



[Date]

[Customer Name]
[Customer Mailing Address]
[City, State Zip]

Re: Important Privacy and Protection Notification

Dear [Customer Name],

Thank you for choosing Jackson National Life Insurance Company. We write to inform you of an issue involving some of your personal information.

What happened?

On June 7, 2023, Jackson determined some of your personal information was acquired by an unauthorized person.

What information was involved?

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

What is Jackson doing?

We take this incident and the security of your personal information very seriously. We have taken steps to research the incident to determine the root cause. We continue to monitor our systems 24/7 for suspicious activity and remain committed to the safety and security of all data entrusted to Jackson.

What can I 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 evidence of unusual activity, fraudulent charges or signs of identity theft. Changing your password and security questions and enrolling in dual-factor authentication on your accounts may assist in protecting against identity theft. Please see the attachment for additional information that may be helpful to you.

Contact us:

Visit www.jackson.com



1-800/644-4565 • 24-hour automated service; Service Associates available Monday thru Friday Jackson



Customer Care Center, 1 Corporate Way, Lansing, MI 48951



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What if I have questions?

Your service needs are very important to us. If you have any questions regarding the content of this notice, please visit our website at www.jackson.com to contact Jackson via email or for additional resources. You may also contact our Customer Care Center at 800-701-9946 or use jacksoninquiry@jackson.com.

Sincerely,

Jackson Privacy Team

cc: [Servicing Agent]

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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

Experian, P.O. Box 2002, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion, P.O. Box 2000, Chester, PA 19016, 1-800-680-7289, 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

You may obtain a free copy of your credit report online at 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) 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

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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 below for details on what information each company requires and to place a security freeze on your credit file:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
800-349-9960
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion

P.O. Box 160
Woodlyn, PA 19094
888-909-8872
www.transunion.com

Contact us:

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