



August 15, 2023

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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 August 4, 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, contract number, social security number, and address.

What We Are Doing.

We are taking this incident very seriously. We have provided employee coaching. We will continue to closely monitor and take further steps as appropriate to safeguard your personal information.

In addition, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: **January 31st, 2024** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: www.experianidworks.com/credit
Provide your activation code: [REDACTED]

Contact us



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



Jackson Service Center, 1 Corporate Way, Lansing, MI 48951



If you have questions about the product, need assistance with identity restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877.890.9332 by January 31st, 2024. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

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: (517) 381-5500 or email: customercare@jackson.com.

Sincerely,

Jackson Privacy Team

Contact us



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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. In certain states, you may also 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:

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(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

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