

see what's new

WELCOME TO JOHN HANCOCK RETIREMENT PLAN SERVICES



New York Life Retirement Plan Services is now **John Hancock Retirement Plan Services!**

Recently, New York Life Retirement Plan Services, the organization that provides recordkeeping and administration services to your retirement plan, merged into John Hancock Retirement Plan Services. This merger allows us to better serve your retirement saving and investing needs and to help you reach your retirement income goals.

take action!

Update your bookmark today, or contact us if you have any questions about this merger, or any of these changes.

 **ONLINE**
mylife.jhrps.com



 **ONE-ON-ONE SUPPORT**
800.294.3575

Representatives are available between 8 a.m. and 10 p.m. Eastern time on New York Stock Exchange business days. For your protection, all calls to a representative are recorded.

While our name, logo, website address, and some colors and designs have changed, your Plan's features, investment options, and your account have not changed as a result of this merger.

Here's an overview of what has changed and what has not:

	New	Stays the same
Online access	Website address – mylife.jhrps.com – update your bookmark today! ¹	User ID and PIN/Password; Features and capabilities
Phone	You will be welcomed to John Hancock Retirement Plan Services	Telephone number: 800.294.3575 (English); Representatives 8AM-10PM ET 888.440.0022 (Spanish); Representatives 10AM-8PM ET
Mobile	MyLifeNow™ Search your app store for MyLifeNow	Ability to view, review, update, and make changes to your account ²
Print and electronic	John Hancock name and logo	Design, colors, content ³

¹ If you forget to do this now, it's ok. The old website address will redirect until the end of the year.

² The mobile app supports 401(k) and 403(b) plans only.

³ Over time, you will see new colors and designs too.



Additionally, the teams that service your Plan, and the current recordkeeping system for account information and statements, remain the same.

With a strong commitment that puts emphasis on individual wellness and retirement readiness, we continue to focus on helping you enjoy a financially secure future.

Thank you for your patience and understanding as these changes and future enhancements are incorporated. We look forward to serving you now and into the future.

The content of this document is for general information only and is believed to be accurate and reliable as of posting date but may be subject to change. John Hancock does not provide investment, tax, or legal advice. Please consult your own independent advisor as to any investment, tax, or legal statements made herein.



John Hancock Retirement Plan Services LLC is also referred to as "John Hancock".

John Hancock Retirement Plan Services, LLC offers service programs for retirement plans through which a sponsor or administrator of a plan may invest in mutual funds, ETFs, guaranteed products, and collective investment trusts on behalf of plan participants. John Hancock Trust Company, LLC provides trust and custodial services to such plans. Investment advisory services may be provided by New York Life Investment Management LLC. Plan administrative services may be provided by John Hancock Retirement Plan Services, LLC or a plan consultant selected by the Plan. John Hancock Distributors, LLC, member FINRA/SIPC.

NOT FDIC INSURED | MAY LOSE VALUE | NOT BANK GUARANTEED | NOT INSURED BY ANY GOVERNMENT AGENCY

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