



RETIREMENT PLAN
SERVICES

Accessing your account

Your Personal Identification Number (PIN) will arrive in the mail shortly after John Hancock receives your completed enrollment form. Use it to securely access your account.

In the meantime take advantage of a number of online retirement planning tools, calculators and more on John Hancock's website www.jhpensions.com or www.jhnpensions.com (for plans domiciled in New York).

For a quick overview of the website



How to register for the website

1. Enter your contract number

Enter the contract number in the space provided. You can obtain this number from your plan administrator, enrollment form or your quarterly statement.

2. Create a username and password

Once you've entered your contract number, you will be asked to create a unique username and password. You will need these to access your account online in the future.

3. Enter your Personal Identification Number (PIN)

You will be prompted to enter your PIN. You can find this number on the PIN card mailed to you (Note: Contract and PIN numbers are not the same and will be required at different times when using John Hancock's services).

Lost your PIN or forgotten your login information?

- If you forget your login information, you can always use the number from your PIN card and the balance of a recent statement to access your account.
- If you receive two PIN cards, use the one with the most recent date. Only the card with the most recent issue date will permit access to your account.
- If you forget your PIN, contact a John Hancock Retirement Plan Services customer service representative at 1-800-395-1113 to request a new PIN card.

