a quick guide to navigating your website

• Log onto mylife.jhrps.com

• Easy sign-in process:
  To help protect your information, John Hancock features a two-step sign-in process. Simply enter your User ID and Password.

Designed with you in mind, mylife.jhrps.com has everything you need to help you reach your retirement goals.

It all starts with your home page*

Your home page provides all of your important account information at-a-glance and answers the most commonly asked questions; such as what is your plan balance, your vested balance, personal rate of return, your retirement goal breakdown and more!

What’s on your home page?

1. Click Menu to see what’s available on the whole site in one clear view.
2. Click the Mail icon for general plan messages.
3. View your current account balance.
4. View your current retirement goal breakdown.
5. Click Retirement Modeling to see how changes to your contribution rate can affect your personalized goal (also change assumptions, add other retirement savings, etc.).
6. View important Plan Messages for timely news about your plan and this site.
7. Not sure what to do next? Click on My Best Next Step to get personalized suggestions to help reach your goal.
8. View at-a-glance account information, including:
   • Plan balance and vested balance
   • Contribution year-to-date details
   • Investments and Rate of Return
9. View education tools and specialized programs, such as the Financial Wellness Assessment. Click through the tiles to learn more!

*If you have more than one retirement plan at mylifenow®, when you first sign-in, you will land on your multi-plan home page which provides a consolidated overview of all of your plans. From here you can access any individual plan home page.
John Hancock Retirement Plan Services, LLC is also referred to as “John Hancock.”

John Hancock Retirement Plan Services, LLC offers administrative or recordkeeping services to sponsors and administrators of retirement plans, as well as a platform of investment alternatives that is made available without regard to the individualized needs of any plan. Unless otherwise specifically stated in writing, John Hancock Retirement Plan Services, LLC does not, and is not undertaking to, provide impartial investment advice or give advice in a fiduciary capacity. John Hancock Trust Company LLC provides trust and custodial services to such plans.

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Access the Menu to see the whole site in one clear view!

The easiest way to navigate through the site is to use the Menu located at the top of the screen. The example on the left is for illustrative purposes only. Your plan may not offer all of the options shown.

Menu options

1 Home & Overview: Access your account overview and summary
2 About Me: Update personal account information including User ID, password, email address, beneficiaries, banking information and statement delivery options, etc.
3 About My Plan: Request forms, access My Learning Center, and view Plan Documents such as summary plan description (SPD).
4 Contributions/Deposits: View and change (if applicable) your current and future contributions.
5 Investments: View current investment line-up and investment options, or review performance of each of your investment options.
6 Distributions/Withdrawals: Request a distribution or view or model a loan (if applicable).
7 Statements & Reporting: View personal rate of return, statement archives, or run a customized statement. Click on Activity History to view completed and pending transactions.

Check out all the ways to access your retirement account at John Hancock.

ONLINE: mylife.jhrps.com

MOBILE DEVICE: Download the free mylifenow® mobile application for your iOS or Android device or scan the QR code.

BY PHONE: 800.294.3575
(888.440.0022 asistencia directa en español)

Representatives are available between 8 a.m. and 10 p.m. Eastern time on New York Stock Exchange business days (10 a.m. a 8 p.m. para asistencia directa en español). For your protection, all calls to a representative are recorded.

Logging in or calling us for the first time?
You’ll be asked to provide us with your Social Security number and date of birth so that you can create your profile.

Log on today and check it out! mylife.jhrps.com