

John Hancock Personal Financial Services, LLC.
Form CRS Client Relationship Summary
March 28, 2025

John Hancock Personal Financial Services, LLC (“JHPFS”) is registered with the Securities and Exchange Commission (“SEC”) as an investment adviser. Brokerage and investment advisory services and fees differ and it is important for you to understand these differences. Free and simple tools are available to research firms and financial professionals at [Investor.gov/CRS](https://investor.gov/CRS), which also provides educational materials about broker-dealers, investment advisers, and investing.

What investment services and advice can you provide me?

We offer investment advisory services to retail investors, including discretionary wrap fee accounts, portfolios managed by your financial professional, and financial planning services. When you invest in a discretionary account, we make the investment decisions in your account without consulting you on each investment. Some programs offer digital advice, which means that our services are provided through the use of a website and we utilize algorithms to generate advice and assist with account management. The advice and recommendations we provide are based on your objectives and your financial situation. We monitor client accounts on a periodic basis in accordance with the terms of our agreement with you. Each program has certain requirements to open an account, including investment minimums, and the use of a particular custodian.

For additional information about our services, please see our [Form ADV, Part 2A](#) brochures for each of our programs.

- *Given my financial situation, should I choose an investment advisory service? Why or why not?*
- *How will you choose investments to recommend to me?*
- *What is your relevant experience, including your licenses, education and other qualifications? What do these qualifications mean?*

What fees will I pay?

The fees you will pay depend on which advisory service we provide you. We charge an asset-based fee for portfolio management services, which is calculated as a percentage of your total account assets, payable on either a quarterly or monthly basis. In the case of asset-based fees, the more assets there are in your account, the more you will pay in fees, and JHPFS therefore has an incentive to encourage you to increase the assets in your account. Certain programs include an additional monthly flat fee. For financial planning services, we charge an hourly or flat fee. For accounts in a wrap fee program, the fee generally covers brokerage and custodial fees as well as certain other (but not all) expenses. For programs that invest in mutual funds, exchange-traded funds and private funds, you will be responsible for management and administrative fees charged by the funds, which are explained in the fund’s prospectus or other offering documents.

You will pay fees and costs whether you make or lose money on your investments. Fees and costs will reduce any amount of money you make on your investments over time. Please make sure you understand the fees and costs you are paying.

For additional information about our fees, please see our [Form ADV, Part 2A](#) brochures for each of the programs.

- *Help me understand how these fees and costs might affect my investments. If I give you \$10,000 to invest, how much will go to fees and costs, and how much will be invested for me?*

What are your legal obligations to me when acting as my investment adviser? How else does your firm make money and what conflicts of interest do you have?

When we act as your investment adviser, we have to act in your best interest and not put our interests ahead of yours. At the same time, the way we make money creates some conflicts with your interests. You should understand and ask us about these conflicts because they can affect the recommendations we provide you. Here are some examples to help you understand what this means.

Proprietary Products: We sometimes invest client assets in investment products, including funds, sold by and/or managed by our affiliates. For example, your account could include investments in funds sold by John Hancock Investment Management Distributors LLC (“JHIMD”) and managed by John Hancock Investment Management, LLC (“JHIM”), both JHPFS affiliates. We or our affiliates receive additional compensation from these funds (e.g., management and administrative fees), and therefore we have a financial incentive to use or recommend these funds over other investment products for which we do not receive such fees.

JHPFS Affiliates: For some investment programs, we utilize affiliated asset managers to provide investment advice to client accounts. For example, we sometimes utilize an affiliate, Manulife Investment Management (“MIM”), to create and maintain model portfolios (including investment selection and allocation). This presents a conflict of interest as JHPFS has an incentive to hire MIM over using an unaffiliated manager to perform these services because MIM and its parent company, Manulife Financial Corporation will be compensated for services.

For additional information about conflicts of interest, please see our [Form ADV, Part 2A](#) brochures for each of our programs.

- *How might your conflicts of interest affect me, and how will you address them?*

How do your financial professionals make money?

Some of our financial professionals are salaried and are eligible for bonuses based on factors such as the number of individuals assisted, the quality of service provided, and broader organizational goals. Financial professionals offering the Manulife John Hancock Private Wealth Program receive compensation in the form of part of the wrap fee. Some financial professionals also receive non-cash compensation in the form of stock of the parent company of JHPFS, Manulife Financial Corporation.

Do you or your financial professionals have legal or disciplinary history?

Yes. Visit Investor.gov/CRS for a free and simple search tool to research us and our financial professionals.

- *As a financial professional, do you have any disciplinary history? For what type of conduct?*

For additional information about our services, please visit our program websites, where available, call our toll-free numbers, or review our Form ADV filings available at <https://adviserinfo.sec.gov/firm/summary/174433>. To request a copy of this client relationship summary or up-to-date information about JHPFS, please contact us at one of the numbers listed below.

JHPRA (855) 969-5737	JHMIRA (888) 232-3695	MyPortfolio (844) 328-2122
JH Advice Financial Planning (888) 999-4307	JH Emergency Savings (888) 999-4307	Manulife JH Private Wealth (888) 785-6958

- *Who is my primary contact person? Is he or she a representative of an investment-adviser or a broker-dealer? Who can I talk to if I have concerns about how this person is treating me?*

John Hancock Personal Financial Services, LLC.
Form CRS Client Relationship Summary
Responses to Conversation Starters
March 28, 2025

John Hancock Personal Financial Services, LLC (“JHPFS”) published a Client Relationship Summary dated March 28, 2025, which included several “conversation starter” questions designed to facilitate a discussion between customers and financial professionals. Because some of our investment advisory programs offer digital advice provided through the use of a program website or mobile application, clients may not have immediate access to a financial professional. This document is intended to supplement the Client Relationship Summary and provide responses to those “conversation starter” questions.

1. Given my financial situation, should I choose an investment advisory service? Why or why not?

Many people benefit from professional investment advisory services regardless of their financial situation. There are many different types of advisory services to choose from, including those where you pay a fixed or hourly fee for advisory services and those where you pay an advisory fee based on the assets the adviser manages for you. The type of advisory services you choose depends on your particular needs and the amount of assets you have to invest. We offer both types of advisory services.

For further information on the types of advisory services and products we offer, including their fees and investment minimums, please see our [Form ADV, Part 2A](#) brochure for each of our programs.

2. How will you choose investments to recommend to me?

How we choose investments to recommend to you depends on the particular JHPFS service or product you choose.

- The John Hancock Personalized Retirement Advice, John Hancock Managed IRA, and MyPortfolio programs are web-based, digitally managed account products that use computer models (algorithms) to choose investments for you based on your financial situation, investment experience and objectives.
- The John Hancock Advice program provides financial planning, consultative services and access to an emergency savings program which do not include recommendations of specific securities.

For further information on how we choose investments for each of our products and services, please see our [Form ADV, Part 2A](#) brochure for each of our programs.

3. What is your relevant experience, including your licenses, education and other qualifications? What do these qualifications mean?

JHPFS is an investment adviser registered with the Securities and Exchange Commission. Registration of an investment adviser does not imply a certain level of skill or training. JHPFS was founded in 2014 and currently manages several web-based, digitally managed account programs. JHPFS also provides financial planning advice directly to clients through John Hancock Advice.

The JHPFS investment professionals who manage a particular product are listed in the Form ADV Part 2B brochure supplement for such product. This brochure supplement contains the licenses, education, and other qualifications of each of these persons. It is provided before or during enrollment and is available upon request.

4. *Help me understand how these fees and costs might affect my investments. If I give you \$10,000 to invest, how much will go to fees and costs, and how much will be invested for me?*

The amount of fees you pay depends on the particular JHPFS service or product you choose. If you choose financial planning through John Hancock Advice you will generally pay a fixed or hourly fee. JHPFS does not charge a fee for the emergency savings program. If you choose any of the other JHPFS programs you will pay an asset-based fee and, in some cases, also a fixed monthly fee. JHPFS may in its sole discretion make exceptions to its fee schedule. Further information regarding the fees and costs of each of our services is set forth below.

John Hancock Personalized Retirement Advice	<p>Your \$10,000 will be invested pursuant to the program. You will be charged an annual program fee based upon the following schedule:</p> <table data-bbox="527 615 1226 783"> <tr> <th><u>Account Balance</u></th><th><u>%</u></th></tr> <tr> <td>On the first \$50,000</td><td>.50</td></tr> <tr> <td>On the next \$50,000</td><td>.40</td></tr> <tr> <td>On the next \$150,000</td><td>.30</td></tr> <tr> <td>On amounts over \$250,000</td><td>.20</td></tr> </table> <p>The “Account Balance” used in determining the fee is the average daily balance of eligible assets. This program fee is charged monthly.</p> <p>If, for example, your average daily balance was \$10,000 over the first month, \$4.11 would be deducted from your account at the end of the first month ($\\$10,000 \times .0050 / 365 \times 30$ days in service). This process repeats in each subsequent month.</p> <p>The Retirement Advice annual advisory fee is in addition to fees and expenses charged by the Funds. All investments in the Funds are subject to the terms of each of the applicable prospectuses, including associated fees and operating fund expenses, which a participant ultimately bears. Prospectuses are available on the plan’s website or by calling the plan’s Participant Service Center.</p>	<u>Account Balance</u>	<u>%</u>	On the first \$50,000	.50	On the next \$50,000	.40	On the next \$150,000	.30	On amounts over \$250,000	.20
<u>Account Balance</u>	<u>%</u>										
On the first \$50,000	.50										
On the next \$50,000	.40										
On the next \$150,000	.30										
On amounts over \$250,000	.20										
John Hancock Managed IRA	<p>Your \$10,000 will be invested pursuant to the program. You will be charged an annual program fee amounting to 0.50% of the average daily balance in the account plus \$4 monthly for accounts with a balance of less than \$50,000. The program fee will be calculated quarterly and fees for services provided in the prior quarter will be deducted from your account at the beginning of the subsequent quarter.</p> <p>If, for example, your average daily balance was \$10,000 over the first quarter, \$24.33 would be deducted from your account at the beginning of the following quarter [$\\$10,000 \times .0050 \times (\text{days in quarter} / 365 \text{ days in year}) + \\12]. This process repeats in each subsequent quarter.</p> <p>The program fee covers investment advice, the ongoing management of the program accounts assets, as well as trade execution, clearance, settlement and custodial services provided by Pershing. The program fee does not cover the expenses of the ETFs in which the account invests, including commission and other transaction-related charges ETFs incur. The program fee also does not cover certain execution costs that may be charged to you, including broker-dealer spreads and certain markups or markdowns paid to market makers; transfer taxes; or fees charged by exchanges on a per transaction basis or other fees required by law.</p>										

MyPortfolio	<p>Your \$10,000 will be invested pursuant to the program. You will be charged an annual program fee amounting to 0.50% of the average daily balance. The program fee will be calculated monthly and fees for services provided in the prior month will be deducted from your account at the beginning of the subsequent month.</p> <p>If, for example, your average daily balance was \$10,000 over the first month, \$4.17 would be deducted from your account at the beginning of the following month (\$10,000 x .0050/12). This process repeats in each subsequent month.</p> <p>The program fee covers investment advice, the ongoing management of program account assets, as well as trade execution, clearance, settlement and custodial services. The program fee also covers access to educational resources.</p> <p>The program fee does not cover the expenses of the ETFs in which the program account invests, including commission and other transaction-related charges ETFs incur. The program fee does not cover certain execution costs that may be charged to clients, including broker-dealer spreads and certain markups or markdowns paid to market makers; transfer taxes; or fees charged by exchanges on a per transaction basis or other fees required by law.</p>
JH Advice Financial Planning	<p>The JH Advice Financial Planning program is not designed to invest funds on your behalf. Rather, JHPFS and its IARs offer the following services in connection with the JH Advice program:</p> <ul style="list-style-type: none"> • Financial Seminars & Education • Financial Planning • Consultative Services <p>Should you elect to participate in the financial planning service, you will be charged a fee based on the complexity of the plan and your financial objectives and needs. The exact fees to be charged for the financial plan will be specifically listed by the IAR in the advisory agreement, which is presented for your signature before the planning process begins. The IAR may charge an hourly fee up to \$200 per hour or may elect to charge a flat fee. A maximum deposit of \$1200.00 or 50% of the total fee, whichever is less, may be taken no more than six months in advance, with the balance due upon presentation of the plan.</p> <p>Should you elect to participate in consultative services, you will be charged an hourly rate of \$200 per hour for the actual hours spent providing services.</p> <p>The JH Advice Financial Planning program offers an Emergency Savings solution whereby a cash account is opened for the client at Apex Clearing Corporation (“Apex”). Apex is the custodian and clearing agent for the program. JHPFS does not charge a fee for this program, however, clients are responsible for payment of any fees that Apex may charge relating to client’s account in the including fees for wire transfers, paper delivery of client statements, ACH reversal and insufficient funds in the client’s account.</p>

5. *How might your conflicts of interest affect me, and how will you address them?*

In providing investment advisory services to clients, JHPFS has actual and potential conflicts of interest. When it is not possible to eliminate a material conflict of interest, JHPFS manages the conflict and ensures it is disclosed to clients. Here are some examples of conflicts that affect our clients and an explanation of how we address them. For additional information about conflicts of interest, please see our Form ADV, Part 2A brochure for each of our programs.

- From time to time, employees and principals of JHPFS or a related person may also invest or otherwise have an interest in securities owned by or recommended to our clients. Similarly, some or all of the financial services businesses under common control with JHPFS may invest in securities that are also owned by our clients. Any of such persons may invest or otherwise have an interest, either directly or indirectly, in certain pooled vehicles, which, in turn, may invest in securities that are also owned by our clients. As these situations may involve potential conflicts of interest, we have implemented policies and procedures relating to personal securities transactions and insider trading that are designed to identify potential conflicts of interest, to prevent or mitigate actual conflicts of interest, and to resolve such conflicts appropriately if they do occur.
- With respect to the Managed IRA and MyPortfolio programs, JHPFS utilizes an affiliate, Manulife Investment Management (“MIM”), to create and maintain model portfolios (including investment selection and allocation). This presents a conflict of interest as JHPFS has an incentive to hire MIM over using an unaffiliated manager to perform these services because JHPFS and MIM will be compensated for MIM’s services. We believe MIM possesses the requisite expertise to serve in this capacity. To the extent this decision represents a conflict, we address this conflict by disclosing it to our customers.

6. *As a financial professional, do you have any disciplinary history? For what type of conduct?*

Yes. Some of JHPFS’ affiliates were found to have been involved in a violation of investment-related regulations by a regulatory authority, the details of which are disclosed as regulatory actions in our [Form ADV](#). You may visit Investor.gov/CRS for a free and simple search tool to research us and our financial professionals.

7. *Who is my primary contact person? Is he or she a representative of an investment-adviser or a broker-dealer? Who can I talk to if I have concerns about how this person is treating me?*

Your primary contact person will vary depending on the JHPFS program as described in more detail below. However, regardless of which program you participate in, if you have concerns with how you’re being treated, please write to John Hancock Personal Financial Services, LLC, Attention: Chief Compliance Officer, 200 Berkeley Street, Boston MA 02110. The Chief Compliance Officer is responsible for enforcing the firm’s Code of Ethics, which requires that all covered employees operate in accordance with the highest ethical standards.

John Hancock Personalized Retirement Advice	With respect to John Hancock Personalized Retirement Advice, the program provides you with a discretionary investment service electronically through use of a website. Although telephonic support is available for administrative issues, the program does not offer in-person or telephonic advice consultation with a live investment adviser representative. You will primarily communicate with us through the program website or by telephone at 855-969-5737.
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John Hancock Managed IRA	With respect to the John Hancock Managed IRA, the program provides you with fully discretionary investment management services, electronically through use of a website. Although telephone support is available for administrative issues, the program does not offer in-person or telephonic advice consultation with a live investment adviser representative. You will primarily communicate with us through the program website or by telephone at 888-232-3695.
MyPortfolio	With respect to MyPortfolio, the program provides you with fully discretionary investment management services electronically through use of a website. You may communicate with us via email and via telephone at 844-328-2122.
JH Advice	With respect to JH Advice, the program provides you with financial planning and consultative services provided by investment adviser representatives (“IAR”) of JHPFS. Your IAR will be your primary contact person; however, you may also communicate with us by telephone at 888-999-4307. The program also offers an Emergency Savings solution. You will primarily communicate with us through the program website or by telephone at 888-999-4307.