



Frequently asked questions

Viewing inforce policies on JHSalesHub

What functionality is available in the “view inforce policies” section on JHSalesHub?	<p>The “view inforce policies” section on JH SalesHub provides a quick, easy and efficient way to meet your inforce clients’ needs, including:</p> <ul style="list-style-type: none">• Robust search options. In addition to searching by a policy number, servicing agents can also search by a client’s name. Plus, a list (up to 500) of the servicing agent’s most recently issued policies will be displayed automatically• Enhanced functionality for submitting requests. If you are viewing details on a specific policy and need to submit a service request, the relevant policy details will pre-fill in the online form
Can I export my book of business from the inforce policies look-up?	<p>Yes, your book of business can be easily download by clicking the “export as CSV” button. This will give you the flexibility to sort and scan the data in an easy-to-use format.</p>
Who can view inforce details?	<p>In addition to the servicing agent, inforce policy details can now also be viewed by any individual the servicing agent has assigned as “producer support.”</p>
I am a BGA/ GA with “firm support” access on JHSalesHub. Can I view inforce policy details?	<p>Only the servicing agent or assigned “producer support” contact can view inforce policy details. Firm support users can only access policies where the firm is listed as the servicing agent.</p>
How can I assign someone as “producer support”?	<p>The “producer support” role in JHSalesHub is for sales support staff who support individual producers. The producer must have a current JHSalesHub registration and invite their support person to register for this role via the “My Profile” section. If you (the producer) would like to add a sales support contact to your profile, please complete the following steps:</p> <ol style="list-style-type: none">1. Log in to JHSalesHub.com and go to the “My Profile” page2. In the “producer support” section at the bottom of the page, click on “add support”3. Add the contact’s first name, last name and email address and click “submit.” <p>The producer support contact will then receive an email invitation to register</p>

Are inforce policy details available for all products?	Inforce policy details are now available online for all products, making it easier to access the information you need, when you need it.
What web browser should I use when viewing inforce policy details?	You should be able to view inforce policy details in all web browsers except Internet Explorer, which is not compatible with JHSalesHub.com
Who should I contact if I have questions?	<ul style="list-style-type: none">• For questions about your clients' policies (i.e., policy values, inforce illustrations, etc.), contact customer service at 800-505-9427• For web-request related questions, or questions about “producer” or “producer support” website registration, please contact eServices: (p) 888-888-8856; (e) webmail@jhancock.com• For questions regarding “firm support” website registration, please contact feedback@jhancock.com

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MLINY120820319-1

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