



Contacting John Hancock

John Hancock can provide you with simple suggestions to help you on your journey to retirement. Contact us to access your account 24 hours per day, seven days per week.

Online

myplan.johnhancock.com

Once you've logged in, check out the personalized retirement planning tool. It's a unique and meaningful way to plan for your retirement.

Mobile device

Download John Hancock's retirement app for your iOS or Android device. Launch the app to log in to your account using your username and password.

One-on-one support

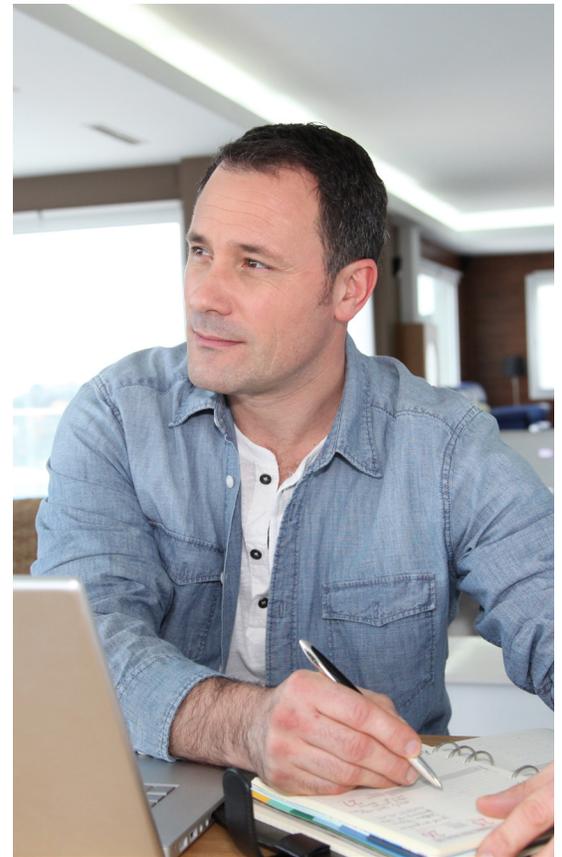
833-38-UNION (or 833-388-6466)

For general account needs, call to access the automated voice response services or speak with a John Hancock representative, from 8:00 A.M. to 10:00 P.M., Eastern time, on New York Stock Exchange business days.

Hablamos español—Llame al 888-440-0022 para información en español. Representantes están disponibles de lunes a viernes, de 8:00 A.M. a 10:00 P.M., hora del Este en días hábiles de la Bolsa de Valores de Nueva York.

Consolidate your accounts

Call a consolidation representative at 877-525-7655 if you have past accounts that you'd like to combine into your John Hancock retirement account. Representatives are available Monday through Friday, from 8:30 A.M. to 7:00 P.M., Eastern time.¹



Download
John Hancock's
retirement app today

For Android



For iOS



Take action!

Bookmark

myplan.johnhancock.com
and add it to your favorites.

Accessing John Hancock's website

Whether you're registering for the first time or you need a refresher, follow these steps to access your account online.

Register

Go to myplan.johnhancock.com and click **Register now**.

Step 1: Tell us about yourself. Enter your last name, Social Security number, and birthdate. Then click **Continue**.

Step 2: Create your username and password. You'll also enter your email address and mobile phone number. Then click **Create profile**.

You're registered!

You can now use your username and password to log in. If you ever forget, click **Forgot your username or password?**

Your future is important and planning for your retirement is part of it. **Take control and get online today!**



1 As other options are available, you are encouraged to review all of your options to determine if combining your retirement accounts is suitable for you.

John Hancock Retirement Plan Services, LLC offers administrative or recordkeeping services to sponsors or administrators of retirement plans, as well as a platform of investment alternatives that is made available without regard to the individualized needs of any plan. Unless otherwise specifically stated in writing, John Hancock Retirement Plan Services, LLC does not, and is not undertaking to, provide impartial investment advice or give advice in a fiduciary capacity. John Hancock Trust Company LLC provides trust and custodial services to such plans.

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To learn more about protecting your account and profile, click **"Account security,"** located at the bottom of the login page.