



# ADVISORY ONBOARDING AGREEMENT

FOR REGISTERED INVESTMENT ADVISORS (RIA)  
AND THIRD-PARTY INVESTMENT ADVISORS (TPIA)

**CONTACT INFORMATION:**

Pacific Life Insurance Company  
P.O. Box 2378  
Omaha, NE 68103-2378

**RIAs:** (833) 953-1863

**Fax:** (888) 837-8172

**CONTACT INFORMATION (for New York only):**

Pacific Life & Annuity Company  
P.O. Box 2829  
Omaha, NE 68103-2829

**Email:** [AnnuityService@PacificLife.com](mailto:AnnuityService@PacificLife.com)

**Web Site:** [www.PacificLifeAdvisory.com](http://www.PacificLifeAdvisory.com)

**ALL OVERNIGHT DELIVERIES:**

Pacific Life Insurance Company  
6750 Mercy Rd, RSD  
Omaha, NE 68106

Use this form to:

- Register an RIA or TPIA Firm
- Setup EFT instructions for an RIA or TPIA Firm
- Setup Data Feeds for an RIA or TPIA Firm
- Provide transactional capabilities
- Request, Modify, and Terminate Website Access – [www.PacificLifeAdvisory.com](http://www.PacificLifeAdvisory.com)

Note: Firm CRD Number should be the number recognized by FINRA and match what is provided on the Pacific Life Advisory Authorization Form for new contracts.

If a Firm has multiple CRD Numbers, a separate form is required to be completed for each.

**1 FIRM INFORMATION** All fields are required in this section.

Firm Type       RIA Firm                       TPIA Firm

Firm Name		Firm CRD/Identification Number		
Street Address		City	State	Zip
Firm Tax Identification Number	Phone Number (     )	Firm Principal Name (First and Last)		
Firm Email Address		Distribution Partner/Broker Dealer Name		

**2 PAYEE INSTRUCTIONS**

Electronic Fund Transfer (EFT)

Please complete, if requesting EFT. **Note: If EFT instructions are not provided Pacific Life will process fee withdrawals as a check to the Firm's address provided in Section 1.**

Payee Name (Advisory fees may only be paid out to the firm)	Financial Institution Name
Financial Institution ABA Routing Number	Financial Institution Account Number

**3 DATA FEED** Complete this section to integrate with one of our data feed partners.

- |  |   |                                      |
|--|---|--------------------------------------|
| <input type="checkbox"/> Advent APX*   | <input type="checkbox"/> Black Diamond* | <input type="checkbox"/> Tamarac     |
| <input type="checkbox"/> Advent Axys*  | <input type="checkbox"/> Envestnet      | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Advyson       | <input type="checkbox"/> Orion          | <input type="checkbox"/> None        |
| <input type="checkbox"/> ByAllAccounts | <input type="checkbox"/> Panoramix      |                                      |

\*Direction letter required. To complete a direction letter, contact the Client Advocate (CA) at the data feed platform and request the Pacific Life Interface be added to the data subscription/account flow.

Pacific Life refers to Pacific Life Insurance Company (Newport Beach, CA) and its affiliates, including Pacific Life & Annuity Company. Pacific Life Insurance Company is the issuer in all states except New York. Pacific Life & Annuity Company is the issuer in New York.





### 3 DATA FEED (Continued)

Sharing of Data: I acknowledge and agree that Pacific Life may share contract-specific information with those authorized by this form, or with any third-party software used by those authorized by this form with the sole intent of providing access to information to service contracts, and that all applicable privacy laws and best practices will be followed to protect contract information and personal data.

### 4 WEB ACCESS

The Pacific Life Advisory website is Pacific Life's website to view client contract and product information, execute transfers, and reallocate future contributions among investment options. Pacific Life supports various user role types with access to the Pacific Life Advisory website.

#### Role Types Supported and Website Access Requirements:

##### RIA Firm – Firm Level

- Access provides full transactional capability to manage all contracts of an RIA Firm based on the Advisory Authorization form. Authorization shall be subject to all provisions of the annuity contract and the offering prospectus.
- Website access requires the following:
  1. The RIA Firm must complete the above section of this form and submit to Pacific Life
  2. Pacific Life will invite each identified user, that will receive an email to complete their online registration
  3. The user must supply all required information, of which, certain information must match the information received on this form before the user will be allowed to access to the Pacific Life Advisory website

##### RIA Firm – Individual Investment Advisory Representative (IAR)

- Access provides full transactional capability to manage only those contracts directly associated to the IAR based on the Advisory Authorization form
- The RIA Firm or IAR must complete the below section of this form and submitted to Pacific Life
- After a contract number has been issued, access can be gained directly via self-service registration on the Pacific Life Advisory website
- Click "Login," then "New User? Register Here" link, select the IAR role, and provide all required information

##### Third Party Investment Advisor

- Access provides limited transactional capability to manage all contracts a TPIA Firm has been authorized to support
  - o Limited transactional capabilities include trading
- Website access requires the following:
  1. The TPIA Firm must complete the below section of this form and submit to Pacific Life
  2. Pacific Life will invite each identified user, that will receive an email to complete their online registration

The user must supply all required information, of which, certain information must match the information received on this form before the user will be allowed to access to the Pacific Life Advisory website

Use this section to request, modify, or terminate access to the Pacific Life Advisory website for applicable role types. Please indicate the requested action, role type, and provide the required information for each individual needing access to the website.

The following identified person(s) must be authorized, named employees of the RIA or TPIA firm. Pacific Life is authorized to act on instructions from receipt of this form and establish access to the Pacific Life Advisory website for each of the named employee(s).

#### Individual #1

Requested Action <input type="checkbox"/> New <input type="checkbox"/> Modify Role <input type="checkbox"/> Terminate		Requested Role Type (select one) <input type="checkbox"/> RIA – Firm Level <input type="checkbox"/> RIA – Individual IAR <input type="checkbox"/> TPIA – Firm Level *Denotes required fields for IAR	
Full Name (First, Middle, Last)		Title	Date of Birth (mm/dd/yyyy)*
Email Address		Advisor CRD Number*	SSN*





### 4 WEB ACCESS (continued)

#### Individual #2

Requested Action <input type="checkbox"/> New <input type="checkbox"/> Modify Role <input type="checkbox"/> Terminate		Requested Role Type (select one) <input type="checkbox"/> RIA – Firm Level <input type="checkbox"/> RIA – Individual IAR <input type="checkbox"/> TPIA – Firm Level *Denotes required fields for IAR	
Full Name (First, Middle, Last)		Title	Date of Birth (mm/dd/yyyy)*
Email Address		Advisor CRD Number*	SSN*

#### Individual #3

Requested Action <input type="checkbox"/> New <input type="checkbox"/> Modify Role <input type="checkbox"/> Terminate		Requested Role Type (select one) <input type="checkbox"/> RIA – Firm Level <input type="checkbox"/> RIA – Individual IAR <input type="checkbox"/> TPIA – Firm Level *Denotes required fields for IAR	
Full Name (First, Middle, Last)		Title	Date of Birth (mm/dd/yyyy)*
Email Address		Advisor CRD Number*	SSN*

#### Individual #4

Requested Action <input type="checkbox"/> New <input type="checkbox"/> Modify Role <input type="checkbox"/> Terminate		Requested Role Type (select one) <input type="checkbox"/> RIA – Firm Level <input type="checkbox"/> RIA – Individual IAR <input type="checkbox"/> TPIA – Firm Level *Denotes required fields for IAR	
Full Name (First, Middle, Last)		Title	Date of Birth (mm/dd/yyyy)*
Email Address		Advisor CRD Number*	SSN*

### 5 USER ACCESS AGREEMENT This Agreement (“Agreement”) is entered by and between Pacific Life Insurance Company and Pacific Life & Annuity Company (“Pacific Life”), and the Registered Investment Advisors (“RIA”)/Third Party Investment Advisors (“TPIA”) Firm.

This Agreement is for accommodating RIA/TPIA Firm’s request for access to the Pacific Life Advisory website to view contract information and execute certain transactions, as described on the Advisory Authorization form (or other similar form), on annuity contracts reflected on the records of Pacific Life as associated with the RIA/TPIA Firm. Online contract management is limited to the approved products.

In consideration of Pacific Life’s agreement to grant access to the RIA/TPIA Firm, the RIA/TPIA Firm represents, warrants and covenants that it shall be responsible for the confidentiality and use of its Username and password necessary to access the website. The RIA/TPIA Firm shall be solely responsible for any claims that may arise because of any unauthorized use of the Service and agrees to immediately notify Pacific Life if it becomes aware of any unauthorized use of its Username and password.

The RIA/TPIA Firm agrees to hold harmless and indemnify Pacific Life and the RIA/TPIA Firm or any of their subsidiaries, affiliates, officers, directors, employees, and agents (collectively, “Indemnified Persons”) from and against any and all claims, liabilities, damages, actions, charges and expenses, including, without limitation, reasonable attorneys’ fees and expenses that any Indemnified Person may incur from liabilities resulting from or arising out of the RIA/TPIA Firm’s use of the Service.

This Agreement shall inure to the benefit of Pacific Life and the RIA/TPIA Firm or any of their representatives, successors and assigns and shall be binding upon the RIA/TPIA Firm, its representatives, successors and assigns, and each of them.





### 6 CERTIFICATIONS AND SIGNATURE

The Advisory Authorization Form must be completed for each contract.

- a) If any of the above users are terminated from the Firm, it is the responsibility of the Firm to promptly terminate their access via a new Advisory Onboarding Agreement form.

Further, the Firm hereby agrees to notify each of the usernames listed above, to maintain the confidentiality of login and password information provided by Pacific Life, and to not share such information with any third parties.

You and your employees will comply with all applicable federal and state laws, rules, and regulations. In the event one or more of your employees is no longer supporting a contract, you shall immediately notify Pacific Life and a new submission of this form will be required.

By entering into this agreement, you acknowledge that you have and will maintain physical, administrative, technical and organizational measures consistent with appropriate industry standards to ensure the security and confidentiality of any information pertaining to contracts that is provided to you by Pacific Life and personally identifiable information that may otherwise be transmitted to Pacific Life.

You agree to maintain the security of any access credentials provided to you or your authorized persons to prevent any unauthorized access.

Where necessary as part of an information security incident, you agree to cooperate with Pacific Life to review the incident, take reasonable steps to prevent similar future incidents, and confirm compliance with this agreement.

**Indemnification:** The RIA/TPIA Firm will indemnify and hold harmless Pacific Life, and their respective affiliates, directors, officers, employees, and agents, from and against all claims, actions, costs, and liabilities, including attorneys' fees, arising out of or relating to:

- a) Any financial transaction involving a transfer or reallocation of account value requested by RIA/TPIA Firm, agents, employees, or affiliates;
- b) The RIA/TPIA Firm's, or RIA/TPIA Firm's employee's violation of, or refusal or failure to comply with any provision of this agreement or any federal or state law, rule, or regulation;
- c) The performance or nonperformance of the RIA/TPIA Firm's services agreed to with the contract owner;
- d) Any dispute between the RIA/TPIA Firm and contract owner, including disputes concerning fees and investment decisions; or
- e) Any other transaction arising out of this agreement, except any transaction that results in a loss as a result of the willful misconduct of Pacific Life or its employees in processing such transaction requested by advisor.

**The RIA/TPIA Firm hereby indemnifies and holds Pacific Life harmless from taxes, penalties and/or interest or loss of value (individually and collectively referred to as "loss") arising out of any advisory fee withdrawal request submitted by the RIA/TPIA Firm.**

An authorized signor is defined as: President, Chief Executive Officer, Chief Operating Officer, Chief Investment Officer, Chief Compliance Officer, or Principal.



\_\_\_\_\_  
Authorized RIA/TPIA Firm Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
mo / dd / yr

**When to use this form:**

Use this form to establish or update advisory fee payee instructions, data feed integration, and/or web access.  
For advisory fee payee instructions, complete Sections 1, 2, and 6.  
For data feed integration, complete Sections 1, 3, and 6.  
For web access, complete Section 1, 4, and 6.

**To complete this form:**

Print clearly in dark ink. Provide requested information in full. An incomplete form may delay processing. Do not highlight any information submitted on this form. Paperwork submitted to Pacific Life is scanned into an imaging system and highlighting could make that information unreadable.

**Important information:**

All requests must be received in good order before market close of the New York Stock Exchange to be processed the same business day. Standard market close is 4 PM Eastern, Monday through Friday. This excludes certain holidays where the market may be closed or closes early.

**For help or questions:**

Contact your Distribution Partner or call Pacific Life RIA Customer Service at (833) 953-1863.

