



# TPA essentials

A program to make running your  
TPA business easier

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John Hancock has been supporting third-party administrators (TPAs) manage and grow their business for decades. We developed our TPA essentials program to provide you with the products, tools, and services that you may need to grow your business.<sup>1</sup>

Managing retirement plans is complex—and on top of that, you want to grow your practice. When you sign up for TPA essentials, you'll get access to tools and services that will:

- Help you operate efficiently
- Stay up to date with our industry education
- Optimize your business practices
- Support your practice with business development help

**These are the four pillars of a successful TPA practice and the foundation of TPA essentials.**



**TPA essentials is available to all our TPA business partners.**

Contact your local John Hancock representative to learn more.

## Pillar #1

# Operational *efficiency*

Our mutual clients benefit when we can collaborate efficiently, and TPA essentials can help with:



### Webcasts

to keep you up to date on John Hancock policies, procedures, automated services, and new initiatives



### Digital enrollment, deferrals, loans, and withdrawals

for streamlined participant transaction processing



### Two flexible services: Notice Manager and SEND Service™—

to help your clients manage employee notices



### Online access

for easy retrieval of your firm's contracts with John Hancock

### We make it easier for you to:

- Set up and convert plans
- Coordinate census and payroll
- Collect your service fees
- Implement plan design features, including automatic enrollment and automatic increase



## Pillar #2

# Industry *education*

You and your staff can stay current with a variety of educational opportunities

### eTutor webcasts

- Free, compliance-themed webcasts, created and facilitated by industry experts
- Topics ranging from entry level to advanced
- Twelve hours of continuing education (CE) credit toward an Enrolled Retirement Plan Agent (ERPA) designation, as well as an American Society of Pension Professionals & Actuaries (ASPPA) and National Institute of Pension Administrators (NIPA) CE credit

### Legislative update webinars

- Quarterly updates by John Hancock's ERISA team
- Four hours of CE credit toward an ERPA designation, as well as an ASPPA and NIPA CE credit

### ERISA question service

Get a discounted subscription to ERISApedia.com.

## Pillar #3

# Business practice *optimization*

To help you strengthen and grow your TPA practice, TPA essentials provides:

- **A business continuity planning guide** to ensure continuous operation of your business
- **Customizable business** continuity plan templates
- **Cybersecurity resources** in the form of a risk management program reference guide specifically for TPAs to help you:
  - Identify threats
  - Manage potential vulnerabilities
  - Mitigate risk

## Pillar #4

# Marketing *support*

TPA essentials supports your business with personalized help from John Hancock business development professionals

- **John Hancock TPA partnership program** offers a competitive TPA compensation program for your group annuity (e.g., JH Signature™) book of business.  
For more information and details on the program, refer to the John Hancock TPA partnership program flyer.
- **TPA open-architecture compensation program**  
As of July 27, 2020, all new TPA open-architecture proposals now include a TPA compensation program.  
For more information and details on the program, refer to the John Hancock TPA compensation program flyer.
- **Business development support** provides workshops and business development training for TPA salespeople.
- **Business management workshops** for TPA business owners.
- **TPA channel directors (TCDs)** help you find new ways to add value to client relationships.

We'll assist you with building and maintaining strong client relationships by clearly explaining John Hancock's sales and service strategies.



Our goal is to be your *trusted* partner by providing you with the essentials you need to succeed.

We're committed to partnering with you to *support* your business—today and in the future.

# John Hancock offers even more TPA essentials to *top-tier* TPAs\*

In addition to TPA essentials program benefits, top-tier TPAs receive:

- **Quarterly touchpoints with a dedicated John Hancock TCD**  
Get help with business development, and receive training customized for your staff.
- **Opportunities to influence the development of products and services at John Hancock**  
Have your voice heard by participating in our TPA advisory council and attending our annual Elite Leaders Conference.<sup>2</sup>
- **Customized reports and benchmarking**  
Get a sense of how you stack up to other TPAs with helpful reports from our business assessment tools.
- **Business coaching sessions**  
Receive help with business development from experienced sales professionals.
- **Biennial operations manager meetings for the frontline management in the TPA firm**  
Share best practices with your peers, get access to professional development training, and learn about what's new at John Hancock.

\*To qualify as a John Hancock top-tier TPA, you must have:

**\$100M**

Averaged at least \$100 million in assets under management over the past three years

**10**

Added an average of 10 new plans to John Hancock annually over the past three years

Both JH Signature™ and JH Enterprise® plans count toward this qualification.

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# We make retirement plans *work*.

For 50 years, we've helped people plan and invest for retirement. Today, we're one of the largest full-service providers in the United States.

Source: "PLANSPONSOR 2024 Defined Contribution Recordkeeping Survey ©2024 Asset International, Inc.," PLANSPONSOR, 2024.



**1** Plan consultants must have (or have had) at least one plan with John Hancock, and must complete (or have completed) a John Hancock TPA essentials application approved by John Hancock. Approval is dependent on the TPA firm having a minimum of \$1M in Errors and Omissions insurance coverage. **2** Specific qualification criteria apply and may vary annually. Contact your local John Hancock representative for details. The cost of attending the Elite Leaders Conference is reported (pro-rata) on the John Hancock Schedule A in Section D of a TPA's book of business.

John Hancock Retirement Plan Services LLC provides administrative and/or recordkeeping services to sponsors or administrators of retirement plans through an open-architecture platform. John Hancock Trust Company LLC, a New Hampshire non-depository trust company, provides trust and custodial services to such plans, offers an Individual Retirement Accounts product, and maintains specific Collective Investment Trusts. Group annuity contracts and recordkeeping agreements are issued by John Hancock Life Insurance Company (U.S.A.), Boston, MA (not licensed in NY), and John Hancock Life Insurance Company of New York, Valhalla, NY. Product features and availability may differ by state. All entities do business under certain instances using the John Hancock brand name. Each entity makes available a platform of investment alternatives to sponsors or administrators of retirement plans without regard to the individualized needs of any plan. Unless otherwise specifically stated in writing, each entity does not, and is not undertaking to, provide impartial investment advice or give advice in a fiduciary capacity. Securities are offered through John Hancock Distributors LLC, member FINRA, SIPC.

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