

# *John Hancock Administration Fact Sheet*

## Quality and Commitment

- **Over 60 years of experience** in the Group Pension marketplace
- Administrative / investment services for over **4,500 Group Pension customers**
- **80 employees under one director**, handling sales, underwriting, pricing, installation, ongoing administration and participant services

## Benefit Payment Systems

- Periodic benefits paid **monthly, quarterly, semi-annually and annually**
- Current benefits being processed:
  - PERIODIC PAYMENTS - \$105,000,000 monthly**
  - TOTAL LIVES IN-PAY STATUS – 264,000**
  - TOTAL PARTICIPANTS COVERED – 425,000**
- **Overnight** initial retirement checks and lump sum payments
- Ability to handle **multiple payment dates**, e.g., beginning of the month and month-end payments
- Stop payment & reissuance of checks within 48 hours

## Electronic Fund Transfer

- 95,000 retirees currently paid monthly using Electronic Funds Transfer (EFT)
- **Individual monthly statements** sent to participants notifying them of their electronic direct deposit

## Administration of Benefits for Residents of Foreign Countries

- **Currently paying over 2,400 participants from over 40 countries**, including Canada, Austria, France, Portugal, Israel, Japan, Greece, Mexico, Italy, England, and Germany

## Toll-Free Number

- Dedicated solely to the pension product; **handles over 68,000 phone calls each year**
- Ability to have **up to 50 operators** at a time
- In operation from 9 a.m. - 4 p.m. Eastern Time, 5 days a week (Monday through Friday)
- **Equipped with TTY/TTD** for the hearing impaired

## Filenet

- An optical disk-based storage and retrieval system for records management
- **Paperless office** – all work automated through this feature

## Other Administration Services

- **Customized deductions** such as health coverage
- State, federal and foreign tax reporting and withholding
- John Hancock **introduction letter**
- Review and approval of **Qualified Domestic Relations Orders**

## Large Annuity Placements

- Chevron Corporation: \$ 243,000,000 premium; 18,000 lives
- Unnamed client: \$ 299,000,000 premium; 10,000 lives
- Montgomery Ward: \$ 369,000,000 premium; 33,000 lives (1999)
- UnumProvident Corporation: \$ 327,000,000 premium; 3,000 lives (2000)
- MCG: \$ 182,000,000 premium; 6,250 lives (2000)
- Pneumo Abex: \$ 143,000,000 premium; 5,600 lives (2001)
- Moore North America: \$ 204,000,000 premium; 10,000 lives; “Lead Administrator” (2001)