

John Hancock Simple Pay FAQs

Introduction

This list of frequently asked questions is intended to assist Plan Administrators when they have questions while using the John Hancock Simple Pay website.

Q: How do I request John Hancock Simple Pay access?

A: John Hancock must first receive a SIMPLE IRA Employer Adoption Agreement Form completed and signed by the Plan Administrator along with the John Hancock Simple Pay Access Form. Both can be found in the [SIMPLE IRA Employer Application packet](#) on our website at jhinvestments.com. If you already have a SIMPLE IRA plan with John Hancock, you need only complete the [John Hancock Simple Pay Access Form](#), which can be completed electronically through DocuSign or printed and mailed.

Q: Can I be a Plan Administrator on more than one plan?

A: Yes. As long as John Hancock Investment Management receives the John Hancock Simple Pay Access Form for each plan, the Plan Administrator will be able to access either plan through the plan selection page.

Q: Can the Plan have more than one Plan Administrator?

A: Yes. In order for the Plan to have more than one Plan Administrator's ID associated with the John Hancock Simple Pay website, we must receive separate forms for each new Plan Administrator who will then be provided with their own unique Operator (user) ID and password.

Q: What happens if the Plan Administrator leaves the company; do we use the same Operator ID and password?

A: No, John Hancock Investment Management will disable the ID and wait for a new John Hancock Simple Pay Access Form to be received before issuing a new Operator ID and password to the incoming Plan Administrator.

Q: How do I reset my password?

A: There is a reset button on the John Hancock Simple Pay website. If you have forgotten your password, it is recommended you use the reset password button rather than guessing and risk getting disabled. If you have any questions, please call **1-800-231-0376** and an associate will help you through the process.

Q: Can I add a participant to a payroll roster?

A: Only existing participants/employees in the Plan can be added to rosters. If a new employee needs to be added, John Hancock Investment Management must first receive a new [SIMPLE IRA Adoption Agreement](#) completed and signed by the employee.

Q: What should I do if I receive the following error message: "Please have the participant reach out to John Hancock at 1-800-231-0376"?

A: The Plan Administrator should let the participant/employee/shareholder know they need to call John Hancock Investment Management's customer service at the number provided: **1-800-231-0376**.

Q: As a Plan Administrator, how do I correct an error with a participant/employee's contribution?

A: Contact John Hancock Investment Management at **1-800-231-0376** and speak with an associate who will assist you. You may also write to us at:

Mailing address:
John Hancock Signature Services Inc.
P.O. Box 219909
Kansas City, MO 64121-9909

Overnight address:
John Hancock Signature Services Inc.
430 W 7th Street, Suite 219909
Kansas City, MO 64105-1407

Q: How do I update information on the Plan detail screen (i.e., bank information or plan address)?

A: Any information regarding the Plan needs to be received in writing and signed by the Plan Administrator. If the Plan needs to update bank information, please use the [John Hancock Simple Pay Access Form](#), which can be completed electronically through DocuSign or printed and mailed to us.

Q: If I submit a payroll roster prior to the 4 P.M. EST cutoff time and need to make a change, how do I request that change to cancel that submission?

A: Call John Hancock Investment Management at **1-800-231-0376** prior to 4 P.M. EST to reject the roster so you may start a new roster for submission.

Q: How many rosters are allowed to be left in "Work in Progress" status at one time?

A: John Hancock currently allows no more than five Work in Progress rosters to be available at any given time.

Q: How long will I be able to view my submitted rosters in John Hancock Simple Pay?

A: Both submitted and Work in Progress rosters will remain available for viewing for 100 days.

Q: Is the Plan allowed to have more than one bank on file?

A: No, due to system limitations we can only allow one bank to be on file per plan at a time.

Q: My Operator (user) ID and password no longer work for the John Hancock Simple Pay site and I am not receiving an error message. Why isn't it working?

A: If you have not logged in to the John Hancock Simple Pay website in the past 30 days, your Operator ID has been disabled due to inactivity for security reasons. Please contact John Hancock Investment Management at **1-800-231-0376** to have your password reset.

Q: What should I do if I can't remember the answers to my security questions?

A: Please contact John Hancock Investment Management at **1-800-231-0376** for assistance.

Q: I am changing my password and it is not accepting what I am inputting. What are the password requirements?

A: The password requirements for John Hancock Simple Pay are:

- Must be 8 characters in length
- Must contain at least 1 letter
- Must contain at least 1 number
- Must contain at least 1 special character, and
- It is not recommended that you use any of your previous 6 passwords