

Service you can depend on

Whether you're a financial professional or a client, you can rely on our exceptional customer service standards and user-focused improvements that help reduce the complexity of retirement planning.

When it comes to answering questions and offering assistance with care and clarity, our Customer Care Center is one of the best in the business.*

Highest Customer Service – Financial Industry Award

Highest first call response rating in each specific industry/sector.

Call Center of the Year Finalist among a field of 500 leading international contact centers across all industries

Highest combined customer First Call Resolution (FCR) and employee overall "very satisfied" rating. Jackson also won Call Center of the Year in 2019 and 2020.

World Class First Call Resolution (FCR) certification

At least 80% of customers' issues are resolved on the first call.

World Class Employee Experience Award

At least 50% of employees rate their work in the contact center as "very satisfying."

 **41 seconds**
average speed of answer[†]

+ 9,000 
calls handled per day[†]

Same day servicing

for all new business cash and variable annuity/registered index-linked annuity financial post issue requests

Our wide variety of self-service tools, e-delivery capabilities, and additional resources are at your fingertips.

 **Easy-to-navigate
Jackson.com**

- ✓ A continually evolving suite of innovative tools and self-service capabilities designed to help financial professionals guide their clients
- ✓ Growing library of educational resources, including motivating articles by forward-thinking leaders and diverse visionaries
- ✓ Plus—view beneficiary designations, access contract documents and tax statements, withdrawal requests, trading capabilities, address changes, product performance tracking and 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). Jackson National Life Distributors LLC, member FINRA.

* SQM (Service Quality Measurement Group) Call Center Awards Program for 2004 and 2006-2021. (To achieve world-class certification, 80% or more of call center customers surveyed must have rated their experience as very satisfied, the highest rating possible.)

[†] Annualized numbers as of December 31, 2021, based on 2021 performance. Data may change from year to year.

Not FDIC/NCUA insured • May lose value • Not bank/CU guaranteed • Not a deposit • Not insured by any federal agency