



# eDelivery of inforce policy documents

## Frequently asked questions

<b>What is eDelivery of inforce policy documents?</b>	eDelivery of inforce policy documents provides JHSalesHub-registered producers safe and secure online access to key inforce policy documents. Please note that those with firm-level access to JHSalesHub do not have access to these documents at this time.
<b>What types of documents are available?</b>	Currently, the following documents are available: <ul style="list-style-type: none"><li>• Lapse pending notices</li><li>• Termination notices</li><li>• Quarterly/annual statements</li><li>• Transaction confirmations</li><li>• Premium reminder notices</li></ul>
<b>Are documents available for all inforce John Hancock life insurance policies?</b>	Currently, online inforce policy documents are available for many – but not all – products, including Indexed UL and most variable universal life products.
<b>How will I know when I have documents available to view online?</b>	John Hancock will send you email notifications as soon as any documents associated with your clients' inforce policies become available for viewing, provided you are the servicing agent and a registered user of JHSalesHub.  <b>Please note:</b> <ul style="list-style-type: none"><li>• Email notifications will be sent to the email address associated with the servicing agent's JHSalesHub user name</li><li>• JHSalesHub does not offer functionality to add multiple email addresses for one person at this time</li></ul>
<b>How can I verify the email address my notifications will be sent to?</b>	To verify the email address your eDelivery of inforce policy document notifications will be sent to, visit the "eDelivery email preferences" section on the "My Profile" page of JHSalesHub.com. You can also update your email address from this page.  <b>Please note:</b> you must be logged in to JHSalesHub in order to view your profile.
<b>How do I view a document once I've been notified that it is available?</b>	Documents are available within the policy details on JHSalesHub.com. The document type in the email notification will be a "live" link to the policy details page. You will need to log in using your JHSalesHub user id and password, and then click on the "documents" tab to access your files.
<b>Who will the eDelivery notifications be sent from?</b>	Notifications will be sent from edeliveryjhlife@jhancock.com. Please add this email address to your address book and mark emails from this address as safe so you don't miss these important messages.

<b>How frequently will I be notified that new inforce documents are available for viewing?</b>	You will receive one to two email per day that provides a list of any new documents that are available for viewing. If no new documents are available, you will not receive an email notification.
<b>How long will inforce policy documents be available online?</b>	You will have electronic access to each inforce policy document for several years from the date the document was posted online. Please note that policy documents generated prior to September 2012 are not be available for online viewing.
<b>Will I continue to receive copies of the policy documents by mail?</b>	The inforce policy documents accessible through this service are only available online, with the exception of lapse notifications. Lapse notifications will be posted online as well as mailed.

If you have questions or feedback, please contact customer service via email at [jh\\_eservice@jhancock.com](mailto:jh_eservice@jhancock.com) or call us at **1-888-888-8856**.

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