



eDocuments: Frequently Asked Questions

eDocuments are key inforce policy documents that producers registered with JHSalesHub.com can access easily, safely and securely online. Please note that those with firm-level access to JHSalesHub.com do not have access to eDocuments at this time.

What types of eDocuments are available?	LTC documents available on JHSalesHub.com include: <ul style="list-style-type: none"> • Benefit Change Confirmation • Waiver or Premium Activation • Inflation Confirmation • Statement of Coverage • Benefit Quote 		
How will I know when I have eDocuments available to view online?	John Hancock will send you email notifications as soon as any eDocuments associated with your clients' inforce policies become available for viewing, provided you are the servicing agent and a registered user of JHSalesHub.com. Please note: <ul style="list-style-type: none"> • Email notifications will be sent to the email address indicated in their My Profile section under LTC eDelivery email. • JHSalesHub.com does not offer functionality to add multiple email addresses for one person at this time. 		
How do I view an eDocument once I've been notified that it is available?	To view your eDocuments, log on to JHSalesHub.com , click the My Business tab, next the LTC tab, then the Post Issue tab.		
How frequently will I be notified that new eDocuments are available for viewing?	You will receive one email per day that provides a list of any new eDocuments that are available for viewing. If no new documents are available, you will not receive an email notification.		
How long will eDocuments be available online?	You will have access to each eDocument for several years from the date the document was posted online. Please note that policy documents generated prior to September 2012 will not be available for online viewing.		
Will I continue to receive copies of the policy documents by mail?	The agent billing statement is a hard copy notice sent via US mail on a monthly basis. It is sent when the payment is late and again when it lapses. It is normally sent to the servicing agent on file.		
I forgot my JHSalesHub.com password — what should I do?	<table border="0"> <tr> <td data-bbox="440 1654 922 1894"> If you have forgotten your username: <ul style="list-style-type: none"> • On the login screen click I Forgot, enter your email address and click Submit • Answer the security questions • The username will be sent to the user via email </td> <td data-bbox="922 1654 1373 1894"> To reset your password: <ul style="list-style-type: none"> • On the login screen click I Forgot, enter your username and click Submit • Answer the security questions • An email is sent to the user with next steps </td> </tr> </table>	If you have forgotten your username: <ul style="list-style-type: none"> • On the login screen click I Forgot, enter your email address and click Submit • Answer the security questions • The username will be sent to the user via email 	To reset your password: <ul style="list-style-type: none"> • On the login screen click I Forgot, enter your username and click Submit • Answer the security questions • An email is sent to the user with next steps
If you have forgotten your username: <ul style="list-style-type: none"> • On the login screen click I Forgot, enter your email address and click Submit • Answer the security questions • The username will be sent to the user via email 	To reset your password: <ul style="list-style-type: none"> • On the login screen click I Forgot, enter your username and click Submit • Answer the security questions • An email is sent to the user with next steps 		

Please check each of the following three points to ensure you can access eDocuments:



Producers who haven't yet registered

Visit JHSalesHub.com and click on **Register Now!** from the homepage. Be sure to select the **role of producer** and include an email address when completing your registration.



Producers who are already registered

Confirm your email address is current by going to the **My Profile** page. (Note: you must be logged into JHSalesHub.com in order to view your profile.)



Add the eDocuments address to your email address book

Please add: **donotreplyjhltc@jhltc.jhancock.com** to your address book and mark emails from this address as "safe".

For technical assistance or help accessing eDocuments, please contact customer service via email at JH_eService@jhancock.com or call us at **1-888-888-8856**.

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