

## **John Hancock Financial Network and Signator Investors, Inc.**

### **Business Continuity Plan Information**

John Hancock Financial Network\* and Signator Investors, Inc., subsidiaries of Manulife Financial, are committed to providing ongoing service operations in the event of a significant business disruption. If a major event were to hinder our ability to conduct normal business operations, our business continuity plan would enable us to resume critical business operations at secure remote locations, within a reasonable period of time.

- If business functions were interrupted by the loss of a primary business facility, we would relocate associates and work to an alternate Operations site.
- In the event of a systems facility loss, we would redirect applications to their primary recovery location at an alternate facility or to a remote recovery service provider.
- Our plans cover incidents at any level of our business, whether they affect a department, facility, city, state or region.

Whenever possible, we will continue to transact business during an interruption. Recovery times may vary depending on the nature and severity of the interruption. For small outages, such as disruptions to a business unit or single application, recovery times would be controllable and limited. Recovery from a disruption in the Northeast, where our primary processing and servicing functions are performed, could take hours or days. Redundant networks and alternate power sources are in place to help us mitigate this risk.

\* John Hancock Financial Network is a service mark of John Hancock Life Insurance Company and its affiliated companies.  
Signator Investors, Inc., Member NASD, SIPC, 197 Clarendon Street, Boston, MA 02117.