

ONLINE ACCESS

Annuity Contract Information for Your Retirement Account

Available 24 Hours a Day, 7 Days a Week

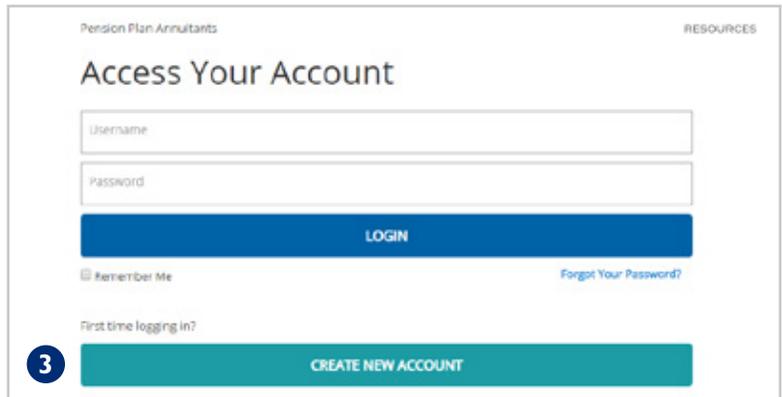
1. Go to MyPolicy.PacificLife.com.
2. For forms and answers to frequently asked questions, click “RESOURCES.”
3. If you are a first-time user, click “CREATE NEW ACCOUNT.” If not, skip to step 7.

4. Enter your information on the “Create New Account” screen and click SUBMIT (paying special attention to policy, certificate, and Social Security numbers).

Write down or remember the username, as you will use it every time you need to log in to the system.

5. You will receive an email to confirm your account and create a password. Click the link to take you to the Registration page.

2



Pension Plan Annuitants RESOURCES

Access Your Account

Username

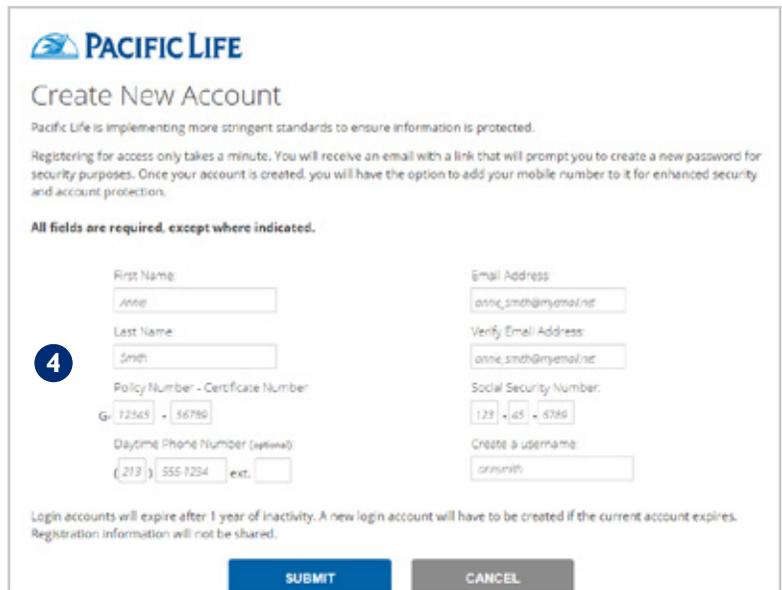
Password

LOGIN

Remember Me [Forgot Your Password?](#)

First time logging in?

3 **CREATE NEW ACCOUNT**



 **PACIFIC LIFE**

Create New Account

Pacific Life is implementing more stringent standards to ensure information is protected.

Registering for access only takes a minute. You will receive an email with a link that will prompt you to create a new password for security purposes. Once your account is created, you will have the option to add your mobile number to it for enhanced security and account protection.

All fields are required, except where indicated.

First Name:

Last Name:

Policy Number - Certificate Number: G- 12345 - 56789

Daytime Phone Number (optional): (213) 555-1234 ext.

Email Address:

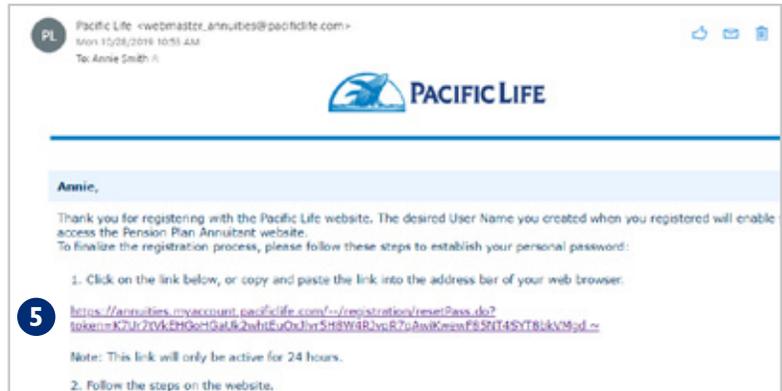
Verify Email Address:

Social Security Number: 123 - 456 - 7890

Create a username:

Login accounts will expire after 1 year of inactivity. A new login account will have to be created if the current account expires. Registration information will not be shared.

4 **SUBMIT** **CANCEL**



PL Pacific Life <webmaster_annuities@pacificlife.com>
Mon 10/26/2015 10:51 AM
To: Annie Smith, II

 **PACIFIC LIFE**

Annie,

Thank you for registering with the Pacific Life website. The desired User Name you created when you registered will enable access the Pension Plan Annuitant website.

To finalize the registration process, please follow these steps to establish your personal password:

1. Click on the link below, or copy and paste the link into the address bar of your web browser.

5 https://annuities.myaccount.pacificlife.com/~registration/resetPass.do?token=K7Jr7YkEHOoT0aI&2shHtEuoQchY5H8W4R2yR7o8yKkmoaF85PRT445Y78kV0Mjd_~

Note: This link will only be active for 24 hours.

2. Follow the steps on the website.

6. Fill in your username and create a password. Please note that your account will not be created until this step is completed.

PACIFIC LIFE
Registration
Pacific Life is implementing more stringent standards to ensure your sensitive information is protected.
Update Your Password
The following are security guidelines that are suggested when creating a new password:
• All passwords should be difficult to guess. Words in a dictionary, derivatives of all usernames, and common character sequences such as "123456" should not be employed.
• Never use a password that includes a name or username. Names and partial names are easily guessed. This includes names, surnames, animal names and sport team names.
Please enter your username and choose a new password.
Username: [input]
New Password: [input] 6
Verify Password: [input]
Update Password Cancel

7. After creating the account, you will be taken back to the login page so that you can access your account for the first time.

Fill in your username and password.

Pension Plan Annuitants
Access Your Account
7 Username
Password
LOGIN
Remember Me Forgot Your Password?
First time logging in?
CREATE NEW ACCOUNT

8. Enhanced security will be required.
To receive a single-use security code, you must supply an email address (to receive an email) or a mobile phone number (to receive a text message).

If this is your first time logging in, only email will be available as a security option. After logging in, you can access your profile to add a mobile number for additional security options.

Enhanced Security
To complete your login, we need to verify your access with a single-use security code. Please click "Send" to receive this code at the email address below:
8 * Send email to j*****@pacificlife.com
Please note: You can also receive SMS messages to verify your access. To enable this feature, add your mobile number to your profile after logging in.
If you require assistance, please contact Customer Service at (800) 800-9534
CANCEL SEND

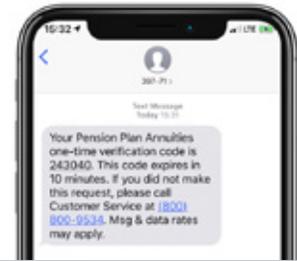
- You will receive a one-time code at the email address you entered during registration (or via text message if you added a mobile number to your website profile).

Please note that if you request a new security code from the website, any old codes will become invalid, and only the latest one will work.

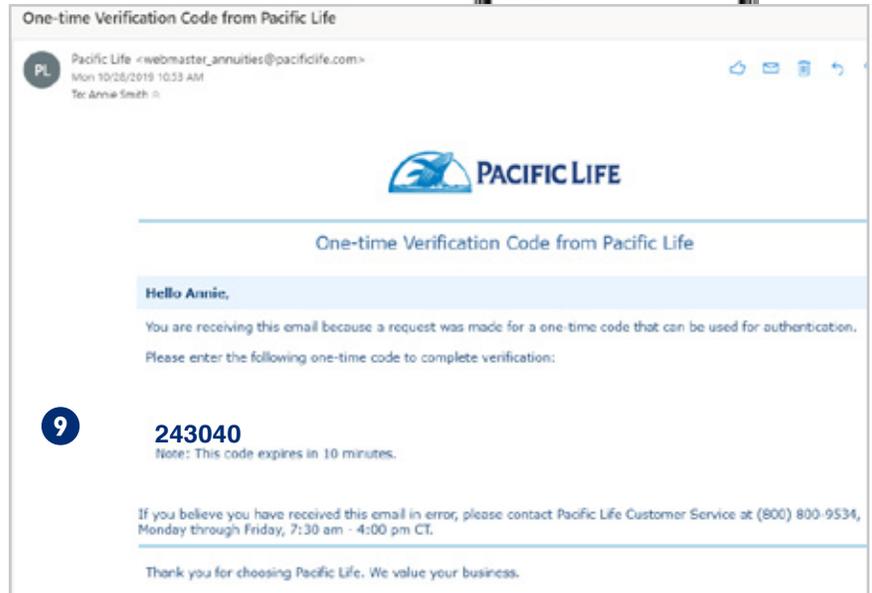
Email may take a few minutes to appear. Check your spam or junk mail folders if the email is not in your inbox.

For easier access, after you log in the first time, go to My Profile and add a mobile number so you can receive these codes as text messages going forward.

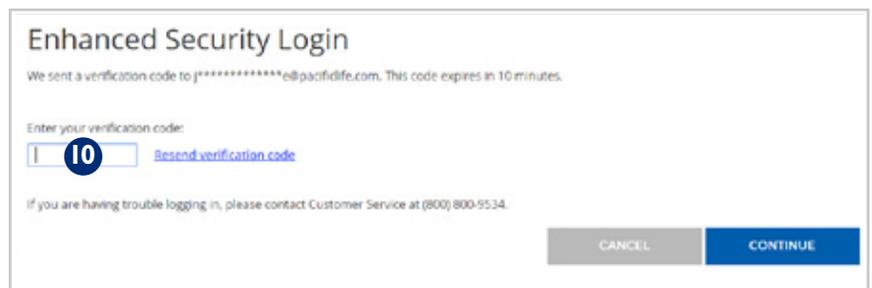
TEXT MESSAGE



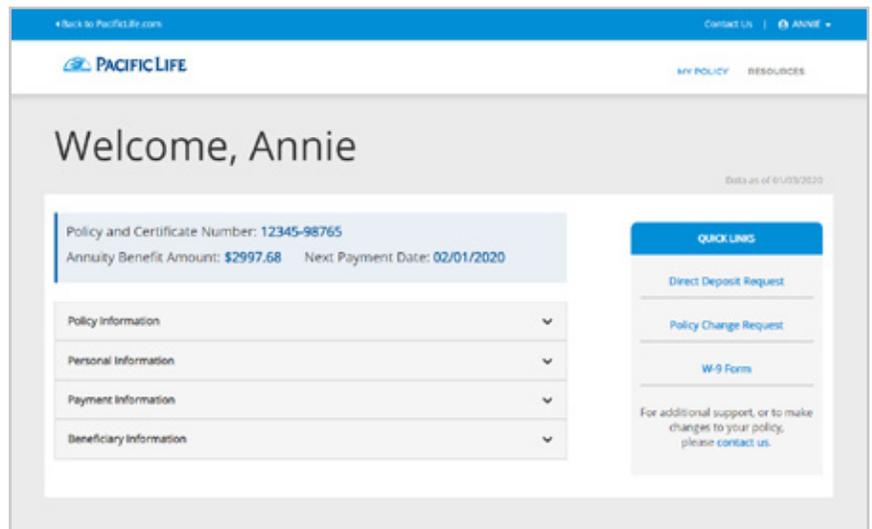
OR EMAIL



- Enter the code you received. If you requested multiple codes, please note that only the latest one will work.



- Your account will be displayed. You can find information about your annuity in this menu.



For more information, contact a customer service representative from Monday through Friday, 7:30 a.m. to 4:00 p.m., Central time, at (800) 800-9534.

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