



John Hancock COVID-19 pandemic response

Continuing to honor our commitment to our customers, business partners, and employees is our top priority. In that light, we're sharing how we've prepared and practiced should a situation like this present itself. Our organization has moved to a work from home environment and we'll continue to closely monitor local situations and follow government advisories. Ensuring we're able to continue delivering critical services and solutions to our partners and customers is of utmost importance.

Operational best practices

- John Hancock has had a workplace flexibility program in place for a number of years which is part of our business continuity planning and our overall preparedness for a situation like this.
- We leverage the geographical distribution of our staff to maintain service during times of regional business disruptions.

Business continuity plan

Business continuity plans have been tested and confirmed, including:

- Confirming that vital operational tasks can continue to operate with a reduced workforce.
- Testing of remote working systems with the assumption that the majority of the workforce will be asked to work from home for some period of time.

Preventive measures

- We've put a pause on nonessential international and domestic business travel.
- Employees returning from international travel have been asked to self-quarantine and work from home for 14 days, and future personal international travel will be tracked on a go-forward basis.

- Employees who believe they may have been exposed to the virus are asked to notify their manager, self-quarantine, and work from home for 14 days.
- There will be no employee travel between our offices and campuses; and employees are being asked to work from home, when possible.
- Visitors (non-employees) won't be allowed in corporate offices without prior executive leadership approval.
- Extensive sanitizing is being done at corporate office locations; hand sanitizer and wipes are available throughout the office and at workstations.
- Client meetings will be held virtually, rather than in-person, whenever possible.

Supporting our community

John Hancock has committed \$1 Million to help provide food and essential medicines (as well as other support services) to families and children in need due to the pandemic.

An overview of John Hancock's business continuity executive summary is available on request.



We're fortunate to have a robust suite of virtual tools that will allow us to continue to work effectively with each other and our business partners. John Hancock cares about the well-being of our clients and employees. **Our planning, preparations, and testing mean we're ready to meet your expectations as we collectively work through the realities of a global pandemic.**

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