



STANDING FOR POSITIVE CHANGE

# Corporate responsibility report

2024

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.

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## A message from our CEO

Jackson® is committed to helping more Americans in or nearing retirement achieve clarity and confidence in their financial futures. Our differentiated products, award-winning service, diverse distribution network and strong risk-management culture have led to our success as a leading U.S. retirement services provider. Driven by our core values of Empower, Execute, Respect and Create, our culture thrives because of our associates' dedication to serve our stakeholders and each other.

Our 2024 Corporate Responsibility Report features programs and initiatives focused on safeguarding customer trust, valuing our people and communities, protecting our environment, and upholding strong governance and business practices. Our Board of Directors oversees the strategy for these associate-led efforts to prioritize consumer value and choice, making Jackson a great place to work and contributing to society through our retirement products and industry-leading levels of volunteer service.

Key highlights from 2024 include:

- **Increasing access to annuities:** Our innovative product features, reliable customer service, enhanced digital experience, and education for financial professionals and consumers help make annuities a viable option for a wider range of people seeking a confident and secure retirement. Recent research findings from our Security in Retirement Series and the establishment of the Jackson Suitability Support Kit support these efforts.
- **Integrating Artificial Intelligence (AI) responsibly:** We have a long history of using technology to innovate, drive efficiencies and support growth. As we continue to increase our skill set and capacity for data and AI, Jackson's AI Working Group has published a corporate-wide AI Risk Management Policy and related standards to establish our AI inventory and ensure AI uses are appropriately assessed for risks, ethical considerations and compliance with relevant regulations.
- **Engaged culture:** We are actively taking steps that address the need to develop, grow and retain high-potential talent in the financial services industry. In 2024, our Business Resource Associate Groups (BRAGs) began a collaboration with our Talent Acquisition team to expand Jackson's reach to more talented candidates by leveraging associates' professional and community networks.
- **Philanthropic commitment:** Associates were again the driving force behind our corporate philanthropy efforts. Volunteer participation grew to more than 51% of associates volunteering in the community in 2024. More than one-quarter of associates contributed financially to nonprofits, and these donations were matched at least dollar-for-dollar by Jackson. With the support of our associates, Jackson and its charitable partners provided free financial literacy programs to thousands of people in our community.
- **Energy efficiency:** ENERGY STAR ratings were again achieved in 2024 for our Lansing-based buildings, placing them in the top 25% for efficiency when compared with similar buildings across the country. Additionally, for the second year in a row, we have reduced our percentage of waste going to landfills through in-office recycling and composting.

On behalf of our executive committee, I want to thank all our stakeholders for their thoughtful input and continued partnership as we strengthen our corporate responsibility program each year. We are committed to exploring areas of opportunity and intentionally modifying our efforts to make meaningful progress in shaping our industry, workforce and communities.

I encourage you to review this report to learn more about how we are paving the way for a sustainable future.

**Laura Prieskorn**

President and Chief Executive Officer  
Jackson

“Our Board of Directors oversees the strategy for these associate-led efforts to **prioritize consumer value and choice, making Jackson a great place to work, and contributing to society** through our retirement products and industry-leading levels of volunteer service.”





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# About Jackson

We're 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 of our stakeholders, including customers, shareholders, distribution partners, associates, regulators and community partners.

We believe by providing clarity for all today, we can help drive better outcomes for tomorrow.

**FOUNDED IN 1961**
**HEADQUARTERED IN LANSING, MICHIGAN**
**OFFICE LOCATIONS IN CHICAGO, ILLINOIS;  
FRANKLIN, TENNESSEE; AND LANSING, MICHIGAN**
**EMPLOYING APPROXIMATELY 3,970  
PEOPLE NATIONALLY**

\* SQM (Service Quality Measurement Group) Call Center Awards Program for 2004 and 2006-2024. (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.)

## Our values

### EMPOWER

We think like owners. Our associates are empowered to make decisions that impact the company. We consistently seek to expand our knowledge and share with others. We are accountable to exercise sound judgment and take ownership of our actions. Integrity guides what we do—and we are committed to serving our clients, advisors and colleagues.

### EXECUTE

We set the pace. Working smart is the company trademark. We drive results. Our work is challenging—but rewarding. We don't put off to tomorrow what can be done today. Frankly, we're setting the bar.

### RESPECT

We build relationships. With each interaction, we strive to build strong and lasting relationships. By listening to and supporting all of our stakeholders and each other, we make a lasting impression and positive impact. We respect each other by working together. We value differences, and our unique perspectives and capabilities make us diverse, inclusive and strong.

### CREATE

We inspire change. We are not afraid to challenge the status quo in search of a better, smarter or faster solution. Through calculated risk-taking and forward thinking, our associates team up to create innovative solutions. We value learning and challenge ourselves and motivate others.

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## Our financial results

**No. 1** traditional variable annuity sales<sup>1</sup>

**\$17.8 billion**  
in retail annuity sales in 2024<sup>2</sup>

Nearly  
**\$325 billion**  
in total assets under management<sup>3</sup>

Nearly  
**\$5.1 billion**  
statutory total adjusted capital<sup>4</sup>

## Financial strength ratings<sup>5</sup>

**A** **(EXCELLENT)**  
by A.M. Best, the third highest of 13 rating categories

**A** **(STRONG)**  
by Fitch Ratings, the sixth highest of 19 rating categories

**A** **(STRONG)**  
by Standard & Poor's, the sixth highest of 20 rating categories

**A3** **(GOOD)**  
by Moody's Ratings, the seventh highest of 21 rating categories

<sup>1</sup> LIMRA, Secure Retirement Institute®, U.S. Individual Annuity Participants Report 4Q YTD 2024. Ranking is for Jackson National Life Insurance Company. Based on traditional variable annuity sales out of 39 companies that reported sales. Jackson National Life Insurance Company sales are inclusive of sales by Jackson National Life Insurance Company and Jackson National Life Insurance Company of New York.

<sup>2</sup> Total retail annuity sales of Jackson Financial Inc. (JFI), the ultimate parent company of Jackson National Life Insurance Company and Jackson National Life Insurance Company of New York. Fixed index annuities and institutional products are not sold in New York.

<sup>3</sup> AUM as of 12/31/2024. AUM includes investment assets that are managed by Jackson Financial Inc.'s (JFI's) subsidiaries and includes: (i) assets managed by PPM America, Inc. (PPM), including our investment portfolio (but excludes assets held in funds withheld accounts for reinsurance transactions), (ii) third-party assets (including JFI's former parent and its affiliates) and (iii) the separate account assets of our retail annuities managed and administered by Jackson National Asset Management LLC (JNAM).

<sup>4</sup> Reflects statutory adjusted capital for Jackson National Life Insurance Company as of December 31, 2024.

<sup>5</sup> Jackson National Life Insurance Company and Jackson National Life Insurance Company of New York ratings are from independent ratings agencies. Ratings are accurate as of February 18, 2025. Financial strength ratings do not apply to the principal amount or investment performance of the separate account or underlying investments of variable products. A securities rating is not a recommendation to buy, sell, or hold securities and may be subject to revision or withdrawal at any time.

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Company timeline

1961

Jackson National Life Insurance Company is founded in Jackson, Michigan

1970

Jackson starts selling products through independent agents

1986

Jackson is acquired by London-based insurer Prudential plc

1995

Jackson introduces variable annuities and forms Jackson National Life Distributors (JNLD)

2007

Jackson announces corporate philanthropy program, Jackson in Action

2009

Jackson launches Green Delivery® program, allowing customers and financial professionals to receive correspondence electronically

Learn more on page 52

2010

Company assets exceed \$100 billion

2011

Jackson establishes regional headquarters in Franklin, Tennessee, which now employs approximately 600 associates

2013

Jackson opens The Zone in East Lansing, Michigan, providing part-time job opportunities to college students

2014

Jackson Board Corps program launches to help associates grow their professional and community leadership skills

Learn more on page 47

2015

Jackson launches \$100 million expansion in Lansing, including an additional corporate HQ building and conference center, providing capacity for more than 1,200 new jobs; both of the company's Lansing office facilities have earned ENERGY STAR® certifications

Learn more on page 50

2018

Jackson launches its *Ignite by Jackson* career exploration program and establishes its Advisory Council to identify opportunities for advancing our workplace culture of respect

Learn more on page 33 (*Ignite*)

Learn more on page 31 (*Advisory Council*)

2021

Jackson becomes an independent, public company listed on the New York Stock Exchange (NYSE: JXN) and forms its first independent Board of Directors

Learn more on page 56

2022

Inaugural Corporate Responsibility Report published  
  
Jackson completes the solar farm construction at its corporate HQ to generate renewable energy and reduce the need for traditional power generation

Learn more on page 50

SEE WHAT WE'VE BEEN UP TO IN 2024



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## 2024 corporate responsibility highlights

We had many significant accomplishments over the last year. But we are most proud of our commitment to stand unified with you, our stakeholders, on universally important causes: integrity, positive change and supporting initiatives that help our communities and environment.

## Take a look at our progress in 2024:

In 2024, Jackson created a new role, Vice President of Corporate Communications and Responsibility, focused on corporate responsibility and sustainability practices and reporting for the company.

### TRUST

- Our Customer Care Center once again earned recognition from Service Quality Measurement Group, Inc. (SQM), including the Highest Customer Service – Financial Industry and Call Center World Class FCR Certification awards
- The Jackson Suitability Support Kit was launched to help financial professionals understand the expectations of best interest for their business and clients
- Our Compliance team hosted representatives from 15 insurance companies for a Financial Crimes Roundtable in Jackson's Nashville office, to enhance our ability to protect customers from fraud

[Learn more on page 12](#)

### PEOPLE AND COMMUNITIES

- With the support of our associates, Jackson and its charitable partners provided free financial education for more than 270,000 people
- 20+ years of average company tenure for our executive management team
- We added group mentoring to our Corporate Mentoring program in 2024, expanding its reach among associates
- Our Business Resource Associate Groups (BRAGs) came together for the 2024 BRAG Leader Summit to collaborate and plan for the future
- Volunteer participation grew to 51% in our communities

[Learn more on page 28](#)

### ENVIRONMENTAL

- Our corporate offices in Lansing, Michigan, ranked in the top quartile for efficiency when compared with similar buildings across the country
- ENERGY STAR® certification achieved in 2024
- For the second year in a row, we have reduced our percentage of waste sent to landfills through in-office recycling and composting
- Our 500kW solar farm supplied 24% of the power needed at our 8 Corporate Way building

[Learn more on page 48](#)

### GOVERNANCE

- Jackson's AI Working Group published a corporate-wide AI Risk Management Policy and related standards, establishing our AI inventory and ensuring AI uses are appropriately assessed for risks, ethical considerations and compliance with relevant regulations
- Our Supplier Onboarding team added a new vendor application on jackson.com to increase access for more vendors
- We actively engaged with the investment community, meeting with more than 50 investors representing nearly one-third of our outstanding shares and covering topics including corporate sustainability

[Learn more on page 55](#)



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# Oversight and priorities

The Jackson Corporate Responsibility Working Group is a multidisciplined representation of key leadership that consults with a variety of stakeholders and third parties to help inform our sustainability efforts through research and engagement. Our Corporate Responsibility Working Group supports our long-term commitment to have a sustainable business and to serve all of our stakeholders responsibly, including our shareholders, business partners, regulators, customers, associates and communities.

## Corporate Responsibility Working Group members

Our working group is led by senior management with oversight by the Nominating and Governance Committee of our Board of Directors.

### CORPORATE RESPONSIBILITY WORKING GROUP CHAIR

**Dev Ganguly**, Executive Vice President, Chief Innovation and Technology Officer

### CORPORATE RESPONSIBILITY WORKING GROUP MEMBERS

**Dennis Blue**, Vice President, Corporate Support Services

**Barrett Bonemer**, Vice President, Risk Management

**Scott Golde**, Chief Ethics & Compliance Officer

**Andrea Goodrich**, Senior Vice President, Corporate Law and Corporate Secretary

**William Harding**, Chief Investment Officer, Jackson National Asset Management, LLC

**Dana Rapier**, Chief Human Resources Officer

**Brian Manczak**, Head of Insurance Solutions, PPM America, Inc.

**Danielle Robinson**, Vice President, Corporate Communications and Responsibility

**Jennifer Schneider**, Director, SOX & Finance Internal Controls

**Byron Thompson**, Assistant Vice President, Information Security

**Elizabeth Werner**, Senior Vice President, Investor Relations

**Richard White**, Senior Vice President, Government Relations

The Nominating and Governance Committee of our independent Board of Directors has direct oversight of our corporate responsibility efforts. It receives regular reports on our corporate responsibility program from the Corporate Responsibility Working Group. See more on our oversight structure in the [Governance and business practices](#) section of this report.



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The Corporate Responsibility Working Group has identified the following priorities based on their materiality to our business and stakeholders. We will continually evaluate these topics for future initiatives and reporting.

### SAFEGUARDING YOUR TRUST IN US

Trust is the cornerstone in helping our clients make clear and confident choices in retirement planning. To uphold that trust, Jackson is committed to customer-focused products, superior customer service, comprehensive information security and maintaining investment practices that consider risks and rewards.

### VALUING OUR PEOPLE AND COMMUNITIES

Our strength lies in our people and the communities in which we live and work. Jackson's four corporate values—empower, respect, execute and create—guide our employment practices and community investments. Our philanthropic efforts are multiplied by the generous giving of our associates.



### PROTECTING OUR ENVIRONMENT

The health of our planet is vital to our future and the loved ones we protect. Jackson is thoughtful in how we consume energy more efficiently and use natural resources in innovative and impactful ways.

### STRONG GOVERNANCE AND BUSINESS PRACTICES

Honesty and integrity are at the core of everything we do. That's why we are devoted to upholding the highest standards of governance policies and practices. Our independent board and experienced management team set the tone for our culture of accountability, sound risk management and thoughtful vendor relationships.

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## Ongoing stakeholder engagement

As part of our longstanding commitment to serve all of our stakeholders responsibly, we regularly engage with—and value the input of—our shareholders, business partners and customers, associates, regulators, community partners and vendors.

### SHAREHOLDERS

Shareholder engagement throughout the year supports transparency and accountability on topics including succession planning, executive compensation, sustainability and business strategies, data privacy, cybersecurity and risk oversight.

### BUSINESS PARTNERS AND CUSTOMERS

Through direct conversations across our unique channel-specific distribution network, we can connect with business partners and customers on topics such as sustainability approach, product education, business ethics, and corporate philanthropy. Doing right by our customers is fundamental to our sustainability and the impact we can have on Americans' lives.

### ASSOCIATES

We prioritize clear, two-way communication between associates and management on topics including strategic priorities, financial performance, career development, compensation, benefits, sustainability, culture and community engagement. Organizational surveys and our anonymous "Speak Out" reporting channel help us collect feedback on associate concerns.

### REGULATORS

We seek to build trust, educate and engage with regulators on matters that impact our business operations through ongoing meetings, audits and site visits. Topics include cybersecurity, risk oversight and corporate responsibility practices, including environmental sustainability.

### COMMUNITY PARTNERS

We foster a culture of philanthropy and drive positive social impact through charitable donations, employee volunteerism and ongoing discussions with local community organizations, including partnership meetings, site visits and surveys. Topics include critical issues such as access to financial education, nonprofit board service, employee engagement and wellness, and community needs.

### VENDORS

Knowing the significant impacts our procurement decisions can have, we partner with vendors that share our values and high standards. Our expectations of vendors are discussed and upheld through meetings, surveys and site visits and include topics such as business ethics, sustainability and workplace culture.

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# Reporting guidelines

We have carefully considered the **Sustainability Accounting Standards Board (SASB) standards** to help guide our reporting and offer industry-specific consistency to our sustainability disclosure. We are reporting to the Financials Sector standards most closely aligned with our business: insurance. All data is current as of December 31, 2024, unless otherwise noted.



# Safeguarding your trust in us

Trust is the cornerstone in helping our customers make clear and confident choices in retirement planning. That's why we are devoted to investing responsibly and upholding the highest standards in our customer engagement and information security. We have a strong history of transparency, integrity and award-winning customer service relied on by millions of Americans. We implement comprehensive cybersecurity programs to safeguard your information. Our asset manager responsible for managing our general account, PPM America, Inc., maintains investment practices aligned to Jackson's values while assessing risks and rewards.

Customer-focused products,  
communication and service →

Data protection and privacy →

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# Customer-focused products, communication and service

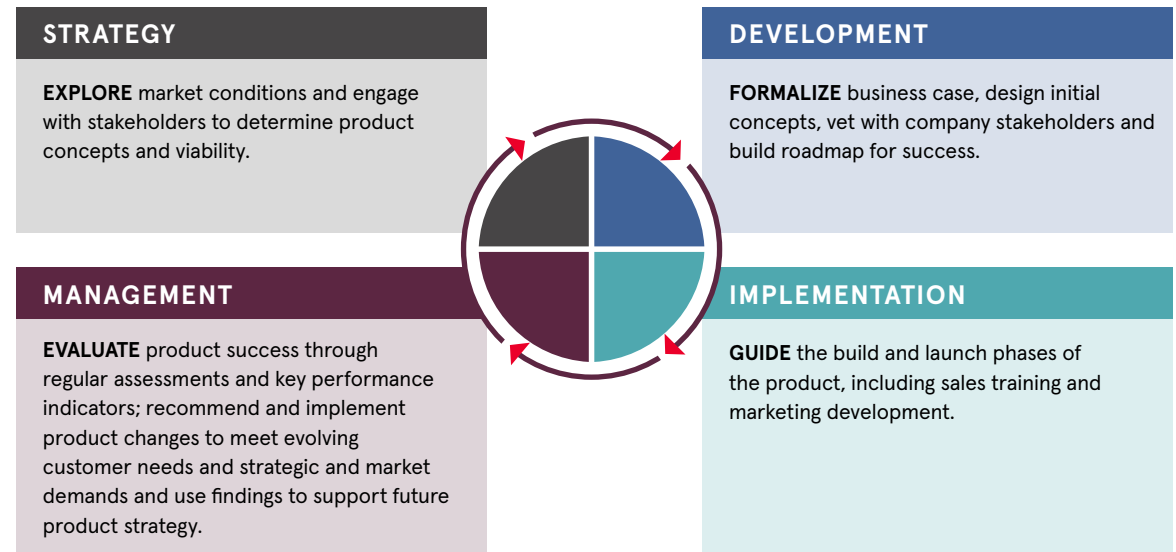
Our customers deserve a positive experience every time they interact with us. And that's what they should expect. Our award-winning Customer Care Center, commitment to financial security and tailor-made annuity products help drive clarity, transparency and protection for all of our stakeholders.

- Delivering value to our customers
- Access to finance
- Consumer financial protection
- Award-winning customer service

## Delivering value to our customers

Doing right by our customers is fundamental to our work and the impact we can have on Americans' lives. Nowhere is that more critical than in the products we offer and communications we deliver in support of them.

- Our product design process follows a four-stage journey through strategy, development, implementation and management, focused on providing clear and reliable retirement solutions for our customers.



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## Delivering value to our customers (cont.)

- We continually monitor our product features, benefits and services to make adjustments to meet evolving standards, provide unique value to our customers and help ensure our products are in line with expected profitability and risk standards. In this regard, we also account for:
  - » Regulatory considerations: identify potential upcoming regulatory developments that may impact products and services.
  - » Risks: identify quantitative and qualitative risks associated with, but not limited to, insurance risks, investment-related risks and operational risks.
- Jackson maintains and updates disclosure guides with statements that address and educate audiences about potential risks or considerations associated with its products and services.
- Our ongoing monitoring includes a service quality ratio, which is comprised of several factors, including first call resolutions, average speed of answer, number of calls per day and same-day servicing.
- Our variable annuity offerings feature investment freedom for clients to choose investments aligned to their values and goals.
- Customers can also access an online digital experience that helps clients and their financial professionals select product features to address their unique needs. This is just one of a collection of interactive tools and calculators designed to help financial professionals and their clients move forward with certainty on retirement plans.
- Jackson.com offers simple navigation built on user-based designs that are regularly evaluated and upgraded to help meet WCAG2.1 AA accessibility guidelines as a target standard.
- We work hard to deliver meaningful and accurate communications to financial professionals, customers and all of our stakeholders. Our messaging undergoes a rigorous creative development and review process to ensure we uphold our communication principles: say what we mean, ground in our audience's experience and encourage action. Through these principles, our communications meet high standards of understandability, engagement and compliance.



### RECOGNIZING JACKSON'S AWARD-WINNING ENGAGEMENT

**Dalbar Trends & Best Practices in Investor Statements:** Ranked Top 3

**Insurance Marketing Communications Showcase Award:** Suitability Support Kit

**American Business Awards, Stevie Award, gold:** Suitability Support Kit

**APEX Grand Awards, Electronic Media Award:** Tax brackets explained: Treat your clients to clearer tax conversations

**American Business Awards, Stevie Award, bronze:** Tax brackets explained: Treat your clients to clearer tax conversations

**Financial Communications Society Portfolio Award, bronze:** Choose Jackson: capabilities brochure

**Datos Insights Insurance Technology Impact Award:** RILA Digital Ecosystem

**The Institutes RiskStream Collaborative® Collaborator Award:** Jackson National Life Insurance Company

**Ragan PR Daily Awards, Original Research category winner:** Jackson Security in Retirement Series



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## Delivering value to our customers (cont.)

### ASSOCIATE TRAINING ON CUSTOMER ENGAGEMENT

We seek to ensure there is concrete understanding of the products and services we offer through training and ongoing engagement. While internal product trainings are available to a broad set of stakeholders, in this context they are primarily focused on the following groups:

- **Marketing:** A deep understanding of product features and mechanics is important to ensure accurate and fair positioning to external audiences.
- **Strategic Relationships:** Our products are primarily supported through third-party distributors, such as broker/dealers and banks. Training for our Strategic Relationships group, who works as an intermediary with our third-party distributors, is required to best position our products relative to other offerings as well as respond to questions or issues.
- **Wholesalers:** Jackson supports an extensive sales force that interacts with financial professionals on a daily basis. Wholesalers are required to complete ongoing product training to ensure they are describing and positioning our products accurately and fairly.
- **Customer service:** Product training is a key element in maintaining the high level of service we are committed to providing customers. Our customer care associates' technical knowledge enables them to resolve issues on the first call.

### PROVIDING FULL AND CLEAR INFORMATION FOR CUSTOMERS

Customers can expect us to be upfront and accurate, offering comprehensive information in all areas, including:

- The benefits, material risks and costs of our financial products.
- Timely transaction confirmations, account statements and other communications, with the customer's choice of paper or electronic delivery for the majority of materials.
- Details of costs associated with our services and the costs related to individual transactions, including any applicable surrender charges and/or transaction fees.
- Descriptions of our policies and practices for the collection, use and safeguarding of customers' nonpublic personal information.
- Information about any significant conflicts of interest related to the financial relationship between the customer and Jackson or their financial advisor.

### RESPONSIBLE ADVOCACY AND PUBLIC POLICY

Given the impact laws and regulations have on the annuity industry and consumers' access to our products, it is essential for Jackson to be engaged with our regulators and elected officials. As an industry leader, we speak out on issues that affect our business, our products and our customers' abilities to achieve financial freedom in retirement. We work with insurance and industry stakeholder groups, such as the American Council of Life Insurers (ACLI), the Insured Retirement Institute and the Committee of Annuity Insurers. Plus, we've established a Political Action Committee (PAC) funded by contributions from eligible associates and governed by an Advisory Board. The PAC has established criteria to guide its political giving that considers alignment with Jackson's core values and a candidate's engagement on policies that help Americans more easily save for retirement and increase access to guaranteed lifetime income products. Learn more in [Jackson's Political Contributions Disclosure](#).

Jackson again sponsored the ACLI Corporate Challenge in 2024, with members of our Government Relations team running in the race. The event supports and raises awareness for Junior Achievement, advancing their mission to promote financial education, empowerment and entrepreneurship for young people in communities across the country.

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## Access to finance

We believe everyone should have access to financial products that help them live the lives they want. We are focused on making our offerings more accessible through product features and customer service, enhanced digital experience, and education.

### DEDICATED TO SUPPORTING FINANCIAL PROFESSIONALS IN THEIR EFFORTS TO RECOMMEND PRODUCTS THAT MOST CLOSELY ALIGN WITH CLIENT NEEDS

We believe clarity and financial advice are critical components for a well-designed financial plan. To support this belief, we are focused on educating industry decision-makers to ensure our products are properly understood and valued, while also increasing access to annuities by making it easier for our distribution partners to do business with us.

- Many Jackson leaders serve on trade association boards and committees to inform the work we do and engage in opportunities to influence dialogue on key issues. We strive to be a thought leader and educate those responsible for creating and enforcing industry rules, so we can continue to grow, innovate and positively impact retirement products.
- The Jackson Suitability Support Kit was launched in 2024 to help financial professionals understand the expectations of best interest standards for their business and clients. This resource helps financial professionals and their clients understand when annuities can be appropriate, based on a client's goals (i.e., when an annuity may be in the client's best interest).
- In 2024, Jackson hosted its third annual Supervision Executive Council session with representatives from many of our largest distributors to gain a better understanding of the issues our partners experience when reviewing an annuity transaction. By continuing these ongoing discussions with our business partners, we can deepen our relationships and further improve the annuity experience and access for customers.

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## Access to finance (cont.)

### PRODUCT FEATURES AND CUSTOMER SERVICE

- Jackson offers a variety of financial products, with and without guarantees\*, designed to meet the unique needs of customers at different stages of life.
- To help ensure broad access to annuities, many of our products are available for an initial premium as low as \$5,000 and provide the ability to apply additional premium over time. This enables customers with varied financial backgrounds to access our retirement products.
- We offer extended customer service hours by phone and are investing in website capabilities, including more self-service options, so customers can interact with us when and how it works best for them.
- We offer translation services for non-English speaking customers, for both phone and email.
- We have money laundering and fraud prevention controls and training to help protect our clients from elder abuse and other financial crimes.

### ENHANCED DIGITAL EXPERIENCE

- Jackson has a long history of investing in technology, which we believe has contributed to our competitive cost structure and the delivery of exceptional service for financial professionals and their clients. Our current strategy has intentionally focused on enhancing the digital experience for financial professionals and consumers to strengthen their understanding of an annuity's value for a confident and secure retirement.
- We are a leader in digital connectivity through data exchanges and powerful integrations within the annuity industry ecosystem. This allows us to connect to an advisor's platform of choice, making annuities more accessible for financial professionals and their clients, and making it easier to do business with us.
- With a variety of educational tools and information, jackson.com serves as a platform for financial professionals to build their practices, support their clients, optimize annuities in their current books of business, and help clients more easily plan their journeys toward financial freedom.
- As an example, we have enhanced the capabilities within our Registered index-linked annuity (RILA) Digital Ecosystem—a one-stop platform for financial professionals. This digital experience, initially available for our RILA products, allows advisors to illustrate how a RILA could fit within a client's portfolio to meet their needs, based on different market scenarios. We have seen substantial growth in activity for this platform, and the success of our RILA Digital Ecosystem experience has led to stronger sales lead generation, contributed to new advisor relationships and furthered our sales momentum.
- Jackson also plays a leadership role in the Insured Retirement Institute's Digital First for Annuities initiative, helping to establish industry-wide data standards and embracing innovation to ensure financial professionals and clients experience a streamlined and modern approach to retirement planning.

### WHAT IS AN ANNUITY?

Annuities are long-term, tax-deferred vehicles designed for retirement and are insurance contracts. Variable annuities and registered index-linked annuities involve investment risks and may lose value. Earnings are taxable as ordinary income when distributed. Individuals may be subject to a 10% additional tax for withdrawals before age 59½ unless an exception to the tax is met.

\* Guarantees are backed by the claims-paying ability of Jackson National Life Insurance Company (Home Office: Lansing, Michigan) or Jackson National Life Insurance Company of New York (Home Office: Purchase, New York).



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## Access to finance (cont.)

### INCREASING ACCESS TO FINANCIAL ADVICE FOR WOMEN REMAINS A PRIORITY

Women in the U.S. control \$10 trillion, or about a third of the country's assets,<sup>1</sup> and 94% expect to be responsible for their own finances at some point in their lives.<sup>2</sup> In fact, the average age of widowhood in the U.S. is 59,<sup>3</sup> underscoring the fact many women are left alone for several years to manage their own finances after the death of a spouse.

To better understand, address and counteract many of the unique retirement challenges women face, Jackson launched its "Investing in you" platform in 2022. This successful educational campaign continues to encourage financial professionals to focus more on the distinct financial needs of their female clients. The impactful initiative was recently refreshed and re-released with new insights.

In 2024, Jackson provided financial professionals with key content from the "Investing in you" platform to help start conversations with existing clients and prospective investors. The email campaign was well received by Jackson producers and the content continues to resonate with customers.

In addition to developing educational content, Jackson continues to explore this important topic through our ongoing proprietary research on the psychology of successful retirement planning. For example, to help uncover how financial decision-making, planning and attitudes toward risk vary by gender, Jackson conducted a survey of over 1,600 financial decision-makers ages 35-75 with investable assets of at least \$100,000 or a household income of \$100,000 or greater.

The research focuses on exploring the differences between female- and male-led households with respect to their financial behaviors, including decision-making, planning, saving and spending. Additionally, the study investigates how people interact with or wish to interact with financial professionals, as well as their views toward insurance products and investments. By examining these topics, Jackson seeks to uncover gender-specific patterns and preferences in financial matters—enabling financial professionals to help their clients more effectively.

Some key findings from Jackson's study include:

- Pre-retired women more frequently express concern over knowing whether they are saving enough money for the long term than pre-retired men.
- Despite having similar household incomes, female pre-retirees report having, on average, roughly a quarter of a million dollars less than the investable assets of male pre-retirees.
- Women pre-retirees also express greater concern about the possibility of healthcare expenses, and to a lesser extent, whether major market volatility will hurt their finances during retirement.

<sup>1</sup> Brittany Shammass, The Washington Post, "The wealth transfer from baby boomers mostly benefits women," January 16, 2024.

<sup>2</sup> Bank of America, "Women, money, confidence, A lifelong relationship," 2024.

<sup>3</sup> Kathi Balasek, Rethinking65, "Widows are Younger Than You Think," September 7, 2022.

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## Consumer financial protection

### OUR COMMITMENT TO FINANCIAL SECURITY IN RETIREMENT

Jackson is committed to ensuring more Americans in or nearing retirement can benefit from greater clarity and confidence in their financial futures.

To support this goal we launched Jackson's Security in Retirement Series in 2023, in partnership with the Center for Retirement Research at Boston College. This multi-phase research effort explores a range of potential threats to financial security with the goal of helping financial professionals and retirement savers more effectively identify and manage these risks.

The first part of the series focused on longevity risk, and the second installment launched in May 2024 focusing on inflation risk. The study found the high-inflation environment—coupled with broader economic uncertainty and concerns about the future of Social Security—is making consumers anxious about their retirement goals.

Additional insights include:

- More than half of consumers surveyed were unclear about current rates of inflation. This cohort reported inaccurate rates or they were unable to estimate inflation rates.
- Predictions for future rates of inflation vary among financial professionals and consumers. Twenty-six percent of consumers believe inflation rates will exceed 5% in the next few years, compared to 8% of financial professionals.
- More than half of consumers are more pessimistic about their financial security than they were two years ago, and pre-retirees are planning to delay retirement at elevated rates.

Educational resources and key learnings from our Security in Retirement Series are available at:

[www.jackson.com/researchcenter](http://www.jackson.com/researchcenter).

Part three of Jackson's Security in Retirement Series is focused on healthcare risk and the findings were released in early 2025.

“Understanding how inflation impacts our economic environment is critical to financial planning. While inflation risk is important to comprehend and manage throughout the retirement process, misunderstanding the effects can lead to either over- or under-spending retirement savings. It can also significantly impact saving before retirement begins. Our findings suggest there is a strong opportunity for more financial professionals to actively address clients' concerns. Consumers clearly benefit from such guidance in modifying their investments.”

— Glen Franklin, Assistant Vice President of Research, RIA and Lead Generation Strategy, JNLD

**Security in**  
  
**Retirement**  
 SERIES

in partnership with

**CENTER for**  
**RETIREMENT**  
**RESEARCH**  
 at BOSTON COLLEGE

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## Consumer financial protection (cont.)

### SECURING AGAINST FINANCIAL CRIMES

Jackson has a robust financial crimes education program, which includes Anti-Money Laundering (AML) and Anti-Fraud policies. Easily found within the company intranet, these policies align with regulatory requirements and outline several topics related to AML and Anti-Fraud activity, including red flags associated with financial crimes. A variety of internal tools, reports and sophisticated technologies are used daily in an effort to mitigate the risk of financial crimes. Referrals of clients experiencing fraud and exploitation are thoroughly investigated in a timely manner by the Compliance department. These investigations most often involve 1:1 client interaction in an effort to stop the threat and seek a positive outcome for both the client and firm. Situations of potential money laundering events are reviewed by Compliance and escalated to management and the AML Officer, as appropriate. As part of the AML and Anti-Fraud programs, associates complete annual financial crimes prevention training. Associates working in a high-risk role receive enhanced financial crimes prevention training to ensure their understanding of AML and Anti-Fraud concepts, red flags, regulations and reporting requirements.

### JACKSON HOSTS FINANCIAL CRIMES ROUNDTABLE

In August 2024, members of our Compliance team hosted representatives from 15 insurance companies for a Financial Crimes Roundtable in Jackson's Franklin, Tennessee office. Associates from our Special Investigations Unit and AML team facilitated and participated in conversations on important topics related to preventing and detecting financial crime, including suspicious activity reporting (SAR), account monitoring and innovative technology. The event also featured a presentation from an external consultant on how financial services firms are utilizing artificial intelligence to combat fraud.



“Financial crime affects lives and livelihoods. As an industry, we have a shared responsibility to protect our clients and prevent criminals from using our products to legitimize illicit funds. Criminals are constantly evolving their tactics and tools. Collaborating with other firms to share best practices and lessons learned helps us stay ahead of bad actors.” — Heidi Kaiser, VP, Chief Compliance Officer and JNLD General Counsel



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### COVERAGE FOR HIGH-RISK GROUPS

Jackson offers insurance products and services—primarily annuities—to all American consumers. The pricing of our products is based on relevant anticipated experience and does not consider credit scores, marital status, sexual orientation, race or education level in pricing decisions. High-risk groups, including the elderly and the disabled, are eligible to purchase our products.

Due to the structure of annuities, age is a consideration in Jackson’s product offerings. The minimum and maximum issue ages for certain benefits are described within the contract and are designed to serve the best interests of consumers, ensuring the selected benefits are suitable for clients’ unique financial situations. Additionally, as a benefit to clients, surrender charges may be waived for certain situations, such as terminal illness or extended care. These parameters are also outlined in the contract.

Although Jackson discontinued sales of new life insurance policies in August 2012, the company still services policies issued before this time. The underwriting practices for these policies are based only on factors related to risk and premiums are based on relevant actuarial assumptions. Some current policyholders may belong to high-risk groups.



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## Award-winning customer service

Everyone has questions about retirement. Our Customer Care Center’s ability to answer those questions with care and clarity is what makes them the best in the business.

### CUSTOMER CARE CENTER RECOGNITION

Each year, we partner with Service Quality Measurement Group, Inc. (SQM) to assess the strength of our Customer Care Center. We are beyond proud to say that again in 2024, Jackson earned the designation of Contact Center of the Year Finalist, which is based on receiving the highest ratings in customer and employee experience, among a field of 500 leading international contact centers across all industries.

- Jackson also received the award for Highest Customer Service—Financial Industry and Business to Business Industry.
- Jackson was awarded the Call Center World Class First Call Resolution Certification, which recognizes an 80% or higher rate of solving customers’ issues on the first call.
- Jackson has been recognized by SQM for 20 years (2004 and 2006–2024).

### OPERATIONS MANAGERS’ ROUNDTABLE

In 2024, Jackson maintained its No. 2 ranking for the Operations Managers’ Roundtable’s (OMR) Best Financial Services, including a No. 1 ranking for carrier interactions. These awards recognize the ease of doing business with Jackson and our administrative efficiencies.

The OMR was established in 1989 and comprises industry-leading insurance carriers and distributors who meet regularly to focus on the operational and administrative aspects of insurance and annuity sales. Rhonda Wolverson, Director, Relationship Management, Customer Care Center, previously served as OMR chair and continues to provide strong representation for Jackson Operations at the OMR.

Jackson leads an OMR working group that created a new industry best practice for customer authentication when in-force transactions are submitted and the carrier does not have a signature on file to compare. This process was designed to improve the customer and financial professional experience by offering alternatives to authenticate a customer, such as using eSignature.



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# Data protection and privacy

Jackson recognizes information security is an important issue and is key to maintaining the trust of our customers and financial professionals. Our focus is ensuring the right controls are in place to keep your information secure. As the methods of compromising data evolve, Jackson is committed to advancing its security to keep client and financial professional information safe.

- Comprehensive data protection and privacy

## Comprehensive data protection and privacy

Our Information Security and Privacy Program encompasses numerous disciplines, including privacy, data protection, identity and access management, security engineering, ethical hacking, application security, threat and vulnerability management, and incident response. At the core of the program is the Security Operations Center (SOC), designed to detect threats and protect Jackson's systems and customer data 24/7. In the event a cybersecurity incident is identified with Jackson or one of its third parties, procedures are carried out in accordance with Jackson's Incident Response Plan and Security Incident Response Plan. These plans dictate when the Cyber Crisis Management Team, comprised of company leaders, is convened, as well as when JFI's Board of Directors is notified.

Our Chief Information Security Officer (CISO) is a Certified Information Systems Security Professional (CISSP) with 25 years of leadership experience in the financial services industry. The CISO is a member of the senior leadership team and provides formal updates to the board on cyber threats and our ongoing security and privacy programs. The CISO also conducts regular dedicated sessions with various committees and company leaders to address cyber risks facing the company.

Supporting our CISO is the Information Security and Privacy Team of over 70 full-time positions, with at least 50% of associates holding industry certifications, such as the CISSP, Certified Information Security Manager (CISM), and Certified Information Privacy Professional (CIPP).

## DATA PROTECTION AND PRIVACY GOVERNANCE

Our Information Security and Privacy Policies and Standards are reviewed at least annually to ensure alignment with multiple industry standards, such as the NIST Cybersecurity Framework, ISO27001, SEC requirements and state insurance regulations, including those from Michigan and New York. We regularly audit and assess our program, both internally and externally, through benchmarking studies and assessments against our Information Security and Privacy Policies and Standards. Jackson's internal control over financial reporting, of which information security is a component, is also subject to external audit.

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## Comprehensive data protection and privacy (cont.)

JFI's board approved the company's JFI Information Security Policy and the JFI Privacy Policy. The Finance and Risk Committee of the JFI board assists with oversight of the company's risk framework and its effectiveness. The Finance and Risk Committee regularly reviews top risks identified by management, the company's risk appetite, and financial and non-financial risks, including information security. The committee also reviews activity reports on the status of our cybersecurity program, including material policy changes, breaches and remediation actions. At least annually, the committee meets with our CISO in a dedicated session to review and discuss cybersecurity risks facing the company.

### DATA PROTECTION AND PRIVACY PRACTICES

We are honored to be trusted by our clients and business partners to protect the data they share with us and we do not take this responsibility lightly. We have published our privacy practices and various privacy policies and notices on [jackson.com](https://jackson.com), which outline what data may be collected, how it may be used, what might be shared and how we protect it. Additionally, site visitors are able to submit privacy rights requests through the submission form on [jackson.com](https://jackson.com) to exercise rights they may have regarding their personal data, or to manage their personal data. We've implemented several other key practices to safeguard our data which include, but are not limited to:

- Requiring multi-factor authentication (MFA) before logging into [jackson.com](https://jackson.com) or completing high-risk activities, such as beneficiary changes and certain financial transactions.
- Using cutting-edge technology to analyze behaviors across channels to detect abnormal activity and prevent fraud.
- Conducting in-depth assessments of our third-party vendors on a continuous basis, including those with access to systems or data.
- Adding a cookie banner to [jackson.com](https://jackson.com) to increase transparency of our cookie practices and allow visitors to manage their consent preferences.
- Continuing to create and share information security resources with customers, financial professionals and distribution partners through our Be SAFE (Security Awareness For Everyone) program on [jackson.com](https://jackson.com) and associated awareness campaigns.



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### ASSOCIATE AWARENESS AND EDUCATION

Employees play a key role in protecting our customer and company data, which is why we are committed to educating our associates on these important issues. All members of staff, including temporary associates and contractors, are mandated to complete information security training within 30 days of onboarding and at least annually thereafter. Training topics are selected based on organizational needs and relevant threats. Targeted security training is also assigned to specific teams with elevated access, such as our software developers who are assigned application security training, to ensure code within our environment is developed securely.

In addition to training, associates are encouraged to participate in awareness activities year-round, such as Cybersecurity Awareness Month and Data Privacy Week events, held across Jackson's office locations and virtually. Associates are invited to join or attend informational presentations and other activities to learn more about relevant cybersecurity topics.

We have an established Technology and Security Ambassador Program to ensure all departments in the organization are represented when deploying new technologies and training. Technology and Security Ambassadors are the first to interact with new technology and participate in exclusive training and awareness activities.

### PREPAREDNESS

A number of preventative measures are in place, including robust endpoint security, encryption, data loss prevention (DLP), malware detection and vulnerability scanning; however, we must still be prepared in the event of an unforeseen cyberattack. We hold table-top exercises to test our ability to respond to an attack with a skilled, practiced and multi-disciplined team. Regular scenario-based testing helps confirm the effectiveness of our plans and provides assurance we are prepared for such risks. Regular independent third-party assessments and penetration tests are conducted to validate controls and help ensure our cybersecurity maturity level stays ahead of industry trends. We conduct regular phishing simulations to train our associates to recognize, avoid and report potential threats such as social engineering attempts. Program metrics, designed to measure the strength of our security controls, are generated at least monthly to help us monitor, evaluate, respond and adapt to potential security risks.

### THIRD-PARTY RISK MANAGEMENT

Jackson evaluates new third-party vendors based on access to Jackson systems and data, and the risk of such access via a multi-point assessment process, which includes an architecture review, security review and control and privacy assessment. Risks identified during the third-party assessment process are documented, and mitigating controls are implemented where needed and enforced via contractual terms. Existing vendors are subject to ongoing monitoring and reassessment to ensure controls are maintained to expectations.

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# Investment practices

All of our businesses operate under a common purpose and set of values. That includes our investment advisory teams at Jackson National Asset Management, LLC® (JNAM) and PPM America, Inc. (PPM). JNAM selects, monitors and oversees the investment advisors that manage the funds we offer within our variable annuities. PPM manages the majority of our general account investment portfolio and provides investment management services to other third parties. Each company works to ensure sustainability factors are considered in investment processes where deemed appropriate, to align our investment strategies with our shared values and responsible business practices across the company.

- Assessment of risks and rewards
- Robust due diligence of third-party managers

## Assessment of risks and rewards

PPM's investment teams consider sustainability factors and whether these factors may have a material impact on the long-term risk and return of our investments.

### OVERSIGHT

The PPM Responsible Investment Working Group, chaired by PPM's Chief Executive Officer, is comprised of members of senior management from across PPM. This working group provides oversight and governance on investment strategies that help to refine PPM's approach to responsible investing. This work includes reviewing initiatives and requirements across PPM's investment activities; providing analysis, reporting and recommendations to stakeholders; and engaging with leadership on important topics related to responsible investing. In addition, PPM communicates its efforts with stakeholders and clients, and works with leadership to execute their responsible investment initiatives. For more information on PPM and its responsible investment framework, visit [ppmamerica.com](https://ppmamerica.com).



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## Robust due diligence process for third-party managers

Our JNAM team selects and monitors external investment managers for the variable annuity fund lineups we offer our customers. Their due diligence process includes evaluating how investment managers integrate sustainability and governance factors into the investment options we offer. They also have access to sustainability ratings and metrics provided by leading third-party vendors that help inform their evaluation.

### RESPONSIBLE INVESTMENT OPTIONS FOR OUR CUSTOMERS:

- Jackson offers financial freedom so clients can select the investments that best suit their investment objectives.
- In April 2017, we added access to an Environmental, Social and Governance (ESG) Index Fund through our variable annuities that seeks to favor companies with relatively higher ESG ratings and excludes companies whose products have negative social or environmental impacts.
- In April 2022, we launched an active sustainable global thematic fund with AllianceBernstein that is available to purchasers of Jackson's variable annuity products.

# Valuing our people and communities

Our strength lies in the people we employ and communities we serve, so we work relentlessly to support them. From Business Resource Associate Groups (BRAGs) that foster unique associate perspectives and talents to corporate giving programs, we invest in building relationships that serve the greater good. Plus, our philanthropic efforts are multiplied by the generous giving of our associates.

Engaged culture →

Talent development and rewards →

Associate well-being →

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**Engaged culture**

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# Engaged culture

Our growth and longevity as a company depends on a culture of respect and a belief that inclusion enables us to innovate, execute and grow. This culture is fundamental to the long-term well-being of our associates, customers, shareholders and the communities where we live.

Through many efforts, we cultivate a sense of belonging at Jackson by actively appreciating and respecting each other for our unique backgrounds. This allows us to best serve our customers through inclusive and collaborative partnerships.

- Culture of respect
- Attracting, developing and retaining high-potential talent

## Culture of respect

To maintain our organizational culture, which is built upon collaborative teamwork, respect, strong execution, and a commitment to employee professional growth and career advancement, we have the following strategic approach:

**ENSURE AN INCLUSIVE WORKPLACE:** foster a culture where associates can build meaningful relationships, unlock their full potential and celebrate each other's successes.

**DEVELOP A ROBUST TALENT POOL:** welcome unique perspectives and capabilities across the business by attracting a robust pipeline of talent for development and succession planning.

**LEVERAGE PARTNERSHIPS:** engage external organizations that support our mission and add value and resources to the work we are doing internally.

**REPORT OUR PROGRESS:** execute on culture and engagement goals and objectives against which Jackson can be evaluated.



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## Attracting, developing and retaining high-potential talent

We regularly review and make improvements to our recruiting process, including how we approach job postings, develop position requirements and conduct interviews. Through partnerships, we are building our recruiting pipeline and are developing stronger leaders who support innovative thought and promote an inclusive results-oriented culture. These organizations include:

**THE ASSOCIATION FOR WHOLESALING DIVERSITY AND INTERNATIONAL ASSOCIATION OF BLACK ACTUARIES:** creating opportunities to build, attract and recruit Black talent to Jackson

**THE COALITION FOR EQUITY IN WHOLESALING:** providing access, resources, education and networking opportunities to increase diverse wholesaling talent

**DISABILITY:IN:** providing assessments and education that help us better understand the needs of individuals with disabilities within our workforce

**MICHIGAN STATE UNIVERSITY (MSU) ATHLETICS:** fostering leadership, cultivating relationships and exploring career pathways with MSU athletes beyond sports

**MULTICULTURAL CENTER AT MSU:** cultivating partnerships with student programs, club leaders and the Summer Business Institute

**YELLO:** providing a platform to recruit and communicate more effectively including events to engage with a broader candidate pool



### RECOGNIZING OUR AWARD-WINNING CULTURE

- America's Best Employers 2024, midsize category, Forbes
- Excellence in Early Career Hiring, 2024 Campus Forward Award, RippleMatch
- Best Place to Work for Disability Inclusion, Disability:IN, for scoring 80 or higher on the Disability Equality Index
- America's Greatest Workplaces for Mental Wellbeing, 4 out of 5 star rating, Newsweek
- Outstanding Community Participant Award, Middle Tennessee State University's Experiential Learning Scholars Program
- JNAM and PPM were listed on Pensions & Investments' 2024 Best Places to Work in Money Management list

### TALENT AMBASSADORS PROGRAM

In 2024, our BRAGs began a collaboration with our Talent Acquisition team to expand Jackson's reach to more candidates by leveraging associates' professional and community networks.

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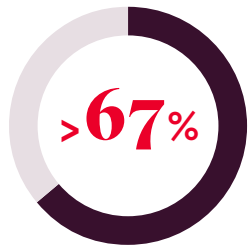
## Attracting, developing and retaining high-potential talent (cont.)

### ADVISORY COUNCIL

Our Advisory Council, established in 2018, identifies opportunities for advancing our workplace culture, aligned with Jackson's values. The Advisory Council is chaired by our Director of Diversity & Inclusion with executive sponsorship by our Chief Human Resources Officer and Chief Innovation and Technology Officer.

### BUSINESS RESOURCE ASSOCIATE GROUPS (BRAGS)

Our workplace culture comes to life through our voluntary, associate-led resource groups. Supported by executive leadership and aligned with our mission and core values, our BRAGs provide opportunities to empower all associates to share their unique and diverse talents with each other.



of our associates participated in culture and engagement-related programs and training in 2024



of our associates sought out BRAG information or attended a BRAG event in 2024

### THE DISABILITY EQUALITY INDEX

Our Enable BRAG led the company's participation in the Disability equality index, which is a joint initiative of Disability:IN and the American association of people with disabilities (AAPD). This benchmarking tool helps companies build a roadmap of actions to achieve disability inclusion and drive business success.



### BRAG LEADER SUMMIT

Our second annual BRAG leader summit focused on using business agility to help BRAGs make achievable short- and long-term plans—while aligning their goals to Jackson's business execution themes.

BRAG leaders used Agile methodology in their planning sessions, which culminated in presentations to a panel of Executive Sponsors and members of the Advisory Council. BRAG leaders will use feedback from the sessions to execute on strategic projects over the coming year.

“As we planned throughout the summit, we were given space to reflect and adjust as we listened to others and received feedback,” said Monique Hudson, Strategic Support Manager, Early Career Development, and VIBE Membership Engagement Co-Coordinator, East Lansing. “This style of planning set us up to be proactive, with room to adjust and pivot for future needs.”





# Talent development and rewards

We care about our associates and their futures. That's why we make it our priority to offer opportunities for personal growth, skill development and rewarding career paths for all our Jackson team members.

Through learning and development programs, transparent succession and talent management processes, and competitive rewards and recognition, our diverse and high-performing associates are empowered to innovate and challenge one another to be their best selves.

- Talent development
- Performance management and succession
- Listening to our associates
- Fair pay, pay-for-performance and competitive benefits

## Talent development

Associates are supported in their ambitious career goals by our learning and development approach, which steers our talent toward high-quality results.

### MENTORING AT JACKSON

Mentoring at Jackson enables associates to connect with a mentor in areas such as developing their network, overcoming career obstacles and setting career-related goals.

In 2024, the Mentoring at Jackson team offered the first enterprise-wide group mentoring program. This program was developed to help foster a culture of mutual support, continuous learning and collective growth, with the goal to increase the number of associates who can be matched with a mentor. Overall, Jackson's mentoring programs connected more than 230 mentees with around 80 mentors in a mentoring relationship during the year.

### STRATEGIC SUPPORT PROGRAM

Jackson's Strategic Support Program (SSP) cultivates a diverse and flexible talent pipeline for entry-level positions through robust professional and career development programs. The SSP provides a flexible, on-demand workforce for business units across Jackson to leverage, helping the company manage workforce costs and address fluctuating business needs.

In 2024, 843 associates participated in the SSP, including 404 students. Jackson realized more than \$10 million in cost savings in 2024 through the program, while experiencing a 63% conversion rate from part-time positions within the SSP to full-time positions across Jackson.

### TUITION REIMBURSEMENT

Reimbursement is offered to full-time associates pursuing approved degrees from accredited colleges and universities. Additionally, we offer dependent tuition reimbursement for our associates' children.

204 associates benefited from our tuition reimbursement programs in 2024.

Talent development (cont.)

IGNITE BY JACKSON

*Ignite by Jackson* is a premier career exploration program designed to help young professionals learn about opportunities within the financial services industry.

In 2024, *Ignite* concluded the pilot program for emerging Jackson leaders, who participated in a 16-week immersive program designed to prepare them for future management roles, resulting in a 67% promotion rate.

More than 300 associates have completed an *Ignite* program since its inception, with more than half moving into full-time roles at Jackson or within the industry.

PATHWAYS

Jackson’s Pathways program supports associates in achieving their career aspirations within the distribution department. These areas include wholesaling, marketing, sales desk leadership and—new in 2024—strategic relationships and product solutions.

Since its inception in 2023, the program has included 78 participants, 20 of whom have earned promotions into new areas of interest, with six additional participants currently in progress for promotion opportunities.

JACKSON UNIVERSITY

Jackson University content supports various learning styles and preferences by offering activities in multiple formats, including eLearning courses, books, audiobooks, interactive tutorials and more.

Associates spent over 155,000 hours in both online and in-person training in 2024.

LEADERSHIP DEVELOPMENT

In addition to internal development opportunities, our associates are given access to top-notch growth opportunities delivered in partnership with key industry leaders. In 2024, several Jackson leaders attended a leadership workshop facilitated by faculty from the Ross School of Business at University of Michigan, and other leaders completed a customized Korn Ferry 360 feedback program, allowing them and their leaders to gain a deeper understanding of their strengths and development needs.

CONSUMER FRAUD PROTECTION AND OTHER MANDATORY TRAINING

Mandatory training ensures all associates possess the necessary skills and knowledge to effectively perform their roles. Mandatory training includes:

- Consumer fraud protection
- Regulation
- Compliance
- Other risk management topics tailored to individual roles

100% of Jackson associates completed mandatory training, including fraud protection training. On average, associates receive 5.2 hours of mandatory training annually.

SELF-DIRECTED PROFESSIONAL DEVELOPMENT TRAINING

We offer opportunities for associates to participate in elective, self-directed training.

- 92.29% of associates did self-directed professional development training in 2024.

Year	Percentage of employees receiving training	Average annual training hours per employee
2023	99.8%	16
2024	100%	41

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## Performance management and succession

Our associates are the heart of our company—and we achieve our goals thanks to their performance. That’s why we value ongoing performance management through transparency, goal setting and succession planning.

- Targeted, multi-source feedback
- Quarterly development discussions
- Year-end reflection process

We remain focused on the future by ensuring we have a pipeline of talented emerging leaders to ensure strong continuity in our business. These efforts include continually building our talent pipeline, monitoring opportunities for succession through ongoing conversations with leadership and providing in-depth training and development opportunities for our high-performing associates. Through our annual leadership succession planning process, every business unit leader reviews their own succession and the succession of their direct reports with a team of HR experts. Bench strength is assessed and individual development plans are created to ensure successors will be ready to take on greater responsibility. Succession and development plans are discussed with the CEO, and the succession of Section 16 Officers is reviewed with the company’s board, ensuring sustainability of key roles within the company.



### RETAINING TALENT

Jackson continues to have a lower turnover rate compared to industry peers across our full-time workforce. We help build long and meaningful careers by retaining our associates and their skills. Nearly half (47%) of our associates have six or more years of tenure with the organization.



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## Listening to our associates

Creating a culture of transparency, personal accomplishment and belonging is a two-way street. That’s why we encourage our associates to share their feedback and suggestions. Their voices help to make Jackson a better place to work.

- We implement surveys throughout every stage of our associates’ careers, from onboarding to exit. Our interactive dashboards enable real connections between associate feedback and leadership action plans. This generates meaningful follow-through for our associates—demonstrating how valued their feedback is.
- To encourage candid feedback and drive a positive associate experience, we offer engagement surveys facilitated by an outside vendor. The results include verbatim comments and analysis of responses on a confidential basis. The aggregate results are then shared with management and the board to help ensure continuous improvement at the company.
- In 2024, we conducted another organization-wide survey and were pleased to have a nearly 90% response rate. The results helped us gauge the impact of changes we made following previous surveys. Corporate citizenship and respect received the highest scores in the survey, and 72% of items asked in our previous survey showed improvement. Departmental action planning is underway now to address opportunities learned from survey responses.



### SPEAK OUT CONFIDENTIAL REPORTING

Our associates are encouraged to report employment concerns directly to management or by using our Speak Out confidential reporting system. Our board’s Audit Committee has oversight of the Speak Out program, and our [Whistleblower Policy](#) covers protections for associates who report.

### CAPTURE THE KEYS: INCLUSIVE LEADER TRAINING

Building on the success of our associate-level “Capture the keys” training in 2023, the company invited all people managers to complete an inclusive leaders training in 2024. This course focused on six core traits from Deloitte’s “Six Cs of Inclusive Leadership.” All people leaders completed the training.

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## Fair pay, pay for performance and competitive benefits

Our associates work hard every day to drive success for our company and customers. We value the contributions they make to our future by offering competitive compensation and rewarding benefits.

### FAIR PAY

Fair, equitable pay is a must. We achieve equity through a commitment to compensation policies that promote a fair pay environment. Jackson does not consider candidates' compensation history when hiring and we take a market-data-based approach to creating pay ranges and recommendations for our roles. The studies we periodically conduct with a third-party consultant help us ensure our associates are paid equitably regardless of race or gender and our compensation practices effectively avoid disparities—and we intend to keep it that way. We pay associates based on individual performance, proficiency and contributions, while providing a strong framework to support appropriate recruitment and promotion practices.

### PAY FOR PERFORMANCE

Associates receive competitive compensation—based on their job performance—that attracts, motivates and retains high-performing talent. All regular employees, both officer and non-officer, are eligible for an annual bonus. Our comprehensive associate reflection process helps ensure associates are rewarded based on their performances and exceptional contributions are appropriately recognized. Our rigorous governance processes ensure we avoid problematic pay practices, reinforce strong risk management and maintain independent oversight of our executive compensation. We are transparent with our executive compensation programs and provide detail on those programs in our annual proxy statement.



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## Fair pay, pay for performance and competitive benefits (cont.)

### COMPETITIVE BENEFITS

Jackson's benefits package reflects our commitment to support and enhance the professional and personal well-being of our associates. We offer a comprehensive and market-competitive benefits package that fosters an inclusive, engaged and productive workforce to best serve our customers. Benefits include medical, dental and vision insurance, and paid time off. As part of our benefits package, associates are also offered:

- 401(k) retirement plan with 1:1 company matching up to 6% and profit sharing
- Matching gifts for charitable contributions and volunteerism
- Supportive parental leave benefits
- Adoption assistance
- Tuition reimbursement for associates
- Tuition reimbursement for dependent children

We regularly monitor external market trends and seek feedback from associates to ensure we are responsive to their evolving needs and to facilitate attraction, engagement and retention of exceptional talent.

### BENEFITS THAT SUPPORT DEPENDENT CARE AND SPECIAL LEAVE

- **Paid time off (PTO):** Bank of PTO that increases with additional years of service. PTO can be used to meet varying needs such as vacation, illness, taking care of personal business, etc.
- **Childcare:** On-site childcare at Jackson's headquarters and childcare discounts at other locations
- **Childcare and elder care referrals:** Offered as part of our Employee Assistance Program (EAP)
- **Adoption reimbursement benefit:** Up to \$20,000 per adoption
- **Paid parental leave:** Up to four weeks of bonding time following the birth of an associate's child, or the placement of a child in connection with adoption or foster care
- **Paid time off to volunteer:** Up to eight hours for each associate dedicated to volunteering
- **Pregnancy and birth-related supplemental short-term disability:** Pays eligible birth mothers 100% of their base salary during the period they are deemed disabled
- **Dependent care flexible spending account:** Allows for reimbursement of eligible dependent care services with pre-tax dollars
- **Bereavement pay:** Covers loss of spouse, child (including spontaneous loss of unborn child), parents, grandparents, brother, sister and in-laws
- **Jury duty/witness pay:** Covers paid time off to serve as a juror or witness
- **Maven maternity and newborn care program:** Supports members from pregnancy to postpartum, newborn care and return to work
- **New for 2025:** Maven menopause and midlife health program, which provides holistic and specialized support, including symptom management, as well as lifestyle and career support, through all stages of menopause

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# Associate well-being

We respect and acknowledge the hard work and contributions our associates bring to the office every day—and the personal needs they carry with them. Our Living Life Well program is designed to provide support for associates, both at work and at home, through resources that cultivate personal and professional well-being.

- Emotional well-being
- Financial wellness
- Health and safety

## Emotional well-being

We recognize emotional well-being is an integral part of overall health and resilience and the demands of personal and professional life can be overwhelming. We are here for our associates as they cope with life challenges and offer an array of interventions to support mental well-being for them and their family members.

### EMPLOYEE ASSISTANCE PROGRAM (EAP)

Our EAP program offers 24/7 access to licensed counselors at no cost to associates. Confidential services are provided telephonically, digitally and in person for associates and family members.

### HEADSPACE

This app and online tool offers our associates unlimited access to hundreds of exercises for meditation, rest and movement to support mental health, improved focus and better sleep.

### BEHAVIORAL HEALTH VISITS

Coverage and access are provided for telehealth counseling resources and in-person visits on an outpatient or inpatient basis as needed. These resources are available to all medical plan enrollees and covered family members.



### AMERICA'S GREATEST WORKPLACES FOR MENTAL WELLBEING IN 2024

Jackson is proud to be named one of Newsweek's top 750 U.S. employers making a positive difference in the mental wellness of their employees, earning 4 out of 5 stars.

Financial wellness

The financial health of our associates is an equally important part of their well-being. That’s why we offer a variety of programs and educational tools to support their long-term financial wellness. These efforts help our associates build a more confident future for themselves, as well as for the long-term success of our company.

FIDELITY INVESTMENTS

Through our partnership with Fidelity Investments, our associates can better manage their financial futures with access to online tools and calculators, educational materials, voluntary workshops, webinars, one-on-one counseling and more. Ninety-five percent of active participants have engaged with Fidelity for assistance from November 1, 2023 to October 31, 2024.

ASSOCIATE PRODUCT BENEFITS

Associates can purchase Jackson financial products free of surrender charges and fees.



COMPETITIVE RETIREMENT PLAN/401(K) BENEFITS

New associates can access our competitive 401(k) retirement plan that includes immediate 1:1 company matching contributions up to 6%. The company also makes annual profit sharing (non-matching) contributions to eligible participant accounts. 93% of full-time, regular associates contributed to their 401(k) from November 1, 2023 to October 31, 2024.

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## Health and safety

The health and safety of our associates is a top priority. We offer 24 regulated and best-practice Occupational Safety and Health Administration (OSHA)-related programs that help our associates work safely, stay healthy and improve their fitness. These workplace health and safety trainings and programs are designed to meet OSHA and American National Standards Institute standards.

### JACKSON STATE OF FITNESS

Our associates can achieve their personal fitness, nutritional and lifestyle goals with the help of highly qualified experts and physical training. The program and on-site facilities are managed and maintained by State of Fitness, mid-Michigan's leader in results-based fitness, sports performance and healthy lifestyle guidance.

### ON TARGET LIVING

The On Target Living program promotes a life filled with energy and vitality by making good nutritional choices, doing effective exercise and getting enough rest and relaxation. On Target food categories are incorporated into company dining center menu options to help associates make healthy choices while at work.

### ERGONOMICS IN THE WORKPLACE

As we support a healthy working environment, ergonomics and proper body mechanics are critical. We offer ergonomic evaluations by trained professionals, as well as department-wide trainings to promote physical wellness and improve comfort while at work.

### OFFICE ART WITH A CAUSE

In 2023, Jackson began a partnership with ArtLifting, a social enterprise that champions artists impacted by disabilities and housing insecurity through the sale and celebration of their artwork. Through ArtLifting's Rental Rotation Program, the art pieces are displayed inside our office building for associates to experience and appreciate then donated to local nonprofits. To learn more about the talented artists and their artwork, please visit [ArtLifting.com](https://www.artlifting.com).



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## Health and safety (cont.)

### OCCUPATIONAL HEALTH AND SAFETY TRAINING

Jackson provides ongoing occupational health and safety training to associates in the Corporate Support Services department. Associates are trained in Mobile Elevating Work Platforms, electrical safety, hazard communication, bloodborne pathogens, safe lifting, heat and cold stress, ladder safety, defensive driving, hearing conservation, personal protective equipment, emergency action plan and lockout tagout.

### NATIONAL PREPAREDNESS MONTH ACTIVITIES

Being prepared is of the utmost importance when it comes to health and safety. Jackson's Business Continuity and Environmental Health and Safety teams annually host a month of free educational trainings for all associates, including the following topics:

- Home fire safety
- Opioid safety
- Pet safety in emergencies
- CPR instruction
- Preparing for severe weather and community-wide emergencies
- Do1Thing: developing a home emergency response plan

### RECOGNIZING OUR AWARD-WINNING ASSOCIATES



**Alex Barron**, Institute of Internal Auditors,  
2024 Emerging Leader



**Joe Caruso**, Insured Retirement Institute,  
2024 Rising Star Award



**Mike Hicks**, 2024 Michigan ORBIE® CIO of  
the Year Award (Large Enterprise category)



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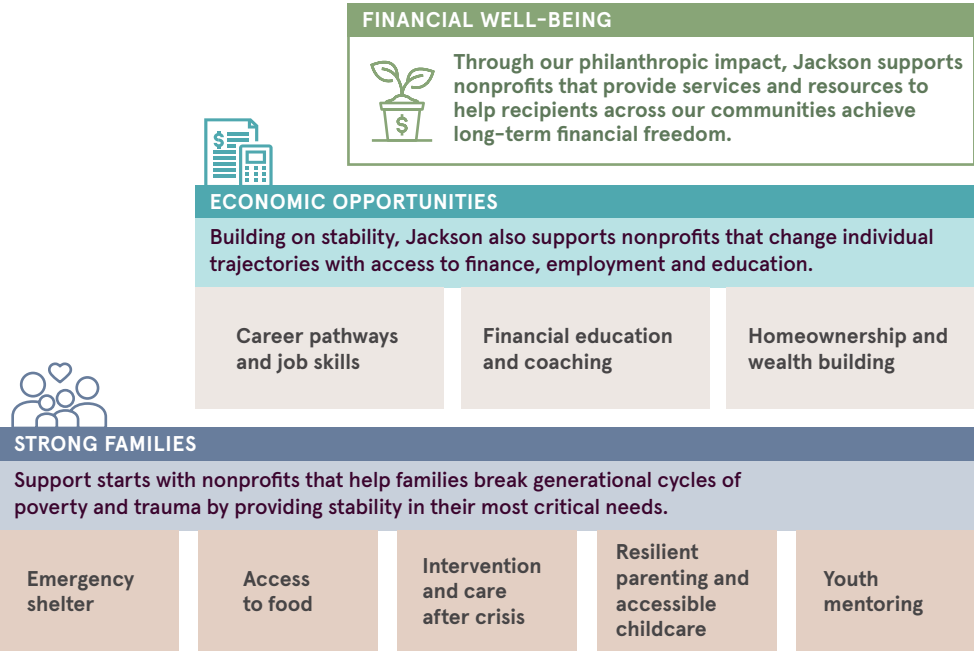
# Corporate philanthropy

We engage our associates in the community to strengthen the impact we can have on Americans’ lives. Jackson’s philanthropic strategy aligns with its business objectives and vision to build the foundation for financial freedom for all. Jackson’s Corporate philanthropy policy governs all its charitable donations.

- Strategy and approach to giving
- Corporate philanthropy by the numbers
- Increasing access to financial well-being
- Robust, multifaceted partnerships

## Strategy and approach to giving

In year two of our five-year strategic plan, the Corporate Philanthropy team executed engagement and giving efforts in line with the plan objectives. As part of those goals, adjustments were made to our nonprofit portfolio to achieve 40% of nonprofits with fully multi-faceted relationships, an increase of 9% from last year. Additionally, several enhancements were made to our reporting functions to increase understanding of associate engagement at the department level.



CASE STUDIES

At Jackson, we form meaningful, long-term partnerships with nonprofits that build the foundation for helping people achieve financial freedom for life. The below case studies illustrate volunteer projects and investments from Jackson’s 2024 philanthropic programming.



FINANCIAL WELL-BEING

Through our philanthropic impact, Jackson supports nonprofits that provide services and resources to help recipients across our communities achieve long-term financial freedom.



ECONOMIC OPPORTUNITIES

Building on stability, Jackson also supports nonprofits that change individual trajectories with access to financial knowledge, employment and education.

CAREER PATHWAYS AND JOB SKILLS

This year, Jackson offered office visits for 130 students to explore careers in financial services and practice job skills. In total, 104 associates led workshops and panels, volunteering more than 250 hours with five nonprofits.

FINANCIAL EDUCATION AND COACHING

We awarded \$35,000 to the RESET nonprofit collaborative for the second year, providing economic security programming to older adults in Nashville through one-to-one financial coaching, benefit enrollment and supplemental income opportunities.

HOMEOWNERSHIP AND WEALTH BUILDING

Deepening our 13-year partnership with Habitat for Humanity Capital Region, 29 Jackson volunteers provided 232 hours of support, in addition to \$67,665 in financial and in-kind investment.



STRONG FAMILIES

Support starts with nonprofits that help families break generational cycles of poverty and trauma by providing stability for their most critical needs.

EMERGENCY SHELTER

95 volunteers packed 100 kits to care for youth supported by Child & Family Charities living in the Jackson House, an emergency shelter for teens, continuing our 14-year partnership.

ACCESS TO FOOD

Jackson and our associates spent 909 hours sorting food and contributed \$161,230 to the Greater Lansing Food Bank’s efforts to reduce food insecurity, surpassing more than \$2.1 million in donations over the 13-year relationship.

INTERVENTION AND CARE AFTER CRISIS

Since 2006, Jackson has hosted Ele’s Race on its Lansing campus, raising more than \$140,000 for Ele’s Place and the grieving youth they support in 2024—including more than \$6,000 from Jackson and its 147 associates who participated.

RESILIENT PARENTING AND ACCESSIBLE CHILDCARE

We awarded SP Women’s Center a \$25,000 grant for its Learn & Earn Program, continuing more than a decade of support for the program that empowers parents with pregnancy and parenting education, infant supplies, and social service support.

YOUTH MENTORING

Thirty-eight associates volunteered with students weekly from Talcott Elementary school in 2024, supporting Working in the Schools. Volunteers pair up to read with students, creating a positive adult relationship and improving literacy.

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Corporate philanthropy by the numbers

VOLUNTEERISM	2024
Total associate hours	21,807
% of associates volunteering	51%
Total Jackson Board Corps graduates	25
Total Jackson associates on nonprofit boards	81

FINANCIAL INVESTMENT	2024
Cash contributions	\$5,536,195
Volunteer time (converted to \$)*	\$730,308
In-kind giving	\$94,204
Management overhead	\$869,452
Total investment	\$7,230,159

GRANTEE PROGRESS REPORTS	Number of individuals receiving:
ECONOMIC OPPORTUNITIES	58,418
Job training and career pathways	19,372
Financial education or coaching	12,985
Homeownership	26,061
STRONG FAMILIES	77,420
Emergency shelter	2,235
Access to food	61,999
Care after crisis	2,718
Parenting support	1,043
Childcare	398
Mentoring	9,027

\* \$33.49 per volunteer hour, based on Independent Sector report.

## Increasing access to financial well-being

### EXPANDING FINANCIAL COACHING SUPPORT

As part of our ongoing commitment to financial coaching as a critical component to financial wellness, Jackson added a new program, Project Green—an effort of Catholic Charities of Ingham, Eaton and Clinton Counties—into our Strategic initiatives grant portfolio. Strategic initiatives focus on increasing savings, reducing non-mortgage debt and providing individual sessions for clients served by funded nonprofits.

Jackson invested \$220,000 across five nonprofits conducting direct financial coaching programs. The results from this investment created a meaningful cumulative impact: clients experienced a \$222,854 increase in savings, and \$708,682 reduction in non-mortgage debt with 335 clients.

### INVESTMENTS IN FINANCIAL EDUCATION

Supporting financial education through volunteerism and grant making had a meaningful impact on our local communities. In 2024 over \$762,500 was invested in 31 financial education programs through grants—including Strategic Investments and sponsorships—impacting an estimated 272,015 individuals, including 266,107 students.

Jackson associates invested their own time and skills in the financial wellness of our communities with 194 volunteers contributing 941 hours at 13 nonprofits. This includes eight family financial literacy nights hosted at public schools in Nashville, TN. During these family nights, Jackson partnered with Communities in Schools, TN, Nashville Food Project and United Way of Greater Nashville’s Financial Empowerment Center to provide financial education to 122 adults and 175 students, while providing a nutritious dinner for all participants. In total, 49 Jackson associates volunteered more than 175 hours of financial education and career exploration programming to the at-risk students.



### VOLUNTEER GOAL EXCEEDED

After setting a firm-wide goal to engage more than 40% of our associates in service, Jackson was pleased to surpass that goal with more than 51% completing volunteer service during 2024. More than 80 team and department service projects helped drive the strong overall participation outcome.

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## Robust, multifaceted partnerships

### JACKSON GIVES

The 2024 Jackson gives campaign raised funds for Jackson's 24 signature nonprofits in Chicago, Lansing and Nashville. More than 540 associates pledged over \$224,500. With Jackson's two-to-one match, more than \$667,000 is anticipated to be donated to these signature nonprofits. The collective impact of associate donations and Jackson's two-to-one match is profound. Beneficiary nonprofits report that the below outcomes will be made possible with these donations:

- 34 scholars will receive support with an ACT prep class, college campus visit and admissions counseling through HFS Chicago Scholars.
- 20,462 Chicago Public School students will have free literacy mentorship made possible from Working in the Schools.
- 61 youth will receive educational resources, school supplies and transportation from Boys & Girls Club of Lansing.
- 61 teens will receive a week-long stay at the Jackson House Residential Program with Child and Family Charities.
- 12 girls from families with limited economic means will have access to summer camp with Girl Scouts, Middle Tennessee.
- 6,577 nutritious, made-from-scratch meals will be provided to community members by Nashville Food Project.





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### NONPROFIT BOARD SERVICE

2024 marked the tenth year of Jackson Board Corps, with 25 associates from Lansing, Chicago and Nashville offices participating in the nine-hour virtual class together. The program, designed to train associates on the responsibilities of nonprofit board service, allowed associates to take an important step in their career and civic development. Two hundred ninety-five associates have graduated from the program since its beginning, and 36% of 2024's graduates have already been placed on nonprofit boards to begin their service.



### 2024 PHILANTHROPY AWARDS

Jackson was pleased to be acknowledged by several of our partners for our corporate philanthropy efforts.

- Urban League of Middle Tennessee
- Junior Achievement of Mid-Michigan
- Big Brothers Big Sisters of Middle Tennessee
- Blackbaud, Fueling Greatness Impact Award





# Protecting our environment

The sustainability of our business is vital to Jackson's future. That's why we're taking thoughtful steps to reduce our carbon footprint, increase energy efficiency, and use natural resources in innovative and impactful ways. We're also generating renewable energy from our on-site solar farm at our home office in Lansing, Michigan, which reduces our need for traditional power generation.

Sustainability →

Waste and recycling →

Ecology →



# Sustainability

We’re continuing to take meaningful steps toward increasing energy efficiency and reducing our carbon footprint, helping ensure a sustainable future for the world we live in.

- Smart energy use
- Pollution prevention

## Smart energy use

Through a variety of energy-saving initiatives, we take proactive steps toward using energy wisely and reducing the amount of energy we use across our business.

JACKSON’S ENERGY CONSUMPTION TOTALS IN MWh (2023 Q4 – 2024 Q3)			
	MWh from renewable sources	MWh from non-renewable sources	Total (renewable and non-renewable) MWh
Consumption of fuel (excluding feedstock)	N/A	6,664	6,664
Consumption of purchased or acquired electricity	N/A	30,597	30,597
Consumption of self-generated non-fuel renewable energy	645	N/A	645
Total energy consumption	645	37,261	37,906

TOTAL COMPANY GREENHOUSE GAS EMISSIONS IN METRIC TONNES OF CO2e (2023 Q4 – 2024 Q3)	
Scope 1	3,835
Scope 2	16,511
Scope 1 and 2 total	20,346
Emissions intensity by sq. ft.	0.019
Emissions intensity by headcount	5.12

## Smart energy use (cont.)

### SOLAR FARM

Our 500kW solar farm supplied 24% of the power needed at the 8 Corporate Way building throughout the year, with 644.8 MWh of renewable energy produced (2% of our total portfolio).

### ENERGY STAR® CERTIFICATION

ENERGY STAR certification is a key metric to validate the efficiency of our buildings. Our Lansing-based buildings achieved ENERGY STAR certification once again in 2024, placing their operations in the top 25% of similar buildings in the country. With the certification, our buildings are proven to save energy, save money and help protect the environment by generating fewer GHG emissions than similar buildings.





Pollution prevention

For more than 20 years, we’ve proactively managed the pollution produced by the facilities we own and occupy. We implement a variety of initiatives to ensure we meet environmental standards.

STORMWATER CONTROL PROGRAM

To manage stormwater runoff, we have installed bioswales in our parking lots to remove debris and filter stormwater. Additionally, our “stepped” retention ponds provide natural filtration of parking lot runoff before entering waterways.

STORAGE TANK PROGRAM

Storage tanks on our property, which provide fuel for back-up generators in the event of utility power loss, are maintained in compliance with our Spill prevention control and Countermeasures plan and Pollution incident prevention plan, which are designed to prevent fires, leaks and spills.

REFRIGERANT MANAGEMENT PROGRAM

The refrigerants used in our facilities’ cooling and refrigeration equipment comply with provisions in the Clean Air Act. We work with skilled HVAC technicians trained in the proper use, tracking, recycling, recovery and disposal of refrigerants.

# Waste and recycling

Reducing the amount of waste we produce extends our pollution prevention efforts and can positively impact the sustainability of our environment. We are implementing company-wide programs that help us reduce, recycle or compost our waste. We also work closely with our waste vendors to report actual weights for our solid waste streams when possible or use industry-standard estimations otherwise.

- Electronic delivery of documents
- Recycling and composting

## Electronic delivery of documents

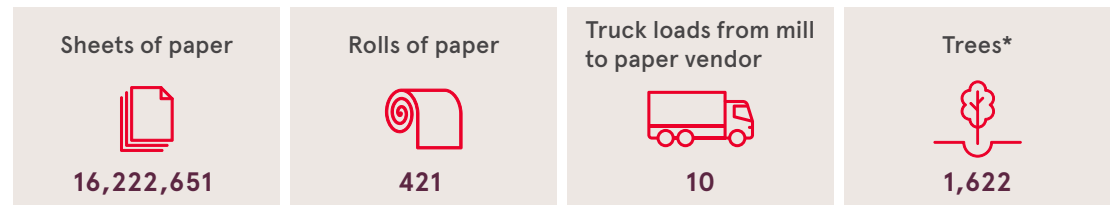
For more than a decade, we've offered paperless options for customers and financial professionals, reducing paper consumption as well as mail delivery. E-delivery also gives clients the benefit of secure, online document delivery.

Jackson facilitates e-delivery enrollment and automatically "opts in" all financial professionals who provide a valid email address. We recently enhanced our registration process on jackson.com—and our communication efforts—to encourage and simplify e-delivery enrollment.

- Around 23% of Jackson customers and 62% of our financial professionals use e-delivery
- Total 2024 cost avoidance from paper and postage reductions: \$8,311,660

Many legacy—and some new—state and federal regulations applicable to the insurance industry still favor paper over e-delivery. We are using our collective voice as an industry leader to influence change through several industry groups to help simplify the e-delivery enrollment process for customers and ultimately increase enrollment over the next several years. Our Government Relations team supports policies intended to modernize and enhance the digital experience across the annuity lifecycle, while reducing the adverse impact paper documents and mailing can have on the environment.

## 2024 E-DELIVERY PAPER SAVINGS ESTIMATES



\*This metric is variable; it is derived from industry statistics showing the average tree of a species used to produce paper is 45 feet tall, has an 8-inch diameter and would produce roughly 10,000 sheets of paper.

## Recycling and composting

We work with local compost and recycling organizations to ensure our compostable and recyclable materials are properly removed in a safe and environmentally responsible manner. Our compost and recycling programs diverted 59% of waste from landfills in 2024.



### DINING SERVICES BIODEGRADABLES

Our innovative recycling and composting program, Smart Cycle, not only diverts waste from company breakrooms, but also reduces waste from our Lansing and Franklin dining centers by using containers and utensils made of biodegradable materials. All plasticware and disposable products in our company dining centers and breakrooms are compostable—made from annually renewable plant materials.

In 2024, we converted our Chicago office to compostable products in breakrooms and partnered with a local compost organization to remove the waste product.

### UNIVERSAL WASTE HANDLING

We comply with the EPA's universal waste regulations, including the recycling of materials such as batteries and lamps, unused pesticides and aerosol cans, and electronic devices such as computers and televisions.

### NEW BEEHIVE COLONIES

To further enhance our campus, in 2024, we added approximately 30 beehive colonies to our Corporate Way campus in Lansing. This initiative underscores our dedication to fostering biodiversity and supporting the health of our local ecosystems. Bees play a crucial role in pollinating plants, which is essential for the growth of flowers, fruits and vegetables. By introducing these colonies, we aim to bolster the local bee population, which has been facing significant challenges in recent years. Our collaboration with Michigan State University's Pollinator Performance Center and their experts ensures that these hives will be managed responsibly and sustainably, furthering our mission to protect and nurture the natural habitats that surround our workplace.





# Ecology

To better protect the habitats surrounding our workplace, we care for the natural resources and wildlife that inhabit it. We practice stewardship focused on supporting the growth and protection of naturally thriving habitats and ecosystems where we live and work. The company continually collaborates with state and local authorities on projects with the potential to positively affect the areas surrounding our headquarters. During the original building construction in 2000, all wetlands around the building were protected and still remain intact to provide a habitat for ducks, cranes, deer and other types of wildlife. We have planted more than 400 new trees around the site to enhance our campus. In 2015, with the expansion of our headquarters in Lansing, we also expanded the protected wetland area, providing more diversification for wildlife.

- Water conservation
- Green roofs

## Water conservation

Our water conservation efforts expanded at our Lansing headquarters with the installation of additional irrigation control meters in three primary water zones. These assist in further reducing water consumption by providing real-time monitoring of water usage and control of water usage outputs.

In 2024, we further enhanced our irrigation system with upgraded control equipment, which reduced irrigation system water usage by more than 30% (2 million gallons).

TOTAL WATER USE (2023 Q4-2024 Q3) <i>For owned building properties</i>	(kgal)
Municipal water use	13,711

## Green roofs

Two green roofs were installed at our Lansing headquarters in 2014. They reduce thermal heat gain, provide UV-protection, save on utility costs, aid in stormwater retention and filtration and reduce the heat island effect caused by the sun’s reflection.



# Strong governance and business practices

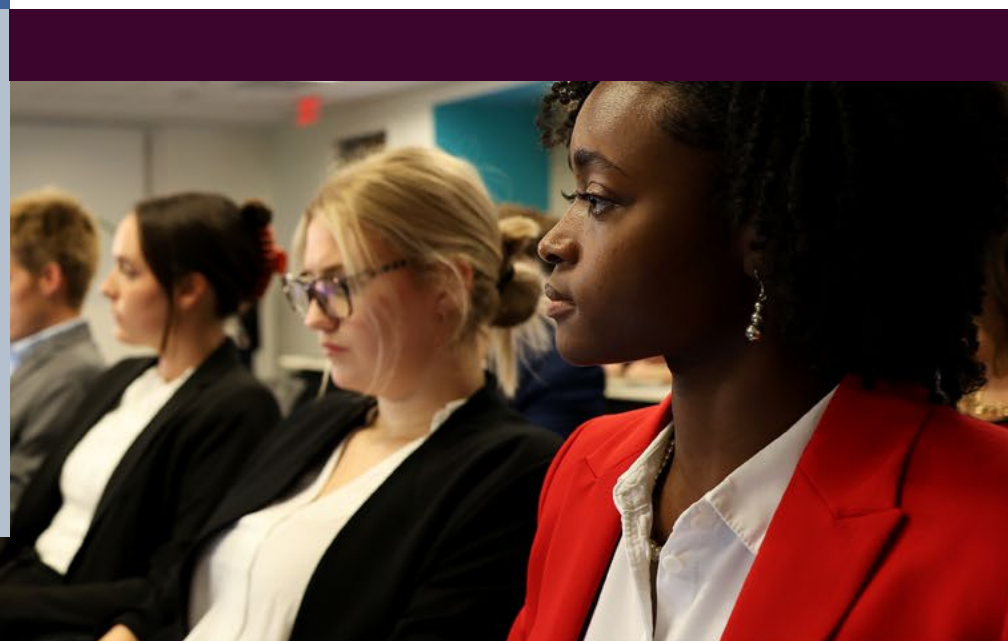
Honesty and integrity are at the core of our approach to business. Our experienced leadership team are devoted to upholding the highest standards of governance policies and practices. We conduct ourselves ethically and comply with the laws and regulations everywhere we operate. And we hold ourselves and each other accountable for our conduct for the betterment of our business, our stakeholders and our customers.

Experienced board and management team →

Disciplined risk management framework →

Purchasing practices and vendor partners →

Sound business ethics →



# Experienced board and management team

The corporate governance policies and practices we implement are critical to safeguarding the trust our stakeholders place in us. That's why our Board of Directors (board), led by our independent Board Chair, oversees our governance efforts and ensures they appropriately support and best serve the interests of the company and our shareholders.

- Experienced board and executive management team
- Board oversight of corporate responsibility and sustainability matters
- Independent board structure

## Experienced board and executive management team

We develop leadership and talent by building on the varied skills, accomplishments and goals of our associates. Our executive management team has an average tenure of more than 20 years with the company, while still making room for new experience, with two executive committee leaders joining the firm less than five years ago. We continue to cultivate a workplace of respect where different ideas and opinions are heard and valued—from our newest hires to our longest-tenured executives. The board recognizes the importance of continuity of management and identifies recruitment, development, promotion and retention of top talent as a key priority for the company. The board has delegated to the Nominating and Governance Committee primary oversight responsibility for management development and leadership succession planning.

Our board seeks directors with a broad range of professional experience, skills and perspectives who support our commitment to integrity and positive business outcomes. Our board membership includes 33% women and 22% underrepresented minorities.

The Nominating and Governance Committee is responsible for evaluating director nominees, which involves consideration of the skills and experience necessary to provide independent and effective oversight of management.

**20+**  
years of average  
company tenure  
for our executive  
management team

## Board oversight of corporate responsibility and sustainability matters

The Nominating and Governance Committee has primary oversight of corporate responsibility matters. The board and each of its committees also review and discuss topics throughout the year on various corporate responsibility-related subjects including board governance, human capital, compensation and other matters. We believe this strong focus on corporate responsibility governance supports the sustainability of our business.

## Independent board structure

The board embodies our corporate values and acts as the steward of the company, promoting the long-term value and health of Jackson in the interests of our shareholders, customers and other stakeholders, consistent with good corporate citizenship.

Our board is committed to strong governance practices and has adopted Corporate Governance Guidelines to provide the board with a framework within which it fulfills its duties and responsibilities. Our board, led by an independent chair, is comprised of nine directors, eight of whom are independent. Director independence is assessed annually under the New York Stock Exchange's independence standards, which are adopted by our Corporate Governance Guidelines.

Through its Nominating and Governance Committee, the board receives regular reports on our corporate responsibility and sustainability program, generated by our management-led Corporate Responsibility Working Group.

## Independent board structure (cont.)

The Nominating and Governance Committee has primary responsibility for:

- The company's corporate governance program, including annual review of the board and committee structure, and composition and recruitment
- Recruiting and recommending director nominees
- Determining director independence and expertise
- Providing oversight of corporate responsibility, human capital and culture, including succession planning for our CEO and other senior executives

The Compensation Committee establishes the company's general compensation philosophy and develops compensation programs, including executive compensation, aligned with that philosophy. The Audit Committee has oversight of the Company's accounting, financial reporting, disclosure and control processes, and audits of financial statements by an outside independent auditor. The Finance and Risk Committee oversees our enterprise risk program, including risks associated with our financial management practices and non-financial risks, such as investment risk and cybersecurity risk, as well as risks related to capital management and strategic transactions.

### Disciplined risk management framework

Purchasing practices and vendor partners

Sound business ethics

# Disciplined risk management framework

Our disciplined risk management framework is focused on identifying, assessing, managing, monitoring and reporting material risks to our business. This framework is evaluated on an annual basis and is essential to building and maintaining the trust of our customers, regulators and other stakeholders.

- Disciplined risk management framework including emerging risks
- Managing third-party risks

## Disciplined risk management framework, including emerging risks

Jackson's risk management framework is organized around the following six core components designed to provide clear direction and embed risk management in day-to-day decision making.

- Risk governance and culture
- Risk appetite and limits
- Risk identification, assessment, measurement and management
- Risk monitoring, reporting and escalation
- Risk response and recovery plans
- Risk stress and scenario testing

Our Board of Directors oversees the risk framework and delegates risk oversight responsibilities to board-level committees, management committees and executive management.

We have a three-line risk management model. Business functions serve as the first line of defense, having the training and skills to operate the business and manage risk on a day-to-day basis within their business functions. Independent Risk and Compliance teams serve as the second line of defense, providing oversight and challenging risk management and compliance activities within business functions. Our Internal Audit organization serves as the third line of defense, providing independent assurance on the overall risk management process and internal control environment across our business.

We manage our business under a board-approved risk appetite, which articulates the risk we are willing to accept in pursuit of our objectives to ensure adequate protection of policyholder and stakeholder interests while generating shareholder value.



### Disciplined risk management framework

Purchasing practices and vendor partners

Sound business ethics

## Disciplined risk management framework, including emerging risks (cont.)

We operate an enterprise-wide risk identification and risk and control self-assessment (RCSA) process to develop a holistic view of the material risks we face and our control environment. Risks we consider include financial (e.g., market, credit and counterparty, liquidity and insurance), non-financial (e.g., compliance, cyber, technology, AI, third party, people and transaction processing) and strategic (e.g., capital management, change management, regulatory change and product design and pricing). We also monitor the external environment for emerging risks.

We consider emerging risks as risks that have the potential to significantly impact our company in the future, but are less understood or may seem like remote possibilities today. Examples of emerging risks we consider include technological, societal, economic and geopolitical risks that could lead to deterioration of critical infrastructure or economic outlook.

## Managing third-party risks

Our third-party management office (TPMO) is a centralized function, facilitating holistic oversight of select third-party supplier relationships and driving adherence to and consistent application of the third-party supplier policy and standards across the enterprise.

Responsibilities include:

- Driving consistency in supplier risk assessments in coordination with third party relationship owners
- Maintaining a complete and accurate third-party inventory with risk-assessed ratings
- Monitoring external events related to third-party suppliers and sub-servicers
- Developing and reporting key metrics
- Performing annual due diligence reviews and ensuring review of service auditor reports, as required
- Escalating breaches of service-level agreements, non-compliance and operational incidents
- Ensuring alignment with the third party supply policy and supporting standards and guidelines



### INTEGRATING ARTIFICIAL INTELLIGENCE RESPONSIBLY

In 2023 we created a multi-disciplinary AI Oversight Working Group, consisting of members from our Technology, Information Security, Compliance and Risk teams, among others, to support the growing opportunities of AI in our workplace. The group was formed to govern and oversee the use of AI—including maintaining our AI Risk Management Policy and related standards, establishing and maintaining the company AI inventory, and ensuring AI uses are appropriately assessed for risks, ethical considerations and compliance with relevant regulations.

**Disciplined risk management framework**

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## Managing third-party risks (cont.)

The TPMO performs daily monitoring of events for third-party suppliers and their sub-servicers that have been deemed business-critical, or who have access to Jackson data.

As part of the annual due diligence process, an assessment questionnaire is sent to the third-party suppliers covering several categories that will enable the assessment of risk, including:

- Information and cybersecurity programs
- Office of Foreign Assets Control, politically exposed persons and anti-money laundering policies
- Privacy and data protection practices
- Corporate responsibility policy with details on approach, commitments and management of risks, factors and opportunities
- Standards and certifications and/or memberships held
- Compliance requirements for environmental permits, licenses or consents
- Policies or processes in place to identify, assess and address risks across the company and its supply chain concerning human rights, labor standards and modern slavery
- Anti-bribery or anti-corruption policy
- Use of artificial intelligence

As part of the TPMO's commitment to understanding the risk and resiliency of the company's third-party supplier ecosystem, the rapid expansion of data sources will continue to be monitored, and the monitoring and due diligence processes will continue to expand as appropriate.

# Purchasing practices and vendor partners

We recognize our procurement decisions can have significant economic, environmental and social impacts in the communities we serve and beyond. And we expect all business partners and their respective personnel to conduct themselves with honesty and integrity in their business activities undertaken for Jackson.

- Vendor code of business conduct policy
- Investing in staff to improve supplier onboarding experience
- Increasing access for vendors

## Vendor code of business conduct policy

Jackson's long-standing business practices with vendors are formalized through our **Vendor code of business conduct policy**. This policy is based on Jackson's fundamental understanding that its associates and vendors are responsible for conducting business ethically and in compliance with applicable laws.

The policy addresses many important topics including:

- Maximum working hours
- Non-discrimination
- Equal pay
- Minimum living wages
- Acceptable living conditions
- Child labor
- Disciplinary practices
- Health and safety
- Forced labor

## Investing in staff to improve supplier onboarding experience

Jackson has two, full-time Supplier Onboarding associates, dedicated to assisting potential suppliers through the registration process to help increase Jackson's potential supplier base.

In 2024, members of the Supplier Onboarding team attended the 2024 Military Influencer Conference and the 2024 Disability:In Global Conference and Expo where they were able to meet with potential suppliers in person. Additionally, our Supplier Onboarding team members have begun certifications through the Institute of Supply Management to be Certified Professionals in Supplier Diversity (CPSD).

## Increasing access for vendors

In 2024, Jackson added a [supplier registration page](#) on Jackson.com to provide easier access for suppliers to be added to our prospective supplier list. A simplified registration process on the website is intended to be inclusive of all interested suppliers in an easy-to-use format, thus increasing access for Jackson's supplier base.



# Sound business ethics

Jackson consistently emphasizes the importance of honesty and integrity. These tenets form the foundation of our Code of Conduct & Business Ethics, which sets clear standards for how our associates are expected to conduct business and engage with stakeholders.

- Strong business ethics

## Strong business ethics

Our Code of Conduct & Business Ethics (Code) applies to all associates at the company and its subsidiaries, as well as to our Board of Directors. In some circumstances, the Code also applies to consultants and temporary workers for the company. In addition, we have adopted a Code of Financial Ethics, establishing requirements for our senior financial officers relating to conflicts of interest. The Codes, as well as the Ethics and Compliance program overall, are subject to annual reviews and periodic audits to confirm the operations, controls, processes and practices in place are working effectively and appropriately.

### CODE OF CONDUCT & BUSINESS ETHICS TRAINING

In 2024, every Jackson associate was required to complete a Code training course, which covered various compliance and ethics-related topics, including anti-money laundering, anti-bribery and corruption, anti-fraud, cybersecurity, privacy and conflicts of interest. Additionally, Jackson's contingent and temporary workers completed the same training or were otherwise held to the standards and concepts covered. Our training emphasizes the special role managers play in modeling ethical behavior for their teams and understanding all applicable corporate policies, including the underlying concept that protecting and safeguarding customer assets is of utmost importance.

### OVERSIGHT OF COMPLIANCE PROGRAMS AND REPORTING

To ensure we are acting in accordance with internal guidelines, we regularly collect and analyze information regarding compliance with the Code and our various policies. The Chief Ethics & Compliance Officer (CECO) is informed of any issues that are raised. The CECO meets regularly with senior management to review significant issues or trends relating to compliance with the Code and our policies. The CECO reports on a regular basis to the Board's Audit Committee. Based on this process, we determine any needed revisions to our processes and key controls, including policies and training.

## Strong business ethics (cont.)

### CUSTOMER RELATIONS

As part of our focus on the customer experience, our Customer Relations team handles all policyholder, financial professional and regulatory complaints received by Jackson. The scope of ownership includes investigating, analyzing and resolving complaints. The team is also responsible for communicating the legal, regulatory and business implications of complaints and complaint trends.

### 2024 ETHICS AND COMPLIANCE WEEK

Jackson hosted its second annual Ethics and Compliance Week in September, with associates completing their required Code training and other educational activities, including watching a video of Jackson leaders describing what ethics means to them.

The Ethics and Compliance team hosted three Lunch and Learn sessions, where speakers highlighted the impact of ethics and compliance on their careers and how Jackson's Ethics and Compliance program strengthens the company's reputation as a trustworthy business partner and retirement products provider. The speakers included a member of the JFI Board of Directors, the former Head of the SEC Examination program and the President of one of Jackson's business units. Associates could also complete a "vote for an ethical colleague" nomination, participate in ethics and compliance trivia and view the Compliance training dashboard.



Jeffrey Martell, Director, Ethics & Compliance, interviews Dan Koors, SVP and Chief Operating Officer for JNAM, on ethics for associate education video.

“Having a strong ethics and compliance culture is a key ingredient to building a successful, long-term business. Jackson has a long track record of “doing the right thing,” a testament to the ethical decisions associates make each day.” — Scott Golde, SVP, Chief Ethics & Compliance Officer





Strong business ethics (cont.)

SPEAK OUT CONFIDENTIAL REPORTING SYSTEM

Our associates are encouraged to report violations or concerns directly to management or by using our Speak Out confidential reporting system. Speak Out is available to all Jackson associates, as well as to customers, clients, vendors and the general public. Our board’s Audit Committee has oversight of the Speak Out program including escalation procedures. Our Whistleblower policy covers protections for associates who report questionable business conduct or human resource-related grievances. Management also provides regular updates to the board on the regulatory environment, the strength of our compliance program and emerging risks.

SPEAK OUT

Speak Out confidential reporting hotline	844-506-0767
Speak Out confidential reporting website	Jackson.ethicspoint.com
Speak Out confidential reporting mobile phone site	Jackson.mobile.ethicspoint.com



ENTERPRISE ETHICS & COMPLIANCE PRINCIPLES

ADVISE

Provide advice, guidance, education and training to mitigate the risk of compliance failures

DETECT

Proactively detect issues, conduct effective monitoring and escalate as needed

RESPOND

Engage with and respond to all stakeholders with trust and transparency

MANAGE

Operate our program using strong planning processes and a commitment to operational excellence

FOUNDATIONAL CONCEPTS

SERVE AS PARTNERS/TRUSTED ADVISORS

We will work closely with and within business functions to promote a culture of compliance, integrity and commitment. We will serve as trusted advisors by demonstrating expertise, providing great service and consistently producing outstanding work products.

FOCUS ON STAKEHOLDERS

We will remain focused on our key stakeholders, starting with our customers and including our shareholders, regulators and peers within the company.

DATA-ENABLED, RISK-BASED PERFORMANCE

We will employ a risk-based approach supported by technology and, where appropriate, data analytics to maximize our resources and have the greatest potential impact.

Sustainability Accounting Standards Board (SASB) 

# Appendix

### Sustainability Accounting Standards Board (SASB)

This report has considered SASB’s Financials industry standards, specific to the Insurance sector.

#### TRANSPARENT INFORMATION AND FAIR ADVICE FOR CUSTOMERS

Accounting metric	Code	Disclosure
Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product related information to new and returning customers	FN-IN-270a.1	See the Commitment and Contingencies footnote within the Jackson Financial Inc. (JFI) Annual Report on <b>Form 10-K</b> for the fiscal year ended 12/31/2024 for disclosure on the Company’s legal proceedings.
Complaints-to-claims ratio	FN-IN-270a.2	Please refer to the NAIC National Complaint Index Report for Jackson, company code: 65056, or Jackson National Life Insurance Company of New York, company code: 60140.
Customer retention rate	FN-IN-270a.3	As a retirement services provider, Jackson ensures customer satisfaction in many ways, including surveys for some newly issued products, a best interest/suitability oversight system covering firms selling our products, an effective and experienced complaint response program, a highly trained and award-winning Customer Care Center and an Executive Client Support Services unit for expedited issue resolution.

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## TRANSPARENT INFORMATION AND FAIR ADVICE FOR CUSTOMERS

Accounting metric	Code	Disclosure
Description of approach to informing customers about products	FN-IN-270a.4	<p>Our communications are designed to provide customers with clarity for the future. Our focus on reducing the complexity of retirement planning is the driver behind every annuity product we offer and every point of communication with customers and the financial professionals who sell our products.</p> <ul style="list-style-type: none"> <li>• In our communications, we strive to be a practical ally for our customers and financial professionals by saying what we mean, grounding in their experience and encouraging action with understandable, engaging and compliant marketing material.</li> <li>• Jackson communicates with customers and financial professionals using various methods and processes across our business lines. These include direct mailings and digital channels (email, jackson.com, etc.), as well as through Jackson's customer service associates.</li> <li>• Jackson's award-winning Customer Care Center seeks to answer customer questions with empathy, accuracy and efficiency. Jackson was again recognized by Service Quality Measurement Group, Inc. (SQM) for excellence in call center service in 2024.</li> <li>• Jackson Legal and Compliance plays a critical role in ensuring fair and balanced communications. Product communications are subject to both internal policies and procedures as well as the standards of various regulations, agencies and governing bodies.</li> <li>• Our RILA offerings include a customer-friendly online experience where clients and their financial professionals can see how the product might meet their needs.</li> <li>• Jackson provides free educational articles on our public website, jackson.com, for customers and others to increase their financial knowledge.</li> </ul> <p>Additionally, jackson.com's user-based design offers simple navigation and continuous evaluation and upgrades to help meet WCAG2.1 AA accessibility guidelines.</p>

## INCORPORATION OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE FACTORS IN INVESTMENT MANAGEMENT

Accounting metric	Code	Disclosure
Total invested assets, by industry and asset class	FN-IN-410a.1	Invested asset information is presented in JFI's Annual Report on <a href="#">Form 10-K</a> for the fiscal year ended 12/31/2024.
Description of approach to incorporation of environmental, social and governance (ESG) factors in investment management processes and strategies	FN-IN-410a.2	<p>The internal portfolio management team at our investment manager, PPM America, Inc., considers the sustainability of the underlying enterprises in which they invest for Jackson's General Account, including environmental, political and social pressures, as well as governance models. In furtherance of our commitment to sustainability, PPM America, Inc. has been a signatory to the United Nations-supported Principles for Responsible Investment since 2018, while Jackson National Asset Management's oversight of external managers on our VA platform includes a robust due diligence process with questions relating to ESG philosophy and processes.</p> <p>Please see the Investment practices section of our Corporate responsibility report for more information.</p>

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## POLICIES DESIGNED TO INCENTIVIZE RESPONSIBLE BEHAVIOR

Accounting metric	Code	Disclosure
Net premiums written related to energy efficiency and low carbon technology	FN-IN-410b.1	As a retirement services provider, this does not apply.
Discussion of products and/or product features that incentivize health, safety and/or environmentally responsible actions and/or behaviors	FN-IN-410b.2	<p>We provide clarity for the future. Our focus on reducing the complexity of retirement planning for our customers is the driver behind every annuity product we offer.</p> <ul style="list-style-type: none"> <li>• Our product design process follows a four-part journey through strategy, development, implementation and management, focused on providing clear and reliable retirement products to our customers.</li> <li>• We implement a product assessment process on all of our products to monitor product features and benefits we offer in the marketplace. The assessments help us identify when adjustments should be considered to ensure they meet enterprise standards and that the product and features continue to provide value to customers.</li> <li>• Access to our first ESG index option, the MSCI KLD 400 Social index, comprising U.S. companies that have positive ESG characteristics, was made available to purchasers of our variable annuities in 2017. The underlying index was changed to the Morningstar U.S. Sustainability Index in 2022. Additionally, we added the Alliance Bernstein Sustainable Global Thematic option in 2022.</li> <li>• Our RILA offerings also include an online digital experience that helps clients and their financial professionals select product features to address their needs. This is just one of a collection of interactive tools and calculators designed to help financial professionals and their clients move forward with certainty on retirement plans.</li> </ul>

## ENVIRONMENTAL RISK EXPOSURE

Accounting metric	Code	Disclosure
Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes	FN-IN-450a.1	As a retirement services provider, this does not apply.
Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)	FN-IN-450a.2	As a retirement services provider, this does not apply.

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## ENVIRONMENTAL RISK EXPOSURE

Accounting metric	Code	Disclosure
Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy	FN-IN-450a.3	<p>(1) Jackson's annuity product offerings and closed book of life insurance business are not directly impacted by climate change. However, invested assets supporting the liabilities of these products could face higher costs and a disorderly adjustment of asset values leading to an adverse impact on their value and future performance as a result of investor, regulator or other responses to climate change. As such, incorporation of environmental risks in the underwriting process for individual contracts is not considered, but sustainability factors are accounted for in the Company's investment practices for its invested assets.</p> <p>(2) Jackson's Risk Framework describes our approach for identifying, assessing, managing, monitoring and reporting all material risks in an integrated and holistic manner. This approach engages risk owners throughout the Company to identify risks and assess their impact to the Company and its capital adequacy. Environmental risks are considered in these existing enterprise risk management processes.</p>

## SYSTEMIC RISK MANAGEMENT

Accounting metric	Code	Disclosure
Exposure to derivative instruments by category: (1) total potential exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse and (3) total potential exposure to centrally cleared derivatives	FN-IN-550a.1	Information for derivative use, types and collateral is presented in JFI's Annual Report on <b>Form 10-K</b> for the fiscal year ended 12/31/2024 and in the Schedule DB of the <b>Statutory Blue Book</b> for Jackson National Life Insurance Company.
Total fair value of securities lending collateral assets	FN-IN-550a.2	For information regarding securities lending activity, see JFI's Annual Report on <b>Form 10-K</b> for the fiscal year ended 12/31/2024 and the Statutory Blue Books for Jackson National Life Insurance Company and Jackson National Life Insurance Company of New York.
Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities	FN-IN-550a.3	Please see JFI's Annual Report on <b>Form 10-K</b> for the fiscal year ended 12/31/2024 for a description of JFI's liquidity position and capital structure.

## ACTIVITY METRIC

Accounting metric	Code	Disclosure
Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	FN-IN-000.A	Please see JFI's Annual Report on <b>Form 10-K</b> for the fiscal year ended 12/31/2024.



