



# Annuities contact guide

Click on the inquiry category below to find all the ways you can contact John Hancock annuities. You can also press Ctrl+F on your PC or Command+F on your Mac to search for a key word.

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### Annuitization

Annuitization quote request		Call 800-344-1029
Annuitized verification of income request	<a href="#">Mail us a form</a>	Call 800-344-1029

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### Claims

Death claim	<a href="#">Visit the claims page<sup>1</sup></a>	<a href="#">Visit the claims page</a>	Call 877-543-2363
Report a death	<a href="#">Visit the claims page</a>	<a href="#">Visit the claims page</a>	Call 877-543-2363

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### Investments

Investment option change	<a href="#">Register or log in</a>	<a href="#">Mail us a form</a>	Call 800-344-1029
Investment fact sheets request	<a href="#">Register or log in</a>		Call 800-344-1029
Portfolio performance report request	<a href="#">Register or log in</a>		Call 800-344-1029

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### Maintenance

Address change	<a href="#">Register or log in</a>	<a href="#">Mail us a form</a>	Call 800-344-1029
Annuitant change		<a href="#">Mail us a form</a>	
Beneficiary change		<a href="#">Submit form online or mail us a form</a>	
Email change	<a href="#">Register or log in</a>		Call 800-344-1029
Financial representative change		<a href="#">Submit form online or mail us a form</a>	
Maturity date extension	<a href="#">Register or log in</a>	<a href="#">Submit form online or mail us a form</a>	Call 800-344-1029
Name change		<a href="#">Mail us a form</a>	
Owner change		<a href="#">Mail us a form</a>	
Paperless enrollment	<a href="#">Register or log in</a>		Call 800-344-1029
Required minimum distribution (RMD) amount retrieval	<a href="#">Register or log in</a>		Call 800-344-1029
Website registration update	<a href="#">Register or log in</a>		Call 800-344-1029

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### Miscellaneous

Fraud report	<a href="#">Submit in fraud center</a>	Call 800-344-1029
Letter request		Call 800-344-1029
Statement request/print	<a href="#">Register or log in</a>	Call 800-344-1029

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### Programs

Asset rebalancing request		<a href="#">Mail us a form</a>	Call 800-344-1029
Automatic investment program stop/change		<a href="#">Submit form online or mail us a form</a>	Call 800-344-1029
Dollar cost averaging request		<a href="#">Mail us a form</a>	Call 800-344-1029
Dollar cost averaging stop/change			Call 800-344-1029
Systematic program change	<a href="#">Register or log in</a>	<a href="#">Submit form online or mail us a form</a>	Call 800-344-1029
Systematic programs enrollment <small>(required minimum distribution, systematic withdrawal, Income Made Easy)</small>		<a href="#">Submit form online or mail us a form</a>	Call 800-344-1029
Systematic programs stop <small>(required minimum distribution, systematic withdrawal, Income Made Easy)</small>		<a href="#">Submit form online or mail us a form</a>	Call 800-344-1029
Telephone withdrawal authorization (TWA) enrollment		<a href="#">Submit form online or mail us a form</a>	Call 800-344-1029

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### Tax

Tax cost basis (nonqualified contracts) review	<a href="#">Register or log in<sup>2</sup></a>	Call 800-344-1029	
Tax form 1099 copy request	<a href="#">Register or log in</a>	Call 800-344-1029	
Tax form 5498 copy request		Call 800-344-1029	
Tax form correction request		Call 800-344-1029	
Tax withholding change (federal)		<a href="#">Mail us a form</a>	Call 800-344-1029
Tax withholding change (state)		<a href="#">Mail us a form</a>	Call 800-344-1029

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### Withdrawals

Cashed check copy request		Call 800-344-1029	
Check void/stop		Call 800-344-1029	
Electronic fund transfer (EFT) election/change		<a href="#">Submit form online or mail us a form</a>	
Full termination request		<a href="#">Submit form online<sup>3</sup> or mail us a form</a>	Call 800-344-1029 <sup>3</sup>
Required minimum distribution (RMD) withdrawal request	<a href="#">Register or log in</a>	<a href="#">Submit form online or mail us a form</a>	Call 800-344-1029 <sup>4</sup>
Transfer in request		<a href="#">Mail us a form</a>	
Transfer out request		Call 800-344-1029	
Withdrawal request		<a href="#">Submit form online<sup>3</sup> or mail us a form</a>	Call 800-344-1029 <sup>3</sup>

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1 If beneficiary an individual.  
 2 View only.  
 3 Up to \$250,000.  
 4 One-time request only.