



Important Information for Completing the Plan Consultant (TPA) Designation Request

For use by John Hancock Retirement Plan Services Signature® clients

Use this form to:

- ADD, CHANGE or REMOVE the Plan Consultant (TPA) Firm of Record for your group annuity contract ("Contract") along with recurring monthly fees and/or standing loan fee to be paid to the Firm.

Completed documents must be submitted on the website using the Submit a Document tool. For further assistance, contact your Client Account Representative.

The change(s) requested in this form may impact information previously disclosed to your eligible employees. Any changes to such previously disclosed plan related information will require advance notification to your eligible employees, participants and beneficiaries under ERISA Reg. Section 2550.404a-5 at least 30, but not more than 90, days in advance of the effective date of the change.

- It is your responsibility to provide such disclosures.
- The signed form should only be submitted to John Hancock for processing after the required notification in compliance with the required timelines has been provided.

Important Information about this Form

1. You are responsible for notifying the current TPA Firm of Record regarding the changes requested on this form.
2. If the Firm being added is not yet set up on the John Hancock Signature recordkeeping system, this form will not be processed until the Firm completes and returns the *Plan Consultant (TPA) Firm Administration Request* form to John Hancock.
3. TPA fees cannot be billed directly to the Plan Sponsor.
4. All changes requested on this form will be made on a prospective basis.
5. Removal of the current TPA Firm by completing Section 3 of this form will automatically terminate the Plan's participation in the John Hancock Retirement Services Plan Consultant (TPA) Firm Signing Authority Program. Following the effective date of this termination, the individuals who are on file with John Hancock as the Plan's designated Authorized Signors (or, if no such individual has been designated, the Plan's Trustee), shall be fully responsible for exercising the privileges previously exercised by the TPA Firm pursuant to the Signing Authority Program. Failure by such individuals to perform such responsibilities may, in some cases, result in administrative or operational failure for the Plan.
6. Unless paragraph (7) below is applicable, the Class of Funds for **your Contract will be changed to the Signature Menu Option (Class 0)** (if it is not already in the Signature Menu option) if you request on this form to add, change or remove the recurring monthly asset based fee paid to the Firm of record. As part of the change to the Signature Menu Option, the charges referenced below will no longer be collected via the Cost of the Class of Funds of the investment options offered under your Contract and the following additional terms will apply:
 - John Hancock's charges will instead be collected through the Contract's annualized asset charge, using the payment method currently selected for your Contract (i.e., billed to the Plan Sponsor or deducted from the participants' accounts).
 - To the extent that your Contract is charged for the cost of your financial representative's compensation and/or Trustee's fees these costs will also be collected through the Contract's annualized asset charge, using the method currently selected for your Contract (i.e., billed to the Plan Sponsor or deducted from the participants' accounts).
 - To the extent that your Contract is charged for the cost of Plan Expense Reduction Account and the payment method currently selected for your Contract is to deduct from the participants' accounts, such costs will also be collected through the Contract's annualized asset charge. However,
 - If the payment method currently selected for your Contract is to bill to the Plan Sponsor and your recurring monthly fee change request on this form can be implemented by remaining in the Class of Funds currently selected for your Contract, your Contract will not be converted to the Signature Menu Option and John Hancock will process this form on the effective date set forth in Section 5 of this form.
 - If the payment method currently selected for your Contract is to bill to the Plan Sponsor but your recurring monthly fee change request would require a change to the Class of Funds currently selected for your Contract, then this form will not be processed until additional authorization from the Trustee/Authorized Named Fiduciary is received by John Hancock.

- Any third-party administrator service cost and investment advisory service (including co-fiduciary service) cost will instead be calculated monthly based on participants' invested assets as of the last business day of the month and deducted from participants' invested assets at the end of each month.
 - Any John Hancock credits available to your Contract prior to the change to the Signature Menu option will be applied to offset John Hancock's charges.
 - Except as adjusted by the change requested on this form, the total costs for Plan services applicable to your Contract after the change to the Signature Menu option will remain the same as such total costs prior to the change to the Signatures Menu option.
 - The unit value of each Fund and the number of units participants currently hold in their accounts will be different after the change to the Signature Menu Option. However, the value of each participant's account balance will remain the same, i.e., the change to the Signature Menu Option will not impact any participant's account balance.
7. Contracts issued to **defined benefit pension plans and contracts with the following form numbers: 181CP, 1841ARA(4) or 1841ARA(5)** may not be converted to the Signature Menu Option as described in paragraph 6 above. In the case of such contracts, John Hancock will process this form on the effective date set forth in Section 5 of this form if the recurring monthly fee change request on this form will not result in a change to the Class of Funds currently selected for the Contract and **only** involves adding, changing or removing the Firm of record for your Contract or the recurring monthly fee paid to the Firm of record. For such contracts, all requests other than those described above may not be processed until additional authorization from the Trustee/Authorized Named Fiduciary is received by John Hancock.
8. John Hancock requires that a Plan Consultant (TPA) be designated for each group annuity contract for which it provides recordkeeping services. If you wish to remove your existing Plan Consultant (TPA), but do not have an immediate replacement, complete Section 3 by indicating "No TPA Firm". The Plan Consultant (TPA) will be removed as the TPA Firm of Record and all associated fee payments to the Firm will terminate as of the effective date set forth in Section 5 of this form. As a reminder, compliance responsibilities with respect to the Plan and ensuring the Plan's compliance with all qualification requirements of the Internal Revenue Code and other requirements under applicable laws remain the Plan Fiduciary's responsibility, even without the support of a Plan Consultant (TPA).
9. If you have changed the fee payable to the Firm of Record by completing section 4, you must ensure that your 404a-5 Plan & Investment Notice for your plan is updated with the new fee information. Alternatively, your TPA may update their fees using the 404a-5 Supplemental Information Tool, if you have made the tool available. See the *Understanding Your Administrative Services Guide* for more information.
10. Calculation, Collection, and Reporting of the Firm's Recurring Monthly Fee Payment:
- a. **Asset Based Fee Types:** The amount payable to the Firm each month is determined by converting the annualized rate elected to a monthly rate and applying such monthly rate to each participant's invested assets on the last business day of the month. For purposes of determining Contract assets to which the monthly rate will be applied, loans, assets in Personal Brokerage Accounts, pre-allocation accounts and the cash account are not included.
 - b. **Per Participant Dollar Fee Type:** The per participant fee indicated will be calculated monthly and deducted quarterly from each Participant's invested assets.
 - c. **Asset Based Fee Collected as Part of the Cost of the Class of Funds:** The Asset Based Fee type in letter A of the chart in Section 4 is the only fee type that can be collected as part of the Cost of the Class of Funds of the investment options offered under your Contract. The fees are collected daily by converting the annualized rate elected to a daily rate and applying the applicable daily rate to the total amount of assets invested under the Contract (including any invested amount in the Contract's Pre-Allocation Account, but excluding loans, assets in Personal Brokerage Accounts, and the cash account). The applicable daily rate is determined based on the annualized rate that is in effect on such day. The amount of fees collected by John Hancock may be different than the amount calculated to be payable to the Firm as described above. John Hancock will retain any excess amount collected as additional compensation and will cover any shortfall should the amount collected be less than the amount payable to the Firm.
 - d. **Monthly Reporting:** The Plan Sponsor and the Firm will each receive monthly reporting regarding fees paid to the Firm. Such reporting will indicate whether there were any uncollected fee amounts (i.e., shortfall in the amount paid to the Firm). John Hancock is not responsible for any uncollected fee amounts due to insufficient funds in participants' accounts.
 - e. **Reporting to Participants:** Fees deducted from participants with an invested balance under the Contract will be reflected as part of the "General administrative charges" on participant statements.

See John Hancock Retirement Plan Services' current Administrative Guidelines for Financial Transactions for further information regarding the calculation and collection of the Standing Loan Fee.

Contact John Hancock Retirement Plan Services at 1.800.333.0963 and speak to your John Hancock Client Account Representative to determine if your request for fee changes will require additional authorization or if you have any other questions.



Plan Consultant (TPA) Designation Request

For use by John Hancock Retirement Plan Services Signature® clients

Important Information about this Form

- Before completing this form, read the attached **IMPORTANT INFORMATION** section.
- All changes (including items crossed out or changed using correction fluid) must be initialed in pen.

Completed documents must be submitted on the website using the **Submit a Document** tool. For further assistance, contact your Client Account Representative.

1. General Information

The Trustee of

Contractholder Name

Plan ("the Plan")

Contract Number

2. What Would You Like to Do?

Check all boxes that apply:

Note: You must also complete Section 5 to indicate an Effective Date and Section 6 to authorize and sign.

- ☐ Add/Change a TPA Firm of Record for the Contract – complete Section 3
- ☐ Add/Change/Remove Fee(s) payable to the TPA Firm of Record for the Contract – complete Section 4

3. Firm Details – TPA Firm of Record for this Contract

Complete this section to list the TPA Firm of Record for this Contract going forward. Any Firm currently designated as the TPA Firm of Record for your Contract that is not listed below will be removed. To remove your existing TPA Firm of Record without an immediate replacement, complete this section by indicating 'No TPA Firm.' All fee payments associated with the TPA Firm of Record will also be terminated. See the attached **IMPORTANT INFORMATION** Paragraph 8 for details.

Unless otherwise directed, the new TPA Firm listed below will be granted the same Firm level website access privileges that are currently in place for your current TPA, with the exception of any TPA Firm Signing Authority granted to current TPA. Discuss with your new TPA Firm our John Hancock Retirement Plan Services Plan Consultant (TPA) Firm Signing Authority Program to confirm their participation and for completion of the necessary paperwork.

To locate your current TPA Firm/TPA Firm ID and to review the current access privilege assigned, visit the Plan Sponsor website www.jhnpensions.com (in New York, www.jhnpensions.com) under the Contact Information section.

The TPA Firm address information provided will be used to identify the TPA Firm on our records. If a TPA Firm address change is required, the Firm must submit the *Plan Consultant (TPA) Firm Administration Request* form.

Name of TPA Firm

TPA Firm ID (if applicable)

Address of TPA Firm – Street, City, State, Zip Code

4. Recurring Monthly Fee Payment and Standing Loan Fee Payable to the TPA Firm of Record

Complete this section to add or change recurring monthly TPA fee payments, standing loan payments, or to terminate all TPA fee payments to the TPA Firm of Record listed in Section 3 of this form.

If any fee type below is left blank, the fee(s) that applies to the current TPA Firm will be applied to the TPA Firm of Record listed in Section 3. To remove a selected fee type(s), then a "0" needs to be indicated.

☐ Check here to **terminate ALL** TPA fee payments to the Firm of Record listed in Section 3, including the recurring monthly fee payments and the standing loan payments.

For Contracts issued to defined benefit plans, the only fee type available is A. Asset based fee.

Fees will not be prorated to reflect any change in the Firm of record or any change to the fee payable to the Firm of record that is effective during the month.

Note: Unless the Contract is already in the Signature Menu option or an exception in the Important Information section applies, the Class of Funds for your Contract will be changed to the Signature Menu Option (Class 0) if you make any request to add, change or remove the recurring monthly asset based fee below. See the Important Information section for details.

Fee Type	Fee
A. Recurring Monthly Fee-Asset Based Fee An asset based fee equal to a percentage of Contract assets	Annualized ____ . ____ % of Contract assets
B. Recurring Monthly Fee-per Participant Dollar Fee A monthly fee equal to a dollar amount per month per participant.	\$ ____ . ____ per month per participant
C. Standing Loan Fee A maximum of \$250.00 for each loan issued under the contract. This fee will be deducted after the loan amount is deducted.	\$ ____ . ____ per loan

5. Effective Date

Important Information Regarding Conversion to Signature Menu. Please note the following if your request on this form to change the Firm's monthly recurring fee requires a conversion to the Signature Menu option (see the Important Information section) and you select an Effective Date that is not the first business day of the month. The annualized asset charge (as described in Paragraph 6 of the Important Information section) after the conversion to the Signature Menu will be calculated at the end of the month for the entire month. Due to systems limitations, this is so even though a portion of John Hancock's and other charges may already have been collected via the Cost of the Class of Funds of the investment options offered under your Contract for the days of the month before the conversion to the Signature Menu occurs. The additional amount collected will be retained by John Hancock as additional compensation. To avoid such additional compensation to John Hancock, you may select the first business day of a month as the Effective Date.

Effective date of instructions on this form:

Month	Day	Year
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The instructions provided on this form will be implemented prospectively on the Effective Date, provided that John Hancock has a reasonable period of time after receiving this form in good order to implement these instructions. If an Effective Date is not provided, or if the Effective Date stated does not provide John Hancock with a reasonable period of time to implement these instructions, then John Hancock will implement these instructions as soon as administratively practicable after receiving this form in good order. Exceptions may apply as described in the **IMPORTANT INFORMATION** section or as otherwise noted on this form.

6. Authorization and Signature

I, the undersigned, hereby direct and authorize John Hancock to implement the instructions specified in this form and agree that John Hancock is entitled to rely on the certifications, directions, acknowledgements, authorizations and agreements contained in this form. I have reviewed, understand and agree with the information, terms and conditions provided on this form, including the Important Information. I agree that the instructions on this form will remain in effect unless and until written instruction to change or to terminate such instructions is received in good order by John Hancock.

I hereby authorize the above designated Firm to be given website access to all Contract and participant level information with respect to the Plan and I further agree that John Hancock will not be responsible to the Plan, the trustee(s), the Plan sponsor, participants or beneficiaries for any expense or loss, including investment loss, resulting from the use of the website access by such Firm or any of its employees or affiliates, whether authorized or unauthorized.

I hereby represent that these fees are authorized under the terms of the Plan and that, in my fiduciary capacity, I have determined that these fees are reasonable expenses.

If the request on this form results in changes to the Contract, I acknowledge that I will receive a Contract amendment reflecting such change(s) and I hereby agree that the Contract is amended accordingly.

I acknowledge that it is my responsibility, and not John Hancock's, to ensure that all disclosures that may be required (including, but not limited to, disclosures required under Department of Labor Regulation Section 2550.404a-5) in connection with the changes requested on this form, are provided to my eligible employees, participants and beneficiaries within the required timelines.

I, the undersigned, on behalf of the Plan sponsor, the Plan and its related trust, agrees to hold harmless and indemnify John Hancock, its employees, agents or affiliates for any losses resulting from John Hancock acting on the instructions provided herein or from making payments in accordance with the instructions on record with John Hancock if the Trustee or Authorized Named Fiduciary fails to provide timely notification to John Hancock to change or terminate such payments.

Signature of Trustee or Authorized Named Fiduciary

Name - please print

Date