

Log In

Annuities

Create an Online Account

As an individual annuity policyowner, joint owner or trustee, you can log in to The Standard's Annuity Portal to view your policy information. The Standard uses secure, online accounts to protect your information and provide access to your annuity policy data. To view your policy information, you'll need to create an online account.

Get Started

Please allow 15 minutes for initial setup You will need the following items to create a new online account:

- A computer, or other device, with access to the internet and to your email
- Your date of birth
- Your mailing address ZIP Code
- The last six digits of your Social Security number
- Your email address and your phone number

Create an Account

- 1. Open a browser window, such as Chrome or Safari.
- 2. Go to <u>standard.com/individual/products-services/annuities</u> to open The Standard's annuity page.
- 3. Select Log In.

Access Your Account

Go to the Annuity Portal to view your policy information, including values and financial activity. You can also download statements and tax forms.

4. If you haven't already, create an account to begin the self-registration process.

Log In
New here? Create an account to connect to services.
Luser Name
Password
● Show
LOG IN
Cancel
Forgot user name? Forgot password?

5. Under the **My Annuity** section, select **Create an Account**.

Create an Account		
What are you attempting to	My Retirement Plan My Annuity	~
access? If you already have an account, you may <u>log in</u> .	See your policy details, values and statements. Need help? See our Annuity Portal Guide. Create an Account	



6. On the Create an Account page, enter your contact information and select CONTINUE.

«Standard		Need b
	Create an Account	
	1 2 3 4 SetCodentes Antide Company	
	Tell us who you are.	
	Last Name	
	🖀 Email Address 💦	
	1 Phone ?	
	Is this a mobile phone? Ves No Note: If you'd like to have the option to receive text alerts in the future, please provide your mobile number here.	
	CONTINUE	

If you'd like to receive text alerts in the future, please be sure the phone you enter here is a mobile phone.

7. In Step 2, create an account User Name and Password, and then select CONTINUE.

TheStandard		Need hels
	Create an Account	
	2 3 4 Archel Complex Archel Sing	
	Set login credentials.	
	Create a unique user name and a strong password for your account.	
	A Password	
	Pasaword Steingth	
	® Stow	
	CONTINUE	



- Your user name must have 7 20 characters, no spaces and no @ symbol.
- Your password must have at least 10 characters, a lower-case letter (like a), an upper-case letter (like A), and a number or special character (like 1 or \$).

Once you select **CONTINUE**, you will receive an activation email. If you don't receive your email in 5 - 10 minutes, please check your Spam folder.

instandard		Need help?
	Create an Account	
	Check your email. Your account has been created, but is not yet active. Please activate your online account by clicking the link in the email we just sent to you.	
	Next Steps Check your inbox. You should receive an email within a few minutes. O Click the link. Use the link in that email within 24 hours, before it expires.	
	End Log In. Provide a few more details to complete your account setup.	
	Having Problems? If you do not see the email within a few minutes, check your spam or junk folder. If it's not there, you can <u>request a new link</u> or <u>contact us</u> for help.	

8. Open the Activate Your Online Account email from The Standard <verify@standard.com>, and then click the **ACTIVATE MY ACCOUNT** link. You must click the link within 24 hours to verify and activate your account.

TheStandard °
Your online account with The Standard has been created, but is not yet active.
To activate it, please use the link below within 24 hours.
ACTIVATE MY ACCOUNT
This link will expire in 24 hours.
You can then log in with your user name and password to complete your
You can then log in with your user name and password to complete your
account setup.
Please do not reply.
This email address is not monitored for responses. If you need assistance
or would like to report suspicious activity, please contact us.

Once you've clicked the **ACTIVATE MY ACCOUNT** link, you'll be taken to the Annuity Portal login page. Here, complete your account setup and connect to the Annuity Portal.

9. In the Log In form, enter your **User Name** and **Password**, and then select **LOG IN**.

TreStandard		Need help?
	Thank you. Your account has been activated. Log in to complete your account setup.	
	Log In	
	If you're new here, <u>create an account</u> .	
	A Password	
	⊕ Show LOG IN	
	Cancel Ecropol.user.name? Ecropol.password?	

10. After logging in, review the Terms and Consent statement, click to acknowledge I have read and agree to the Terms and Consent, and then select CONTINUE.

Towns and Consent	
Terms and Consent	
Welcome. Your online account with The Standard provides access to our secure online services.	^
To continue, please read the following terms and conditions, then accept the agreement by checking the box below. If you do not agree, you will not be able to proceed.	
Acceptance of Terms	
By checking "I have read and agree to the Terms and Consert" you are consenting to the terms and conditions set forth in these Terms and Consent, as well as the Legal Notices and Privacy Policy that govern use of The Standard's web pages. Nothing in these Terms and Consent require The Standard to continue to provide the online services.	
Consent to Electronic Transactions	
Pursuant to applicable state and federal electronic transaction laws, you consent to sending and receiving electronic records and to the use of electronic signatures. This consent applies to information and documents, including but not limited to, group policies, Certificates of Insurance, Summary Plan Descriptions, forms, applications, statements, claims, canceliation and nonrenewal notices where permitted by law, privacy notices or other communications made or exchanged under any plans, insurance policies or products offered or administered by The Standard. These electronic documents and communications may be sent to the email address you provide and in some cases may be made available to you at a website portal with notification at the email address you provide.	
You understand that you will need to have web browser software and Adobe® Reader® software on a computer	Ť
I have read and agree to the Terms and Consent	
CONTINUE	

11. Next, you'll set up an additional layer of security called two-step verification.

This feature requires two things when you log in to access your account from an untrusted browser:

- Something you know (your user name and password)
- Something you have (your phone or computer).

You will select and confirm how you will receive the verification code that is sent to your phone or email and enter it during the login process.

12. Click to select your method to receive the two-step verification code when you log in to your account, and then select **CONTINUE**.

TheStandard			Need help?
	Add an extra	a layer of security.	
		elp protect your account even if someone else ddition to your user name and password, you'll at we send to you.	
	same browser without a cor	id in, you'll have the option to log in from the de in the future. However, if anyone tries to a <i>different</i> browser, two-step verification will be	
	Tell me more about two-ste	p verification	
	How do you want	to receive codes?	
	O Get a text message	******\$5555	
		Message and data rates may apply.	
	i Get an email	ja*****@m****1.com	
	Get a phone call	******5555	
		CONTINUE	
		I need to do this now?	

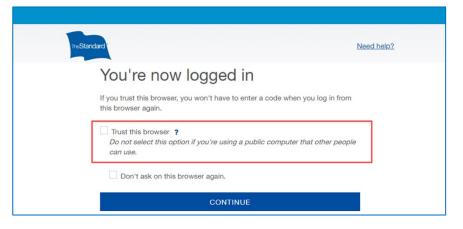


Text messages will be available as an option only if you entered a mobile phone number at the beginning of this process. If you did not enter a mobile phone number, you may choose to receive an email or phone call.

13. Based on your selection, check your phone or email for the six-digit verification code. Enter the code to verify your device, and select **CONTINUE**.

PwStandard		Need help?
	Check your phone.	
	We just sent a text message to ****5555 with your verification code. Enter the six-digit code to verify this device is yours.	
	% Six-Digit Code	
	CONTINUE	
	Having Problems?	
	Request a new code or contact us for assistance.	

14. If you trust the device used to log in, click **Trust this browser** and select **CONTINUE**.





Designating a device as trusted is helpful when it is frequently used to log in. It allows you to log in from that device without having to enter a two-step verification code.

However, in certain circumstances, even when a device is trusted, you may be prompted to enter the verification code.

Situations that may trigger the verification code include:

- Changing or updating the browser software or the equipment used to access our services
- Deleting cookies from your browser or device
- Signing in from an unrecognized location or IP address

15. Next, in the Connect your account? window, select Yes, Continue to Connect.

Connect	your account?	
· · · · · ·	our account is not yet connected to any services t your account to services available to you?	. Would you
	Yes, Continue to Connect	

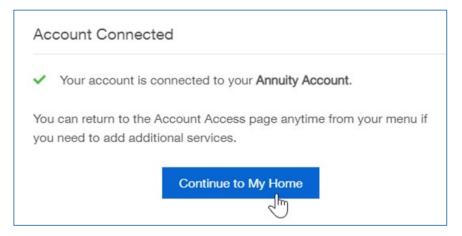
16. Choose **Annuity Account** and enter your identifying information:

- a. Enter your Date of Birth.b. Enter your five-digit ZIP Code.
- c. Enter the last six digits of your **Social Security number**.
- d. Select Add Services.

Account Access
Add Services
Choose the type of services you want to access. Then provide the additional information to connect your account.
Retirement Account
Insurance Benefits, Absences and Leaves
O Annuity Account
Date of Birth
ZIP Code
Last Six Digits of SSN
Financial Professional Services
Add Services

When you have successfully connected to your Annuity Account, the Account Connected window displays.

17. In the Account Connected window, select Continue to My Home.



The My Home screen displays. When you are ready to view your annuity policy details, select **View My Annuities**.

	💄 Paul	S Contact
neStandard		
My Home		
Annuities View information about your policy details, values and statements.	My Annuities	
If you don't see what you're expecting here, you may attempt to connect your account or file a claim.		

TROUBLESHOOTING OR ALTERNATE PATH: The Unable to Find Your Service window displays if the system is unable to match your information to your annuity contract.

Select **Try Again** to redisplay the Account Access page and re-enter your information, or call us at 800.247.6888.

×	e could not find your Annuity Account with that information.
	e ensure the information is correct and try again. If you continue to unter this problem, please contact us at 800.247.6888.

Manage Your Online Account

The Standard provides both self-service and guided assistance for your online account.

Forgot Your User Name or Password?

It happens. If you have forgotten your account user name or password, you can use the self-service *Forgot user name*? or *Forgot password*? feature on the Log In page.

- 1. Go to <u>standard.com/individual/products-services/annuities</u> to open The Standard's annuity homepage.
- 2. In the upper-right corner, select Log In.



3. On the Log In page, choose Forgot user name? or Forgot password?.

TheStandard	Nee	d helo?
	Log In	
	If you're new here, <u>create an account</u>	
	🏝 User Name	
	A Password	
	Show	
	LOG IN	
	Cancel	
	Eorgot user name? Eorgot password?	

Forgot user name

- Enter the verified email address on file for your account, and we'll send you an email with your user name.
 - Have multiple accounts that use the same email or don't have a verified email on file? Just give us a call at 800.247.6888.

Forgot password

- Enter your user name and verified email address on file for your account, and we'll send an email with a link to create a new password.
- Make sure to create a new password within 60 minutes before the link expires. If the link expires, click Forgot password? to repeat the process.
- If you remember your password, simply disregard the email.

Need to Change Your Information or Verification Code Delivery Method?

You can easily update your email address, phone number or the way you receive your twostep verification code by managing your profile settings online.

- 1. Go to <u>standard.com/individual/products-services/annuities</u> to open The Standard's annuity homepage.
- 2. In the upper-right corner, select Log In.



- 3. Use your User Name and Password credentials to log in.
- 4. If prompted, retrieve and enter your secure six-digit verification code.
- 5. On My Home, click the user profile menu, and then select **My Information**.



6. Click **Edit** to modify your email address, phone number or the method selected to receive your two-step verification access codes.

	👗 Jane	⊡ Contact
TheStandard		
My Information		
User Name		
Email		
Phone 🗸		
Two-step Text message to		
Account Access		
If you need online access to other services or tools, you may view and manage your account access at any time.		

Some changes may require you to verify your two-step verification method.

7. When changes are complete, click the user profile menu, and then choose My Home.

Need to Trust or Not Trust a Device?

When you frequently use a device to log in to your account, you can designate it as *trusted* during the login process. Using a trusted device allows you to log in without having to enter a verification code. You can manage the devices used to access your account on the Login Activity page. You can mark a trusted device as untrusted, when it is lost or no longer in use.

- 1. Go to <u>standard.com/individual/products-services/annuities</u> to open The Standard's annuity homepage.
- 2. In the upper-right corner, select Log In.



- 3. Use your User Name and Password credentials to log in.
- 4. If prompted, retrieve and enter your secure six-digit verification code.
- 5. On My Home, click the user profile menu, and then choose **My Information**.



6. Locate the device and select Untrust.

			🔒 Jane	Contact
TheStandard				
	Login Activity			
	Chrome CURR S Last 03-07-202: Name			
	Operating System	Windows 10		
	Browser	Chrome 98.0.4758.102		
	Last Used	03-07-2022, 14:33:32		
	Active Sessions	1	_	
	Device Status	X Not Trusted		

7. When changes are complete, click the user profile menu, and then choose My Home.