



Annuities customer call menu map

Here's what to expect when you call John Hancock Annuities
800-344-1029

1 Owner Press 1	2 Financial representative Press 2	3 Assistant Press 3	4 Someone else Press 4
Reason for your call Speak, see self-service options	Reason for your call Speak, see self-service options	Reason for your call Speak, see self-service options	Contract number Must speak
Social Security number Enter or speak last 4 digits	Phone number on file Enter if different than number calling from	Phone number on file Enter if different than number calling from	Reason for your call Speak, see self-service options
Zip code Must enter	Contract number Must speak	Social Security number Enter or speak last 4 digits	Select one of the following: - Press 1 to be directed to our live chat feature, or - Press 2 to speak to a representative
Date of birth Must enter MMDDYYYY			
Contract number Must speak			

Self-service options

If you say one of the following when prompted to say the **reason for your call**, you will hear your contract information immediately:

- **Contact information**
Provides contact information listed on the contract
- **Contract maturity**
Provides the contract's maturity date
- **Required minimum distributions**
Provides the contract's required minimum distribution value for the current tax year
- **Account values**
Provides the contract value and death benefit value
- **Withdrawal amount**
Provides the most recent gross, net, and total withdrawal amount year-to-date

If we can't provide you with an answer using the self-service menu, select one of the following:

- Press 1 to be directed to our **live chat** feature, or
- Press 2 to speak to a **representative**