

A REFERENCE GUIDE TO

John Hancock's Tickets and ExpressTrack

Introducing John Hancock Tickets

John Hancock now offers two ticket options that allow you to quickly and easily initiate a life insurance application. **The tickets can be used for all ages and face amounts.**¹

JH Life eTicket

completed via a simple electronic form.

- Available for single-life term products (i.e., John Hancock Term and John Hancock Term with Vitality)
- All required forms are incorporated in eTicket and no upfront signatures required
- Accessible via custom link on firm website, or from John Hancock’s producer website

JH Life Paper Ticket

a brief two-page form that’s completed in the same way as our traditional application.

- Available for all single-life, fully underwritten, term and permanent life insurance products
- Any applicable replacement forms as well as the Agent Report must be submitted with the JH Life Paper Ticket
- Available on John Hancock’s producer website, and through the forms vendors we support

PLEASE NOTE: The new ticket processes are not available for SmartProtect Term with Vitality, Simplified Life, Simplified Life with Vitality or survivorship policies.

John Hancock ExpressTrack™

When applications are initiated via the new ticket process, eligible clients will be considered for quicker underwriting decisions with ExpressTrack:

- No in-person medical screenings, lab work, or pre-issue medical requirements²
- Underwriting decision (Standard to Super Preferred) in as little as three days³ from the time John Hancock receives the completed tele-application

EXPRESSTRACK ELIGIBILITY PARAMETERS

- Applications initiated via a John Hancock proprietary Ticket or Applicant’s Express Complete Multi-Carrier Ticket⁴
- Ages 18-60
- Face amounts up to and including \$1 million
- Single-life term and permanent products (including the Long-Term Care rider)
- Generally considered Standard or better risk class
- U.S. permanent residents

Please see page 2 for examples of conditions and scenarios that would require traditional underwriting.

EXAMPLES THAT WILL PROMPT TRADITIONAL UNDERWRITING

MEDICAL IMPAIRMENTS⁵

- Diabetes/gestational diabetes
- Cancer history (other than basal and squamous cell skin cancers)
- Stroke/TIA
- Lupus/autoimmune disorders
- COPD/emphysema
- CAD
- Moderate/severe ulcerative colitis
- Fatty liver
- Hepatitis
- Heart murmurs, valvular disease
- Rheumatoid arthritis

NON-MEDICAL IMPAIRMENTS⁵

- Aviation & hazardous sports (resort diving is eligible)
- Professional athletes & entertainers
- Hazardous occupations
- History of DUI or bankruptcy
- Criminal histories
- Premium financing
- Increasing riders
- Prior submissions, including trial or formal applications, received in the past 12 months
- Previously rated or declined
- Histories of substance abuse
- Complex ownerships such as charities or "to-be-established" Trusts

How it works

Track the submission's progress via your usual pending case status tools.

PRODUCER SUBMITS TICKET

- JH Life eTicket, JH Life Paper Ticket, or Applicant's Express Complete Multi-Carrier Ticket
- Prior to the client being contacted to complete his/her tele-interview, provide the client with our *Preparing For Your Telephone Interview* flyer



TELEPHONE INTERVIEW WITH CLIENT

- Conducted by a John Hancock representative who completes the application and orders paramedical exam if needed
- Client signs application (eSignature is encouraged for quicker processing)



CASE PROCEEDS TO UNDERWRITING

Underwriting review — will be considered for ExpressTrack or go through traditional underwriting



POLICY ISSUED AND DELIVERED



Frequently Asked Questions

Submitting a John Hancock Ticket

1. How does the ticket process work?

STEP 1: PRODUCER SUBMITS TICKET

- Upon receipt of the ticket, John Hancock will set up the submission in our New Business system so progress can be tracked via usual case status tools.

STEP 2: TELEPHONE INTERVIEW CONDUCTED

- A John Hancock representative will contact the proposed insured within 24 hours to collect the remaining application and medical information (or to schedule another more convenient time).
- At the conclusion of the interview, the client will be given the option of receiving the completed application electronically to review and eSign, or receiving a hard copy to wet sign. **Collecting an eSignature is encouraged for quicker processing. For wet-signed cases, signed authorizations must be submitted with the ticket to qualify for ExpressTrack.**
- For proposed insureds who do not meet ExpressTrack eligibility parameters, i.e., ages 61+ or applying for greater than \$1 million, a paramedical appointment to collect blood, urine and vitals will be scheduled.

STEP 3: CASE PROCEEDS TO UNDERWRITING

- Once the tele-application is reviewed by John Hancock, the case will proceed to the ExpressTrack process or traditional underwriting:
 - **ExpressTrack:** Proposed insureds ages 18-60 and applying for up to and including \$1 million, will be considered for an ExpressTrack decision (no labs required in as little as three days. For those clients who do not qualify for ExpressTrack, John Hancock will schedule the paramedical appointment and communicate any additional requirements that may be needed via our New Business case status systems.
- OR
- **Traditional underwriting:** Proposed insureds ages 61+ or applying for greater than \$1 million will continue to traditional underwriting, i.e., John Hancock underwriters will review the application and medical questionnaires provided during the tele-interview and post any additional requirements (such as an APS) that may be needed to generate an underwriting decision.

PLEASE NOTE: John Hancock will order the paramedical exam on all JH Life eTicket and JH Life Paper Ticket submissions, if required.

STEP 4: PRODUCER SIGNATURE

- **JH Life eTicket** – the producer will sign all documents upon policy delivery.
- **JH Life Paper Ticket** – any applicable replacement forms along with the Agent Report must be signed and submitted with the ticket. The completed application will be signed on delivery.

2. Where can producers access John Hancock Ticket(s)?

JH Life eTicket – we offer a custom URL that allows firms to embed JH Life eTicket on their website at no cost, or it can be accessed via John Hancock’s producer website. Please note that producers will need to be set up with a JH Life eTicket user ID and password in order to access the tool. For more information, contact your John Hancock salesperson or National Sales Support at 888-266-7498, option 2.

JH Life Paper Ticket – available via John Hancock’s producer website, or supported forms vendors.

3. What are the advantages of using John Hancock’s ticket process?

The ticket process is easier and more convenient for both producers and clients:

PRODUCER ADVANTAGES

- **Quick and easy in-good-order submission**
 - Offers the opportunity for faster decisions via ExpressTrack for some clients
 - Leaves more time for selling!

CLIENT ADVANTAGES

- **No-hassle telephone interview**
 - Telephone interview with experienced John Hancock representative scheduled at the clients’ convenience
 - Paramedical appointment (if required) is quick, with only the collection of blood, urine, and vitals required
- **Potential for easier and faster underwriting:**
 - Healthier clients who meet basic eligibility parameters (see page 2) may qualify for ExpressTrack

4. Is a Temporary Insurance Agreement (TIA) available with these ticket processes?

A Temporary Insurance Agreement is available with JH Life Paper Ticket submissions, and will soon be available for JH Life eTicket.

5. Are replacements allowed with these ticket processes?

Yes, replacements are allowed:

If using JH Life eTicket, the applicable replacement questions will be asked on screen.

For JH Life Paper Ticket submissions, replacement forms are included in the ticket package. These forms must be completed and signed by the owner and the agent and submitted with the ticket.

6. What products can be applied for via the ticket process?

The products that can be applied for depend on the ticket process used:

JH Life eTicket – single-life term products (i.e., John Hancock Term and John Hancock Term with Vitality).

JH Life Paper Ticket – all single-life, fully underwritten, term and permanent life insurance products.

PLEASE NOTE: The new ticket processes are not available for SmartProtect Term with Vitality, Simplified Life, Simplified Life with Vitality or survivorship policies. Producers/firms should continue to use the current submission methods for these products.

7. Are there any age or face amount limitations on ticket submissions?

JH Life eTicket and JH Life Paper Ticket are available for all face amounts and all ages (except juveniles), based on regular product rules.

8. Is the new ticket process available in all states?

The ticket process is available in all states except New York, which is currently pending state approval.

9. What do producers need to include with the ticket submissions before the telephone interview can move forward?

JH Life eTicket – all required fields, which are outlined in red for easy reference, must be completed.

JH Life Paper Ticket – the completed and signed Ticket package, including any applicable replacement and authorization forms and the Agent Report, are needed before John Hancock can set up the telephone interview.

10. When applying for a term product via a John Hancock Ticket, when is a Term Quote required?

If using JH Life eTicket, the Term Policy Quote will be automatically generated once all required fields have been completed.

If using JH Life Paper Ticket, a Term Policy Quote is required in the following scenarios:

- When applying for John Hancock Term with Vitality. Please note that in NAIC states, a signed illustration or signed illustration certificate is required
 - When your case is solicited in Pennsylvania (signed quote on or before date of ticket)
 - When your case is solicited in Maine (signed quote on or before date of ticket)
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11. Who orders the paramedical exam and any other requirements associated with ticket submissions?

ALL PARAMEDICAL VISITS (i.e., blood, urine and vitals) are scheduled by John Hancock as follows:

- **For ages 18-60 and face amounts up to and including \$1 million** – will be ordered, as needed, once the completed application has been reviewed by John Hancock underwriters
- **For 61+ and/or face amounts greater than \$1 million** – at the conclusion of the telephone interview

OTHER APPLICABLE UNDERWRITING REQUIREMENTS:

- John Hancock will post any additional requirements necessary to generate a decision via the usual case status notifications. The firm will order any attending physician statements (APs) required per the usual practice.
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12. Can producers/firms continue to use current submission methods now that the ticket process has been introduced?

Yes, John Hancock will continue to accept submissions through firm-proprietary drop ticket platforms, as well as via our full paper application and JH eApp/iPipeline's iGO.

PLEASE NOTE: Only applications submitted via JH Life eTicket, JH Life Paper Ticket, or AppliInt's Express Complete Multi-Carrier Ticket will be considered for ExpressTrack.

What happens after the Ticket is submitted?

13. How can producers prepare their clients for the process?

Refer to our client flyer, *Preparing For Your Telephone Interview*. It provides important information to help applicants prepare for the telephone interview, and also outlines what they can expect after the interview.

14. How soon after the ticket is submitted will my client be contacted for the tele-interview?

A John Hancock representative who specializes in carrying out these types of interviews will contact the proposed insured within 24 hours to collect the remaining application information (or to schedule another more convenient time).

15. How can firms/producers track Ticket submissions?

Ticket status can be tracked using your usual pending case status tools. Available details include when the ticket was received at John Hancock and whether the proposed insured's tele-interview has happened.

16. Do all ticket submissions proceed to traditional underwriting?	No , only submissions falling outside the ExpressTrack parameters will automatically proceed to traditional underwriting. ExpressTrack is available on cases initiated via a John Hancock ticket, and gives eligible clients the opportunity for a faster and more convenient underwriting experience, with no need for fluids or other pre-issue medical requirements, and with the underwriting decision offered in as little as three days once the telephone interview is completed. For submissions meeting the basic ExpressTrack parameters, John Hancock will review the completed tele-application and determine whether the case will proceed on the ExpressTrack or the traditional underwriting route.
17. What is the likelihood an applicant will receive an ExpressTrack offer?	The likelihood of an applicant receiving an ExpressTrack offer is dependent on the risk profile of the insured. In addition to the basic age and face amount ExpressTrack parameters, applicants most likely to receive an ExpressTrack offer have favorable risk profiles (e.g., insureds who do not have serious medical impairments/histories or participate in hazardous sports or occupations, or have complex financials, criminal histories, etc.).
18. How will firms/producers know if a client has qualified for ExpressTrack?	Within 3-5 days from receipt of the interview information, and assuming all required application questions have been answered, John Hancock underwriters will assess the information and either post an underwriting decision so the case can proceed to issue, or they will order a paramedical visit to collect labs and any required medical records to complete the underwriting process. Firms will be able to track the status of the case on their usual case tracking tools and feeds, which will indicate if additional underwriting requirements are needed to complete the risk assessment process.
19. Will smoker applicants be considered for ExpressTrack?	Yes , smokers who meet the published eligibility parameters will be considered for ExpressTrack.
20. Are any APS or other medical requirements ever ordered pre-issue for clients who qualify for ExpressTrack?	No , however, we will be requesting post-issue attending physician statements (APS) on ExpressTrack cases for quality assurance review purposes.

For more information, contact your John Hancock salesperson or National Sales Support at 888-266-7498, option 2.

1. The Ticket process is available for all ages and face amounts based on regular product rules, and is not available for juveniles.
2. John Hancock will be requesting post-issue attending physician statements (APS) on ExpressTrack cases for quality assurance review purposes.
3. Elapsed time to generate underwriting decision from the time underwriting receives the interview results.
4. Submissions via firm-proprietary tickets may not be eligible for ExpressTrack.
5. The considerations listed above are illustrative only and not exhaustive, and John Hancock reserves the right to require additional underwriting requirements in connection with any application for insurance.

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The Long-Term Care (LTC) rider is an accelerated death benefit rider and may not be considered long-term care insurance in some states. There are additional costs associated with this rider. The Maximum Monthly Benefit Amount is \$50,000. When the death benefit is accelerated for long-term care expenses it is reduced dollar for dollar, and the cash value is reduced proportionately. This rider has exclusions and limitations, reductions of benefits, and terms under which it may be continued in force or discontinued. Consult the state specific Outline of Coverage for additional details. Please go to your John Hancock producer website to verify state availability.

Insurance policies and/or associated riders and features may not be available in all states. Some riders may have additional fees and expenses associated with them.

Insurance products are issued by John Hancock Life Insurance Company (U.S.A.), Boston, MA 02210 (not licensed in New York) and John Hancock Life Insurance Company of New York, Valhalla, NY 10595.

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