



Corporate Way  
Lansing, MI 48951

Jeff Turner  
Privacy Operations Analyst

[REDACTED]  
[REDACTED]  
May 2, 2022

**Re: Important Privacy and Protection Notification**

Dear [REDACTED],

We write to inform you of an issue that may have involved some of your personal information.

**What Happened?**

On April 27, 2022 Jackson determined that your personal information was accidentally provided by email to another Jackson customer.

**What Information Was Involved?**

The following personal information was involved in the unauthorized acquisition: *your full name, address, and contract number.*

**What We Are Doing.**

We are taking this incident very seriously. We have taken steps to research the incident to determine the root cause. Please note our systems do reflect your information accurately and this incident was due to human error. We will continue to closely monitor your account and take further steps as appropriate to safeguard your personal information.

**What You Can Do.**

It is always a good practice to be vigilant and closely review or monitor your financial accounts, statements, credit reports and other financial information for any evidence of unusual activity, fraudulent charges, or signs of identity theft. Additionally, changing your password and security questions and enrolling in dual-factor authentication on all your accounts may assist in protecting against identity theft. Please see the attachment for additional information that may be helpful to you.

**For More Information.**

If you have any questions regarding the content of this notice, please contact Jackson's Customer Service Center, via telephone: 800.565.0547 or email: [customercare@jackson.com](mailto:customercare@jackson.com).

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Turner". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jeff Turner

Privacy Operations Analyst

Jackson®

## **ADDITIONAL INFORMATION**

Please note that you can contact the Federal Trade Commission (“FTC”) and the national consumer reporting agencies for more information on fraud alerts, security freezes and other steps you can take to avoid identity theft:

**Equifax**, P.O. Box 105788, Atlanta, Georgia 30348, 1-877-478-7625, [www.equifax.com](http://www.equifax.com)

**Experian**, P.O. Box 2002, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com)

**TransUnion**, P.O. Box 2000, Chester, PA 19016, 1-800-680-7289, [www.transunion.com](http://www.transunion.com)

**Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580, 1-877-FTC-HELP (382-4357), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed above.

Additional information about security freezes is included below. Please also note that you can report any suspected incidents of identity theft to law enforcement, your state’s attorney general and the FTC. Under Massachusetts law, you have the right to obtain any police report filed about this issue.

**Additional Information About Security Freezes.** You also have a right to place a “security freeze” on your credit report at no charge, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. In addition, a security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.

If you wish to place a security freeze on your credit file, you must separately place a security freeze on your credit file at each credit reporting agency. In order to place a security freeze, you may need to provide the following information: (1) Full name (including middle initial as well as Jr., Sr., II, III, etc.); (2) Social Security Number; (3) Date of birth; (4) Addresses for the prior five years; (5) Proof of current address; and (6) A legible copy of a government issued identification card. You can contact each credit reporting agency for details on what information each company requires and to place a security freeze on your credit file.