

Client Services Reps Q1 Accolades

Date: February 7, 2008
From: Kyle Westervelt, Business Development Specialist, John Hancock Wood Logan
To: David Cohen, Manager
Re: Greg Hurren

"...is awesome, has gone above and beyond for me and numerous other people over here...currently ranked #1 on the Wood Logan rankings for service people..."

Date: February 11, 2008
From: Vicky Baxter, Client
To: Tim Caligan, Team Leader
Re: Ed Freeman

"...extremely impressed" with the service Ed provided for her and left her with "extreme confidence" in our company. She used the words "above and beyond" when describing the treatment she received from Ed.

Date: December 28, 2007
From: Chris Adams, Director Internal Sales
To: Ken McCarthy, AVP
Re: Joe Lucas

"... is the best service person we have and possibly the best service person in our industry....always polite and professional...goes above and beyond. The best thing is that he has been consistently awesome for a long period of time (years)."

Date: January 29, 2008
From: Zoran Lozo, VP, Telesis Investment Services
To: Brad Sicoff, Wholesaler II
Re: Gregg Hurren and Nicole Cruz

"...how extremely helpful"... "commend them on the exceptional efficiency and for displaying such a can do attitude."

Date: February 14, 2008
From: Angela Tejeda, Money Concepts
To: Rob Anderson, Internal Sales Manager
Re: Jonathan Garcia

"I have never had a customer service rep go so far above and beyond EVER in my career...truly an outstanding job."

Date: January 25, 2008
From: Dr. Eve Richard, Client
To: Steve Wein, Team Leader
Re: Bridget Costello

"Bridget was very compassionate and she was delightful." She took something that the client thought was very complex and "made it very clear and understandable."

Date: January 25, 2008
From: Brian Silkwood, UBS producer
To: Sean Ryan, Regional Vice President
Re: Joe Lucas

"...so impressed with our service ...Its items like this that create strong relationships with a company."

Date: January 16, 2008
From: David Ajifu, Wholesaler II
To: Steve Belt, AVP Client Services
Re: Jennifer Palmer

"The rep is extremely happy with us and gives me tremendous leverage to work off of. Half a million dollar trades are not everyday and this just might get us a bunch more as word spreads about how John Hancock is the company to partner with."

Date: January 9, 2008
From: John Hancock Client
To: Andrew Claiborn, Team Leader
Re: Michelle Barker

"...helpful and wonderful to work with ...quick and efficient manner"

Date: February 16, 2008
From: John Hancock Client
To: Craig January, Team Leader
Re: Thomas Voss

"...unbelievable service... followed it through... superb customer service"

Date: March 4, 2008
From: Roger Eddy, JP Securities
To: Keith Gendron
Re: Sally Janis

"...intelligent, knowledgeable, patient, a good listener and most helpful... Sally is miles ahead of the norm."



Date: February 26, 2008
From: Chris Tolmei, Internal Wholesaler
To: Frank Ciccone, Operations Manager
Re: Caitlin Creen

"Time and time again she has distinguished herself as a very knowledgeable service rep who provides consistently accurate, professional and friendly service... exceptional level of commitment"

Date: February 27, 2008
From: Amanda King, Internal Wholesaler
To: Frank Ciccone, Operations Manager
Re: Jonus Jung

"...great job with one of my advisors...always and consistently a great help"

Date: March 6, 2008
From: Jean Middleton, POA
To: Steve Wein, Team Leader
Re: Brian Bibeau

"He took the time to explain the situation, offered to talk to the accountant on her behalf, took ownership...made an otherwise very stressful time in her life a little easier."

Date: March, 2008
From: Dodson Bressi, Branch Office Administrator, Edward Jones
To: Tracy Kelly, Manager
Re: Lindsey Phelan

"...fantastic employee...took ownership....the best"

Date: March 8, 2008
From: Connie Horton, John Hancock - Canfield Agency
To: Tim Caligan, Team Leader
Re: Jillian Hollis

"...easy to work with...pleasant, efficient and extremely responsive...customer focused"

