

Pacific Life Upcoming Security Enhancement for Life Financial Professional Websites

We are writing to inform you of an upcoming security enhancement to our Life Financial Professional websites, with implementation expected to begin toward the end of Q2 2026.

Please note that the information below applies only to users who currently have an established login to the portal. If you do not have an active login, registration will follow the new process beginning July 12.

As part of our ongoing enterprise security strategy, we continue to modernize how users securely access our digital platforms. Following updates to our Life Policyowner websites, this next phase focuses on enhancing the Firm and Financial Professional experience to further strengthen security and promote consistency across our platforms.

Changes will be introduced gradually through phased releases to support a smooth and seamless transition.

What to Expect:

- Minimal impact to your day-to-day business activities
- Transition from email address to a username for website login, with a **“Find My Username”** option available for assistance
- An additional authentication option to provide greater flexibility when signing in
- No changes to your existing access, permissions, or website functionality
- A familiar login and registration experience, with minor visual updates

As of **July 2**, you will see a notification banner on the login page communicating this update. The banner will read:

"As of 7/12/26, we will be introducing a security update to the log-in process. After implementation, you will log in with a username instead of an email address, and a “Find My Username” feature will be added. Multi-factor authentication will also be available. No access, permissions, or website functions will change. No action is required at this time.

Notice: Scheduled Maintenance July 11–12 for Website Security Enhancements.
Websites may be unavailable intermittently during the weekend. New login requires Username (not email). Username recovery feature will be introduced."

We do not anticipate any disruption, and no action is required at this time. As we approach implementation, we will share additional updates and guidance to ensure you are well supported throughout the transition.