



Manulife John Hancock Brokerage Services LLC

Form CRS: Customer Relationship Summary

Effective date: August 1, 2024

Introduction

Manulife John Hancock Brokerage Services LLC ("Firm," "MJHBS," "We," "Our") (CRD #150842; SEC #8-68303) is registered with the U.S. Securities and Exchange Commission ("[SEC](#)") as a broker-dealer and is a member of the Financial Industry Regulatory Authority ("[FINRA](#)"), Municipal Securities Rulemaking Board ("[MSRB](#)"), and the Securities Investor Protection Corporation ("[SIPC](#)"). Brokerage and Investment Advisory services and fees differ and it is important for you to understand the differences. Free and simple tools are available to research firms and financial professionals at Investor.gov/CRS, which also provides educational materials about broker-dealers, investment advisers, and investing.

What investment services and advice can you provide me?

We offer brokerage services to retail investors leaving employer-sponsored retirement plans that are administered by John Hancock, and provide educational information about your rollover account options (stay in plan, direct-rollover, or indirect-direct rollover), assistance with completing a John Hancock Individual Retirement Account (JHIRA) application, if you choose to open a JHIRA, and for investors having a certain account value, a one-time point-in-time personalized account and investment recommendation at rollover.

We limit our investment offerings to John Hancock proprietary mutual funds offered by our affiliate. Recommendations will be based on a point-in-time snapshot of your investor profile, investment objectives, financial situation, and other account information that you provide at the time of the recommendation. The Firm does not provide recommendations for how to invest assets not held at the Firm.

MJHBS does not provide ongoing monitoring of your account, investments, or financial situation and will not be able to tell you if an investment should be sold from your portfolio, if your portfolio should be rebalanced, or if an investment continues to be in your best interest or is no longer suitable or appropriate for you. You are solely responsible for monitoring your investments once you have purchased them. Any changes that you choose to make, even within a recommended portfolio, will be entirely self-directed. You always make the ultimate decision regarding whether to rollover and buy, hold, and sell securities.

MJHBS is an introducing broker-dealer. You will not be asked to open an account directly with the Firm whereby we take custody of your funds and/or securities. Accounts are introduced and opened with our affiliate Transfer Agent John Hancock Signature Services Inc. (JHSS). JHSS services your account by processing account updates, buy-and-sell requests, and preparing and distributing your account statements and trade confirmations. Your cash and securities will be custodied with John Hancock Life & Health Insurance Company.

The Firm does not provide legal or tax advice. We do not have account minimums. However, certain mutual funds may have investment minimums. MJHBS has several affiliates through common ownership and control. Some of our financial professionals are dually licensed with the Firm and with an affiliate, including John Hancock Personal Financial Services, LLC ("JHPFS"), a registered investment advisor. Please see [JHPFS Form CRS](#) for more information. For a complete list of the Firm's affiliates, please see our [Investor Disclosure Brochure](#).

Conversation starters. Ask your financial professional:

- *Given my financial situation, should I choose a brokerage service? Why or why not?*
- *How will you choose investments to recommend to me?*
- *What is your relevant experience, including your licenses, education, and other qualifications? What do these qualifications mean?*

What fees will I pay?

The fees you will pay, such as custodian fees, account maintenance fees, fees related to mutual funds, and other

transactional fees, depend on the products you invest in. We do not charge you commissions or sales loads (which is a fee charged on your investment at the time you buy a mutual fund share) or transaction fees for either the purchase or sale of John Hancock's proprietary mutual funds. Mutual funds, including the John Hancock proprietary funds that are held in your account, have built-in fees known as "expense ratios." These are the costs for the fund company to run a fund and will vary by fund, so your total fees will vary by the investments you choose. Fees and expenses related to John Hancock mutual funds, are available in each fund's Prospectus. We do not charge a fee for the one-time point-in-time personalized account and investment recommendation or education at rollover. You will pay JHSS an annual account fee, and administrative fees for certain methods of delivery for distributions such wire, overnight, and Saturday delivery fees. For more information on our fees, please see our [Investor Disclosure Brochure](#). *You will pay fees and costs whether you make or lose money on your investments. Fees and costs will reduce any amount of money you make on your investments over time. Please make sure you understand what fees and costs you are paying.*

Conversation starters. Ask your financial professional: *Help me understand how these fees and costs might affect my investments. If I give you \$10,000 to invest, how much will go to fees and costs, and how much will be invested for me?*

What are your legal obligations to me when providing recommendations? How else does your firm make money and what conflict of interests do you have?

When we provide you with a recommendation, we have to act in your interest and not put our interest ahead of yours. At the same time, the way we make money creates some conflicts with your interests. You should understand and ask us about these conflicts because they can affect the recommendations we provide you.

Here are some examples to help you understand what this means:

- **Proprietary products:** MJHBS will be compensated via distribution fees on accounts opened with John Hancock proprietary mutual funds. Therefore, the Firm has an incentive to encourage you to invest in such products.
- **Affiliate benefits:** Our affiliates receive compensation and/or economic benefits in connection with certain services provided and certain securities that we recommend or make available to you. We also receive compensation from our affiliates as mentioned above. This incentivizes us to recommend John Hancock products over others.

Conversation starters. Ask your financial professional: *How might your conflicts of interest affect me, and how will you address them?*

How do your financial professionals make money?

Our financial professionals are salaried and are eligible for bonuses. They do not earn non-cash compensation except that some financial professionals can receive stock in MFC as compensation. Bonuses can be based on factors such as the number of individuals assisted, the quality of service provided, assets retained, and broader organizational goals. Our financial professionals are not compensated for, or on the basis of, any recommendation or sales of specific mutual funds.

Do you or your financial professionals have legal or disciplinary history?

Yes. For a free and simple tool to research the Firm and its financial professionals, visit [Investor.gov/CRS](https://www.investor.gov/crs).

Conversation starters. Ask your financial professional: *As a financial professional, do you have any disciplinary history? For what type of conduct?*

Additional information

You can find more information about our Firm, officers, and our financial professionals, as well as a copy of Form CRS through FINRA's BrokerCheck system at [BrokerCheck.finra.org](https://www.brokercheck.finra.org), which is a free research tool. To request a copy of this client relationship summary or up-to-date information about MJHBS, please contact us at 800-200-3334, Monday through Friday, from 9:00 A.M. to 5:00 P.M., Eastern time.

Conversation starters. Ask your financial professional:

- *Who is my primary contact person?*
- *Is he or she a representative of an investment adviser or a broker-dealer?*
- *Who can I talk to if I have concerns about how this person is treating me?*