



Annuities contact guide

Click on the inquiry category below to find all the ways you can contact John Hancock annuities. You can also press Ctrl+F on your PC or Command+F on your Mac to search for a key word.

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 Annuitization
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 Claims
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 Investments
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 Maintenance
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 Miscellaneous
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 Programs
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 Tax
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 Withdrawals

Annuitization	 Go to online account	 Submit a form	 Call us
Annuitization quote request			Call 800-344-1029
Annuitized verification of income request		> Mail us a form	Call 800-344-1029
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Claims

Death claim	> Visit the claims page ¹	> Visit the claims page	Call 877-543-2363
Report a death	> Visit the claims page	> Visit the claims page	Call 877-543-2363
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Investments

Investment option change	> Register or log in	> Mail us a form	Call 800-344-1029
Investment fact sheets request	> Register or log in		Call 800-344-1029
Portfolio performance report request	> Register or log in		Call 800-344-1029
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Maintenance

Address change	> Register or log in	> Mail us a form	Call 800-344-1029
Annuitant change		> Mail us a form	
Beneficiary change		> Submit form online or mail us a form	
Email change	> Register or log in		Call 800-344-1029
Financial representative change		> Submit form online or mail us a form	
Maturity date extension	> Register or log in	> Submit form online or mail us a form	Call 800-344-1029
Name change		> Mail us a form	
Owner change		> Mail us a form	
Paperless enrollment	> Register or log in		Call 800-344-1029
Required minimum distribution (RMD) amount retrieval	> Register or log in		Call 800-344-1029
Website registration update	> Register or log in		Call 800-344-1029
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Miscellaneous

Fraud report	> Submit in fraud center		Call 800-344-1029
Letter request			Call 800-344-1029
Statement request/print	> Register or log in		Call 800-344-1029
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Programs

Asset rebalancing request		> Mail us a form	Call 800-344-1029
Automatic investment program stop/change		> Submit form online or mail us a form	Call 800-344-1029
Dollar cost averaging request		> Mail us a form	Call 800-344-1029
Dollar cost averaging stop/change			Call 800-344-1029
Systematic program change	> Register or log in	> Submit form online or mail us a form	Call 800-344-1029
Systematic programs enrollment (required minimum distribution, systematic withdrawal, Income Made Easy)		> Submit form online or mail us a form	Call 800-344-1029
Systematic programs stop (required minimum distribution, systematic withdrawal, Income Made Easy)		> Submit form online or mail us a form	Call 800-344-1029
Telephone withdrawal authorization (TWA) enrollment		> Submit form online or mail us a form	Call 800-344-1029
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Tax

Tax cost basis (nonqualified contracts) review	> Register or log in ²		Call 800-344-1029
Tax form 1099 copy request	> Register or log in		Call 800-344-1029
Tax form 5498 copy request			Call 800-344-1029
Tax form correction request			Call 800-344-1029
Tax withholding change (federal)		> Mail us a form	Call 800-344-1029
Tax withholding change (state)		> Mail us a form	Call 800-344-1029
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Withdrawals

Cashed check copy request			Call 800-344-1029
Check void/stop			Call 800-344-1029
Electronic fund transfer (EFT) election/change		> Submit form online or mail us a form	
Full termination request		> Submit form online ³ or mail us a form	Call 800-344-1029 ³
Required minimum distribution (RMD) withdrawal request		> Submit form online or mail us a form	Call 800-344-1029 ⁴
Transfer in request		> Mail us a form	
Transfer out request			Call 800-344-1029
Withdrawal request		> Submit form online ³ or mail us a form	Call 800-344-1029 ³
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1 If beneficiary an individual.
2 View only.
3 Up to \$250,000.
4 One-time request only.