

Jackson VoiceGuard®: For greater account security

The security of your account(s) continues to be a top priority at Jackson®. In response to ever-evolving security threats, we are dedicated to continuously enhancing our protective measures against account compromise, identity theft and fraud. As part of our commitment to reducing these risks, we have implemented Jackson VoiceGuard, a state-of-the-art voice recognition system designed to provide you with an elevated level of security.

Much like a fingerprint, your voice is unique to you. Jackson VoiceGuard leverages advanced technology to create and store your “voiceprint,” enabling us to verify your identity seamlessly and securely whenever you contact our Customer Care Center. This allows you to access your account information more quickly and efficiently.

- **What is Jackson VoiceGuard?** Jackson VoiceGuard is a free security feature that enhances the security of your account by verifying your identity through the sound of your voice when you contact our Customer Care Center. It ensures quick and secure access by creating a unique voiceprint, similar to a fingerprint, using over 1000 distinct physical and behavioral characteristics, including pitch, accent, mouth shape and vocal tract.
- **How does Jackson VoiceGuard work?** Jackson VoiceGuard works by comparing your voice to a stored voiceprint whenever you call our Customer Care Center. Your voice is meticulously analyzed against the voiceprint, making it nearly impossible to be spoofed or replicated. This biometric authentication method provides a simple and secure way to identify and verify you with just your voice.
- **How do I set up Jackson VoiceGuard?** You can enroll in Jackson VoiceGuard by calling our Customer Care Center at 800-644-4565. Please note that this feature is not yet available to joint account owners.
- **Will Jackson VoiceGuard still recognize my voice if I have a cold, am hoarse, or experience other voice changes?** While a cold may alter only a few of your voice characteristics, Jackson VoiceGuard is generally able to recognize your voice. However, if you experience a health condition that significantly affects your voice, such as laryngitis, it may result in a failed authentication. In such cases, we will verify your identity using alternative means.
- **What if my voice changes over time?** Jackson VoiceGuard is designed to adapt to natural changes in your voice. Each time you call, it analyzes and updates your secure voiceprint to ensure continued accurate and reliable authentication.
- **Is there a cost to enroll in Jackson VoiceGuard?** No, enrolling in Jackson VoiceGuard is completely free. It is a complimentary security feature we offer to enhance the protection of your account.
- **Is Jackson VoiceGuard secure?** Your voiceprint is stored as a secure mathematical representation that is exclusively used for verification with our system. This ensures that it cannot be stolen or misused.
- **Is Jackson VoiceGuard mandatory?** No, enrolling in Jackson VoiceGuard is not mandatory, although we strongly recommend it. This advanced technology strengthens your account security and provides instant access to your account information. If you wish to opt out of Jackson VoiceGuard, please contact our Customer Care Center at **800-644-4565**.

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.

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