Select a type of payment and provide the information requested. Payment options include¹:
 - Cash disbursement direct to participant
 - Rollover to an IRA
 - Rollover to a John Hancock IRA
 - Rollover to another qualified plan
- 4 Multiple destinations.
- 5 Select withdrawal amount: 100% or a portion of the account.
- 6 Confirm payment instructions.
- 7 Verify tax details and reporting.
- 8 Read and acknowledge the **Legal notices and declarations** section.
- 9 Review the summary information.
- 10 Submit the request for review and approval.

Participants can track the status of their requests on the account snapshot page.



1 Participant-initiated online withdrawals must be selected by you and included in your plan contract. Please contact your client account representative if you would like to add this feature.

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How does a plan sponsor or TPA initiate an online withdrawal?

If a participant can't initiate their own withdrawal request, the plan sponsor or TPA can handle it for the person as follows:

- 1 Initiate the request through **Quick links/withdrawals**. Click the **Create withdrawal request** link from the participant account or **Search participants** pages on the website.
- 2 Review the **Before you begin** page.
- 3 Review the participant account information for accuracy, and fill in anything that's missing.
- 4 Indicate the type of withdrawal requested and if the participant is leaving the plan. If the answer is yes, then a total distribution will be processed. Types of withdrawals you can request are:
 - Termination
 - Mandatory distribution
 - Retirement
 - Hardship
 - Preretirement
 - Minimum distribution
 - Disability
 - Employee rollover money
 - Voluntary money
- 5 Provide details for handling any outstanding loans, if applicable.
- 6 Select the withdrawal amount requested. Indicate the appropriate tax withholding rate, and press **Calculate**. Once you make this selection, our system will determine the available amount for the withdrawal. If vesting information isn't available, you must enter it here.
- 7 Select a payment method (direct deposit, check, or wire transfer), and complete the 1099-R section.
- 8 Add notes that will be viewable online by the reviewer and approver and/or notes viewable in print by the participant.
- 9 Complete the **Declaration** section.
- 10 **Submit** the request for review or approval.

create online withdrawal request

Step 1 of 2 [Before you begin](#)

This page allows you to create a withdrawal request on behalf of a participant in your retirement plan. Step one of the process requires you to provide some basic information. Withdrawal fees may apply.

NEW! As of June 25, 2022, enhancements have been made to the types of online withdrawals available to participants to include Roth, multiple payees, partial amounts, and preretirement withdrawals. If you'd like to initiate any of these transaction online, you can do it immediately.

You are at the first stage of your contract's withdrawal process:

1. Create
2. Review
3. Approve
4. John Hancock processes

Errors (0) / Warnings (0) / Alerts (1)

1 Participant has an account balance of \$0. On-line withdrawal cannot be processed at this time [2409]

[all sections](#)

Participant information Employee snapshot

Name CYMONE E. BRANSON
 SSN 703-00-0081
 Contract number 70300
 Contract name JOHN HANCOCK DEMO CONTRACT
 State of residence - select -
 Date of birth 01/01/1970 (mm/dd/yyyy)
 Changes to state of residence apply to this transaction only. To update the participant's record, contact your client account representative.

Basic information

Type of withdrawal - select -
 Participant leaving plan? Yes No
 Last contribution payroll ending date (mm/dd/yyyy)
 Final contribution date (mm/dd/yyyy)
 If the final contribution date is later than the payroll ending date, enter the final contribution date. Otherwise, enter the displayed date. The withdrawal will be processed after we receive the final contribution.
 Payment to - select -
 If payment is to Plan Trustee, they are responsible for disbursement of funds, all tax withholding and reporting to the IRS.

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How does a reviewer verify withdrawal requests electronically?

Your plan setup requires that all participant withdrawal requests submitted by a participant, plan sponsor, or TPA be verified for accuracy.

Complete the following steps to review a withdrawal request:

- 1 Review any notes entered by the initiator. Fields marked with an exclamation point (!) can't be changed during the review process.
- 2 Select the IRS distribution code related to any outstanding loans.
- 3 Verify the withdrawal amount details and vesting percentages.
- 4 Enter the TPA withdrawal fee, if applicable.
- 5 Select an option for unvested money, if applicable.
- 6 Enter the appropriate IRS distribution code for withdrawal.
- 7 Add notes for the approver and/or the participant.
- 8 Complete the **Declarations** section. If a participant initiated this request, this section will already be complete.
- 9 **Submit** the withdrawal request for approval.

How does a designated approver approve withdrawals?

To approve a withdrawal request initiated by a participant, plan sponsor, or TPA, the designated approver must complete the following steps:

- 1 Review any notes entered by the initiator and/or reviewer.
- 2 Review the information for accuracy.
- 3 Complete the **Declarations** section. If a participant initiated the request, this section will already be complete.
- 4 Approve the request.
- 5 Review the legal statement summarizing the terms of the agreement being entered into with John Hancock.
- 6 On the **Confirmation** page, verify the accuracy of all the information in the withdrawal request.
- 7 Print copies of the **Confirmation** page for your records and the participant's records, if desired.

Once a request is approved, it's automatically sent to John Hancock for processing. Participants who initiated a request will receive notice that the withdrawal has been approved and is pending processing.

Requests received by the close of the New York Stock Exchange (NYSE)—4:00 P.M., Eastern time—are processed effective that market day. Those received after the NYSE's close are processed the next market day.

How do plan sponsors and TPAs manage online withdrawal requests?

Our system provides four ways to help you manage your participants' withdrawal requests:

- 1 View a list of all pending or completed requests created online over the past 24 months.
- 2 Access details on the **View withdrawal request** page, and track the history of changes made to a specific withdrawal request.
- 3 Check the homepage for alerts, notifications, emails, and reminders about any pending withdrawal requests.
- 4 Use online withdrawal utility to initiate special requests, which can include:
 - Mandatory distributions
 - Payments to the plan trustee
 - Splitting of payments with after-tax money
 - Instructions concerning pre-87 money²
 - Payments made outside the United States (for U.S. citizens) and prior partial withdrawals

online loan and withdrawal requests

Below is a list of online loan and withdrawal requests that have not reached their expiry date. The page defaults to a 60-day view of "Draft & Pending" requests.

To select a request, click Edit or View below. To initiate a request, select the corresponding "Create loan request" or "Create withdrawal request" links below. To change the date and/or request status default criteria, click the calendar to select the required date range and/or the "Request status" drop-down menu to view other status options.

To the right of this page, there are supporting resources for you to reference. For participant related material, contact your client account representative.

[Create withdrawal request](#)
[Create loan request](#)

Legend: Edit View

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Requests from 05/07/2021 to 07/07/2021 Request status All

Participant Last name SSN search Reset filters

Submission number	Date of request	Type of Request	Participant name / SSN	Status	Initiated by
<input checked="" type="checkbox"/> 28549196	05/21/2021	Termination of employment	DEMO, ROBERT J xxxx-xx-0004	Denied	Participant
<input checked="" type="checkbox"/> 28622365	06/03/2021	LOAN	DEMO, ROBERT J xxxx-xx-0004	Denied	TPA
<input checked="" type="checkbox"/> 28828113	07/07/2021	Termination of employment	DEMO, ROBERT J xxxx-xx-0004	Denied	Plan Sponsor
<input checked="" type="checkbox"/> 28828404	07/07/2021	LOAN	DEMO, ROBERT J xxxx-xx-0004	Denied	TPA

Page 1

- 2 Provide instructions in the **Notes to administrator** section and be sure to include a specific amount, so your client account representative can process the request.

Navigating through John Hancock's online withdrawal utility

When working with withdrawals on our site, keep in mind that all mandatory fields appear in orange. Green arrows indicate fields that have changed, and a box appears on the right-hand side of certain pages summarizing the withdrawal request information.

Here's what our function buttons do:

- **Back**—Returns you to the previous screen to make any necessary changes
- **Cancel & exit**—Deletes any changes you made in the current session
- **Save & exit**—Saves changes made in the current session
- **Send for approval**—Notifies the designated approver that action is needed and changes your request status to "Pending approval"
- **Approve**—Approves the participant's requested withdrawal (available only to designated approvers)

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With our
outcome-driven
approach,
we make retirement
plans *work*.

We're here to help make plan management easier for plan sponsors and TPAs—and to help provide a plan that works.

By using the web to create, review, and approve withdrawal requests, you can simplify administration, save time, and reduce the amount of paper you submit to John Hancock.



Contact your client account representative for more details on the online withdrawal utility and to activate it for your plan.



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