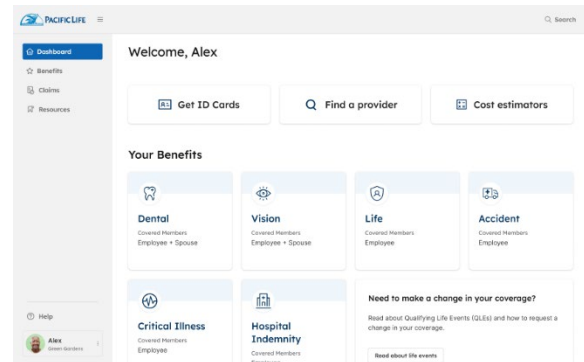


# Your Pacific Life Portal: How to Manage Your Benefits Online

Thank you for choosing Pacific Life's Workforce Benefits! To ensure the best experience with us, we have answered some of the most commonly asked questions about the online Pacific Life portal and the convenience it offers you.



## What is my Pacific Life portal?

Your online Pacific Life portal lets you manage all your benefits in one convenient location. This includes claims submission and management, downloading your digital ID cards, accessing wellness information, and more.

## How do I access my portal?

After you've enrolled in your Pacific Life benefits, you will receive an email invitation link to activate your portal account. For additional access support, please call us at (855) 810-3301. Once your account is set up, sign in at [benefits.pacificlife.com](https://benefits.pacificlife.com).

## How do I access my benefits information and get my ID cards?

Once signed in, go to the Benefits tab and choose a coverage type to access all your benefits information. If you are enrolled in Pacific Life dental or vision coverage, you can also download digital ID cards. The card will have the primary member's name and identify the coverage type. All covered family members may use the same ID card.

## What is the process for submitting a claim?

Pacific Life makes the claims process easy and hassle-free. Friendly and compassionate, too. When an event happens, like an injury, sickness, hospital visit, or the loss of a covered dependent, you tell us what happened in your online portal available at [benefits.pacificlife.com](https://benefits.pacificlife.com) or by phone at (855) 810-3301.

We automatically set up and handle all relevant claims related to your event, so you don't have to fill out multiple forms. With dental and vision services, in-network providers typically will submit claims on your behalf. For any out-of-network provider claims, sign in to your portal to access the applicable form or call us.

Plus, our support team is always here to help during these important moments.

### **How do I make changes to my personal information and update coverage for myself or my family?**

Reach out to the benefits administrator at your employer to discuss eligibility and make changes. Pacific Life receives information from your employer to update our system frequently and consistently.

### **Whom can I contact if I need help?**

We are here to help you with any questions or concerns you may have. You can call us at (855) 810-3301. We appreciate having you as a member and look forward to serving you.

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