



# Group Annuities customer call menu map

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**