



# Voiceprint customer service phone feature

### **What is a voiceprint?**

A voiceprint is a digital representation of characteristics in your voice, such as pitch and accent. It is a digital combination of behavioral and physical patterns in your voice and is not a recording of what you are saying. Voiceprints are unique to each individual.

### **Am I automatically enrolled in your voiceprint feature?**

Yes. No action is required of you.

### **Why am I enrolled?**

Our technology enables enhanced verification to allow easier and more secure authentication and faster service.

### **Does enrolling cost anything?**

No, it is a free service we offer to protect your account and enhance your customer experience.

### **How does voiceprint work?**

As you speak with one of our customer service representatives, your unique voiceprint is created from more than 100 different physical and behavioral characteristics such as pitch and accent. Once your voiceprint is created, we can use your voice to quickly verify it's you and reduce the need for you to answer additional security questions every time you call.

### **Is it secure?**

Yes. Our technology is a secure way of verifying callers. Unlike passwords or PINs, your voiceprint can't be guessed. It is also not a recording and can't be used to gain access to any other system or to create a sound recording of your voice.

### **What if someone else tries to imitate my voice? Could someone use a recording of my voice to pose as me?**

No, our technology is designed to safeguard against voice recordings and will reject any caller whose voiceprint does not match yours. Your voiceprint is a combination of both the physical and behavioral characteristics of your voice, which is not accessible within a recording.

### **What if I'm sick or have a cold? What if my voice changes over time? Will it still recognize me?**

Yes. Our technology will still be able to recognize you if you have a cold or other illness that may alter the tones and pitches of your voice. It can also recognize subtle changes in your voice over time.

### **Can more than one voiceprint be associated with my account?**

Yes. A co-owner, if applicable, or your financial representative can have their own voiceprint for your account.

### **What if I have multiple accounts with John Hancock?**

Your voiceprint can be used for authentication across all your John Hancock accounts.

### **Can I use voiceprint on behalf of someone for whom I am a caregiver or hold power of attorney?**

No. Only the account owner can create a voiceprint.

### **What happens if my voiceprint is not recognized?**

If we are unable to verify your identity through your voiceprint, we will verify it by asking you security questions. You will still be able to access your account.

### **What if I do not want my voiceprint kept on file?**

Please speak with a customer service representative at the number provided below.

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

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