



Annuities customer call menu map

Here's what to expect when you call John Hancock Annuities

1-800-344-1029



Social Security number
Enter or speak

Contract number
Must speak

Date of birth (for owner only)
Must enter MMDDYYYY

Say the reason for your call
See self-service options

Contract number
Must speak

Say the reason for your call

Select one of the following:

- Press 1 to be directed to our **live chat** feature or
- Press 2 to speak to a **representative**

Self-service options

If you say one of the following when prompted to say the **reason for your call**, you will hear your contract information immediately:

- **Contact information**
Provides contact information listed on the contract
- **Contract maturity**
Provides the contract's maturity date
- **Required minimum distributions**
Provides the contract's required minimum distribution value for the current tax year
- **Account values**
Provides the contract value and death benefit value
- **Withdrawal amount**
Provides the most recent gross, net, and total withdrawal amount year-to-date

If we can't provide you with an answer using the self-service menu, select one of the following:

- Press 1 to be directed to our **live chat** feature or
- Press 2 to speak to a **representative**