

THE DEPOSITORY TRUST COMPANY

IMPORTANT

B#: 10078

DATE: May 18, 2000

TO: All Participants

FROM: Ronald Burns, Vice President, Operations

ATTENTION: Managing Partner/Officer, Cashier, Transfer Manager

SUBJECT: DRS PROFILE MODIFICATION SYSTEM

In Important Notice B#9857, DTC announced the implementation of the Profile System, effective May 1, 2000, for John Hancock Financial Service, Inc. (CUSIP #41014S 106). Attached to the above referenced notice were PTS user guides for the “DRSP” and “DRST” functions.

Participants are reminded that requests from the transfer agent, Equiserve/Boston (LPA 7802), to move a customer’s street-held share position of the above noted issue to a DRS book-entry position will be submitted through the DRST function. Participants should be monitoring the DRST function for any transfer agent requests and respond by either approving or rejecting the requests. If a request is approved, Participants should submit a withdrawal by transfer (WT) with the appropriate “S” indicator to establish the DRS position on transfer agent’s records.

DTC has been monitoring the electronic requests submitted by Participants over DRSP for the first two weeks, and has observed that the main cause for agent rejects is due to either an incorrect DRS account number or an incorrect taxpayer identification number (TIN).

Participants are reminded that the DRS account number or transfer agent account number for this specific issue is a thirteen-character number starting with 1200 as the first four positions. The TIN number should be entered without dashes and must be the customer’s TIN number. Also, the registration field should consist of the registered holder’s name(s); no address is required.

Please direct your questions to Al DeMaio, Director of Operations at (516) 227-4010 or Ronald Burns, Vice President at (212) 855-2412, or your Relationship Manager.