

# online loans

Simplifies the 'take a loan' process

If you are considering taking out a loan from your retirement plan, John Hancock's loans process lets you **create**, **track** and **accept** your loan requests online.\* You'll also learn how loans work and what they cost.

Requesting a loan is simple. It involves two key steps: **Create** and **Accept**. To get started, go to [www.jhpnensions.com](http://www.jhpnensions.com) (or [www.jhnyptions.com](http://www.jhnyptions.com) for New York domiciled plans) and log onto your account.

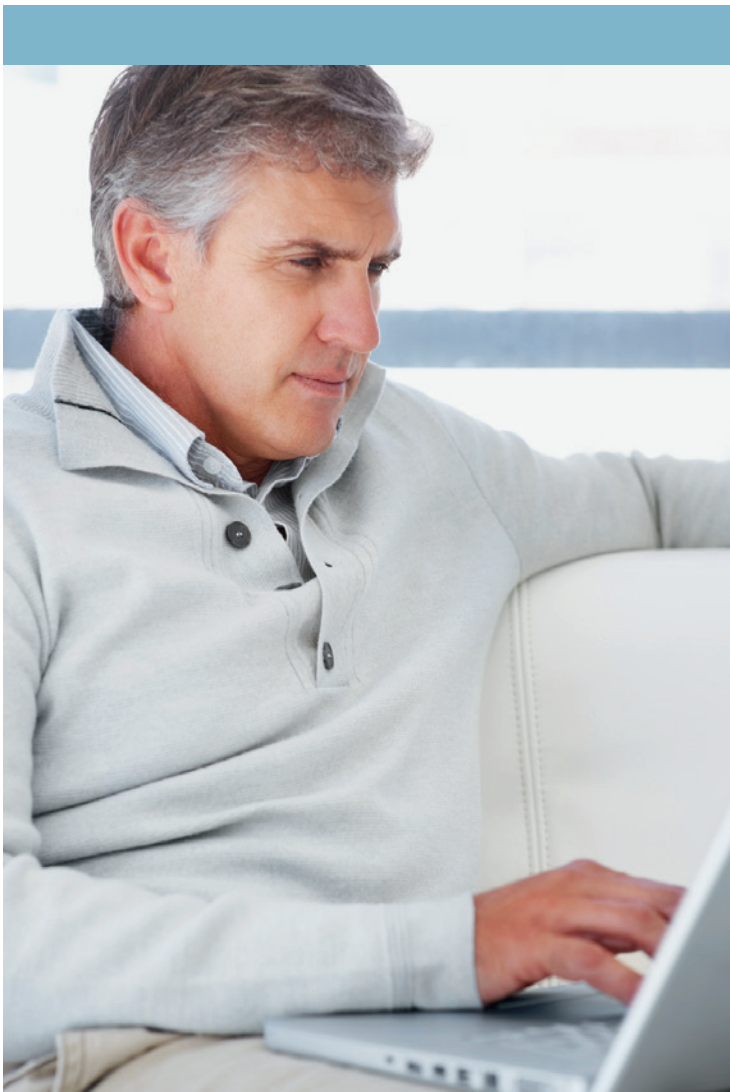
## To create your request, follow these five easy steps...

- 1 Select '**Manage**' and '**Loans**'.
- 2 Complete the '**Loan Details**' section, including your vesting details, and select '**Continue**'.
- 3 Create and review different loan amounts and payment scenarios by completing the fields in the '**Calculate Loan**' section. To compare scenarios, select '**Remember this scenario**'. When you are ready to proceed, select '**Apply for loan**'.
- 4 Indicate if you are married and the reason for the loan. Also confirm or enter your email address to ensure you receive email notifications. Select '**Next Step**'.
- 5 Review or edit the information shown in the '**Summary**' section and select '**Send for review**' to complete your request. Your request will be forwarded to your plan administrator, who will verify the information, including your loan's maximum and minimum requirements.

## Once reviewed, you'll be prompted to accept your loan request. To do so, follow these steps...

- 1 Review the loan request details.
- 2 Confirm your loan amount. You can proceed with your original requested amount by selecting '**Borrow requested amount**' or change your loan request by selecting '**Borrow a different amount**'.
- 3 Complete the payment instructions section and review the payee information details.
- 4 Review and accept the following declarations:
  - Truth in Lending Notice
  - Non-negotiable Promissory Note and Irrevocable Pledge and Assignment
  - AuthorizationAfter your request has been approved, these documents will be available on the '**Take a Loan – Details**' page.
- 5 Review the loan request summary, make necessary edits if required, and select '**Send for approval**'. Your request will be finalized by your plan and sent to John Hancock for processing.

You can access your loan details or track the status of your loan request from your 'Account snapshot' page.



## Quick tips for using online loans

When using online loans, keep in mind the following:

- **online loans** automatically updates information for certain fields, such as '**Account balance**'.
- You can only have one active loan request at a time. Requests initiated online expire after 30 days.
- Modifying your vesting percentage will not affect your records at John Hancock. Vesting information will be confirmed by your plan.
- Direct deposit or wire payments will require your banking information, such as the 9-digit ABA/routing number, account type and account number.
- The '**My Outstanding Loans**' page will have an overview of your loan request, as well as its status.
- The '**Take a Loan – Details**' page will house your final loan documents for 24-months.
- If you are married, your plan may require spousal consent, which must be obtained, notarized or witnessed by your plan administrator.

## Need assistance?

Talk live with one of our Customer Account Representatives at 1-800-395-1113 Monday to Friday 8AM – 8PM (ET) or 1-800-363-0530 for assistance in Spanish.



\* **online loans** provides printable, electronic copies of the Truth in Lending Notice and the Non-negotiable Promissory Note and Irrevocable Pledge and Assignment. If you would rather receive a paper version of these documents, do not initiate your loan request online. Contact your plan administrator for your paper loan package.

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