

**John Hancock Personal Financial Services, LLC.**  
**Form CRS Client Relationship Summary**  
**September 25, 2024**

John Hancock Personal Financial Services, LLC (“JHPFS”) is registered with the Securities and Exchange Commission (“SEC”) as an investment adviser. Brokerage and investment advisory services and fees differ and it is important for you to understand these differences. Free and simple tools are available to research firms and financial professionals at [Investor.gov/CRS](https://www.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 investment advisory services to retail investors, including discretionary wrap fee accounts, portfolios managed by your financial professional, and financial planning services. When you invest in a discretionary account, we make the investment decisions in your account without consulting you on each investment. Some programs offer digital advice, which means that our services are provided through the use of a website and we utilize algorithms to generate advice and assist with account management. The advice and recommendations we provide are based on your objectives and your financial situation. We monitor client accounts on a periodic basis in accordance with the terms of our agreement with you. Each program has certain requirements to open an account, including investment minimums, and the use of a particular custodian.

***For additional information about our services***, please see our [Form ADV, Part 2A](#) brochures for each of our programs.

- *Given my financial situation, should I choose an investment advisory 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 depend on which advisory service we provide you. We charge an asset-based fee for portfolio management services, which is calculated as a percentage of your total account assets, payable on either a quarterly or monthly basis. In the case of asset-based fees, the more assets there are in your account, the more you will pay in fees, and JHPFS therefore has an incentive to encourage you to increase the assets in your account. Certain programs include an additional monthly flat fee. For financial planning services, we charge an hourly or flat fee. For accounts in a wrap fee program, the fee generally covers brokerage and custodial fees as well as certain other (but not all) expenses. For programs that invest in mutual funds, exchange-traded funds and private funds, you will be responsible for management and administrative fees charged by the funds, which are explained in the fund’s prospectus or other offering documents.

***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 the fees and costs you are paying.***

***For additional information about our fees***, please see our [Form ADV, Part 2A](#) brochures for each of the programs.

- *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 acting as my investment adviser? How else does your firm make money and what conflicts of interest do you have?***

***When we act as your investment adviser***, we have to act in your best interest and not put our interests 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:** We sometimes invest client assets in investment products, including funds, sold by and/or managed by our affiliates. For example, your account could include investments in funds sold by John Hancock Investment Management Distributors LLC (“JHIMD”) and managed by John Hancock Investment Management, LLC (“JHIM”), both JHPFS affiliates. We or our affiliates receive additional compensation from these funds (e.g., management and administrative fees), and therefore we have a financial incentive to use or recommend these funds over other investment products for which we do not receive such fees.

**JHPFS Affiliates:** For some investment programs, we utilize affiliated asset managers to provide investment advice to client accounts. For example, we sometimes utilize an affiliate, Manulife Investment Management (“MIM”), to create and maintain model portfolios (including investment selection and allocation). This presents a conflict of interest as JHPFS has an incentive to hire MIM over using an unaffiliated manager to perform these services because MIM and its parent company, Manulife Financial Corporation will be compensated for services.

***For additional information about conflicts of interest***, please see our [Form ADV, Part 2A](#) brochures for each of our programs.

- *How might your conflicts of interest affect me, and how will you address them?*

## ***How do your financial professionals make money?***

Some of our financial professionals are salaried and are eligible for bonuses based on factors such as the number of individuals assisted, the quality of service provided, broader organizational goals. Financial professionals offering the Manulife Wealth Program receive compensation in the form of part of the wrap fee. Some financial professionals also receive non-cash compensation in the form of stock of the parent company of JHPFS, Manulife Financial Corporation.

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

Yes. Visit [Investor.gov/CRS](http://Investor.gov/CRS) for a free and simple search tool to research us and our financial professionals.

- *As a financial professional, do you have any disciplinary history? For what type of conduct?*

***For additional information about our services***, please visit our program websites, where available, call our toll-free numbers, or review our Form ADV filings available at <https://adviserinfo.sec.gov/firm/summary/174433>. To request a copy of this client relationship summary or up-to-date information about JHPFS, please contact us at one of the numbers listed below.

JHPRA (855) 969-5737	JHMIRA (888) 232-3695	<a href="#">MyPortfolio</a> (844) 328-2122
<a href="#">JH Advice Financial Planning</a> (888) 999-4307	<a href="#">JH Emergency Savings</a> (888) 999-4307	Manulife JH Private Wealth (888) 785-6958

- *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?*