



MODELING EXCELLENCE IN BENEFIT SOLUTIONS

The Paragon Alliance Group

TIP: Update to John Hancock's Loan and Withdrawal Forms

John Hancock recently informed us that as of July 1, 2023, they will only accept Withdrawal Request Forms with a 2023 date in the bottom left corner. Currently, the most recent version of the Loan Request form has a 12/2022 date. Older forms will no longer be processed and a new form will need to be completed.

We strongly encourage using the online processes for these participant requests. We have found that processing forms online drastically improves the security and accuracy of information that John Hancock requires, also greatly decreasing the processing turnaround time along with ensuring the proper forms are utilized.

There are several methods that will create internal efficiencies along with tracking forms progress tools in addition to above listed benefits. A general overview of the methods are listed below and require review and approval (Sponsor and/or TPA) to fully process:

- **Participant requested Withdrawal or Loan (most efficient method):** If the feature is turned on, the participant can make certain requests online via the John Hancock participant website at www.myplan.johnhancock.com or mobile app by Requesting a Withdrawal or Loan on first screen when log in called "Taking Money Out"
- Participant can call John Hancock: Employees leaving your company can call **1.888.695.4472** for assistance with distribution process. Note: John Hancock representatives will be encouraging them to roll their balance into a John Hancock IRA. We suggest contacting your financial advisor.
- **ONLINE Sponsor requested.** *This would typically work if the participant provided you a completed signed form and you want to process electronically.* On Plan Sponsor website Home screen, Go to "Quick Links" (right side of screen across from Your Contract), scroll down and click on "Loans and Withdrawals". You can initiate most types of Withdrawals and loans by clicking on the appropriate link and completing the information
- **Request John Hancock to deliver distribution forms to terminated or Retired participants:** On Plan Sponsor home screen, go to Distribution Smart Link 2 boxes below Quick Links. You can Request JH to mail or e-mail single participants or multiple participants the forms to be completed.

** Please note only one designated role receives real-time notifications to their personalized message center.*

Online requests stay active on the website for 30 days total from initiation to approval.

If paper forms are absolutely necessary on demand, please access the website under the Forms link on the home page and click on Participant Distribution Request. You will then decide which form is appropriate for the request, then download the form along with the Tax Notice, then save for one time use.

What else should be considered for withdrawal processing?

- Plans with spousal consent should receive the consent prior to submitting and/or approving the request.
- Missing termination dates may cause a problem for participants when verifying information online.
- Hardship distributions requires additional documentation, to be reviewed by Paragon Alliance Group. We strongly encourage use of our secure portal when sending this information.
- Loans for hardship only reasons should be reviewed by the Paragon Alliance Group. This will require additional documentation.
- Loans for Home Loan with maturity date past the five years will require review by the Paragon Alliance Group and requires additional documentation

What about vesting information?

The Paragon Alliance Group submits vesting **annually** for plans so these calculations will be available on the John Hancock website and displayed on participant statements.

Questions?

As always, please do not hesitate to contact us with any specific questions or concerns about how these features will affect your individual retirement plan.