



Group Annuities customer call menu map

Here's what to expect when you call John Hancock Group Annuities
1-800-624-5155

1

Payee or owner

Press 1

Social Security number

Enter or speak

Date of birth

Enter or speak (if entered, must be in MMDDYYYY format)

Say the reason for your call

Examples include payment inquiries, claims, or other short phrases

Select one of the following:

- Press 1 to be directed to our **live chat** feature or
- Press 2 to speak to a **representative**

2

Someone else

Press 2

Say the reason for your call

Examples include payment inquiries, claims, or other short phrases

Select one of the following:

- Press 1 to be directed to our **live chat** feature or
- Press 2 to speak to a **representative**