

Case Resolution Team Report 2007

John Hancock Internal Dept	Financial_Cases	NonFinancial_Cases	Total Cases	Total Contracts
DSC Cases	1153	1325	2478	3071
Annuity Post Issue	933	51	984	991
Financial	818	78	896	1303
Client Services	559	67	626	694
Transfers	46	38	84	118
New York	32	7	39	45
Business Automation	30	4	34	40
Claims and Annuitizations	15	0	15	17
Licensing and Commissions	9	6	15	17
Broker/Billable	6	1	7	9
Asset Team	5	0	5	5
Scudder/QC	4	0	4	4
Mail Room	3	0	3	4
Total Cases	3613	1577	5190	6318 Total of all Fianancial Cases Resolved

**The above chart represents all transactions handled from our Case Resolution Specialists.*