

**John Hancock Personal Financial Services, LLC.**  
**Form CRS Customer Relationship Summary**  
**Responses to Conversation Starters**  
**March 28, 2022**

John Hancock Personal Financial Services, LLC (“JHPFS”) published a Customer Relationship Summary dated March 28, 2022, which included several “conversation starter” questions designed to facilitate a discussion between customers and financial professionals. Because many of our investment advisory programs offer digital advice provided through the use of a program website or mobile application, customers may not have immediate access to a financial professional. This document is intended to supplement the Customer Relationship Summary and provide responses to those “conversation starter” questions.

***1. Given my financial situation, should I choose an investment advisory service? Why or why not?***

Many people benefit from professional investment advisory services regardless of their financial situation. There are many different types of advisory services to choose from, including those where you pay a fixed or hourly fee for advisory services and those where you pay an advisory fee based on the assets the adviser manages for you. The type of advisory services you choose depends on your particular needs and the amount of assets you have to invest. We offer both types of advisory services.

For further information on the types of advisory services and products we offer, including their fees and investment minimums, please see our [Form ADV, Part 2A](#) brochure for each of our programs.

***2. How will you choose investments to recommend to me?***

How we choose investments to recommend to you depends on the particular JHPFS service or product you choose.

- The John Hancock Personalized Retirement Advice, John Hancock Managed IRA, and MyPortfolio programs are web-based, digitally managed account products that use computer models (algorithms) to choose investments for you based on your financial situation, investment experience and objectives.
- The John Hancock Advice program provides fee based financial planning and consultative services which do not include recommendations of specific securities.

For further information on how we choose investments for each of our products and services, please see our [Form ADV, Part 2A](#) brochure for each of our programs.

***3. What is your relevant experience, including your licenses, education and other qualifications? What do these qualifications mean?***

JHPFS is an investment adviser registered with the Securities and Exchange Commission. Registration of an investment adviser does not imply a certain level of skill or training. JHPFS was founded in 2014 and currently manages several web-based, digitally managed account programs and provides financial planning advice directly to clients through John Hancock Advice.

The JHPFS investment professionals who manage a particular product are listed in the Form ADV Part 2B brochure supplement for such product. This brochure supplement contains the licenses, education, and other qualifications of each of these persons. It is provided before or during enrollment and is available upon request.

4. *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?*

The amount of fees you pay depends on the particular JHPFS service or product you choose. If you choose John Hancock Advice you will generally pay a fixed or hourly fee. If you choose any of the other JHPFS products you will pay an asset based fee and, in some cases, also a fixed monthly fee. Further information regarding the fees and costs of each of our services is set forth below.

<p>John Hancock Personalized Retirement Advice</p>	<p>Your \$10,000 will be invested pursuant to the program. You will be charged an annual program fee based upon the following schedule:</p> <table border="0" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;"><u>Account Balance</u></th> <th style="text-align: center;"><u>%</u></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">On the first \$50,000</td> <td style="text-align: center;">.50</td> </tr> <tr> <td style="text-align: center;">On the next \$50,000</td> <td style="text-align: center;">.40</td> </tr> <tr> <td style="text-align: center;">On the next \$150,000</td> <td style="text-align: center;">.30</td> </tr> <tr> <td style="text-align: center;">On amounts over \$250,000</td> <td style="text-align: center;">.20</td> </tr> </tbody> </table> <p>The “Account Balance” used in determining the fee is the average daily balance of eligible assets. This program fee is charged monthly.</p> <p>If, for example, your average daily balance was \$10,000 over the first month, \$4.11 would be deducted from your account at the end of the first month (<math>\\$10,000 \times .0050 / 365 \times 30</math> days in service). This process repeats in each subsequent month.</p> <p>The Retirement Advice annual advisory fee is in addition to fees and expenses charged by the Funds. All investments in the Funds are subject to the terms of each of the applicable prospectuses, including associated fees and operating fund expenses, which a participant ultimately bears. Prospectuses are available on the plan’s website or by calling the plan’s Participant Service Center.</p>	<u>Account Balance</u>	<u>%</u>	On the first \$50,000	.50	On the next \$50,000	.40	On the next \$150,000	.30	On amounts over \$250,000	.20
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<p>John Hancock Managed IRA</p>	<p>Your \$10,000 will be invested pursuant to the program. You will be charged an annual program fee amounting to 0.50% of the average daily balance in the account plus \$4 monthly for accounts with a balance of less than \$50,000. The program fee will be calculated quarterly and fees for services provided in the prior quarter will be deducted from your account at the beginning of the subsequent quarter.</p> <p>If, for example, your average daily balance was \$10,000 over the first quarter, \$24.33 would be deducted from your account at the beginning of the following quarter [<math>\\$10,000 \times .0050 \times (90 \text{ days in quarter} / 365 \text{ days in year}) + \\$12</math>]. This process repeats in each subsequent quarter.</p> <p>The program fee covers investment advice, the ongoing management of the program accounts assets, as well as trade execution, clearance, settlement and custodial services provided by Pershing. The program fee does not cover the expenses of the ETFs in which the account invests, including commission and other transaction-related charges ETFs incur. The program fee also does not cover certain execution costs that may be charged to you, including broker-dealer spreads and certain markups or markdowns paid to market makers; transfer taxes; or fees charged by exchanges on a per transaction basis or other fees required by law.</p>										
<p>MyPortfolio</p>	<p>Your \$10,000 will be invested pursuant to the program. You will be charged an annual program fee amounting to 0.75% of the average daily balance. The program fee will be</p>										

	<p>calculated monthly and fees for services provided in the prior month will be deducted from your account at the beginning of the subsequent month.</p> <p>If, for example, your average daily balance was \$10,000 over the first month, \$6.25 would be deducted from your account at the beginning of the following month (<math>\\$10,000 \times .0075 / 12</math>). This process repeats in each subsequent month.</p> <p>The program fee covers investment advice, the ongoing management of program account assets, as well as trade execution, clearance, settlement and custodial services provided by TD Ameritrade. The program fee also covers access to a human Investment Adviser Representative (“IAR”), access to financial planning software and other educational and communication materials.</p> <p>The program fee does not cover the expenses of the ETFs in which the program account invests, including commission and other transaction-related charges ETFs incur. The program fee does not cover certain execution costs that may be charged to clients, including broker-dealer spreads and certain markups or markdowns paid to market makers; transfer taxes; or fees charged by exchanges on a per transaction basis or other fees required by law.</p>
<p>JH Advice Financial Planning</p>	<p>The JH Advice Financial Planning program is not designed to invest funds on your behalf. Rather, JHPFS and its IARs offer the following services in connection with the JH Advice program:</p> <ul style="list-style-type: none"> <li>• Financial Seminars &amp; Education</li> <li>• Financial Planning</li> <li>• Consultative Services</li> </ul> <p>Should you elect to participate in the financial planning service, you will be charged a fee based on the complexity of the plan and your financial objectives and needs. The exact fees to be charged for the financial plan will be specifically listed by the IAR in the advisory agreement, which is presented for your signature before the planning process begins. The IAR may charge an hourly fee up to \$200 per hour or may elect to charge a flat fee. A maximum deposit of \$1200.00 or 50% of the total fee, whichever is less, may be taken no more than six months in advance, with the balance due upon presentation of the plan.</p> <p>Should you elect to participate in consultative services, you will be charged an hourly rate of \$200 per hour for the actual hours spent providing services.</p> <p>The JH Advice Financial Planning program offers an Emergency Savings solution whereby a cash account is opened for the client at Apex Clearing Corporation (“Apex”). Apex is the custodian and clearing agent for the program. JHPFS does not charge a fee for this program, however, clients are responsible for payment of any fees that Apex may charge relating to client’s account in the including fees for wire transfers, paper delivery of client statements, ACH reversal and insufficient funds in the client’s account.</p>

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

In providing investment advisory services to clients, JHPFS has actual and potential conflicts of interest. Below is an explanation of these conflicts and how we manage these conflicts for each of our programs.

<p>With respect to the John Hancock Managed IRA program:</p>	<p>JHPFS has selected itself as the portfolio manager, and we utilize an affiliate, Manulife Investment Management (“MIM”), to create and maintain model portfolios and to recommend securities to be included in those portfolios, subject to our approval and supervision. We could be deemed to have a conflict in performing 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 recommend securities to be included in those portfolios. We believe that MIM possesses the requisite expertise to serve in this capacity. To the extent this decision represents a conflict, we address this conflict by disclosing it to our customers.</p> <p>From time to time, employees and principals of JHPFS or a related person may also invest or otherwise have an interest in securities owned by or recommended to our clients. Similarly, some or all of the financial services businesses under common control with JHPFS may invest in securities that are also owned by our clients. Any of such persons may invest or otherwise have an interest, either directly or indirectly, in certain pooled vehicles, which, in turn, may invest in securities that are also owned by our clients. As these situations may involve potential conflicts of interest, we have implemented policies and procedures relating to personal securities transactions and insider trading that are designed to identify potential conflicts of interest, to prevent or mitigate actual conflicts of interest, and to resolve such conflicts appropriately if they do occur.</p>
<p>With respect to the MyPortfolio program:</p>	<p>JHPFS has selected itself as the portfolio manager, and we utilize an affiliate, Manulife Investment Management (“MIM”), to create and maintain model portfolios and to recommend securities to be included in those portfolios, subject to our approval and supervision. We could be deemed to have a conflict in performing 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 recommend securities to be included in those portfolios. We believe that MIM possesses the requisite expertise to serve in this capacity. To the extent this decision represents a conflict, we address this conflict by disclosing it to our customers.</p> <p>From time to time, employees and principals of JHPFS or a related person may also invest or otherwise have an interest in securities owned by or recommended to our clients. Similarly, some or all of the financial services businesses under common control with JHPFS may invest in securities that are also owned by our clients. Any of such persons may invest or otherwise have an interest, either directly or indirectly, in certain pooled vehicles, which, in turn, may invest in securities that are also owned by our clients. As these situations may involve potential conflicts of interest, we have implemented policies and procedures relating to personal securities transactions and insider trading that are</p>

	<p>designed to identify potential conflicts of interest, to prevent or mitigate actual conflicts of interest, and to resolve such conflicts appropriately if they do occur.</p> <p>Phone based IARs are John Hancock employees who are responsible for introducing the program to clients. IARs receive compensation in the form of a salary and a bonus based on factors such as corporate and individual performance, obtaining minimum asset targets for clients entering the program, the current value of the client assets that the financial professional has directed to the program, and on-going service provided to those clients after enrollment.</p>
<p>With respect to the John Hancock Advice program:</p>	<p>Some of our IARs are also registered representatives of John Hancock Investment Management Distributors LLC (“JHIMD”) and insurance agents of John Hancock Life Insurance Company (U.S.A.) and may give specific recommendations to you regarding investments and insurance in these roles. As a result, a conflict arises between your interest and JHPFS’s and the IAR’s interests if you choose to effect transactions with JHPFS, JHIMD or a John Hancock Insurance Company. Specifically, JHPFS, JHIMD, and the IAR may collect transaction fees, commissions or other forms of compensation separate from the financial planning/consulting fees charged in connection with the financial planning or consultative services provided by JHPFS. In addition, John Hancock Life Insurance Company (U.S.A.) will benefit from any insurance policies sold to you.</p> <p>From time to time, employees and principals of JHPFS or a related person may also invest or otherwise have an interest in securities owned by or recommended to our clients. Similarly, some or all of the financial services businesses under common control with JHPFS may invest in securities that are also owned by our clients. Any of such persons may invest or otherwise have an interest, either directly or indirectly, in certain pooled vehicles, which, in turn, may invest in securities that are also owned by our clients. As these situations may involve potential conflicts of interest, we have implemented policies and procedures relating to personal securities transactions and insider trading that are designed to identify potential conflicts of interest, to prevent or mitigate actual conflicts of interest and to resolve such conflicts appropriately if they do occur.</p>
<p>With respect to the John Hancock Personalized Retirement Advice program:</p>	<p>From time to time, employees and principals of JHPFS or a related person may also invest or otherwise have an interest in securities owned by or recommended to our clients. Similarly, some or all of the financial services businesses under common control with JHPFS may invest in securities that are also owned by our clients. Any of such persons may invest or otherwise have an interest, either directly or indirectly, in certain pooled vehicles, which, in turn, may invest in securities that are also owned by our clients. As these situations may involve potential conflicts of interest, we have implemented policies and procedures relating to personal securities transactions and insider trading that are designed to identify potential conflicts of interest, to prevent or mitigate actual conflicts of interest and to resolve such conflicts appropriately if they do occur.</p>

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

Yes. Some of JHPFS’ affiliates were found to have been involved in a violation of investment-related regulations by a regulatory authority, the details of which are disclosed as regulatory actions in our [Form ADV](#). You may visit [Investor.gov/CRS](http://Investor.gov/CRS) for a free and simple search tool to research us and our financial professionals.

**7. 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?**

Your primary contact person will vary depending on the JHPFS program as described in more detail below. However, regardless of which program you participate in, if you have concerns with how you’re being treated, please write to John Hancock Personal Financial Services, LLC, Attention: Chief Compliance Officer, 200 Berkeley Street, Boston MA 02110. The Chief Compliance Officer is responsible for enforcing the firm’s Code of Ethics, which requires that all covered employees operate in accordance with the highest ethical standards.

John Hancock Personalized Retirement Advice	With respect to John Hancock Personalized Retirement Advice, the program provides you with a discretionary investment service electronically through use of a website. Although telephonic support is available for administrative issues, the program does not offer in-person or telephonic advice consultation with a live investment adviser representative. You will primarily communicate with us through the program website or by telephone at 855-969-5737.
John Hancock Managed IRA	With respect to the John Hancock Managed IRA, the program provides you with fully discretionary investment management services, electronically through use of a website. Although telephone support is available for administrative issues, the program does not offer in-person or telephonic advice consultation with a live investment adviser representative. You will primarily communicate with us through the program website or by telephone at 888-232-3695.
MyPortfolio	With respect to MyPortfolio, the program provides you with fully discretionary investment management services electronically through use of a website as well as access to a human investment adviser representative. You may communicate with us via electronic channels and via telephone at 844-328-2122.
JH Advice	With respect to JH Advice, the program provides you with financial planning and consultative services provided by investment adviser representatives (“IAR”) of JHPFS. Your IAR will be your primary contact person; however, you may also communicate with us by telephone at 888-955-5432. The program also offers an Emergency Savings solution. You will primarily communicate with us through the program website or by telephone at 888-999-4307.