



## Reminder of requirements for anti-money laundering training

Anti-money laundering (AML) training must be completed prior to soliciting and writing any new business.

Even if you have completed your base AML training, the USA PATRIOT Act requires that your knowledge on AML remains current; therefore you will be required to periodically complete refresher training. As with our originally offered training, you can complete the appropriate LIMRA course or provide evidence of other acceptable AML training to satisfy the refresher training requirement.

### AML renewal training deadlines

Effective date of most recent training	Date for renewal training required
Prior to December 31, 2019	May 2, 2021
January 1, 2020 or later	May 2, 2023

There are two ways for you to satisfy the AML training requirement:

### 1. Use John Hancock's services

For your convenience, John Hancock provides, at no cost to you, online AML training through **LIMRA**. Courses are available that will satisfy AML training for John Hancock and many other insurance companies that subscribe to the LIMRA service. When you've been enrolled by John Hancock, LIMRA will send us a record of completion and we will update our records automatically.

To access the LIMRA course:

1. **Go to:** <https://knowledge.limra.com>
2. **Enter your National Producer Number** in the username field. If you don't know your National Producer Number or have misplaced it, the log on page will have directions for retrieving this information through the NIPR website
3. **Enter your password**
  - a. First-time users: Your initial password is your last name (all lower case)
  - b. Returning users: enter your existing password (if unknown, use the 'forgot password' link)
4. **Click the "Log In" button.** If you are a first-time user, follow the instructions to change your password

5. **Select the appropriate AML course.** First-time users of LIMRA must complete the base course titled **Anti-Money Laundering for Insurance Producers**, and are not required to also immediately take a refresher course. Producers who completed an AML course prior to December 31, 2019, are required to complete only one current refresher course

**If you are having any technical questions accessing or navigating the LIMRA training site,** (<https://knowledge.limra.com>), please contact LIMRA's customer-support partner at [support@cfmpartners.com](mailto:support@cfmpartners.com) or call (866) 364-2380.

### 2. Use an outside training provider

Complete an acceptable AML course offered by another training provider. Upon completion, submit a letter of certification from the other AML training vendor that contains the following information: the producer's name, the course name, date of completion and the identity of the course provider. **Note:** We do not accept self-certification.

**Send the certification via email: [USAGENCY@jhancock.com](mailto:USAGENCY@jhancock.com) or via fax: 416-963-7323.**

For more information, contact your Case Manager at 1-800-505-9427,  
or the AML Hotline at 1-800-854-9979.

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