



Term conversion reference guide

The protection and planning needs of your customers can change over the years. That's why it's good to know that John Hancock's term products allow customers to convert to a fully underwritten, permanent life insurance product — usually Conversion UL — within the policy's specified conversion period. Most products will cap the conversion period for a given number of years while the policy remains inforce or when the policyholder achieves a specified attained age.

In addition, conversion options vary within the conversion period per product; product details such as year of issuance, number of lives insured and incorporation of the John Hancock Vitality Program can significantly influence the product conversion process.

This reference guide provides you with the steps required to initiate a term conversion, details on the conversion options by product type, and answers to frequently asked questions.

How it works

1 Confirm your case qualifies

Contact New Business by calling 800-505-9427, option 4 (in New York: 800-743-5542).

Note: The current policy must be within the term conversion period as outlined in the policy contract.

2 Complete all required forms and paperwork

Requirements include:

- Term Conversion Application² and Agent Report
- Request for Taxpayer Identification Number and Certification
- Life New Business transmittal
- Signed Illustration
- Premium payment (for straight conversions i.e., when no underwriting required). **Note:** please include the Request for Pre-Authorized Payment Plan form if electing automatic bank draft.

In addition, conversions that meet the following requirements will require additional paperwork.

Conversions to a variable or indexed UL product:

- Variable: Fund Allocation form
- Indexed UL: Premium and Segment Proceeds Allocation Instructions form

States that consider the conversion a replacements:

- Georgia and Massachusetts: Replacement of Life Insurance or Annuities (Standard Form)
- Conversions between John Hancock Life Insurance Company of New York and John Hancock Life Insurance Company (U.S.A.) are considered replacements and will require additional replacement paperwork in the following states: Iowa, Kansas, Kentucky, Louisiana, Maine, Montana, Nevada, New Mexico, Oklahoma, Vermont, Washington

3 Submit “in good order” paperwork and payment

Choose from the following methods:

- e-Submission via JHSalesHub, PaperClip or ExamOne Imaging

Regular mail

John Hancock
Life New Business
P.O. Box 55765
Boston, MA
02205-5765

Overnight mail

John Hancock
Life New Business
372 University Ave.
Suite 55765
Westwood, MA 02090



Reminders

- A premium payment, submitted via check, is required to issue the term conversion
- On your transmittal with the term conversion application, please indicate that the premium check is for a term conversion. This will help reduce the possibility of the check being routed to the Inforce team for handling
- Ensure the term policy number is not referenced on the premium check
- Check on the status of your case via JHSalesHub.com or by contacting our term conversion team at 800-505-9427
- All forms are available on JHSalesHub or through the other form vendors supported by John Hancock
- The target turnaround time to complete an “in good order” term conversion is five business days

2023 term product-conversion summary

Product	Years	Policy form number	Conversion period	Conversion extension?	Conversion options
John Hancock Protection Term	10 year 15 year 20 year 30 year*	23TERM	Lesser of the level-term duration or attained age 70	No	1. Convertible in the years designated below to any single-life permanent product offered for sale by John Hancock at the time of conversion. • Term 10: 1-6 • Term 15: 1-8 • Term 20: 1-10 • Term 30: 1-12 2. For the remaining years of the level-term period, the policy owner can convert to a John Hancock-designated conversion product.
John Hancock Vitality Term**	10 year 15 year 20 year 30 year	23HETERM	Lesser of the level-term duration or attained age 70	No	1. Convertible in the years designated below to any single-life permanent product offered for sale by John Hancock at the time of conversion. • Term 10: 1-6 • Term 15: 1-8 • Term 20: 1-10 • Term 30: 1-12 Enhanced Vitality Term conversion period: If the insured has attained a Gold or better Vitality Status in each of the 3 most recent annual processing dates prior to conversion, the “any product” conversion period is extended through the following years: • Term 10: 7-10 • Term 15: 9-10 • Term 20: 11-15 • Term 30: 13-15 2. For the remaining years of the level-term period, the policy owner can convert to a John Hancock-designated conversion product.

This chart is for generic reference only. For questions about a specific contract, please contact your term conversion line.

* 30-year term is not available on Protection Term in New York.
** Vitality Term is not available in New York.

2020 term product-conversion summary

Product	Years	Policy form number	Conversion period	Conversion extension?	Conversion options
John Hancock Protection Term	10 year 15 year 20 year 30 year*	19TERM	Lesser of the level-term duration or attained age 70	No	1. Convertible in the first four policy years to any single-life permanent product offered for sale by John Hancock at the time of conversion. 2. In policy years 5-10, the policy owner can convert to a John Hancock-designated conversion product. a. If the Vitality PLUS rider was elected on the policy, then conversion options in policy years 5-10 are dependent on the Vitality Status achieved by the life insured as follows: i. If the life insured has achieved either the Gold or Platinum status on each of the three annual processing dates prior to the date of conversion, the policy owner may convert this policy to any single-life permanent plan of life insurance offered for sale at the time of the conversion by John Hancock. ii. If the life insured has achieved either Bronze or Silver status on any of the three annual processing dates prior to the conversion date, the policy owner may elect to convert this policy to a John Hancock-designated conversion product. 3. For the remainder of the conversion period, if any, the policy can be converted to a single-life permanent plan of life insurance that John Hancock makes available for conversions.
John Hancock Vitality Term	10 year 15 year 20 year 30 year	19HETERM	Lesser of the level-term duration or attained age 70	No	1. Convertible in the first four policy years to any single-life permanent product offered for sale by John Hancock at the time of conversion. 2. In policy years5-10, conversion options are dependent on the Vitality Status achieved by the life insured as follows: a. If the life insured has achieved either the Gold or Platinum status on each of the three annual processing dates prior to the date of conversion, the policy owner may convert this policy to any single-life permanent plan of life insurance offered for sale at the time of the conversion by John Hancock. b. If the life insured has achieved either Bronze or Silver status on any of the three annual processing dates prior to the conversion date, the policy owner may elect to convert this policy to a John Hancock-designated conversion product. 3. For the remainder of the conversion period, if any, the policy can be converted to a single-life permanent plan of life insurance that John Hancock makes available for conversions.

* 30-year term is not available on Protection Term in New York.

2019 term product-conversion summary

Product	Years	Policy form number	Conversion period	Conversion extension?	Conversion options
John Hancock Protection Term	10 year 15 year 20 year 30 year*	19TERM	Lesser of the level-term duration or attained age 70	No	1. Convertible in the first four policy years to any single-life permanent product offered for sale by John Hancock at the time of conversion. 2. In policy years 5-10, the policy owner can convert to a John Hancock-designated conversion product. a. If the Vitality PLUS rider was elected on the policy then conversion options in policy years 5-10 are dependent on the Vitality Status achieved by the life insured as follows: i. If the life insured has achieved either the Gold or Platinum status on each of the three annual processing dates prior to the date of conversion, the policy owner may convert this policy to any single-life permanent plan of life insurance offered for sale at the time of the conversion by John Hancock. ii. If the life insured has achieved either Bronze or Silver status on any of the three annual processing dates prior to the conversion date, the policy owner may elect to convert this policy to a John Hancock-designated conversion product. 3. For the remainder of the conversion period, if any, the policy can be converted to a single-life permanent plan of life insurance that John Hancock makes available for conversions.
John Hancock Vitality Term	10 year 15 year 20 year 30 year	19HETERM	Lesser of the level-term duration or attained age 70	No	1. Convertible in the first four policy years to any single-life permanent product offered for sale by John Hancock at the time of conversion. 2. In policy years 5-10, conversion options are dependent on the Vitality Status achieved by the life insured as follows: a. If the life insured has achieved either the Gold or Platinum status on each of the three annual processing dates prior to the date of conversion, the policy owner may convert this policy to any single-life permanent plan of life insurance offered for sale at the time of the conversion by John Hancock. b. If the life insured has achieved either Bronze or Silver status on any of the three annual processing dates prior to the conversion date, the policy owner may elect to convert this policy to a John Hancock-designated conversion product. 3. For the remainder of the conversion period, if any, the policy can be converted to a single-life permanent plan of life insurance that John Hancock makes available for conversions.

* 30-year term is not available on Protection Term in New York.

2018 term product-conversion summary

Product	Years	Policy form number	Conversion period	Conversion extension?	Conversion options
John Hancock Term	10 year 15 year 20 year	2017TERM	Lesser of the level-term duration or attained age 70	No	1. Convertible in the first four policy years to any single-life permanent product offered for sale by John Hancock at the time of conversion. 2. In policy years 5-10, the policy owner can convert to a John Hancock-designated conversion product. a. If the Vitality PLUS rider was elected on the policy, then conversion options in policy years 5-10 are dependent on the Vitality Status achieved by the life insured as follows: i. If the life insured has achieved either the Gold or Platinum status on each of the three annual processing dates prior to the date of conversion, the policy owner may convert this policy to any single-life permanent plan of life insurance offered for sale at the time of the conversion by John Hancock. ii. If the life insured has achieved either Bronze or Silver status on any of the three annual processing dates prior to the conversion date, the policy owner may elect to convert this policy to a John Hancock-designated conversion product. 3. For the remainder of the conversion period, if any, the policy can be converted to a single-life permanent plan of life insurance that John Hancock makes available for conversions.
John Hancock Term with Vitality	10 year 15 year 20 year	17HETERM	Lesser of the level-term duration or attained age 70	No	1. Convertible in the first four policy years to any single-life permanent product offered for sale by John Hancock at the time of conversion. 2. In policy years 5-10, conversion options are dependent on the Vitality Status achieved by the life insured as follows: a. If the life insured has achieved either the Gold or Platinum status on each of the three annual processing dates prior to the date of conversion, the policy owner may convert this policy to any single-life permanent plan of life insurance offered for sale at the time of the conversion by John Hancock. b. If the life insured has achieved either Bronze or Silver status on any of the three annual processing dates prior to the conversion date, the policy owner may elect to convert this policy to a John Hancock-designated conversion product. 3. For the remainder of the conversion period, if any, the policy can be converted to a single-life permanent plan of life insurance that John Hancock makes available for conversions.

2017 term product-conversion summary

Product	Years	Policy form number	Conversion period	Conversion extension?	Conversion options
John Hancock Term	10 year 15 year 20 year	2017TERM	Lesser of the level-term duration or attained age 70	No	1. Convertible in the first four policy years to any single-life permanent product offered for sale by John Hancock at the time of conversion. 2. In policy years 5-10, the policy owner can convert to a John Hancock-designated conversion product. a. If the Vitality PLUS rider was elected on the policy then conversion options in policy years 5-10 are dependent on the Vitality Status achieved by the life insured as follows: i. If the life insured has achieved either the Gold or Platinum status on each of the three annual processing dates prior to the date of conversion, the policy owner may convert this policy to any single-life permanent plan of life insurance offered for sale at the time of the conversion by John Hancock. ii. If the life insured has achieved either Bronze or Silver status on any of the three annual processing dates prior to the conversion date, the policy owner may elect to convert this policy to a John Hancock-designated conversion product. 3. For the remainder of the conversion period, if any, the policy can be converted to a single-life permanent plan of life insurance that John Hancock makes available for conversions.
John Hancock Term with Vitality	10 year 15 year 20 year	17HETERM	Lesser of the level-term duration or attained age 70	No	1. Convertible in the first four policy years to any single-life permanent product offered for sale by John Hancock at the time of conversion. 2. In policy years 5-10, conversion options are dependent on the Vitality Status achieved by the life insured as follows: a. If the life insured has achieved either the Gold or Platinum status on each of the three annual processing dates prior to the date of conversion, the policy owner may convert this policy to any single-life permanent plan of life insurance offered for sale at the time of the conversion by John Hancock. b. If the life insured has achieved either Bronze or Silver status on any of the three annual processing dates prior to the conversion date, the policy owner may elect to convert this policy to a John Hancock-designated conversion product. 3. For the remainder of the conversion period, if any, the policy can be converted to a single-life permanent plan of life insurance that John Hancock makes available for conversions.
SmartProtect Term and SmartProtect Term with Vitality	10 year 15 year 20 year	17SPTERM & 17SPTERMHE	None	No	This product does not offer any conversion to permanent insurance.

2016 term product-conversion summary

Product	Years	Policy form number	Conversion period	Conversion extension?	Conversion options
John Hancock Term	10 year 15 year 20 year	2016TERM	Lesser of the 10th policy anniversary or attained age 70	Yes — may extend the conversion period to a designated single-life permanent product to the lesser of level-term period or age 70	1. Convertible in the first six policy years to any single-life permanent product offered for sale by John Hancock at the time of conversion. 2. In policy years 7-10, or at the end of the level-term period if the Conversion Extension Rider (CER) is elected, the policy owner can convert to a John Hancock-designated conversion product.
John Hancock Term with Vitality	10 year 15 year 20 year	16HETERM; 16HETERM-I	Lesser of the 10th policy anniversary or attained age 70	Yes — may extend the conversion period to a designated single-life permanent product to the lesser of level-term period or age 70	1. Convertible in the first six policy years to any single-life permanent product offered for sale by John Hancock at the time of conversion. 2. In policy years 7-10, conversion options are dependent on the Vitality Status achieved by the life insured as follows: a. If the life insured has achieved either the Gold or Platinum status on each of the three annual processing dates prior to the date of conversion, the policy owner may convert this policy to any single-life permanent plan of life insurance offered for sale at the time of the conversion by John Hancock. b. If the life insured has achieved either Bronze or Silver status on any of the three annual processing dates prior to the conversion date, the policy owner may elect to convert this policy to a John Hancock-designated conversion product. 3. For the remainder of the conversion period, if any, the policy can be converted to a single-life permanent plan of life insurance that John Hancock makes available for conversions.
SmartProtect Term with Vitality	10 year 15 year 20 year	16SPTERM	Lesser of the 10th policy anniversary, excluding the first year, or attained age 70	No	Convertible between years 2-6 to any single-life, fully underwritten permanent life policy available for sale; thereafter, the conversion is limited to a John Hancock- designated permanent product available for conversion.

2015 term product-conversion summary

Product	Years	Policy form number	Conversion period	Conversion extension?	Conversion options
John Hancock Term	10 year 15 year 20 year	2015TERM	Lesser of the 10th policy anniversary or attained age 70	Yes — may extend the conversion period to a designated single-life permanent product to the lesser of level-term period or age 70	1. Convertible in the first six policy years to any single-life permanent product offered for sale by John Hancock at the time of conversion. 2. In policy years 7-10, or at the end of the level-term period if the Conversion Extension Rider (CER) is elected, the policy owner can convert to a John Hancock-designated conversion product.
John Hancock Term with Vitality	10 year 15 year 20 year	15HETERM; 15HETERM-I	Lesser of the 10th policy anniversary, excluding the first year, or attained age 70	Yes — may extend the conversion period to a designated single-life permanent product to the lesser of level-term period or age 70	1. Convertible in the first six policy years to any single-life permanent product offered for sale by John Hancock at the time of conversion. 2. In policy years 7-10, conversion options are dependent on the Vitality Status achieved by the life insured as follows: a. If the life insured has achieved either Gold or Platinum status on each of the three annual processing dates prior to the date of conversion, the policy owner may convert this policy to any single-life permanent plan of life insurance offered for sale at the time of the conversion by John Hancock. b. If the life insured has achieved either Bronze or Silver status on any of the three annual processing dates prior to the conversion date, the policy owner may elect to convert this policy to a John Hancock-designated conversion product. 3. For the remainder of the conversion period, if any, the policy can be converted to a single-life permanent plan of life insurance that John Hancock makes available for conversions.

Older term product-conversion summaries

Product	Years	Policy form number	Conversion period	Conversion extension?	Conversion options
2012: Survivorship Term	7 year 8 year 9 year 10 year	S0682	Lesser of the level-term duration or attained age 90 of the older insured, unless one or both insured(s) are substandard — then attained age 85 of the younger insured.	No	Convertible to: 1. Any permanent survivorship life insurance product offered by John Hancock provided both insureds are alive at the time of conversion. 2. Any permanent single-life insurance product offered by John Hancock provided only one insured is living at the time of conversion.
2011: John Hancock Term	10 year 15 year 20 year	11TERM; 11TERM-E	Lesser of the 10th policy anniversary or attained age 75	Yes — may extend the conversion period to the lesser of level-term period or age 75	Convertible to any permanent life insurance product offered by John Hancock at the time of conversion.
2010: John Hancock Term	10 year 15 year 20 year	10TERM	Lesser of the 10th policy anniversary or attained age 75	Yes — may extend the conversion period to the lesser of level-term period or age 75	Convertible to any permanent life insurance product offered by John Hancock at the time of conversion.

Older term product-conversion summaries, *continued*

Product	Years	Policy form number	Conversion period	Conversion extension?	Conversion options
2009: John Hancock Term	10 year 15 year 20 year	09TERM	Lesser of the 10th policy anniversary or attained age 75	Yes — may extend the conversion period to the lesser of level-term period or age 75	Convertible to any permanent life insurance product offered by John Hancock at the time of conversion.
2007: John Hancock Term	10 year 15 year 20 year	07TERM	Lesser of the 10th policy anniversary or attained age 75	Yes — may extend the conversion period to the lesser of level-term period or age 75	Convertible to any permanent life insurance product offered by John Hancock at the time of conversion.
2005: John Hancock Term	10 year 15 year 20 year	05TERM	Lesser of the 10th policy anniversary or attained age 75	No	Convertible to any permanent life insurance product offered by John Hancock at the time of conversion.

Frequently asked questions

Does a term conversion require underwriting?	No. If a term policy is being converted within the contractual conversion period to a permanent policy with the same or lesser face amount and no additional riders or benefits, no new underwriting/evidence of insurability is required. The risk classification for the permanent policy will be the same as the original term policy.
Can a Term policyholder convert their policy to any John Hancock permanent product?	Conversions are allowed as outlined in the Term Conversion Provision in the policy contract. Depending on the term product, this may be a permanent product designated for conversion (currently our Conversion UL '20) or any permanent product available for new business sales.
What is considered “in good order” for a Term Conversion submission?	Term Conversion submissions are considered “in good order” when the following has been received: • A completed/signed application • Premium payment • Agent Report • Request for Taxpayer Identification Number and Certification • Signed Illustration
Is the Long-Term Care Rider available on term conversions?	Yes, the Long-Term Care Rider can be applied for in connection with a conversion to a permanent policy. However, if approved, the Long-Term Care Rider may be subject to a new risk classification (subject to new underwriting evidence/medical history at the time of conversion) and will be subject to a new suicide and contestability period. The risk classification for the permanent policy will be the same as the original term policy. Requirements: In addition to forms listed in section 2 on page 1, the following will be required when adding the LTC Rider on a term conversion: • Long-Term Care Rider Application Supplement • Health Questionnaire • Authorization to Obtain Information • HIPAA Compliant Authorization • Applicable replacement forms • APS, ordered by the firm (Underwriter reserves the right to request additional medical evidence if required)

Frequently asked questions, *continued*

Is the Chronic Illness Rider available on term conversions?	The Chronic Illness Rider can be applied for in connection with a conversion to a permanent policy. However, if approved, the Chronic Illness Rider may be subject to a new risk classification (subject to new underwriting evidence/medical history at the time of conversion) and will be subject to a new suicide and contestability period. The risk classification for the permanent policy will be the same as the original term policy.
Is the Accelerated Death Benefit for Chronic Illness Rider available on term conversions?	The Accelerated Death Benefit for Chronic Illness cannot be applied for on a Term Conversion since it is not underwritten.
Is the Healthy Engagement (Vitality PLUS) Rider available on term conversions?	Yes, the Healthy Engagement Rider (Vitality PLUS) can be added to a permanent policy, without underwriting, upon conversion. Note: The face amount cap for the Healthy Engagement (Vitality PLUS) Rider is \$30 million.
Can the new permanent policy be issued without premium?	In order to issue the new permanent policy, premium is required.
What if the policy is to be backdated to save age, is premium required?	Yes. Premium will be required prior to Issue for saving age. Backdating notice will be included in the delivery requirements.
If I want to convert my existing Term policy to a permanent policy without underwriting but also increase the total face amount, can I do that under the term conversion privilege?	No, increases are not allowed.

Frequently asked questions, *continued*

Can a single life Term policy be converted to a survivorship permanent policy without requiring new underwriting on the original Term life insured?	Yes. However, please note the following guidelines when converting a term policy to a survivorship policy: • New life must be underwritten, insurable and age 75 or younger • New face amount equal to the face amount³ of the original term policy. Total capacity limited to available retention up to \$25 million³ • If Estate Preservation rider (EPR) is requested, the submission will not be considered a term conversion – new underwriting and application information will be required on both lives (i.e., new life and existing term life). Capacity is limited to a total of \$25 million³ (includes base face amount plus EPR) • For the new life, the following forms should be completed in full and submitted to John Hancock: – Application for Life Insurance (please indicate “Term Conversion” in the “Special Requests” section) – HIPAA Compliant Authorization for Release of Health-Related Information John Hancock’s age and amount requirements for the new life. • For existing/converted life, complete and submit sections A, B (basic client information), and C (existing insurance information) of the Survivorship Supplement for Second Life application – Be sure to indicate “Term Conversion” in the “Special Requests” section of the application and on the transmittal
Is death benefit option two available on a term conversion?	Yes, death benefit option two is available on all permanent products, including term conversions.
Is it possible to combine two or more single-life term policies on the same life into one new permanent policy, or combine two or more single-life term policies on different lives (e.g., a husband and wife) into a survivorship policy, without underwriting?	No. Contractually it is not an option to combine more than one term policy into a new permanent policy as a result of exercising a term conversion. For example, if an insured has two \$1 million term policies, he/she may only convert to two \$1 million single-life permanent policies. In the situation involving two or more single-life term policies on different lives requesting a new survivorship policy, underwriting will be required on one of the lives. Please contact our term conversion team for additional information.
What if the term policy is paid up beyond the conversion date (e.g., paid to September, but the conversion date is May)?	After the new John Hancock policy is put in force, the Company will refund the policy owner the unearned premium or apply it to the new policy upon request.

Frequently asked questions, *continued*

How is the Policy Year Date (PYD) determined on a term conversion?	The PYD is the same calendar day of the original term policy in the month of issue to ensure there is continuous coverage. The PYD cannot be future dated.
Can the term conversion be backdated?	Yes, a client can choose to backdate the new permanent policy to save age. The existing term policy will always be terminated as of a current date. The normal backdating rules apply, i.e., maximum backdating period is six months, unless a lesser period is regulated by the state. Normal administrative forms are required in backdating scenarios. Backdating cannot be used to secure the maximum age available for conversion and premiums must be received prior to issue. Note: If the permanent product is being backdated, the illustration will also need to reflect backdating.
Can a term conversion be processed outside of the PYD?	No. Term conversions cannot have a different PYD from the original term policy. The new permanent policy must retain the same monthaversary as the term and needs to have continuous coverage.
Can a PYD be future dated?	No, PYD cannot be future dated to the next monthaversary to accommodate issue. In order to avoid delays, in good order applications as well as premium are required for issue.
Can the client do a partial term conversion?	Yes, however partial conversions to permanent products will need to meet the minimum face amount required on the permanent product. Note: The face amount on the remaining term policy can’t fall below the minimum face amount limit. Face amount limits vary by product.
Can the owner of the new permanent policy be different than the owner of the term policy?	An ownership change can be accomplished in one of two ways: 1. Submit a Change of Ownership (Absolute Assignment) form to change the owner on the term policy, then have the new term policy owner submit the Term Conversion Application, or 2. Submit the Term Conversion Application signed by the current term policy owner. A new permanent policy will be issued to this owner. To change the owner on the new permanent policy, submit a Change of Ownership (Absolute Assignment) form assigning the ownership of the permanent policy.

For more information, call New Business at **800-505-9427, option 4** (in New York, please call 800-743-5542).

1. Please refer to the Term Conversion Provision in the policy contract for information on what permanent products can be converted to.

2. The **Application for Life Insurance** will be required in certain scenarios, where additional underwriting is required. When completing the application, be sure to indicate “Term Conversion” in the “Special Requests” section and on the transmittal.

3. Represents maximum available retention for Standard or better lives. Retention limits may be reduced by age, mortality assessment, for aviation risks and entertainment figures. Coverage may be reduced or not available for foreign risks and sports figures. Some older Term products may contractually allow up to two times the face amount. Refer to the Term Conversion Provision in the policy contract.

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Insurance policies and/or associated riders and features may not be available in all states.

Insurance products are issued by John Hancock Life Insurance Company (U.S.A.), Boston, MA 02210 (not licensed in New York) and John Hancock Life Insurance Company of New York, Valhalla, NY 10595.

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