



Temporary policy delivery process during COVID-19

To make doing business with us as easy as possible, John Hancock Insurance is temporarily changing its policy delivery processes to accommodate our partners who are currently working remotely. We hope this helps prevent any unnecessary delays.

The following procedure will be in place until further notice:

1. John Hancock will send an electronic policy package, including all delivery requirements, to the firm contact via secure email.
2. The firm contact can print and mail a physical policy package to the producer and/or customer OR request consent of the customer to securely email the policy package to them.
3. The producer and customer will sign the contract receipt and any delivery requirements (i.e., application amendments, revised illustrations, etc.) and return them to the firm through one of the following processes:
 - a. Print/wet sign and mail back, or
 - b. Print/wet sign and scan a PDF copy or photograph of the signed documents back, or
 - c. Utilize the firm's e-signature process to electronically sign the delivery requirements
 - We are temporarily waiving our 3rd Party E-Signature Agreement requirement to allow firms to use their own instance of DocuSign
 - Please include a copy of the DocuSign Certificate of Completion or its equivalent so that we can add it to our records
 - d. If a through c are not available, we can provide temporary access to our (John Hancock's) DocuSign account.
 - Similar to the above, we will temporarily waive our 3rd Party E-Signature Agreement requirement. However, we will audit all users to ensure that they only use our account for doing business with John Hancock
 - If you would like to use this option, please send an email to feedback@jhancock.com with the firm's name, the name of a firm contact, and the email address that should be used to set up the temporary access
 - e. **If none of these options work in your current environment**, the customer can send an email back to the firm acknowledging receipt of the policy package and specifically request that their electronic signature be affixed to a specified list of documents. We would ask in this instance that they list each document they are applying their 'signature' to, as well as identifying information, if available, so our record has some link between the signature request and the documents themselves. For example:

I, [owner name], acknowledge receipt of Policy No. 1233587. I hereby apply my electronic signature to the following documents:

- Contract receipt
- Application Amendment updating Question [x]
- Revised Illustration run on [date] at [time]

4. The firm should then send the signed documents (or the email referenced in e, above) back to John Hancock for our records at the following address:

Life New Business
30 Dan Rd, Suite 55765
Canton, MA 02021-2809

For more information, contact your case manager.

For agent use only. This material may not be used with the public.

Insurance products are issued by: John Hancock Life Insurance Company (U.S.A.), Boston, MA 02116 (not licensed in New York) and John Hancock Life Insurance Company of New York, Valhalla, NY 10595.

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