Here’s what to expect when you call John Hancock Group Annuities
1-800-624-5155

1 Payee or owner
   Press 1
   
   Social Security number
   Enter or speak
   
   Date of birth
   Enter or speak (if entered, must be in MMDDYYYY format)
   
   Say the reason for your call
   Examples include payment inquiries, claims, or other short phrases
   
   Select one of the following:
   • Press 1 to be directed to our live chat feature or
   • Press 2 to speak to a representative

2 Someone else
   Press 2
   
   Say the reason for your call
   Examples include payment inquiries, claims, or other short phrases
   
   Select one of the following:
   • Press 1 to be directed to our live chat feature or
   • Press 2 to speak to a representative

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