



Jackson's Mike Hicks Wins Michigan ORBIE® CIO of the Year Award

Award recognizes technology executives for leadership, innovation and excellence

LANSING, Mich. — November 18, 2024 — [Jackson National Life Insurance Company](#) (Jackson®), the main operating subsidiary of Jackson Financial Inc.¹ (NYSE: JXN), today announced Mike Hicks has been named the winner of the 2024 Michigan ORBIE® CIO of the Year Award in the Large Enterprise category. Hicks, who joined Jackson as SVP, Chief Information Officer (CIO) in April 2023, was honored for excellence in technology leadership and enhancing the digital experience for financial professionals and consumers to strengthen understanding of an annuity's value to a holistic retirement portfolio.

“Our enterprise technology team at Jackson puts the customer at the center of everything we do, building trusted relationships, enabling customized and seamless interactions and delivering award-winning service,” said Hicks. “As technology has evolved from being a back-office function to being front and center in delivering customer experiences, fueling productivity and powering growth, I’m proud of the ways our technology team is further enhancing Jackson’s position as an industry leader. I’m humbled to accept this award and grateful to work for an organization where our associates can find fulfilling careers, working on leading-edge initiatives that ultimately help more Americans plan for a secure retirement.”

As Jackson’s CIO, Hicks manages key aspects of the company’s information technology strategy, including the design and development of innovative systems, data strategy and analytics, enterprise architecture, digital transformation and portfolio management and planning. Hicks also collaborates with business units across the enterprise to ensure operational efficiencies, enhance client experiences and expand market reach for Jackson.

For over 25 years, the CIO ORBIE Awards have recognized technology executives for leadership, innovation and excellence in this rapidly growing, CIO-led national professional association. This year’s honorees were recognized at an awards event in Dearborn, MI on November 15.

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¹ Jackson Financial Inc. is a U.S. holding company and the direct parent of Jackson Holdings LLC (JHLLC). The wholly-owned direct and indirect subsidiaries of JHLLC include Jackson National Life Insurance Company, Brooke Life Insurance Company, PPM America, Inc. and Jackson National Asset Management, LLC.

ABOUT JACKSON

Jackson® (NYSE: JXN) is committed to helping clarify the complexity of retirement planning—for financial professionals and their clients. Through our range of annuity products, financial know-how, history of award-winning service* and streamlined experiences, we strive to reduce the confusion that complicates retirement planning. We take a balanced, long-term approach to responsibly serving all our stakeholders, including customers, shareholders, distribution partners, employees, regulators and community partners. We believe by providing clarity for all today, we can help drive better outcomes for tomorrow. For more information, visit www.jackson.com.

**SQM (Service Quality Measurement Group) Call Center Awards Program for 2004 and 2006-2023. (Criteria used for Call Center World Class FCR Certification is 80% or higher of customers getting their contact resolved on the first call to the call center (FCR) for 3 consecutive months or more.)*

Jackson® is the marketing name for Jackson Financial Inc., Jackson National Life Insurance Company® (Home Office: Lansing, Michigan) and Jackson National Life Insurance Company of New York® (Home Office: Purchase, New York).

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