



# Website Security Enhancements This Weekend

Pacific Life is enhancing the security for the Financial Professional Life Insurance website. We are making you aware of this update to confirm legitimacy when the update is released.

We encourage you to share this with your financial professionals.

The enhancement will take place **Friday, February 13 at 5 p.m. PT – Tuesday, February 17 at 6 a.m. PT**. During this time, the following systems will not be available:

- Financial Professional log in (<https://loginportal.pacificlife.com/centrallogin>)  
Please note, this does not affect logins for our policyowners
- Lifeline
- Navigator Online (Navigator Desktop will still be available)
- Online health history (OHH) via SelectQuote and Policygenius
- Planned Performance Tracking (PPT)
- Porch eApp proprietary version (multi-carrier version will still be available)
- Producer Bay

## What to Expect When You Log In on Tuesday, February 17

### Password Reset and Multi-Factor Authentication

- When logging on, you will be prompted to reset your password.
- Following that, you will be prompted to set up multi-factor authentication. We will send a one-time code to an additional device to help us verify your identity when you log in to your account.

### Delegation

- This will allow you to delegate additional team members, with unique login credentials, to help manage your book of business.
- Updates and changes to delegations can be made at any time.

**Thank you for partnering with us. If you have questions or need help upon logging in on Tuesday, please contact our Customer Service Center at the below numbers.**

**Life Insurance Policies:**  
**(800) 800-7681**

**Life Insurance Promise Products:**  
**(844) 276-0193**

**Hours of Operation:**  
**6 a.m. – 5 p.m. PT**

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