



# Contacting John Hancock

With John Hancock, you'll find simple suggestions to help you in your journey to retirement. Contact us to access your account 24 hours per day, seven days per week.

## Online

[myplan.johnhancock.com](https://myplan.johnhancock.com)

Once 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 or scan the QR code. Enroll in the retirement plan, and view your account balance, asset allocation, and personal rate of return.

## 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.<sup>1</sup>

## Changing jobs or retiring?

Call **866-401-2472** to speak with our rollover education specialists. They'll review your options with you and help you make a choice that reflects your financial needs. Our team is available Monday through Friday, from 8:30 A.M. to 7:00 P.M., Eastern time.<sup>2</sup>



Access your  
retirement savings  
plan at any time,  
from anywhere

For Android



For iOS



Download John Hancock's  
retirement app today.

**Take action!**

Be sure to bookmark  
[myplan.johnhancock.com](https://myplan.johnhancock.com).

# 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](https://myplan.johnhancock.com) and click **Register now**.

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

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

## Still need to enroll in the plan?

If you haven't enrolled, you'll be prompted to do so after the registration process. Click **Get started now!**

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. **2** There are advantages and disadvantages to all rollover options; you are encouraged to review your options to determine if staying in a retirement plan, rolling over to an IRA, or another option is best for you.

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