Jackson.com Withdraw Funds Guide

Contents

Introduction

Thank you for using our online withdrawal tool to complete your partial withdrawal on Jackson.com.

No need to submit paperwork — submitting your request online is easy and can be completed in a few simple steps. If you need assistance, the information below offers step-by-step instructions for completing the process.

Note: This guide is only meant to serve as instructions for using the online tool and does not provide detailed information on how a withdrawal may impact your existing contract. It is important to read all online acknowledgements carefully and consult your tax advisor and/or financial professional prior to making your elections and submitting a request.

Eligibility requirements

Who can complete a withdrawal on Jackson.com?

Our online withdrawal tool is only available to customers when logged into Jackson.com. While it is part of our future vision, currently financial professionals do not have the ability to submit a withdrawal on our website.

When completing your withdrawal request online it must meet the following criteria:

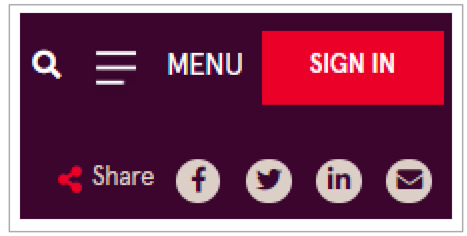
Contract type	Fixed, Fixed-Index, Variable, or Registered Index-Linked annuities
Issue company	Jackson (JNL) or Jackson of New York (JNY)
Contract ownership	Single, natural ownership (non-entity)
Contract qualification	All qualifications are eligible except 403b/Tax-Sheltered Annuities (TSA)
Withdrawal amount	Gross/Net amount of: • Minimum - $100 • Maximum - $90,000 or no more than 90% of current contract value Must be pro rata. Fund specific withdrawals are not supported at this time.
Delivery of funds	Check sent to address of record or direct deposit (ACH)
Note: The button to access the online withdrawal tool will not appear if the criteria for contract type and/or ownership are not met. Note: Direct deposit (ACH) will be rolled out by issue state.	

Additionally, some clients may not be eligible for an online withdrawal request if the contract:

- was issued under Brooke Life Company (BLC), Life of Georgia (LOG), or Security Life of Denver (SLD)
- contains an irrevocable beneficiary
- is set up on an irrevocable systematic withdrawal
- is owned by a minor
- contains a collateral assignment
- has been annuitized
- is in a pending death claim status

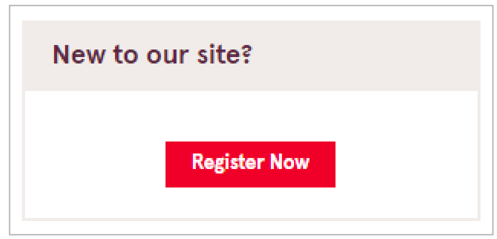
In these cases, when attempting to submit a withdrawal, the system will display an error message stating a specific reason the contract is not eligible for online withdrawals. In any of the scenarios mentioned above, the request can alternatively be submitted using the appropriate partial withdrawal form.

Accessing the withdrawal tool



First-time users will need to register on Jackson.com to access account information.

Registration provides online access to your Jackson® account. To register, click the Sign In button in the upper-right corner of the Homepage, then click the Register Now button to the right of the welcome screen.



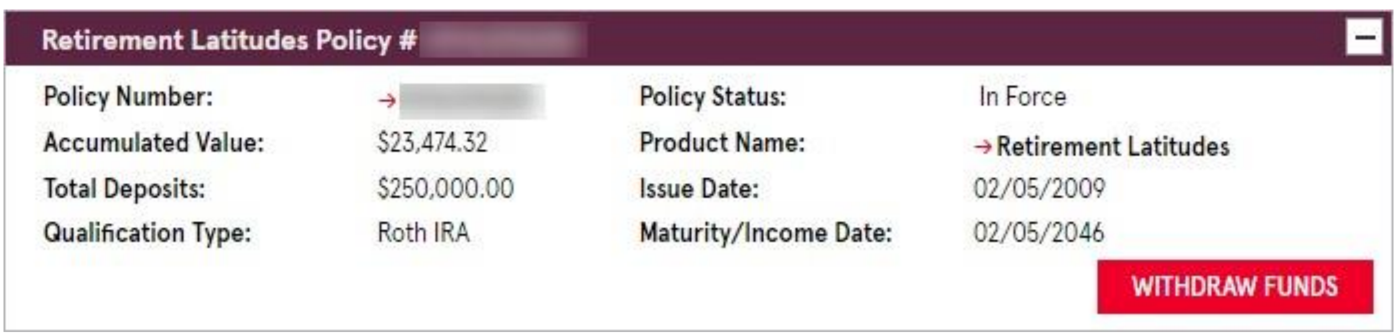
Click here to access the Frequently asked questions section of our website for additional information on how to register on Jackson.com

SIGN IN

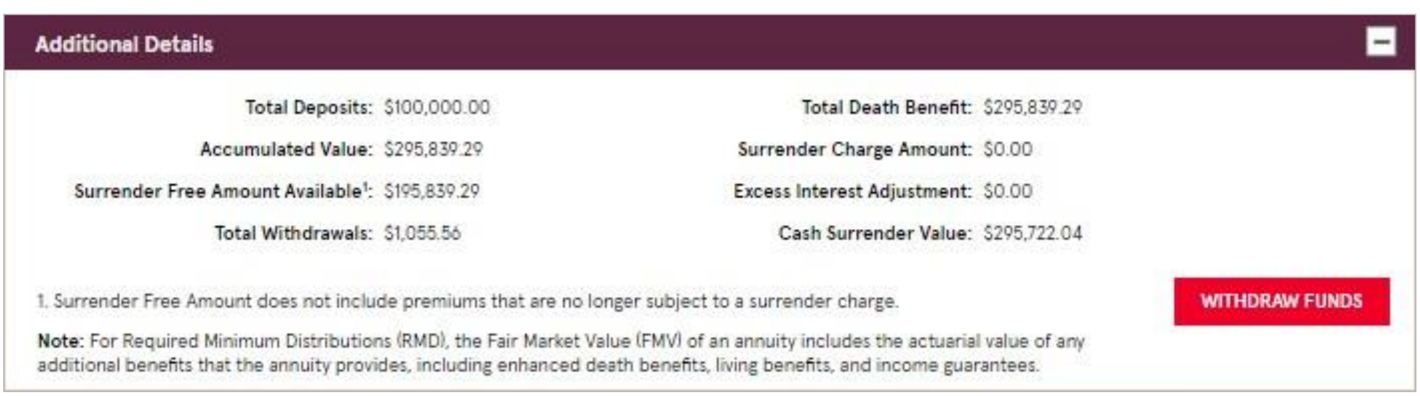
Once you have registered, click the Sign In button and enter your username and password. Do not click Remember my username if viewing on a public or shared device. You may be prompted to authenticate using MFA depending on your account settings.

ACCESS YOUR CONTRACT

From your Dashboard, click the Withdrawal Funds button to begin a withdrawal.



If there are more than 3 contracts, click on the policy number to see the Withdrawal Funds button in the Additional Details area of the policy.



Steps to withdraw funds

The online withdrawal tool contains four to five steps, depending on what is required for your contract. The steps in the process include:

1. Delivery method selection
2. Withdrawal type request
3. Tax-withholding preference
4. Contract specific withdrawal options (if applicable)
5. Review and submit

Please note the following, prior to beginning your withdrawal:

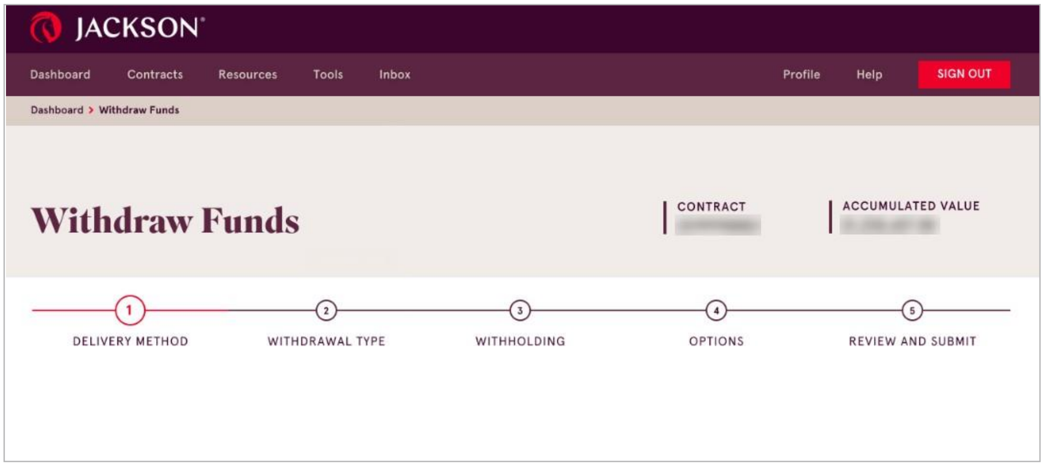
- At this time, online withdrawals are limited to a check mailed to your address of record and direct deposit (ACH).
    - If you would like to send your request to an alternative address or prefer a different delivery method, please submit your request in writing by filling out the appropriate Partial Withdrawal Form.
    - If you have recently changed your address of record with us, please submit your request in writing to avoid potential follow-up requirements put in place for your policy information protection.

HELPFUL RESOURCES

This instruction guide can be accessed throughout each step of the withdrawal journey by clicking the link to download. If you need to alternatively submit your request in writing, a link is also provided for the partial withdrawal form specific to your contract type.

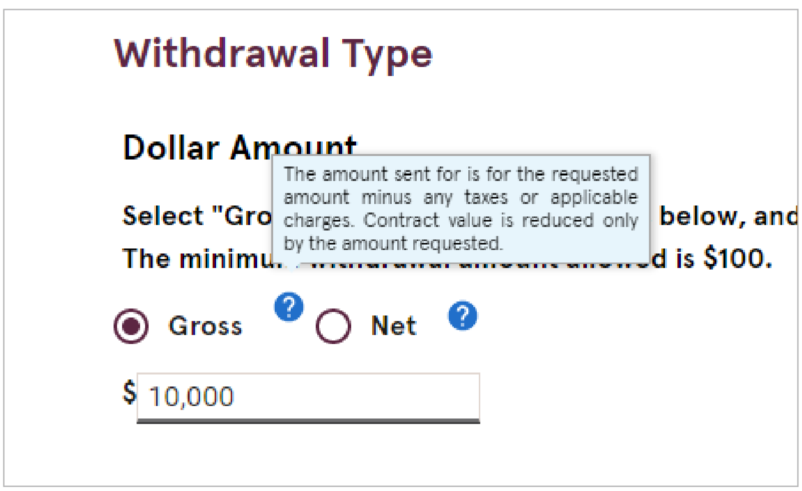
JOURNEY BAR

The journey bar tracks your progress as you complete your online withdrawal request.



TOOL TIPS

For tips on completing a specific field, look for the question mark icons ? and hover over to reveal tips with additional details.

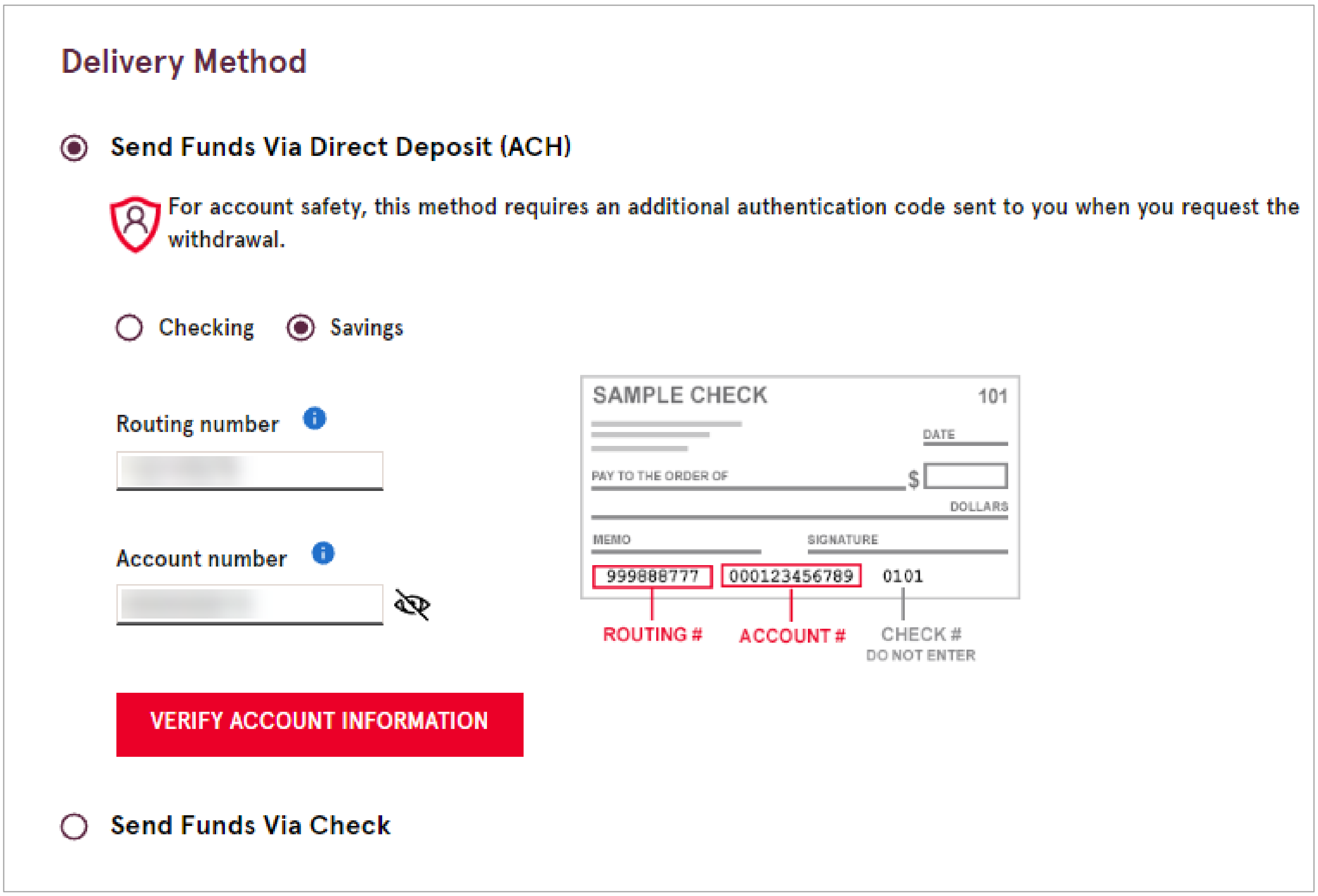


DELIVERY METHOD

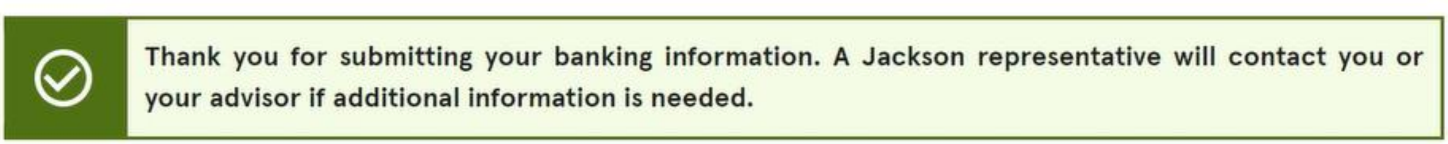
At this step, you will choose your preferred delivery method. We offer a check to address of record or direct deposit (ACH). This step defaults to Send Funds Via Direct Deposit or you can choose Send Funds Via Check.

Direct Deposit (ACH)

Direct Deposit (ACH) is the default delivery method. Enter the checking or savings account and routing numbers. Click Verify Account Information to run a validation of your bank information.

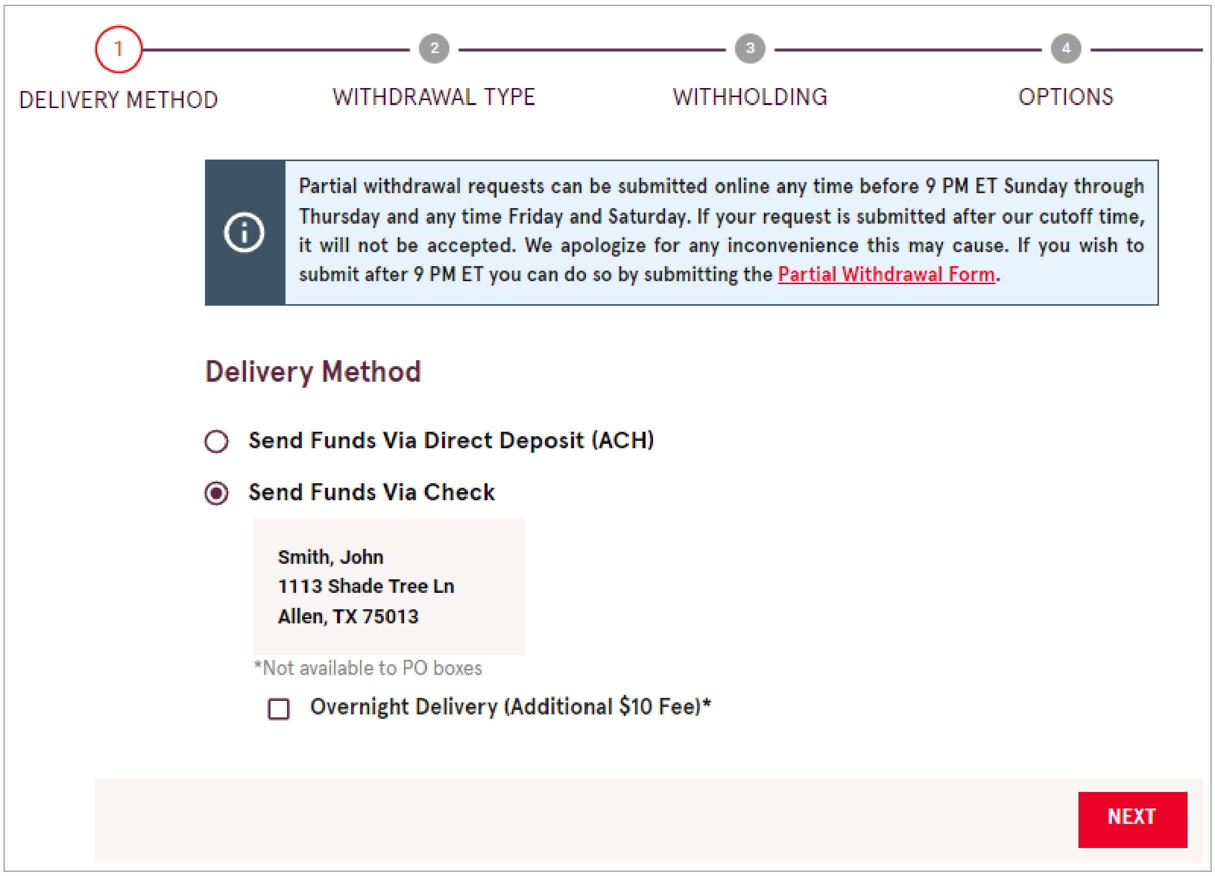


A message will appear above the delivery method with the results of the validation and any required actions.



Check

When selected, this field defaults to send the check by regular mail to the address of record we have on our administrative system. Please verify your address is correct. You can select overnight delivery for an additional $10 fee by checking the box for this option. Click Next to move to the next step.



Note:

- Overnight Delivery is not available to a PO Box or Rural Route (RR).
- Please complete the Partial Withdrawal Form and submit your request in writing if your current address does not match our records.

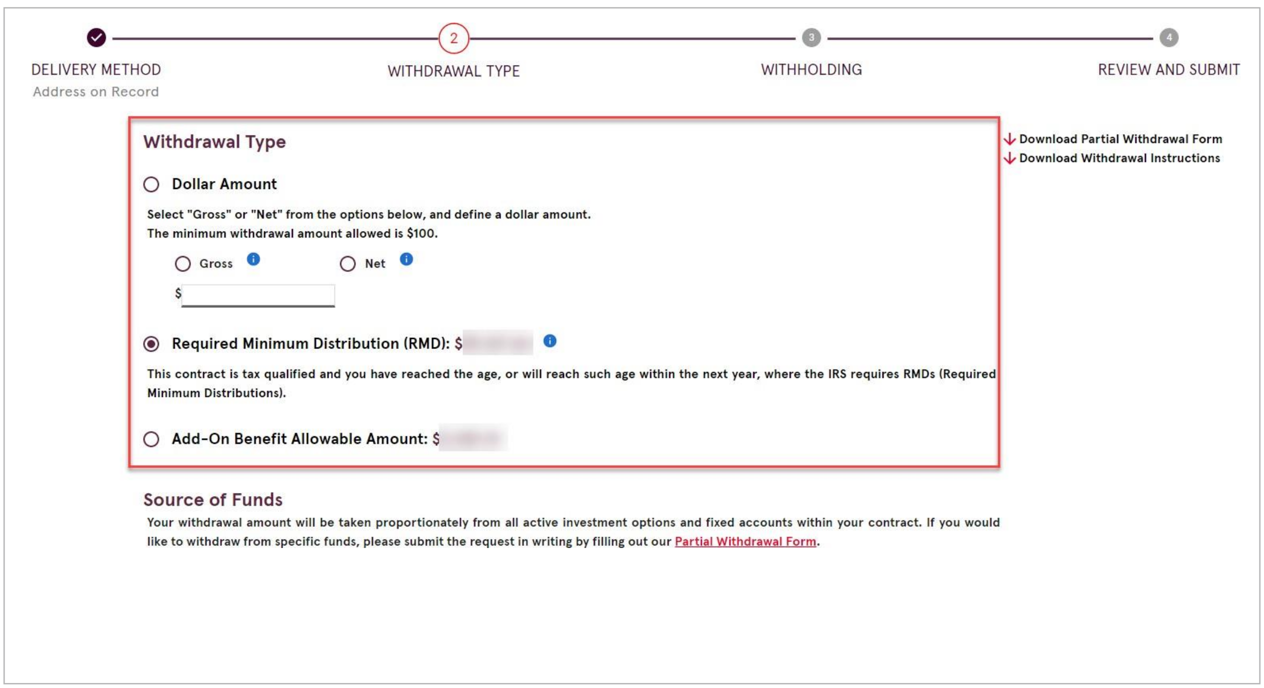
WITHDRAWAL TYPE

Withdrawal types display based on contract eligibility. Select a withdrawal type from the options available and read the related information carefully.

When requesting a specific dollar amount, indicate a gross or net withdrawal, then enter the desired dollar amount. The amount entered:

- must meet the minimum/maximum requirements:
  - Minimum - $100
  - Maximum - $90,000 or no more than 90% of current contract value

Withdrawal Type	Description
Gross	The amount sent is for the requested amount minus taxes and any applicable charges. Contract value is reduced by only the amount requested.
Net	The amount sent is for the specified dollar amount. Contract value is reduced by the amount requested plus taxes and any applicable charges.



WITHHOLDING

Options in the tax withholding section must be selected for both federal and state tax withholding. It is important to read all online acknowledgements carefully and consult your tax advisor and/or financial professional prior to making your elections and submitting a request.

Federal Tax Withholding

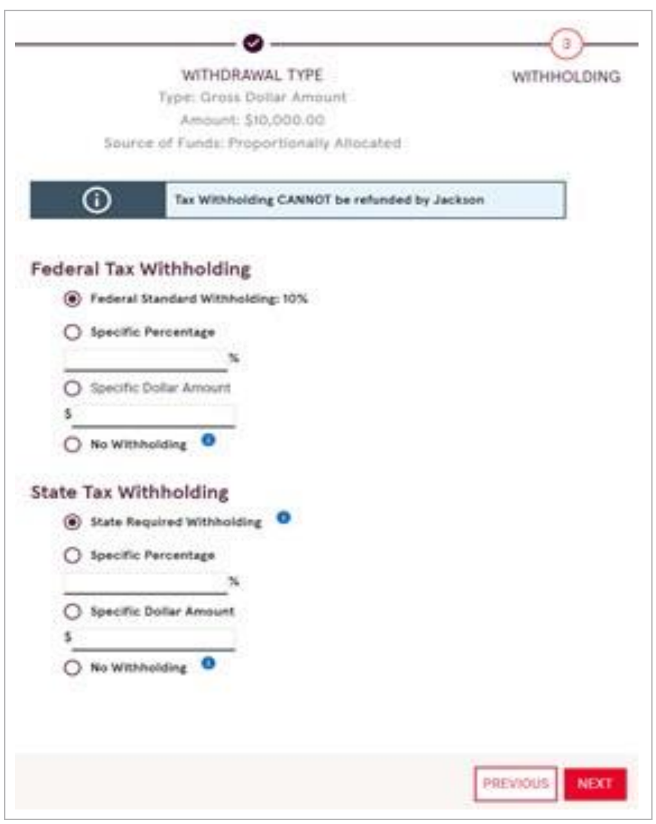
This field defaults to the standard 10% tax withholding. There are other options to enter a different percentage, dollar amount or elect to not withhold federal taxes.

Note: If you do not have any withholding applied, or if you do not have enough withheld, you may be responsible for payment of estimated tax, and you may incur penalties under the estimated tax rules.

State Tax Withholding

This field defaults to the state required tax withholding. To determine your state's required tax withholding visit your state's department of treasury or revenue website. There are other options to enter a specific percentage, dollar amount or elect to not withhold state taxes.

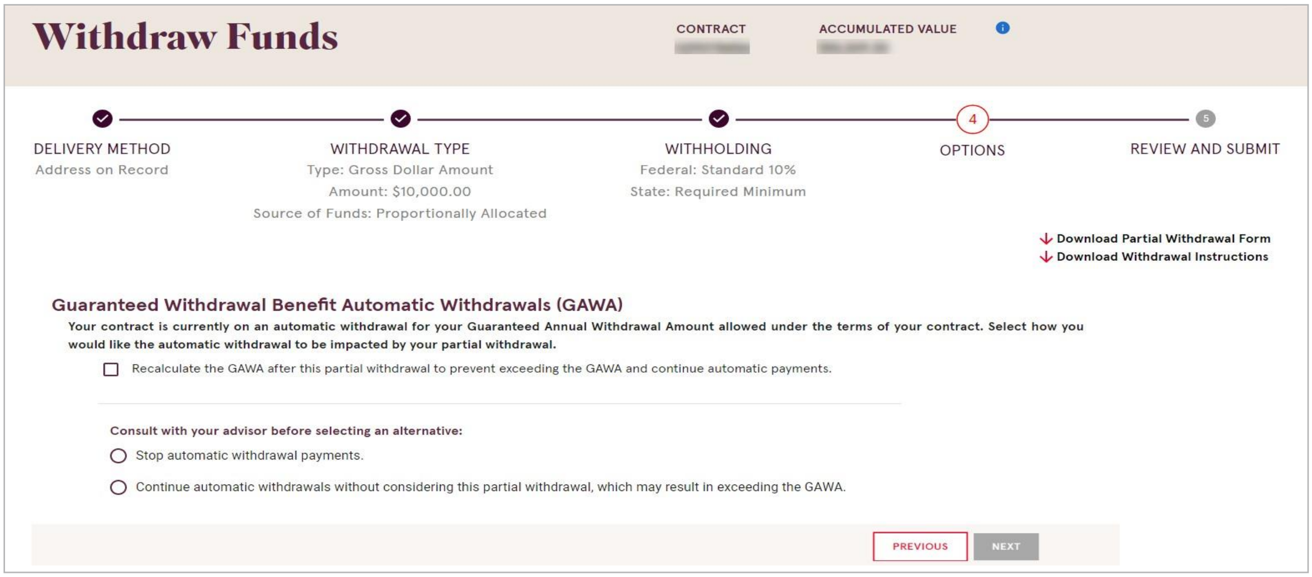
Note: Depending upon the laws in your state, state income tax withholding may be required. If no withholding is chosen and your state has additional requirements, the amount withheld will be updated to reflect your state's minimum withholding rate.



OPTIONS

This section does not apply to all contracts and will only appear if your contract contains options impacted by withdrawals. Complete the required actions, then click Next to move to the next step.

Note: Action required varies based on the options specific to your contract. It is important to read all online acknowledgements carefully and consult your tax advisor and/or financial professional prior to making your elections and submitting a request.



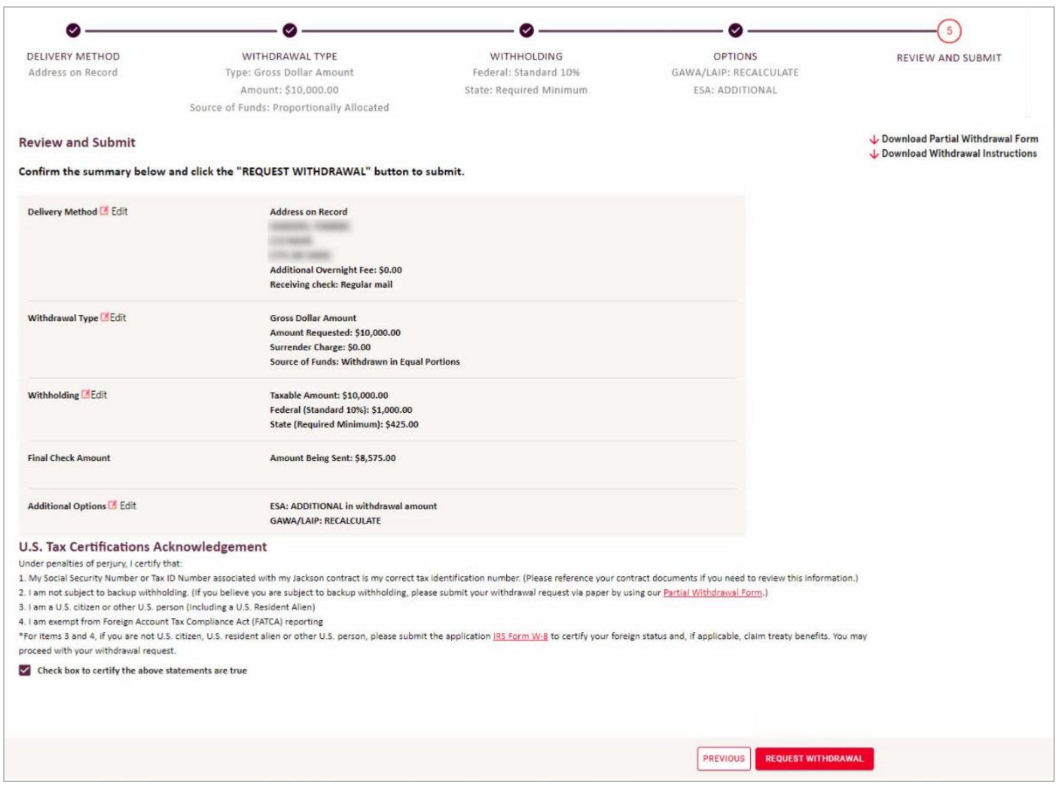
REVIEW AND SUBMIT

The final step is to review and submit your withdrawal request. Review each section of the provided summary for accuracy. Click Edit next to any section to return to it and make changes as needed.

If errors are returned on the summary page, read the information carefully and follow the instructions to resolve the error.

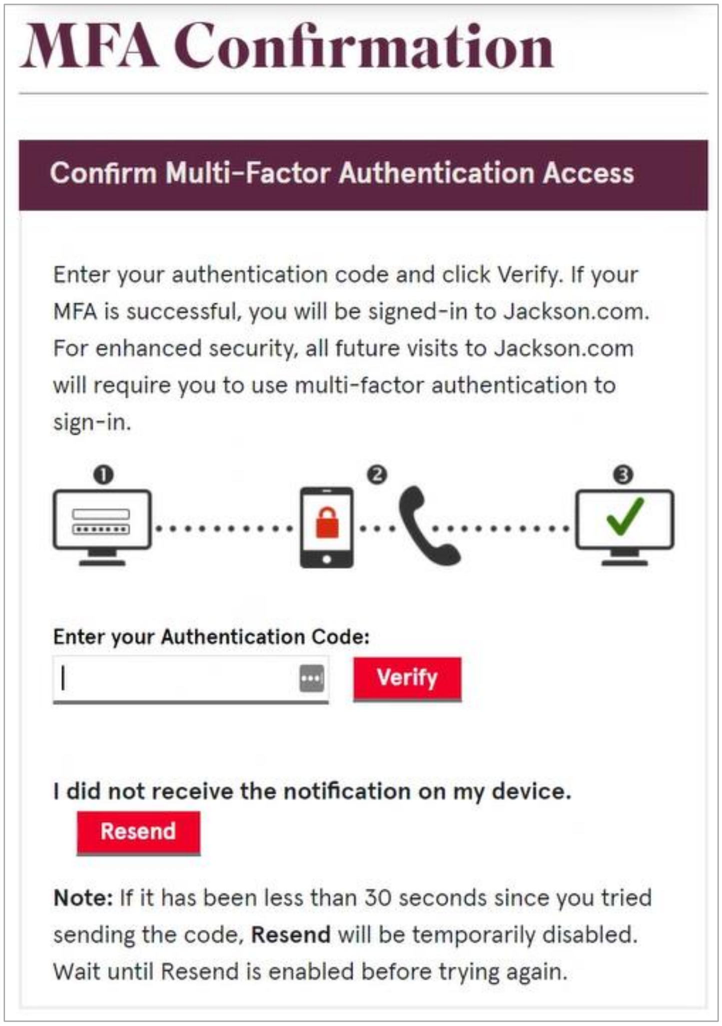
Note: Some contracts may contain an elected optional living benefit that allows you to receive a portion of any applicable earnings above and beyond your requested withdrawal amount, called the Earnings Sensitive Adjustment (ESA). If you indicated you would like this additional amount withdrawn from the contract (if available), the Final Check Amount in the summary will not reflect the ESA adjustment (if applicable) but will be available the following business day on both the confirmation statement as well as under Online Transaction History.

After reviewing the summary and U.S. Tax Certification Acknowledgement, check the box to certify that all statements listed above are true. When you are ready, click Request Withdrawal to complete the process.



AUTHENTICATION

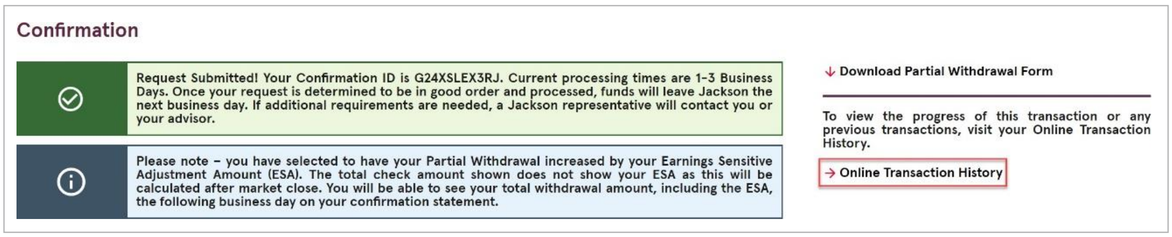
You may be prompted to enter your credentials and go through Multifactor Authentication (MFA) once you request the withdrawal to keep your account as secure as possible. This will follow the same steps as MFA when you sign into your account.



After submitting your withdrawal

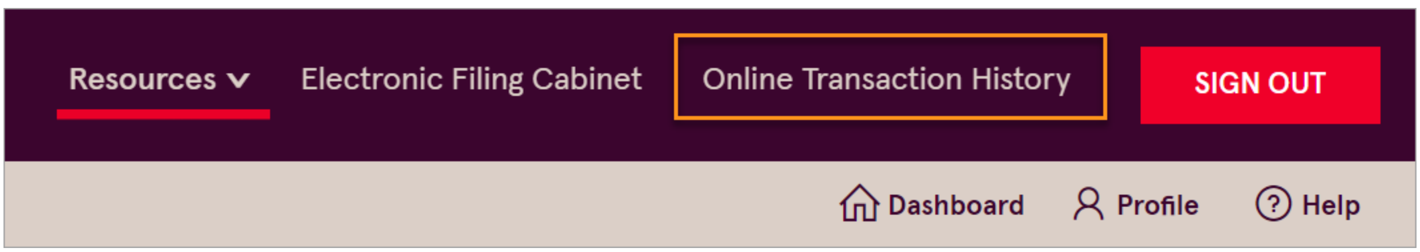
A confirmation screen will generate after your request has been successfully submitted.

A message will appear with your unique Confirmation ID. Click the Online Transaction History link on the right-hand side to view your submission and track progress of the transaction.



Check status in Online Transaction History.

If you've navigated away from the confirmation screen you can access your transaction history anytime by clicking Online Transaction History in the top navigation.

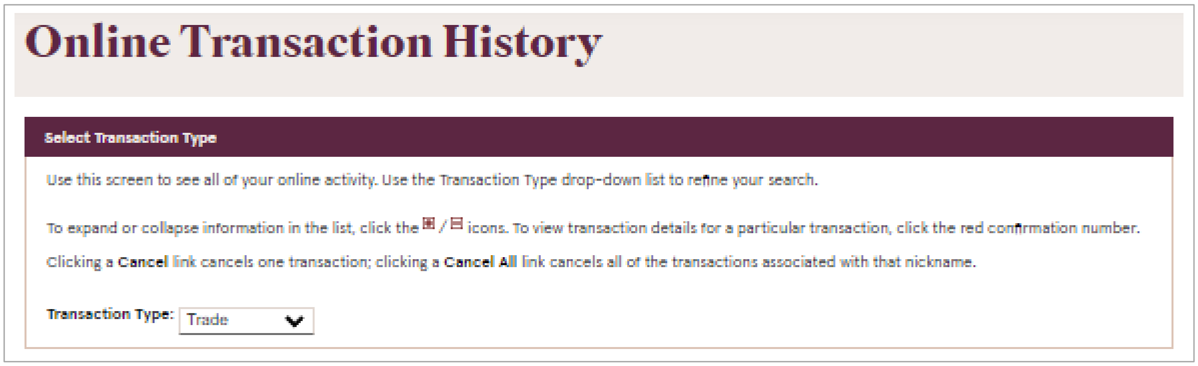


Processing times vary based on the type of contract you have. Use the chart below to locate the processing time for your contract type.

Contract type	Processing Times
Variable Annuity	Same Day (must be submitted by 4:00 PM (ET)
Fixed Annuity	1-3 business days
Fixed Index Annuity	1-3 business days

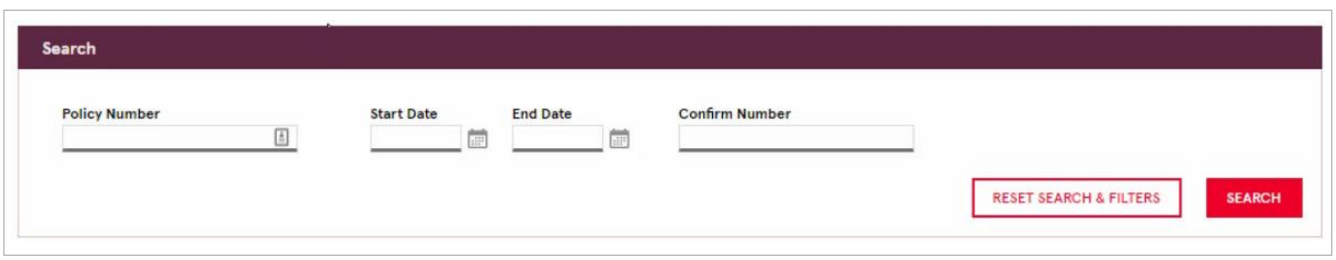
SELECT TRANSACTION TYPE

Your Online Transaction History allows you to view all your online activity or search a specific transaction type. To view withdrawal activity, select Withdrawal from the Transaction Type drop-down.



SEARCH

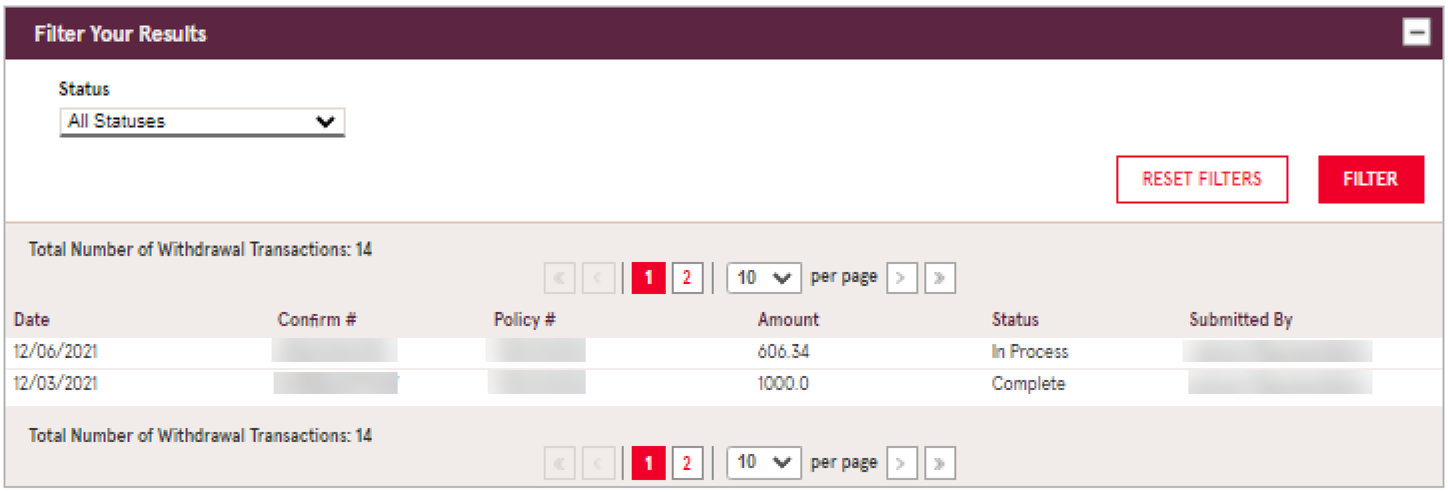
You can leave this section blank to search all your contracts or narrow your search to a particular contract by entering it in the Policy Number field. This will give additional options of date range and confirmation number if you wish to narrow your search further. Once you have all your information entered, click Search. If you want to clear the search criteria and start over, click Reset Search & Filters.



RESULTS

Results will show all withdrawal requests submitted online, displaying the most recent first. Information displayed includes:

- Date = date withdrawal was requested
- Confirm # = unique transaction confirmation number
- Policy # = contract associated with the withdrawal
- Amount = final check amount (will match what was listed in the review summary)
- Status = current withdrawal status
- Submitted By = person who completed the online withdrawal request



You can filter your results based on Status by choosing the desired status from the drop-down and clicking Filter. If you have multiple pages, navigate the list by clicking the page number or using the left and right arrows.

Status	Description
In Process	The withdrawal has been submitted
Error	The withdrawal is not in good order for processing
Cancelled	The withdrawal was canceled by the owner
Complete	The withdrawal has been completed and funds have been released

Contact Us

Customer Service –800/644-4565

E**mail** –customercare@jackson.com

Contact your financial professional if you have questions about how withdrawals may impact your contract.

CMN26107 10/22