

2007 Internal Sales and Wholesaler Survey Comments on their Divisional Service Consultants:

Sales Division 1

Mark Sanders does a FANTASTIC job in all aspects of job! He consistently demonstrates a cooperative spirit, a timely response to client needs, and a genuine interest in resolving the issues that arise. There hasn't been one issue that I didn't feel was resolved appropriately for the client.

Sales Division 2

Anthony Laverdure has gone above and beyond for my territory many times, and has done the extra steps necessary to keep advisors happy and make my job a lot easier. He always gets back to me in a timely fashion, and is always accurate with the information he provides. Anthony is a vital part of sales territory 2C, and without him my job would be much more difficult.

Sales Division 3

Justin Jordan gets everything done in a efficient manner and is always making myself and my Financial Advisors very happy with the quick turnaround. He always has resolutions within minutes when problems do arise.

Sales Division 6

Geoff Duval goes above and beyond for us on the sales team day in and day out. There is no better DSC at John Hancock and Geoff is single handedly responsible for a great deal of our divisions success! Geoff is always great to work with and always professional!

Sales Division 8

Michelle always does an excellent job. She handles all issues as a priority and makes sure that we the internal sales staff understand why or why not business is handled a certain way. My wholesaler also speaks very highly of the service that Michelle gives our territory. She is an intricate part of our team and the reason why some many advisors do more business after they have encountered a service issue.

Sales Division 9

Dereck is always available and willing to help out with escalated issues. He is very thorough and follows through with every issue that I bring to him. He is a tremendous asset to Division 9!

Sales Division 11

In the time that I have been working with Jennifer Palmer, she has played a very important role in helping to grow my business. She is truly a great partner! Her ability to navigate through ALL aspects of servicing is what I find extremely helpful. She follows through until the task is complete, utilizing all resources available to obtain results. In short, she is professional, courteous, and very responsive! Working with her has been a pleasure!

Sales Division 12

Jennifer always goes above and beyond. She takes the time to explain what needs to be done and always follows through on her task. I could not ask for a better DSC. I hope John Hancock realizes what an asset she is to our efforts in the field.