

# safeguarding your information is our top priority



John Hancock takes the protection of your account information seriously. And as part of our commitment in continuing to provide you with an easy, safe, and secure way to access your retirement account online, below are the security safeguards that we require you to follow when creating or updating your account profile.

A screenshot of the mylifenow website's 'Create Your Profile' form. The form is titled 'mylifenow' and 'Create Your Profile'. It includes a 'Help' link. Below the title, there is a sub-header 'Create Your Profile' and a note: 'Use this page to create your login and profile to access your retirement plan(s) online, anytime.' The form contains four numbered steps: 1. User ID (with a 'Check if User ID is available' link), 2. Password (with a 'Confirm Password' field), 3. Security Question (with a dropdown menu for 'What was your city of birth?' and an 'Answer' field), and 4. Email (with an 'Email' field). There is also a checkbox for 'I do not wish to receive promotional offers from John Hancock Retirement Services, LLC. However, I understand that I will continue to receive required documentation related to my retirement plan(s) at this email address.' and a 'Phone (Optional)' field with a 'Mobile' dropdown menu.

## 1. User ID

A User ID is a username that uniquely identifies you and your account. Pick a User ID that is personal to you and difficult for others to guess. Some examples of User IDs may be first 5 letters of your surname followed by first 2 letters of your first name, or your personal email address. You may not use your Social Security number.

## 2. Password

Make your password strong! Consider creating a password that has a combination of upper and lowercase letters, numbers, and special characters (e.g. @, #, ^, %). Do not use the same password that you use for other websites.

## 3. Security question and answer

For security purposes, you should never share your security question with anyone. The answer to your security question will be required to reset your User ID or password online, so choose a question with a concise answer that you can easily recall.

## 4. Email address and mobile phone number

Providing your email and mobile number is another way to enhance online security. In the future, and if you choose to, John Hancock may use this information to send you an electronic notification (email or mobile text message) when there is a change to your account information such as User ID, password, and security question.



Contact us if you need assistance updating your profile or want to learn more about account security.

## Browser security

We recommend you use a browser that supports 128-bit encryption, is JavaScript enabled, and accepts cookies. These requirements help ensure the safety of your financial information and allow us to track usage of the site in order to improve our service to you.

If your browser does not support 128-bit encryption, use one of the links below to update your browser. The latest versions of Internet Explorer, Firefox, Chrome, and Safari offer 128-bit encryption as a standard feature (This site is best viewed with Internet Explorer 11 or higher, Firefox 42 or higher, Chrome 46 or higher, or Safari 9 or higher).

### Recommended browsers:

- [Internet Explorer](#)
- [Mozilla Firefox](#)
- [Google Chrome](#)
- [Safari \(Mac\)](#)

Remember you can always update your account security information on 'My Profile, Beneficiaries & Settings' page on the **mylifeflow**<sup>®</sup> website.

With your help, the above will ensure the highest standard of protection when accessing your account online.



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.

## Questions about Security?

If you need assistance updating your account profile or want to learn more about account security, please call **877.732.5543**.

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