

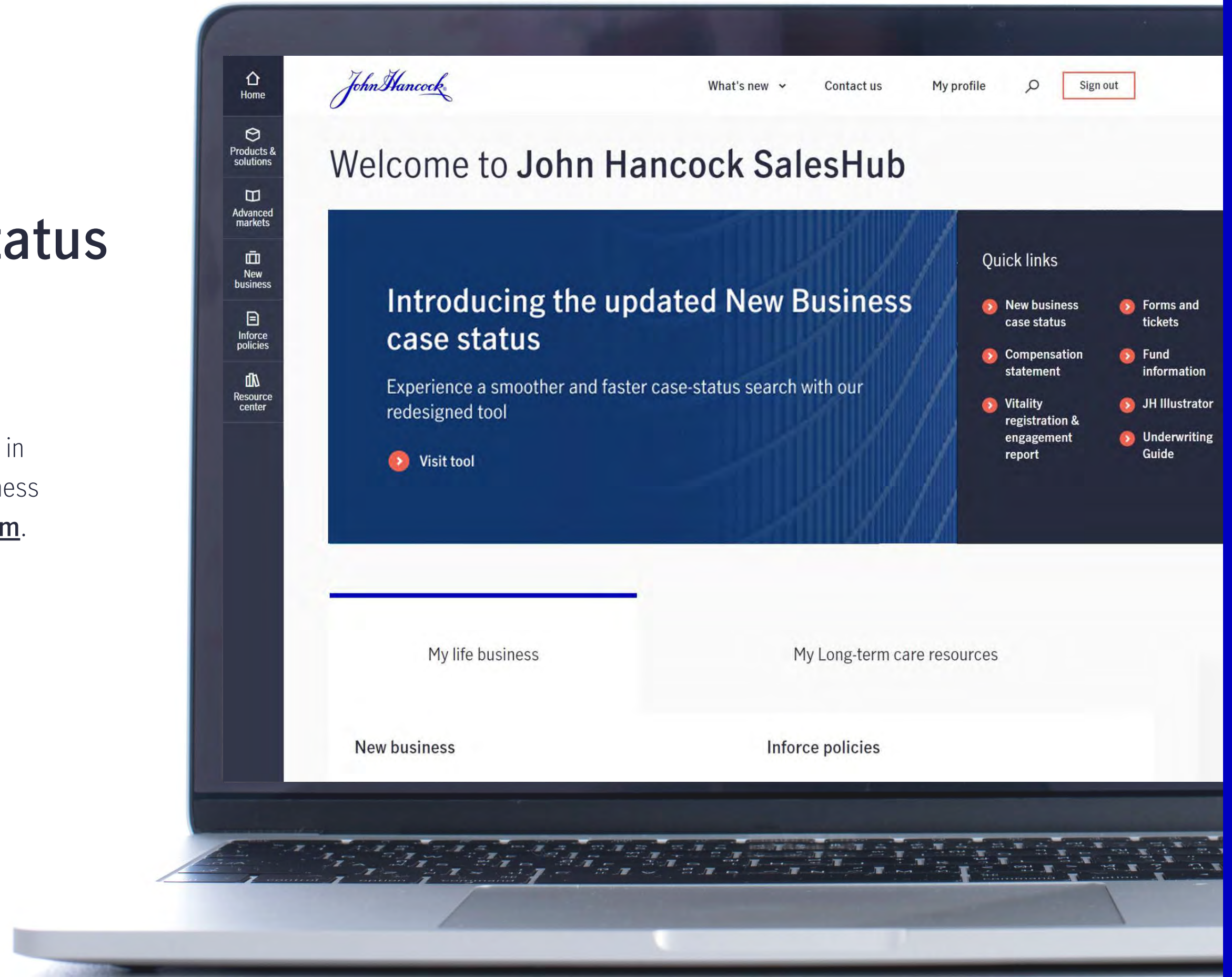


How to view pending case status on JHSalesHub

Reference guide

Stay abreast of your cases' progress in realtime by accessing the New Business case status tool on [JHSalesHub.com](https://www.jhsaleshub.com).

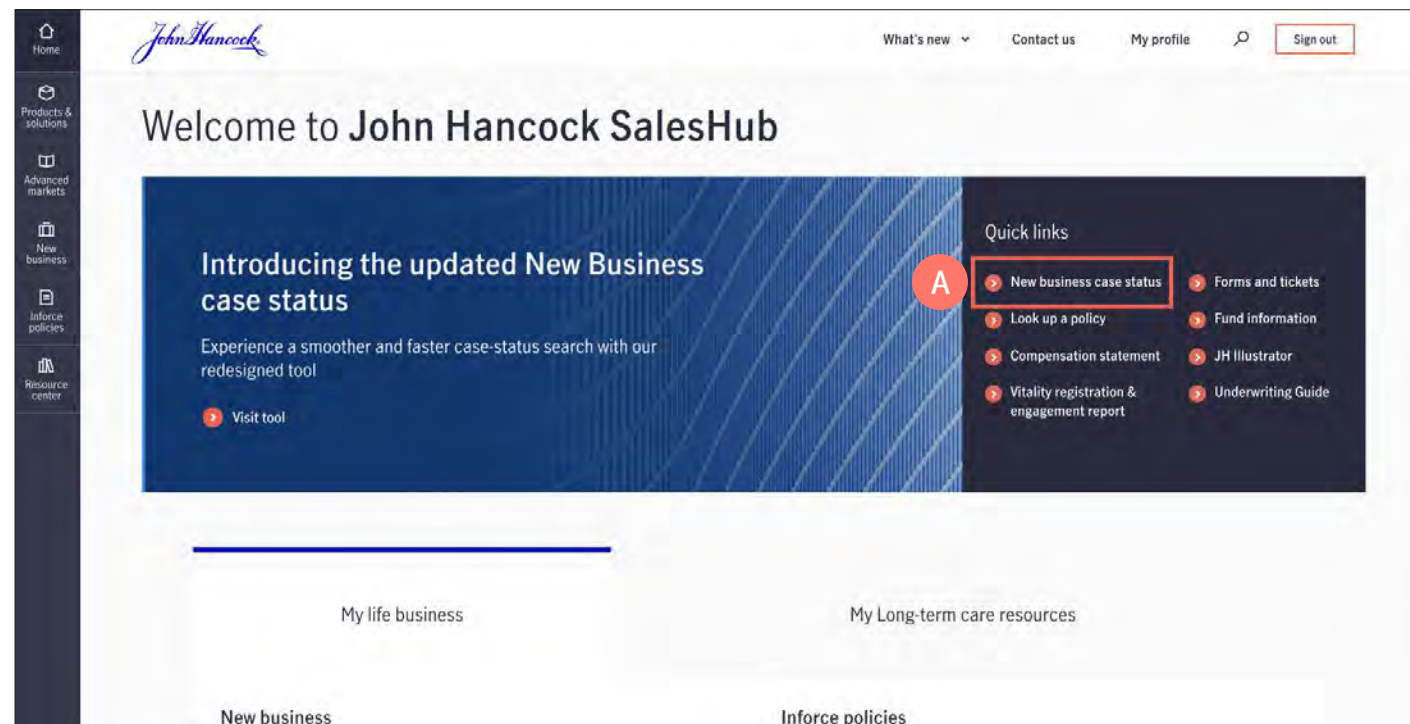
Use this guide to find out how.



Step 1: Getting started

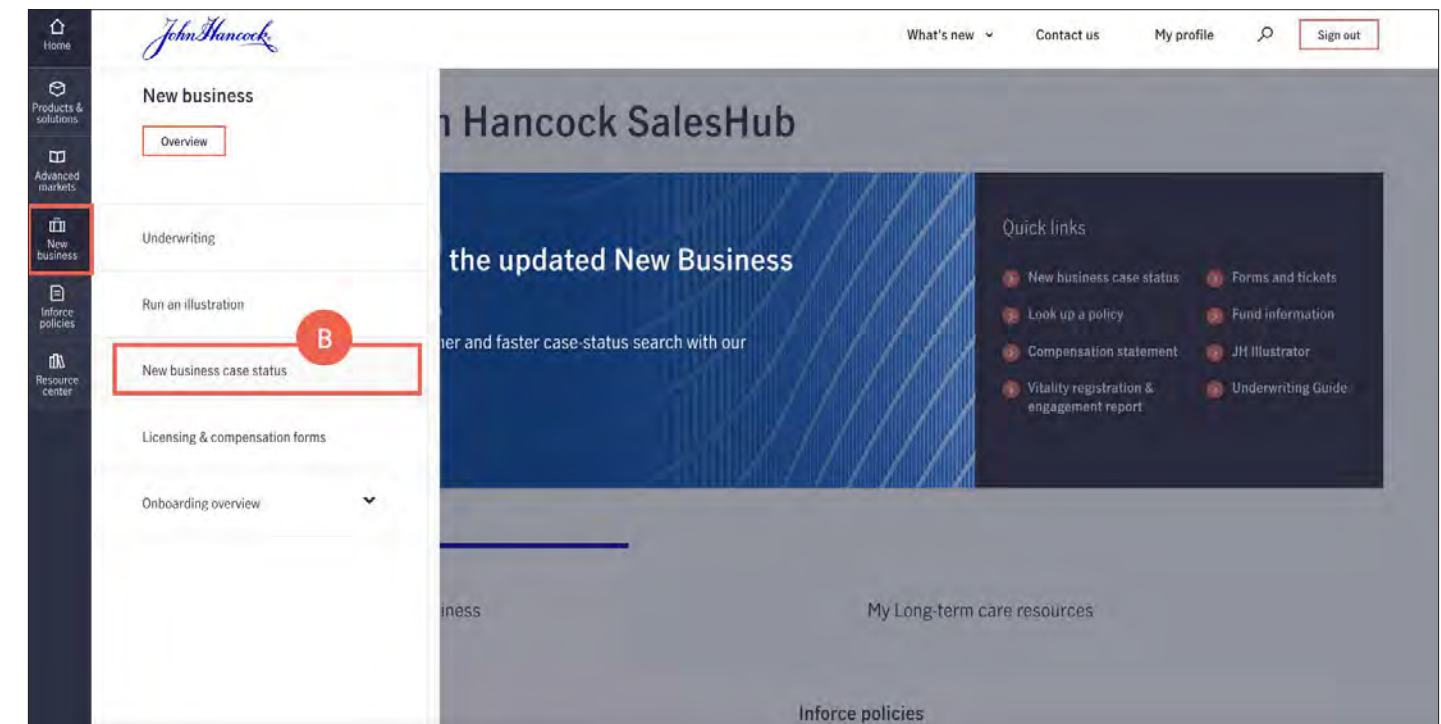
Log in to JHSalesHub.com* and click on the New Business case status link. You can access this tool from two locations once you log in:

Under the **Quick links** section on the home page. **A**



OR

From the **New Business** page in vertical navigation. **B**



Step 2: Search

To start a search, you can either use the individual case search option or elect to search for multiple cases.

Option 1 — individual case search

- The **individual case search** method allows you to look up a specific case using a policy number.
 - To use this method, enter the policy number. **A**
 - Click the **Search** button. **B**

Helpful hint

If you are searching by a **policy number**, please refrain from completing any other fields on this page. This will help ensure accurate results.

John Hancock

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New business case status

View the current status of life cases you've submitted. If you cannot find case, please contact your case manager at [1-800-505-9427](tel:1-800-505-9427), option 4.

Remember: There are no required fields. Please fill out at least one field below to generate search results. ✕

Looking for a specific case? **A**

or

Looking for multiple cases, or don't have a policy number?

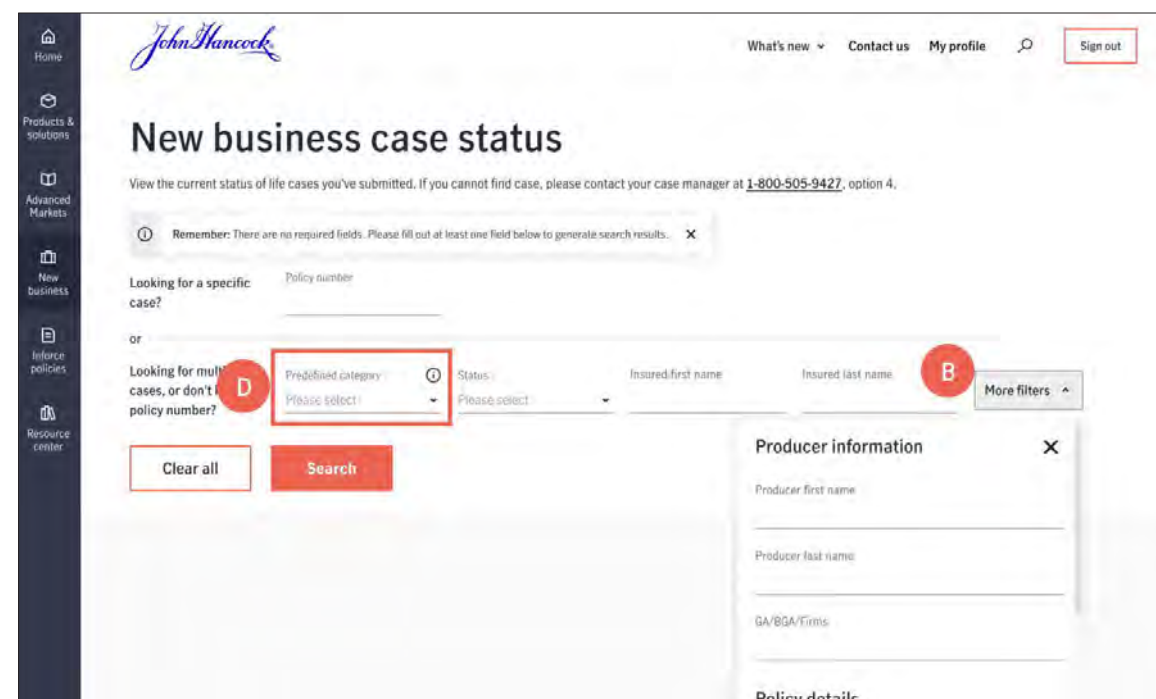
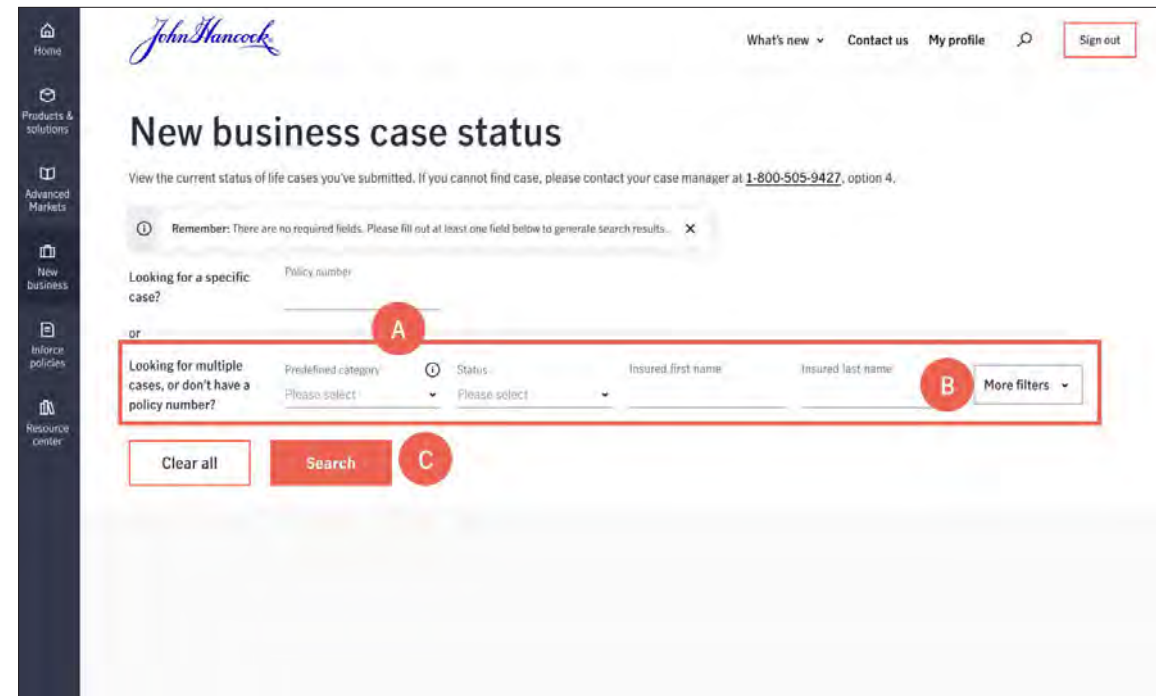
Predefined category Status Insured first name Insured last name **More filters** ▾

Clear all **Search** **B**

Step 2: Search

Option 2 — multi-case search

- The **multi-case search** gives you the flexibility to search by a combination of criteria to find your case(s) **A**. You can select criteria in any or all of these categories:
 - **Predefined categories:** includes common search options such as pending cases, issued cases, and closed cases
 - **Status:** filter by new, awaiting requirements, etc.
 - **Insured's first and/or last name**
- If you don't see the search criteria you are looking for, click on **More filters** **B** and make a selection from the drop down.
- Click **Search** **C** after entering the applicable criteria.



Step 3: Search results

After clicking **Search**, your results will be displayed on the same page — regardless of the search method you used. **A**

- To refine your search, you can scroll up from your search results or click the **Go back up** button. **B**

- For additional details on a case, click on the **Insured name** or **Policy number**. **C**

New business case status

View the current status of life cases you've submitted. If you cannot find case, please contact your case manager at [1-800-505-9427](tel:1-800-505-9427), option 4.

Looking for a specific case? Policy number: _____

or

Looking for multiple cases, or don't have a policy number?

Predefined category: Pending cases | Status: Awaiting requirements (3) | Insured first name: _____ | Insured last name: _____ | More filters

[Clear all](#) [Search](#)

Showing results for: **A**

Predefined category: Pending cases | Status: Awaiting requirements, All requirements received, Reopen/add

10 cases were found

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Insured name	Policy number	Home office set up date	Sales premium date	Status	Decision	Face amount	Product	Planned premium	Money received	Replacement	Producers	GA/BGA/Firms
Smith, John	12345678	08/18/2023		Awaiting requirements	No decisions	2,500,000.00	Protection Term 20 2023	N			Doe, Jean	Life General Agency, Inc
Wilson, Arthur	12345678	08/18/2023		Awaiting requirements	No decisions	2,500,000.00	Protection Term 20 2023	N			Doe, Jean	Life General Agency, Inc
Greene, Yasmine	12345678	08/16/2023		Awaiting requirements	No decisions	2,500,000.00	John Hancock Vitality Term 30 2023	N			Doe, Jean	Life General Agency, Inc
Coffin, David	12345678	08/16/2023		Awaiting requirements	No decisions	2,500,000.00	Protection Term 20 2023	N			Doe, Jean	Life General Agency, Inc
Lee, Michael	12345678	08/14/2023		Awaiting requirements	No decisions	2,500,000.00	John Hancock Vitality Term 30 2023	N			Doe, Jean	Life General Agency, Inc
Patil, Rohan	12345678	08/12/2023		Awaiting requirements	No decisions	2,500,000.00	Protection Term 20 2023	N			Doe, Jean	Life General Agency, Inc
Mors, Tiana	12345678	08/11/2023		Awaiting requirements	No decisions	2,500,000.00	Protection Term 20 2023	N			Doe, Jean	Life General Agency, Inc
Quinn, Donovan	12345678	08/09/2023		Awaiting requirements	No decisions	2,500,000.00	Protection Term 20 2023	N			Doe, Jean	Life General Agency, Inc

Showing results for:

Predefined category: Pending cases | Status: Awaiting requirements, All requirements received, Reopen/add

10 cases were found

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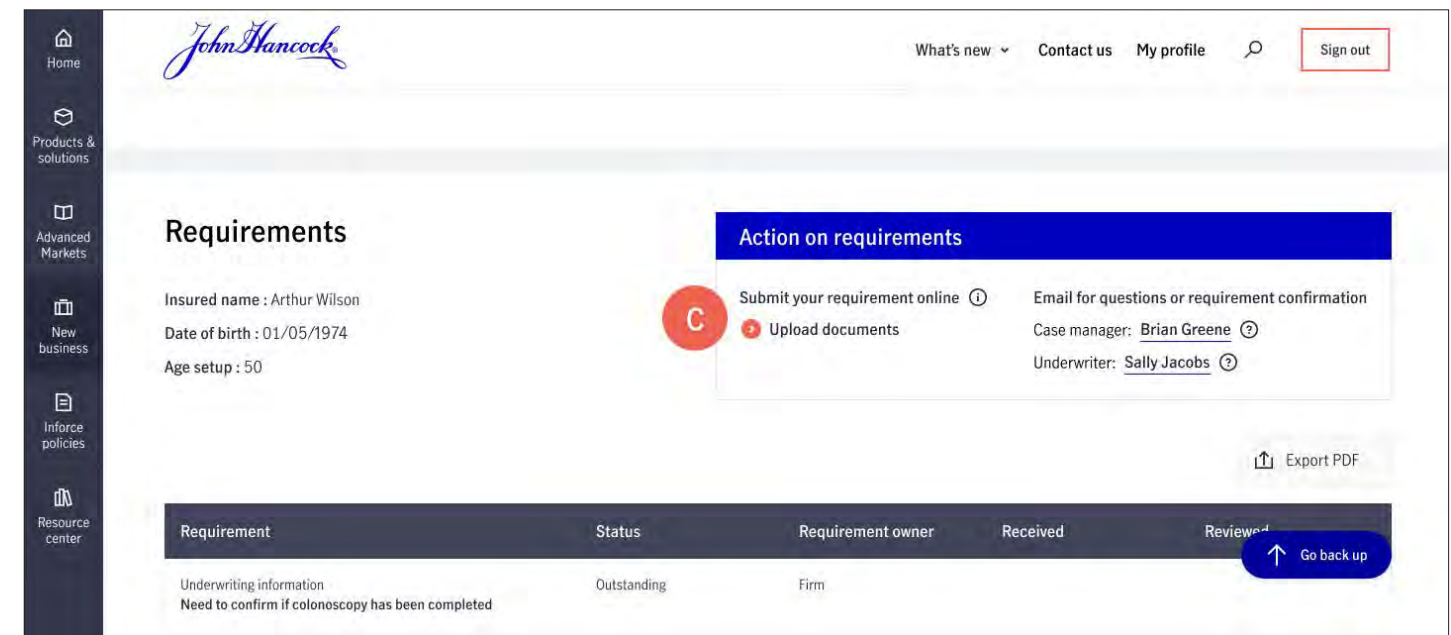
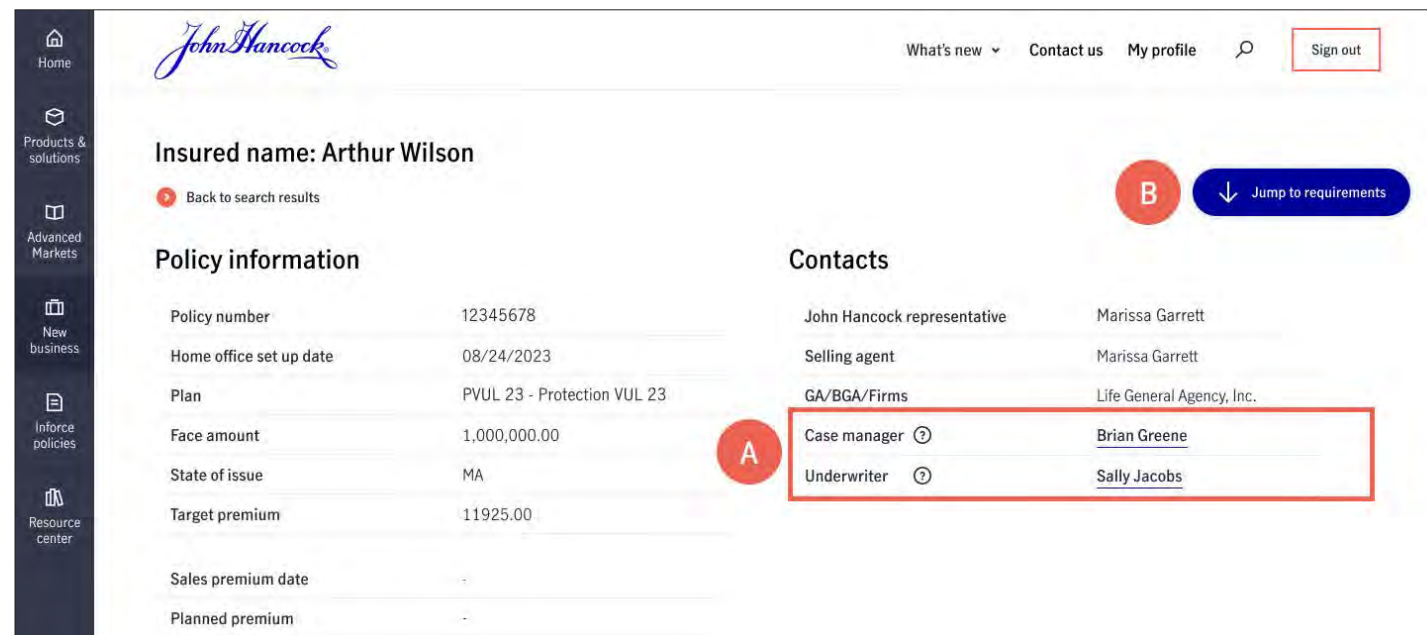
B [Go back up](#)

Step 4: Case details

On the case details page, you will see the names of the underwriter and case manager assigned to the case, along with additional policy details and outstanding requirements.

Helpful tips:

- Send an email to the **Case manager** and/or **Underwriter** by clicking their names. **A**
- Click on the **Jump to requirements** button to go directly to the requirements section. **B**
- Submit your outstanding requirements securely directly from the case details page. **C**



For more information please send an email to **OMC@jhancock.com**.

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