

SUBJECT: NEW! New York Life Retirement Plan Services is now **John Hancock Retirement Plan Services!**



new name, same service

NEW YORK LIFE RETIREMENT PLAN SERVICES IS NOW JOHN HANCOCK RETIREMENT PLAN SERVICES

Recently, New York Life Retirement Plan Services, the organization that provides recordkeeping and administration services to your retirement plan, merged into John Hancock Retirement Plan Services.

Some changes you will notice right away, others will happen gradually. There is a new website address: **mylife.jhrps.com**, but your PIN and Password and all the features and capabilities remain the same. The Plan's telephone number is still **800.294.3575**, with representatives available during the same hours as before: 8AM-10PM ET. However, when calling, you will be welcomed to John Hancock Retirement Plan Services.

While the name, logo, website address, and some print and electronic communications colors and designs, have changed, your Plan's features, your account, and investment options have not. You continue to have access to all the helpful tools, reliable resources, and award-winning customer service you've come to expect.

The only thing you need to do now is log on to the new website address: **mylife.jhrps.com** and add this to your web browser's favorites, or update your bookmark today! If you do not have an opportunity to do this now, the previous web address remains active for approximately nine months, but you may want to bookmark this new web address for access to your account in the future— so you don't have to worry about where to find the site later.*

If you have any questions about this merger, or any of these changes, please contact us at 800.294.3575. Representatives are available Monday-Friday, 8AM-10PM ET on New York Stock Exchange business days.

* If you forget to do this now, it's ok. The old website address will redirect until the end of the year.

John Hancock Retirement Plan Services LLC is also referred to as "John Hancock".

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John Hancock Retirement Plan Services LLC offers service programs for retirement plans through which a sponsor or administrator of a plan may invest in mutual funds, ETFs, guaranteed products and collective investment trusts on behalf of plan participants. John Hancock Trust Company LLC provides trust and custodial services to such plans. Investment advisory services may be provided by New York Life Investment Management LLC. Plan administrative services may be provided by John Hancock Retirement Plan Services LLC or a plan consultant selected by the Plan. John Hancock Distributors LLC, member FINRA/SIPC.

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S-P26044-GE 04/2015-26044
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