Manulife Retirement | John Hancock

A *faster, simpler* way to educate employees when leaving your company

Do you send distribution kits to employees who are leaving or retiring from your company? Our new website for ordering these materials can help make the process easier for you.

Benefits for you

- **Easy access:** Visit our new site—mydistributionkits.johnhancock.com. Bookmark the page for your convenience
- **Quick process:** Create a kit (personalized letter, special tax notice, and any required forms) in minutes
- **Flexible delivery:** Choose to send by U.S. mail or email
- **Simple approval:** Review and approve kit contents in a few clicks
- **Fast processing:** Kits are mailed within two business days of your approval,[1] and emailed kits are sent instantly and redirected to U.S. mail if undeliverable
- **Cost savings:** No cost to you for sending kits
- **Stay organized:** View and download your order history
- **One-on-one help:** Participants can reach out to our retirement consultants for help

Distribution kit contents

- Personalized plan and participant information
- Cover letter from your company
- Distribution options brochure
- Special tax notice
- Any required forms such as withdrawal and spousal consent forms

If you elect to send the communication through email, similar content will be presented with links to forms.

1 Orders must be placed by 6:00 P.M., Eastern time, Monday through Friday, excluding holidays.

Ready to get started?

1. Visit **mydistributionkits .johnhancock.com**
2. Sign in using your **contract number** and **enrollment access number (EAN)**
   - Not sure where to find your EAN? On your **homepage**, go to **Your contract reports**, then **Contract details**, then **Contract profile**
3. Create a **profile** for your plan to customize cover letters and emails

Questions?

Email us at **mydistributionkits@ jhancock.com**

Additional information

Eligibility and usage guidelines

The service is specifically designed for plans that prepare and mail out withdrawal paperwork to terminating or retiring participants. If your plan consultant currently offers this service, there's no need for you to use this site. If you're unsure whether you should use this service, contact your plan consultant for guidance.

Additional forms

Currently, only our withdrawal and spousal consent forms can be included in the kit.

Handling of undeliverable kits

Kits sent through U.S. mail include your plan's return address. You can change/ update this address at any time. If the kit is sent through email and is returned undeliverable, the order is automatically sent through U.S. mail.

Participant online withdrawal requests

If your plan allows participants to initiate online withdrawals, the distribution kit letter or email directs them to submit their withdrawal request online. They can also call us for help with the online withdrawal process.

Delivery of your kits

U.S. mail orders placed by 6:00 P.M., Eastern time, are mailed within two business days. Business days are defined as Monday through Friday, excluding the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day.

Email orders go out instantly.

Accessing kit mailing history

You can view the status of an order and download a complete order history.

Participant questions

Participants are asked to call our retirement consulting group at 888-695-4472 with any questions. Consultants may also refer them to the plan's financial representative if applicable.

Return instructions for participant withdrawal forms

Participants are asked to return forms to the plan administrator's email, fax number, or address. This information is listed on the plan's profile page and can be updated at any time.

Spanish materials

Spanish materials are unavailable at this time; however, we have Spanish-speaking representatives who can help.

Shipping method changes

Kits are mailed first class and the shipping method can't be changed.

Plan cleanup or force-out mailings

The kits aren't intended for plan cleanups or force-outs. This service is designed to help you communicate with recently terminated employees and to help educate them on their available options. If you're interested in sending communications as part of a plan cleanup, contact our plan transition consultants at 877-214-4297.

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