



Dedicated help coming soon

On November 1, 2019, John Hancock will begin offering a dedicated phone line for our union participants: **1-833-38-UNION**

At John Hancock, we know that union retirement plan participants have unique needs, and we want to make sure we're meeting them. We've established a dedicated phone line for our union participants.

Beginning November 1, 2019, if you have a question about your plan or would like assistance, you can dial **1-833-38-UNION** (1-833-388-6466) to speak with a dedicated Participant Service Representative for our union participants. Participant Service Representatives are available from 8:00 A.M.– 10:00 P.M., Eastern time, on New York Stock Exchange business days.

Don't worry, if you call the current number after November 1, 2019, you'll be redirected to the new dedicated phone line for our union participants serviced by a dedicated Participant Service Representative.

Please note, Spanish-speaking representatives continue to be available from 10:00 A.M.–8:00 P.M., Eastern time, by calling 1-888-440-0022.

We look forward to continuing to serve you.

Sincerely,
John Hancock

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