

John Hancock Life Insurance Settlement

Frequently Asked Questions & Answers

Q. How many policyholders were impacted?

A. Calculating precisely how many policyholders and beneficiaries impacted and the total monetary impact would prove extremely difficult. Regardless, it is safe to say that millions of dollars and thousands of beneficiaries are impacted.

Q. What has John Hancock agreed to do?

A. They have agreed to work with auditors and to return monies to beneficiaries, which includes interest payments owed since the date of death. The Agreement provides procedures for payment for three different types of insurance products:

- Benefits Due upon an Event of Death under Life Insurance Policies, Annuity Contracts, and Retained Asset Accounts.
- Benefits Due Under Life Insurance Policies and Annuity Contracts upon Reaching Maturity Age and Maturity Date.
- Unclaimed Proceeds in Dormant Retained Asset Accounts.

If a beneficiary cannot be identified, John Hancock will report the money—including any statutory interest—to the State of Florida Bureau of Unclaimed Property. The Bureau will continue to work to locate the beneficiary of the property.

Q. Are there any other companies involved?

A. Metropolitan Life Insurance Company (Met Life) and Nationwide Life Insurance Company have been subpoenaed to appear at a public hearing called by the Florida Office of Insurance Regulation on May 19th in Tallahassee, Florida.

Q. Where do I call if I think I have been a victim?

A. Please call the Florida Department of Financial Services, Division of Consumer Services Insurance Helpline at **1-877-MY-FL-CFO (693-5236)** or **(850) 413-3089**.