Online Form Submissions Frequently Asked Questions

Here you will find answers to frequently asked questions regarding submitting John Hancock Annuities forms online.

Q: Can a John Hancock client services representative (CSR) fill out a form online and then email it to a contract owner to review and sign?

A: No, a CSR can assist the user by answering questions but cannot fill out the form for the contract owner.

Q: Does this online form submission program share my information with other companies?

A: No. The third-party program provider, DocuSign, does not have access to any of your information used during the submission process of your John Hancock form.

Q: When initiating the online form submission process, can I provide more than one email address?

A: Only one email address per person may be provided. An email address will be requested for the initiator, owner and, if applicable, co-owner.

Q. Can I save a form and return to it at a later time?

A: No. Once you initiate an online form submission, you must complete it during that session.

Q: Do I have to submit my form online?

A: No. You can submit your request one of three ways: online, by mail or by fax.

Q: Why do I need to validate personal information before I can submit a request?

A: This is used to ensure the contract owners themselves are signing the request. This is an added measure of security to verify your identity and to protect against fraud.

Q: Why won't it allow me to validate my identity using the information I've entered?

A: The data initially entered when beginning the submission process is used to validate your identity. Please review the information and ensure that your full, correct name was used when initiating the request. If the name was entered incorrectly or misspelled, the process must be initiated again as the information cannot be changed once submitted.

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

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