



SERVICE EXCELLENCE

Putting You and Your Clients First

When you work with Pacific Life, you get more than a business relationship—you get a promise. A promise that our award-winning U.S.-based customer service call center team, supporting annuity products, will hold itself to the utmost standard of care and efficiency.

You Can Expect

- Same-day U.S.-based processing (for requests received in good order before market close).
- Same-day calls placed to you for any requests received that are not in good order.
- A commitment to keeping up with changing industry trends and use of the latest technology to deliver transfer requests electronically.
- Special requests resolved in 24 hours or less.

Industry-Leading Customer Experience

Making it easy to do business with us has been a hallmark of Pacific Life throughout its history, and our excellence has been nationally recognized.



Overall Customer Satisfaction Index Ranking
#2 in Annuities



2024 Top 10 Annuities Companies



The Power of Pacific

In addition to public recognition of our customer-service track record, we're passionate about and have been honored for our impeccable ethics and community care.

With nearly 160 years of strength and stability, our structure as a mutual holding company, and our decades of strong financial strength ratings, we'll make sure that every encounter assures that your trust in us is well-placed.



**Honoree for The 8th
Consecutive Year**



**Honoree for The 3rd
Consecutive Year**

It's All at Your Fingertips on Our Award-Winning Website: Annuities.PacificLife.com

Manage Business

- Access your book of business.
- Track the status of new business.
- Download contract summaries, statements, and tax documents

Transact Business

- Request trades, rebalancing, and distributions.
- Complete contract maintenance, like address changes and updates to bank information.
- Initiate and submit electronic business, subject to availability.
- Fill out select forms and send to the client for e-signature.

Dive Deeper

- To resolve issues or get dedicated support, contact your personal **Operations Advisor Management** professional. Find your assigned professional on our website on My Dashboard under My Pacific Life Support Team.

Can't Find What You're Looking for Online? Call Our Service Team.

Call (800) 722-2333 to Get Help With:

- In-depth contract reviews
- Benefits and how they work
- Completing transactions

Pacific Life, its affiliates, their distributors and respective representatives do not provide tax, accounting or legal advice. Any taxpayer should seek advice based on the taxpayer's particular circumstances from an independent tax advisor or attorney.

Pacific Life refers to Pacific Life Insurance Company and its subsidiary Pacific Life & Annuity Company. Insurance products can be issued in all states, except New York, by Pacific Life Insurance Company and in all states by Pacific Life & Annuity Company. Product/material availability and features may vary by state. Each insurance company is solely responsible for the financial obligations accruing under the products it issues.

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The home office for Pacific Life & Annuity Company is located in Phoenix, Arizona. The home office for Pacific Life Insurance Company is located in Omaha, Nebraska.

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