



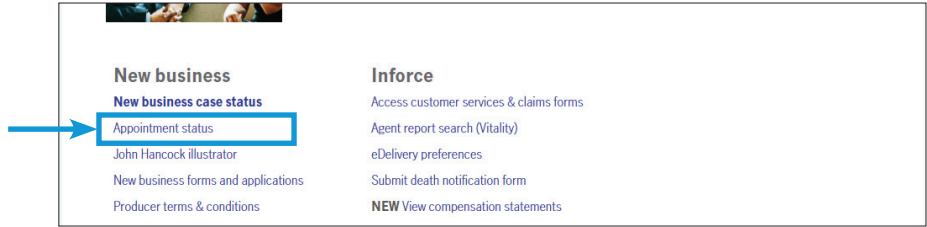
# Checking appointment status on JHSalesHub

Gain instant access to the life insurance licensing status of your firm – or agents within your firm – via our convenient appointment status tool on JHSalesHub.com.

**Note:** You must be registered and logged in with the role of “firm support” to use this service.

## Step 1

Go to [JHSalesHub.com](https://JHSalesHub.com) and click on “Appointment status” from the “My Business” page.



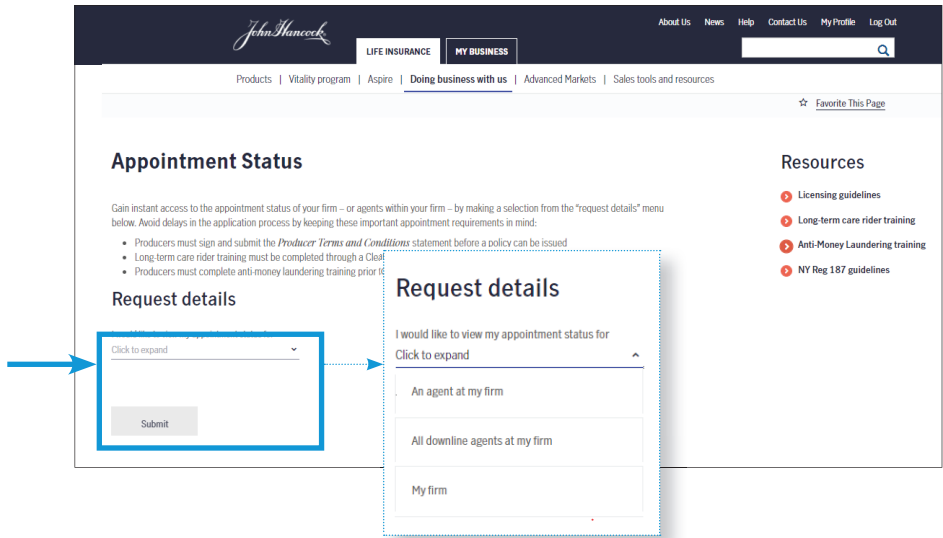
## Step 2

From the “Request details” drop-down, you can choose to view the appointment status for an individual agent at your firm, all downline agents at your firm, or the firm itself.

### Helpful tips:

- To view the appointment status for an individual agent, you will need to enter an agent code, last name and Social Security Number, NPN, or payroll number
- The firm’s Taxpayer Identification Number (TIN) will be pre-filled when selecting “All downline agents”
- To view the appointment status for “My firm,” enter the firm’s payroll number or TIN

### Firm support view

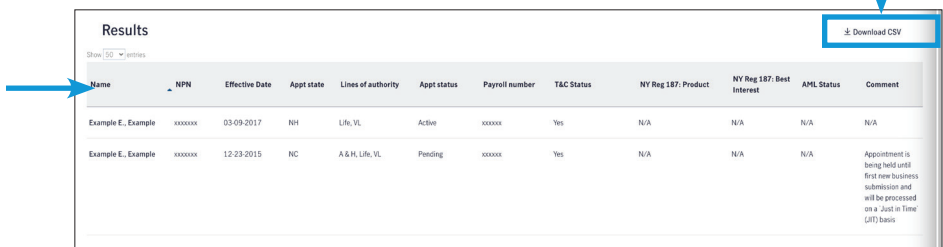


Once you’ve completed your request details, click “Submit.”

Save your search results by exporting them to an easy-to-read spreadsheet.

## Step 3

The appointment status — based on the selections you’ve made — will appear on the next screen.



## Frequently asked questions

<b>What does “T&amp;C Status” mean?</b>	<p>The “T&amp;C Status” column indicates whether John Hancock has received the signed <i>Producer Terms and Conditions</i> for the listed agent.</p> <p>If “No” is indicated, it can mean one of two things:</p> <ol style="list-style-type: none"><li>1. John Hancock Life Agreements hasn’t received a signed <i>Producer Terms and Conditions Statement</i> and signed <i>Consumer Investigation Authorization</i> form (where applicable), or</li><li>2. John Hancock Life Agreements hasn’t completed the processing of the submitted paperwork. Processing times will vary if a Consumer Investigation is required.</li></ol> <p>If the “T&amp;C Status” column indicates “Yes,” then John Hancock has received and successfully processed a signed <i>Producer Terms and Conditions Statement</i> and a signed <i>Consumer Investigation Authorization</i> form (where applicable).</p>
<b>What does “AML Status” mean?</b>	<p>The “AML Status” column shows the current status of a producer’s anti-money laundering training.</p> <ul style="list-style-type: none"><li>• <b>“Yes”</b> means that John Hancock has received evidence that the producer has completed their AML training, satisfying the Company’s current training requirement.</li><li>• <b>“No”</b> means that John Hancock has not received evidence of completed AML training that satisfies the company’s current AML training requirement.</li></ul> <p><b>Please note:</b> AML training is only applicable to individual producers. If you’re looking up the appointment status for your firm, you may see an “N/A” in the “AML Status” column.</p>
<b>Is <i>Producer Terms and Conditions</i> applicable to firms?</b>	<p>No. The <i>Producer Terms and Conditions Statement</i> outlines the producer’s obligations regarding the sale and servicing of John Hancock life insurance products and should be completed and submitted directly by the producer.</p>
<b>How can I add additional state appointments for downline producers?</b>	<p>You can email a copy of the agent or firm’s state license to <a href="mailto:usagency@jhancock.com">usagency@jhancock.com</a>. For information about pre-appointment states and state appointment guidelines please refer to our Guide to Licensing.</p>

### Key appointment requirements

- Producers must sign and submit the *Producer Terms and Conditions Statement* before a policy can be issued
- Long-term care rider training must be completed through a ClearCert-approved course
- Producers must complete anti-money laundering training prior to soliciting and writing any new business

### For more information

Contact Life Licensing at **1-800-505-9427, option 2** or please email at **[usagency@jhancock.com](mailto:usagency@jhancock.com)**.

### For JHSalesHub technical support

Contact **1-888-888-8856**; Monday - Friday 8:30am - 4:30pm EST.

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