



FAQs

About myplan.johnhancock.com

Q: How do I register for my online retirement plan account?

- A:**
- Go to myplan.johnhancock.com and click “Register now.” Follow the instructions and you’ll be registered in a few simple steps.
 - For future visits, you’ll only need your username and password to access your account. If you ever forget it, you can click “Forgot username/password.”

Q: Who’s my plan administrator?

- A:** Your plan administrator is usually someone in your company’s human resources department.

Q: Why do you need my personal information to give me a contact number?

- A:**
- We use your last name, the last four digits of your Social Security number, and your date of birth to find you in our systems and determine the best service center and phone number to help answer any questions about your account.
 - If you’re uncomfortable entering this information, you can also find the phone number for your specific service center on one of your quarterly statements.
 - If you’re a participant in a retirement plan, a representative in our Participant Service Center can help.
 - If you have a numerical contract number or are calling about a 401(k) plan with under 200 employees, call 800-395-1113 (800-363-0530 for Spanish).
 - If you work for a company with more than 200 employees, call 800-294-3575 (888-440-0022 for Spanish).



Contents

- About myplan.johnhancock.com
- Tips for handling market volatility

About the website (continued)

Q: I know I entered my last name/last four digits of my Social Security number and date of birth correctly. Why does the page say you couldn't find me?

A: • There could be a couple reasons behind this:

- If your retirement plan has recently moved to John Hancock, we may not have received your information from your plan administrator yet.
- We may have incorrect information in our files. Please contact your plan administrator or employer to confirm that your information is correct.
- If you're using the "Forgot username" feature and have received this message, we recommend you try and register your account again.

Q: Why do I have more than one profile?

A: If you have more than one John Hancock retirement account, you may be asked to register each of them to gain access to your online account.

Q: Why do I have to register again (for my other plan) given I'm already registered for the website?

- A:** • This helps to ensure that your account remains secure. That's why we sometimes ask you to revalidate your information to get full access. You'll only have to register once for each profile you have.
- If your plan sponsor has recently changed from one John Hancock account type to another and your previous account shows a \$0 balance, you may need to register under your new plan.

Q: Why is my profile information not all the same (e.g., name, address, phone numbers, and email) across my multiple accounts?

A: If you have more than one John Hancock retirement account, you may need to update your personal information under each of your profiles to help ensure your personal information is accurate and up to date.

Q: Why do I see a zero balance when I log in given I have money with you?

- A:** • Your plan may have been moved to another John Hancock account type. If this is the case, you'll see a drop down at the top of your screen once you've logged in. Click on that drop-down menu to select your other account. You'll need to register your second account. In doing so, you'll be asked to create a new username and password.
- Using the new username/password to log in to your account in the future will ensure you see your active account first. You'll still have access to your old account for up to 24 months after your money was moved to allow for access to old statements and account activity.
 - Note that you should select "Profile one," if prompted to select a profile.

About the website (continued)

Q: Why can't I use the same username for all my profiles?

A: Once you've registered all your accounts, if you have more than one John Hancock account, you'll be able to use any of their usernames/passwords to gain access to your accounts.

Q: I have more than one account with John Hancock, so how do I access the other accounts?

A: Once you've registered at least one of your accounts, the website will find all of the retirement accounts you have with John Hancock, based on your last name, date of birth, and Social Security number matching exactly. If a match is found, once logged in, there will be a drop down at the top of the screen listing all of the accounts you have with us. Click on the drop-down menu to select another account to view/manage.

Q: I set a goal and now it's gone—what happened?

- A:**
- Based on feedback, we've updated our retirement planning experience with a new tool that provides even more personalized guidance to help you put a plan in place to meet your retirement goals.
 - Because our new planning experience requires slightly different information and enables you to provide even more details to further fine-tune and personalize your plan, we were unable to carry over details entered in our old experience. Please log in and use our new retirement planning tool.

Q: Why don't I see my retirement income on my homepage anymore?

- A:**
- After logging in, your homepage will show you how you're progressing toward your retirement goal after you've gone through the process of providing the necessary information for our new retirement planning tool. To create a goal, simply click the "Let's go" button on the homepage and create your personalized retirement action plan. Our new retirement planning experience requires more personalized information, so the details from the previous experience weren't carried over.
 - To get an update on your retirement income and your progress on covering your expenses in retirement, simply click the "Let's go" button beside the picture.

Q: How do I get my retirement income estimate?

- A:**
- We've updated our retirement planning experience with a new tool that provides even more personalized guidance for you, so you can create a retirement plan based on your unique needs.
 - After logging in, click the "Let's go" button on your homepage, follow a few simple steps, and you'll be able to see your projected income in retirement. You'll also see how you're tracking toward covering your projected expenses in retirement, including healthcare costs, to understand if you may want to make any adjustments now to help your future.
 - To get an update on your retirement income and your progress on covering your expenses in retirement, simply click the "Let's go" button beside the picture.

Tips for handling market volatility

Investing for a long-term goal—such as retirement—takes planning, patience, and discipline. While recent market activity may be causing you to question your planning, it's important to remain patient and disciplined.

Visit My Learning Center to learn about investment strategies, riding out the market cycle, or why not acting on your emotions in this difficult time may be a good approach.



The content of this document is for general information only and is believed to be accurate and reliable as of the posting date, but may be subject to change. John Hancock and its representatives do not provide investment, tax, or legal advice. Please consult your own independent advisor as to any investment, tax, or legal statements made herein.

There is no guarantee that any investment strategy will achieve its objectives.

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, and 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. All investments carry a degree of risk, and past performance is not a guarantee of future results. Due to market fluctuations and other factors, it is possible that investment objectives may not be met.

John Hancock Retirement Plan Services, LLC • 200 Berkeley Street • Boston, MA 02116

NOT FDIC INSURED. MAY LOSE VALUE. NOT BANK GUARANTEED.

© 2021 John Hancock. All rights reserved.