

Your Policy Is Issued, Now What...

PL eDELIVERY

For PL Promise Life Insurance Products¹



PACIFIC LIFE

Pacific Life Insurance Company

In a COVID world, eDelivery from Pacific Life is here for you. Digital delivery of your life insurance policy lets you access and sign your policy and pay electronically so you can take care of business at your convenience.

Here's how it works.



STEP 1 Check Your Inbox For An Email

Once your policy has been issued, you (the insured or policy owner) will receive an email to accept the policy and eSign your forms. The email will be sent from eDelivery@PacificLife.com.

Sample Email



PACIFIC LIFE

Re: Your Life Insurance Policy from Pacific Life

Dear [Your Name],

Policy Number: [Your Account Number]

Your life insurance policy is ready for your review and approval. Follow the instructions below to receive your policy package. You must complete the process electronically before your policy is effective. To access your policy package, you will need to follow the link below. This is a time sensitive process and requires your immediate attention.

[Access Policy](#)

Keep your eyes on your inbox for an email like this!

¹ PL PROMISE TERM Level Premium Term Life Insurance (Policy Form #P16LYT or ICC16 P16LYT and S16LYT10, S16LYT15, S16LYT20, S16LYT25, or S16LYT30, based on level premium period chosen and state of policy issue.) PL PROMISE GUL No-Lapse Guarantee Universal Life Insurance (Policy Form #P18PRUL and S18PRUL or ICC18 P18PRUL and ICC18 S18PRUL, based on state of policy issue).



STEP 2 View Your Policy Summary Details

Access and download your policy documents with a secure and confidential log-in process.

To login we'll need:

- Last four digits of Social Security Number (SSN)
- Zip Code
- Date of Birth

Once you successfully login to the eDelivery Tool, you will see a screen summarizing your life insurance policy details. Please be sure to give it a careful review!

PLEASE NOTE! Users have 5 attempts to successfully log-in before account is locked. Need help? Contact Pacific Life New Business Services at 844-276-5759, Option 1.

eDelivery Consumer login

Welcome !

Your insurance document is available for review, to ensure your information remains secure and confidential, please answer the questions below :

Last four digits of your Social Security Number

Zip code of your Mailing address (5 Digit)

Your Date of Birth (MM/DD/YYYY)

[Login](#)



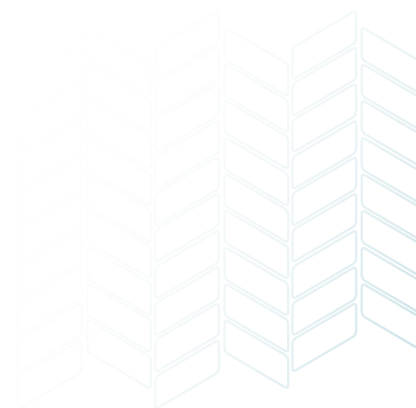
STEP 3 Select Payment Preferences + Set Payment Plan

Take a quick tutorial on how to navigate the payment screen options, then choose:

1. Your method of payment for your initial payment, and
2. Your frequency and method of future payments.

FREQUENCY	METHOD ²
Monthly	Credit Card Only or Bank Account only.
Quarterly	Bank Account or Direct Bill
Semi-Annually	Bank Account or Direct Bill
Annually	Bank Account or Direct Bill

² Credit card is only available for initial payment premium. Mastercard or VISA only. Not available for Universal Life Products or in the states of Nevada, New York, or Pennsylvania.





STEP 4 eSign Your Policy Documents

It's simple and quick.

- First, when prompted select “agree” to use electronic records and signatures then “continue” on to DocuSign to eSign your policy documents and delivery requirements
- Then, be sure to “adopt your signature” on the first signature section
- Finally, review and click sign on every document until the “finish” button pops up



STEP 5 Completed Policy Is Delivered to Pacific Life for Placement

eSign Completed! Congratulations on obtaining your Pacific Life life insurance policy via eDelivery!

Your eSigned documents will go to Pacific Life for review. Once your policy is finalized you will receive an email from LYNLifeNB@PacificLife.com with a prompt to register on “MY LIFE ACCOUNT” where you can access your completed policy package for your records.

FAQs

What happens if I need to change the payor on the policy? You would need to request a reissue via the eDelivery website and provide the following information: Payor Name, Address including Zip Code, Date of Birth (DOB), and SSN. The policy will be reissued and a link sent to the payor to complete the payment portion of the eDelivery process.

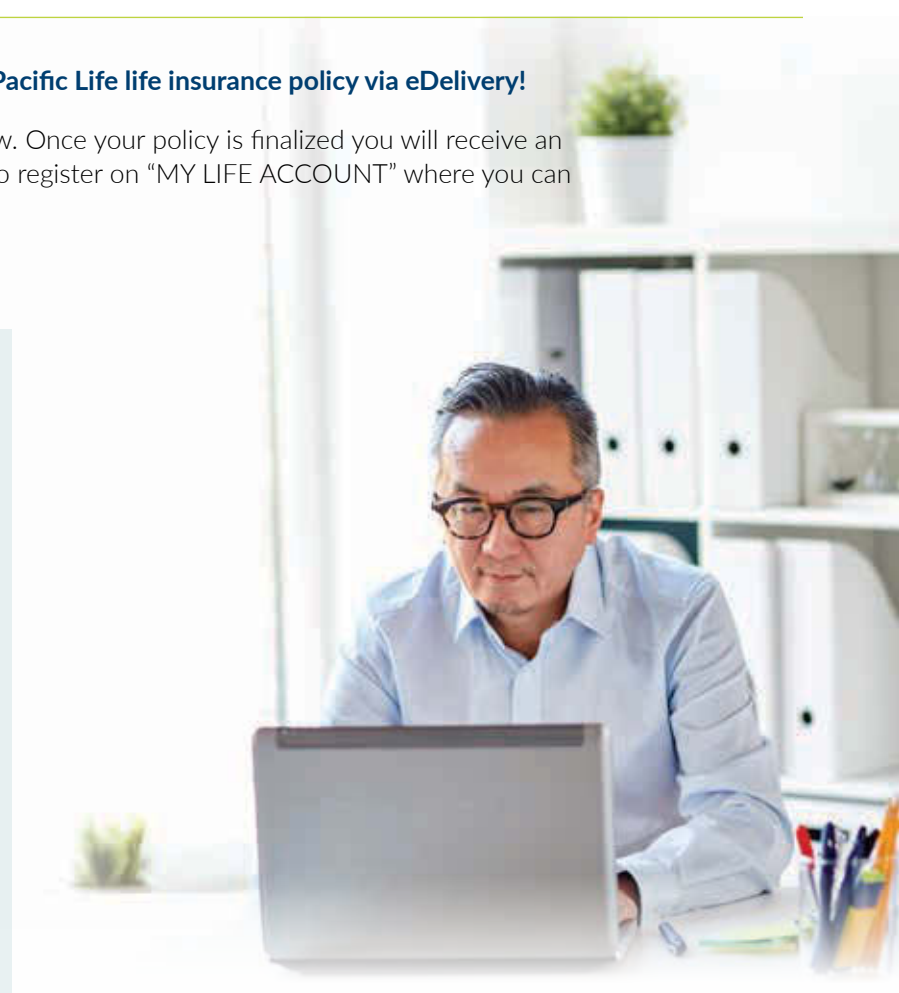
Can I change my bank account information? Yes!

Can I pause and come back to finish eDelivery & eSigning later? Yes!

More questions? We're here for you.

Contact your financial professional³ for any questions about your life insurance policy or Pacific Life's New Business Team at 844-276-5759 option 1 for troubleshooting eDelivery or eSign.

³ In order to sell life insurance products, a financial professional must be a properly licensed and appointed life insurance producer.



The Pacific Life Promise

When you purchase life insurance, you're buying a promise for today, tomorrow, or 30 years from now. For more than 150 years, Pacific Life Insurance Company has fulfilled that promise for millions of families. As a mutual company, we answer to our policyowners, not shareholders. We take a long-range view in preserving our financial strength and acting with the best interests of our policyowners. When you choose Pacific Life, you choose a company that cares about you.

Pacific Life is a product provider. It is not a fiduciary and therefore does not give advice or make recommendations regarding insurance or investment products.



Pacific Life Insurance Company is licensed to issue insurance products in all states except New York. Product/material availability and features may vary by state. Insurance products and their guarantees, including optional benefits and any crediting rates, are backed by the financial strength and claims-paying ability of the issuing insurance company. Look to the strength of the life insurance company with regard to such guarantees as these guarantees are not backed by the broker-dealer, insurance agency, or their affiliates from which products are purchased. Neither these entities nor their representatives make any representation or assurance regarding the claims-paying ability of the life insurance company.

Life insurance is subject to underwriting and approval of the application and may incur monthly policy charges.

This brochure is distributed through Pacific Life Insurance Company, Lynchburg, VA (844) 276-5759.

Pacific Life Insurance Company's Home Office is located in Newport Beach, CA.

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