

1855 Jersey Street
Quincy, IL 62301
October 5, 2013

Shareholder Services
500 Ross Street – 6th Floor – AIM #154-0675
Pittsburgh, PA 15262

Re: Request for Statements (Including Disposition, Names(s) & Date(s)) Concerning John Hancock/Manulife Insurance & Associated Common Stocks, and Uncashed Dividend Checks

To Whom It May Concern:

On 10/4/13 I called regarding the status of the account – investor ID #1253[REDACTED] to be told during the initial call that there was no information on the account (no shares in the account) and that perhaps funds had been transferred to the State of Massachusetts.

The State of Massachusetts refuted the statements made by Shareholder Services and indicated that someone would know the exact amount and date of transfer.

Thus, I called back to be told that Shareholder Services sold and transferred my mother's 1254.5579 shares (@ ~ \$16.68/share) to Ms. [REDACTED], Ms. [REDACTED]'s surrogate, on 8/28/13. Needless to say, Ms. [REDACTED] has not been forthcoming on the sale or amount of the sale – similar to her evasive activity concerning the sale and amount of the Maine property.

To say that Shareholder Services' conduct gives one pause concerning its involvement with Ms. [REDACTED] and her liquidation of Eklund assets is an understatement. Ms. [REDACTED]'s conduct had no bearing on probate issues, but does have a bearing on conversion and theft.

Shareholder Services' conduct tracks that of Mr. Tannler, Ass. Managing Partner, John Hancock Life Insurance Co., who made it a habit of selling my parents questionable insurance and investment products. His self-serving activity resulted in Mr. Tannler taking my parents to Winchester Saving Bank on 7/26/05 and talking them into turning over an additional \$179,326.20; my parents then notified Winchester Savings Bank that they did not want the check(s) paid to John Hancock.

The following accounts resulted from Mr. Tannler's less than professional conduct.

GP	2600[REDACTED]	annuity	
GP	2600[REDACTED]	annuity	VP101 [REDACTED]
GP	2600[REDACTED]	annuity	acct # 1313[REDACTED] (bond fund)
PNO	0067[REDACTED]		
PNO	0068[REDACTED]		Manulife
PNO	0618[REDACTED]		acct # 1253[REDACTED]
PNO	0656[REDACTED]		acct # 1253[REDACTED]
MDO	0013[REDACTED]		

We have repeatedly asked for statements regarding these accounts. Also, we requested information about the class action lawsuit on or about 1998 regarding "general policy relief;" but we have received no information.

To my knowledge, neither John Hancock nor the State of Massachusetts has sanctioned Mr. Tannler. Apparently John Hancock and Mr. Tannler make it a practice to victimize those they feel are vulnerable and have sufficient assets – i.e, continually churning policies and selling questionable investments to rack up commissions.

As for account investor ID # 1253 [REDACTED], on 10/4/13 I was told to present a request in writing for a statement (including disposition, names(s), and date). Consider this letter said request as well as a request for statements on all other aforementioned accounts.

Sincerely



Sharyn Eklund

attachments: 3 pages

cc: Mr. [REDACTED], Tres., Criminal Division

attachments: 7 pages