

Jackson[®] recognizes that safeguarding communications is critical to protecting customer data and maintaining their trust. To protect customer data, we've upgraded our secure email platform to fortify and streamline the secure email process. Jackson is committed to evolving its security practices to stay ahead of cyberthreats and keep client information safe.

Protecting your information with secure email

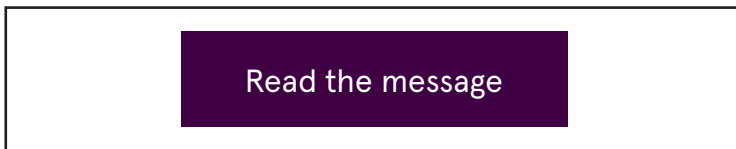
Your private information is one of your most important assets. That's why we aim to protect it. When you receive an email from Jackson about your account, we take several precautions to ensure your personal information is safe, including requiring secure email when sending sensitive details.

When accessing a secure email from Jackson, you will be required to log into the Microsoft Secure Email Portal to view your email. Secure emails expire 90 days after they are received and cannot be forwarded outside the secure email system. Continue reading to learn about how to access secure emails from Jackson.

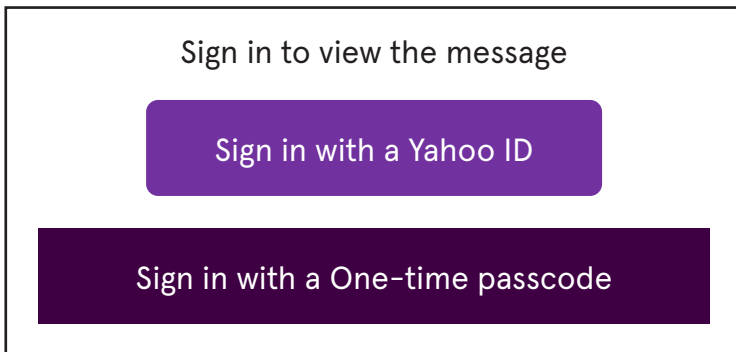
How do I open a secure email from Jackson?

Step 1: Open the email message, which will come from the sender's email address.

Step 2: Click **Read the Message** to be redirected to the Microsoft Secure Email Portal.



- You can select **Sign in with Google, Yahoo, or Microsoft**, if you have an existing account.
- If you do not have a Google, Yahoo, or Microsoft email account, select **Sign in with a One-time passcode**.



- If you selected **Sign in with a One-time passcode**, you will receive a one-time passcode via email. Return to the Secure Email Portal and enter the code provided to access the portal.

Please check your email, enter the one-time passcode, and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode

86206918

This is a private computer. Keep me signed in for 12 hours.



Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode.](#)

Additional support

If unable to access a secure email, try the following and attempt to access the email again.

- Try a different browser (make sure you are using Google Chrome or Microsoft Edge).
- Clear your browser cache.



Know how to report

If you or your clients notice suspicious activity, report it immediately. Staying vigilant and being proactive can help prevent fraud. Here are the ways to report:

- Visit our contact us page on Jackson.com
- Call 800/873-5654