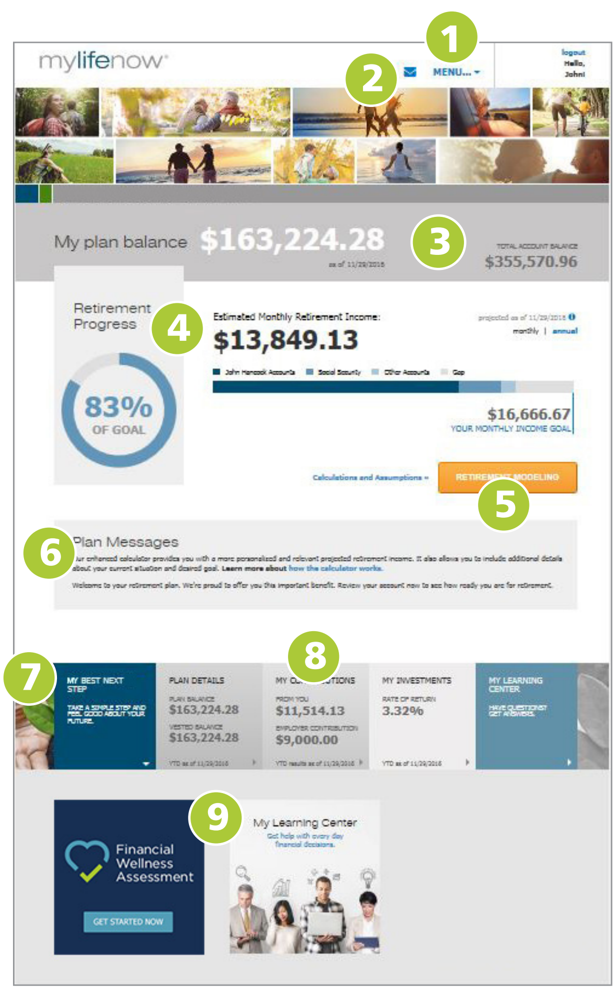
John Hancock
RETIREMENT
PLAN SERVICES

mylifenow®

a quick guide to navigating your website

- **Log onto mylife.jhrps.com**
- **Easy sign-in process:**
  To help protect your information, John Hancock features a two-step sign-in process. Simply enter your User ID and Password.



Sample for illustrative purposes only.

Designed with you in mind, mylife.jhrps.com has everything you need to help you reach your retirement goals.

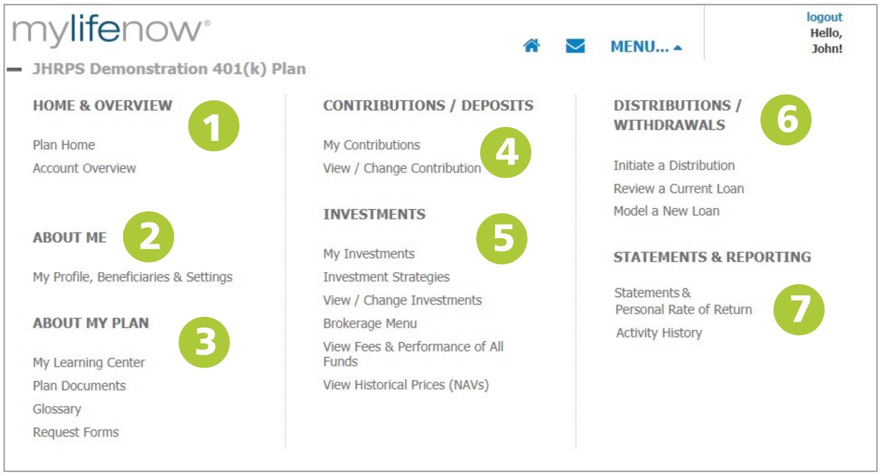
It all starts with your home page*

Your home page provides all of your important account information at-a-glance and answers the most commonly asked questions; such as what is your plan balance, your vested balance, personal rate of return, your retirement goal breakdown and more!

What's on your home page?

1. Click **Menu** to see what's available on the whole site in one clear view.
2. Click the **Mail** icon for general plan messages.
3. View your current **account balance**.
4. View your current **retirement goal** breakdown.
5. Click **Retirement Modeling** to see how changes to your contribution rate can affect your personalized goal (also change assumptions, add other retirement savings, etc.).
6. View important **Plan Messages** for timely news about your plan and this site.
7. Not sure what to do next? Click on **My Best Next Step** to get personalized suggestions to help reach your goal.
8. View at-a-glance **account information**, including:
   - Plan balance and vested balance
   - Contribution year-to-date details
   - Investments and Rate of Return
9. View **education** tools and specialized programs, such as the Financial Wellness Assessment. Click through the tiles to learn more!

*If you have more than one retirement plan at **mylifenow®**, when you first sign-in, you will land on your multi-plan home page which provides a consolidated overview of all of your plans. From here you can access any individual plan home page.



Check out all the ways to access your retirement account at John Hancock.

ONLINE: mylife.jhrps.com

MOBILE DEVICE: Download the free **mylifenow®** mobile application for your iOS or Android device or scan the QR code.

BY PHONE: 800.294.3575
(888.440.0022 asistencia directa en español)
Representatives are available between 8 a.m. and 10 p.m. Eastern time on New York Stock Exchange business days (10 a.m. a 8 p.m. para asistencia directa en español). For your protection, all calls to a representative are recorded.

Logging in or calling us for the first time?

You'll be asked to provide us with your Social Security number and date of birth so that you can create your profile.

Access the Menu to see the whole site in one clear view!

The easiest way to navigate through the site is to use the **Menu** located at the top of the screen. The example on the left is for illustrative purposes only. Your plan may not offer all of the options shown.

Menu options

1. **Home & Overview:** Access your account overview and summary
2. **About Me:** Update personal account information including User ID, password, email address, beneficiaries, banking information and statement delivery options, etc.
3. **About My Plan:** Request forms, access My Learning Center, and view Plan Documents such as summary plan description (SPD).
4. **Contributions/Deposits:** View and change (if applicable) your current and future contributions.
5. **Investments:** View current investment line-up and investment options, or review performance of each of your investment options
6. **Distributions/Withdrawals:** Request a distribution or view or model a loan (if applicable).
7. **Statements & Reporting:** View personal rate of return, statement archives, or run a customized statement. Click on **Activity History** to view completed and pending transactions.

Log on today and check it out!
mylife.jhrps.com

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