

THE DEPOSITORY TRUST COMPANY

IMPORTANT

B#: 9941

DATE: April 27, 2000

TO: All Participants

FROM: Ronald Burns, Vice President, Operations

ATTENTION: Managing Partner/Officer, Cashier, Transfer Manager

SUBJECT: DRS Profile Modification System

Effective May 1, 2000, the DRS Profile Modification System will be available to accept transactions only for John Hancock Financial Services, Inc. (Cusip number 41014 S10 6). The transfer agent for this issue is Equiserve/Boston (LPA 7802).

Participants that have access to the Participant Terminal System (PTS) function NWT1 (Withdrawal by Transfer) will automatically have access to the new DRS Profile functions, DRSP and DRST. Participants should review the PTS procedures distributed with Important Notice #9857 dated April 20, 2000.

Participants and their staff are reminded to carefully control PTS access to these functions and review the accuracy of the information being submitted through these PTS functions. To avoid delays and agent rejects Participants should check the accuracy of the DRS CUSIP number, investor's DRS account number at the agent, tax identification number and the name(s) of the register holder as it appears on the transaction advice. Only customer transactions requests received on or after May 1, 2000 should be entered into the electronic system. All customer requests that have previously been forwarded to the transfer agent should not be re-entered into the Profile System.

Questions regarding the PTS Profile functions should be directed to your Relationship Manager, or Al DeMaio, Director of Operations at (516) 227-4010 or Ronald Burns, Vice President at (212) 855-2412.