

John Hancock Investment Management LLC
Form CRS Customer Relationship Summary
June 26, 2020

John Hancock Investment Management LLC (“JHIM”) 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://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 provide discretionary and non-discretionary advice to clients of financial advisers and wrap program sponsors (“intermediaries”) by delivering model portfolios in a variety of investment styles (“Model Portfolios”). When we provide discretionary advice, we have authority to make investment decisions in accordance with your stated investment goals and we must act in your best interest and not put our interest ahead of yours. When we provide non-discretionary advice to the intermediary, the intermediary has the authority to accept or reject our recommendations, and to ensure that transactions for a participant’s account are consistent with the participant’s guidelines and direction. When we provide non-discretionary advice to an intermediary that has discretionary authority over your account, we are not tailoring our Model Portfolios to your particular investment objectives and risks. We do not provide advice regarding the selection of Model Portfolios, and such decisions will be made by the participant in consultation with the intermediary. Generally, we provide continuous and regular supervisory or management services for advice provided to discretionary accounts in the Model Portfolios business. We monitor discretionary accounts for adherence to the selected Model Portfolio and review the performance of the discretionary accounts periodically and at least annually. Model Portfolio allocations may be limited to a particular set of mutual funds and exchange-traded funds, which may include funds sponsored by us or our affiliates. Minimum account sizes will differ based on intermediary requirements.

For additional information, please see **Items 4 and 7** of our Form ADV, Part 2A brochure (MODEL PORTFOLIOS SERVICES). Our Form ADV and Part 2A brochures can be accessed by visiting: <https://adviserinfo.sec.gov/firm/summary/105790>.

Ask your financial professional:

- *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?

When we act as discretionary manager for separately managed account programs sponsored by an intermediary, participants in the program will typically pay a single fee or fees (“wrapped fee”) charged by the intermediary. Wrapped fees typically cover the investment advisory services we provide as well as other services provided by the intermediary, including brokerage, custodial, and other administrative services and, therefore, are higher than a typical asset-based advisory fee. We receive a portion of the wrapped fee paid by participants for advisory services provided to the program. Our fees typically do not exceed 0.50% per annum on the value of the client assets allocated to the Model Portfolios. These fees generally are paid quarterly by the intermediary as a component of the wrapped fee, although in certain programs, our fees may be billed separately from brokerage, custody and other fees. Our fees are in addition to the fees, expenses or charges of any exchange-traded fund (“ETF”) or mutual fund in which the Model Portfolio invests. Since our fees are based on the value of assets, we receive higher fees when you increase the assets allocated to the Model Portfolios. 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.

For additional information, please see **Item 5** of our Form ADV, Part 2A brochure (MODEL PORTFOLIOS SERVICES). Our Form ADV and Part 2A brochures can be accessed by visiting: <https://adviserinfo.sec.gov/firm/summary/105790>.

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 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 must act in your best 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 investment advice or recommendations we provide you. Below is an example to help you understand what this means.

For certain investment products, we utilize our affiliate, Manulife Investment Management (US) LLC (“MIM”), to recommend allocations of mutual funds and ETFs for Model Portfolios. We could be deemed to have a conflict in hiring MIM to perform these services because we and our affiliate will keep a larger share of the program fee than if we had selected a third party to recommend allocations of funds for Model Portfolios. In addition, when we recommend ETFs and mutual funds managed by us or our affiliates, we will benefit by generating advisory and other fees and compensation for the underlying funds that are in addition to the fees for the Model Portfolios.

For additional information, please see **Items 5, 6 and 10** in our Form ADV, Part 2A brochure (MODEL PORTFOLIOS SERVICES). Our Form ADV and Part 2A brochures can be accessed by visiting: <https://adviserinfo.sec.gov/firm/summary/105790>.

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 do not directly solicit or earn compensation or fees from retail clients. Our financial professionals only solicit directly to intermediaries and receive a salary, commissions and are eligible for bonuses. Financial professionals may qualify for non-cash incentives based on specific criteria to recognize their individual contributions and may also receive stock of our parent company, Manulife Financial Corporation, as compensation. Compensation is based on factors such as the company’s overall performance as well as the individual’s performance against targeted goals.

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

Yes. Visit Investor.gov/CRS for a free and simple search tool to research us and our financial professionals. Our financial professionals interact with intermediaries and do not have direct contact with retail clients.

Ask your financial professional:

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

For additional information about our services, please refer to our website, www.jhinvestments.com/modelportfolios and our Form ADV and Part 2A brochures, available at <https://adviserinfo.sec.gov/firm/summary/105790>.

If you would like additional, up-to-date information or a copy of this disclosure, please call (617) 663-3000.

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?*