

John Hancock Personal Financial Services, LLC.
Form CRS Client Relationship Summary
March 29, 2024

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://www.investor.gov/CRS), which also provides educational materials about broker-dealers, investment advisers, and investing.

We included several “conversation starter” questions in this relationship summary designed to facilitate a discussion between customers and financial professionals. You may ask your financial professional about these questions or see our written responses on our website: <https://www.johnhancock.com/investing.html>.

What investment services and advice can you provide me?

We offer investment advisory services to retail investors, including discretionary wrap accounts (invested primarily in mutual funds and exchange-traded funds), and financial planning services. 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 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 certain programs.

For additional information about our services, please see our [Form ADV, Part 2A](#) brochure 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. For discretionary accounts, we charge an asset-based fee, payable on either a quarterly or monthly basis. Certain programs include an additional monthly fee stated in dollars. For financial planning services, we charge an hourly or flat fee stated in dollars. For products with wrap fees, the fee covers brokerage and custodial fees as well as certain other expenses and therefore is higher than a typical asset-based advisory fee. For programs that invest in mutual funds and exchange-traded 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](#) brochure 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 affect the recommendations we provide you. Here is an example to help you understand what this means.

For some investment programs, we utilize an affiliate, Manulife Investment Management (“MIM”), to create and maintain model portfolios, recommend ETFs and mutual funds to be included in model portfolios, and determine the allocation of ETFs and mutual funds in model portfolios. JHPFS could be deemed to have a conflict in hiring MIM to perform these services because JHPFS and MIM will keep a larger share of the program fee than if JHPFS had selected a non-affiliated party to create and maintain model portfolios and select ETFs and mutual funds.

For additional information about conflicts of interest, please see our [Form ADV, Part 2A](#) brochure 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?

Our financial professionals are salaried and are eligible for bonuses. They do not earn non-cash compensation except that some financial professionals may receive stock of the parent company of JHPFS, Manulife Financial Corporation, as compensation. Bonuses may be based on factors such as the number of individuals assisted, the quality of service provided, broader organizational goals, and for certain programs, obtaining minimum sales targets and the current value of the client assets that the financial professional has directed to the program.

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
John Hancock Advice Financial Planning 888-999-4307	John Hancock Advice Emergency Savings 888-999-4307	

- *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?*