

eDelivery FAQs

What is eDelivery? How does it work?

eDelivery refers to electronic delivery. It is the fast, efficient, and secure way to receive your contract documents. Each time we have a new document for you to view online, we will send you an email with a link to our secure website.

What documents are available for eDelivery?

Depending on your contract, the following documents may be available to you:

- Quarterly and periodic statements
- Transaction confirmations
- Prospectuses

Why should I choose eDelivery?

- **Security**
Going paperless can help reduce your risk of mail fraud and identity theft.
- **Instant Access**
View your documents as soon as they are available.
- **Be in the Know**
Review your contract activity at anytime, from anywhere.

If I sign up for eDelivery, will my personal information remain secure and confidential?

Yes. Any documents with your personal information are protected behind our secure website and require a unique username and password. Your information is encrypted and protected by Secure Socket Layer (SSL) technology, which keeps all information confidential when it is sent between our website and your computer.

Why do I need to register before I can sign up for eDelivery?

We require registration in order to verify your identity and protect your personal information from being accessed by unauthorized users.

Will I get charged for eDelivery?

No. It's free!

Can I receive paper in the future?

Yes. You can manage all of your delivery preferences on our website. You can also request a paper copy of your documents by calling Customer Service at the number below.

What do I need to sign up?

If you are already registered on our website, all you need to sign up is your online username and password.

If you are not yet registered, you will need to do so first by clicking "Register Now" at www.jhannuities.com and entering your contract number and Social Security number. You can find your contract number on your original contract documents. Can't find it? Call Customer Service for further assistance.

For any questions, please call 1-800-344-1029 Monday through Friday, 8 a.m. – 6 p.m. Eastern Time.