

**John Hancock Personal Financial Services, LLC.**  
**Form CRS Customer Relationship Summary**  
**June 16, 2020**

John Hancock Personal Financial Services, LLC (“JHPFS”) is registered with the Securities and Exchange Commission (SEC) as an investment adviser. Brokerage and investment advisory services and fees differ and it is important for you to understand these differences. Free and simple tools are available to research firms and financial professionals at [Investor.gov/CRS](https://www.investor.gov/CRS), which also provides educational materials about broker-dealers, investment advisers, and investing.

We included several “conversation starter” questions in this relationship summary designed to facilitate a discussion between customers and financial professionals. You may ask your financial professional about these questions or see our written responses on our website: <https://www.johnhancock.com/investing.html>.

***What investment services and advice can you provide me?***

We offer investment advisory services to retail investors, including discretionary wrap accounts (invested in mutual funds, exchange-traded funds, or individual securities), and financial planning services. Many programs offer digital advice, which means that our services are provided through the use of a website or mobile application and we utilize algorithms to generate advice and account management. The advice and recommendations we provide are based on your objectives and your financial situation. We review the model portfolios and investments in each program at least quarterly. Additionally, customer accounts are monitored on at least a quarterly basis for performance and adherence to investment guidelines. Each program has certain requirements to open an account including investment minimums, and for certain products, the use of a particular custodian.

***For additional information***, please see our [Form ADV, Part 2A](#) brochure for each of our programs.

- *Given my financial situation, should I choose an investment advisory service? Why or why not?*
- *How will you choose investments to recommend to me?*
- *What is your relevant experience, including your licenses, education and other qualifications? What do these qualifications mean?*

***What fees will I pay?***

The fees you will pay depend on which advisory service we provide you. For discretionary accounts, we charge an asset-based fee, payable on either a quarterly or monthly basis. Certain programs include an additional monthly fee stated in dollars. For financial planning services, we charge a specific fee stated in dollars. For products with wrap fees, the fee covers brokerage and custodial fees as well as certain other expenses and therefore is higher than a typical asset-based advisory fee. For programs that invest in mutual funds and exchange-traded funds, you will be responsible for management and administrative fees charged by the funds. In the case of asset-based fees, the more assets there are in a client’s account, the more a client will pay in fees, and JHPFS may therefore have an incentive to encourage you to increase the assets in your account. You will pay fees and costs whether you make or lose money on your investments. Fees and costs will reduce any amount of money you make on your investments over time. Please make sure you understand the fees and costs you are paying.

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- *Help me understand how these fees and costs might affect my investments. If I give you \$10,000 to invest, how much will go to fees and costs, and how much will be invested for me?*

## ***What are your legal obligations to me when acting as my investment adviser? How else does your firm make money and what conflicts of interest do you have?***

When we act as your investment adviser, we have to act in your best interest and not put our interests ahead of yours. At the same time, the way we make money creates some conflicts with your interests. You should understand and ask us about these conflicts because they affect the recommendations we provide you. Here is an example to help you understand what this means.

For some investment programs, we utilize an affiliate, Manulife Investment Management (“MIM”), to create and maintain model portfolios, recommend ETFs and mutual funds to be included in model portfolios, and determine the allocation of ETFs and mutual funds in model portfolios. JHPFS could be deemed to have a conflict in hiring MIM to perform these services because JHPFS and MIM will keep a larger share of the program fee than if JHPFS had selected a third party to create and maintain model portfolios and select ETFs and mutual funds.

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- *How might your conflicts of interest affect me, and how will you address them?*

## ***How do your financial professionals make money?***

Our financial professionals are salaried and are eligible for bonuses. They do not earn non-cash compensation except that some financial professionals may receive stock of the parent company of JHPFS, Manulife Financial Corporation, as compensation. Bonuses may be based on factors such as the number of individuals assisted, the quality of service provided, the total assets that customers invest through a program, and broader organizational goals.

## ***Do you or your financial professionals have legal or disciplinary history?***

Yes, we disclose regulatory actions in our [Form ADV](#) related to certain affiliates of JHPFS; however, none of our financial professionals have legal or disciplinary history. Visit [Investor.gov/CRS](http://Investor.gov/CRS) for a free and simple search tool to research us and our financial professionals.

- *As a financial professional, do you have any disciplinary history? For what type of conduct?*

***For additional information about our services***, please visit our program websites, where available, call our toll-free numbers, or review our Form ADV available at <https://adviserinfo.sec.gov/firm/summary/174433>.

JHPRA 855-969-5737	<a href="#">MyPortfolio</a> 844-328-2122	<a href="#">Twine</a> 800-721-0111
JHMIRA 888-232-3695	<a href="#">John Hancock Advice</a> 888-955-5432	<a href="#">COIN</a> 844-365-2468

- *Who is my primary contact person? Is he or she a representative of an investment-adviser or a broker-dealer? Who can I talk to if I have concerns about how this person is treating me?*

To request a copy of this customer relationship summary form or up-to-date information about our services, please contact us at one of the numbers listed above.