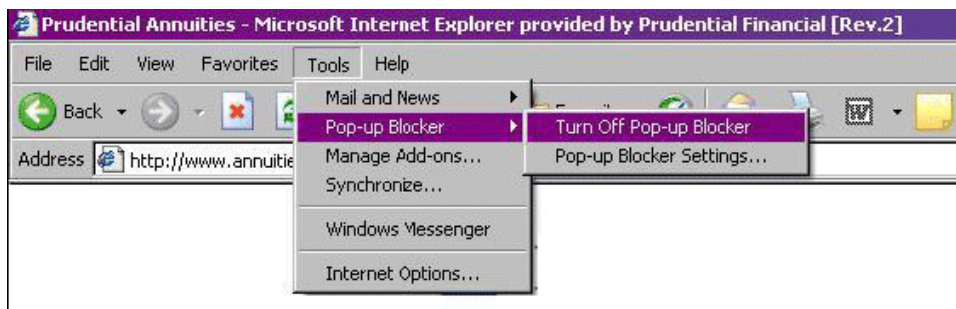


If you are experiencing issues accessing certain features of our web site, in some cases the pop-up blocker may be the source of the problem. Some features are designed to open up (pop-up) in a new window, and as a result, you will need to manually turn-off the pop-up blocker to allow the new screen to appear.

Please try the following steps if you are experiencing such issues (valid with Internet Explore 7.0, NetScape):

- 1 Open your internet browser.
- 2 On the toolbar at the top, select **Tools**, then **Pop-up Blocker**, then **Turn Off Pop-up Blocker**.



- Proceed with accessing the section previously prohibited from opening.
- 3 In some cases, there may be a second pop-up blocker on your computer as part of a third party search engine toolbar (for example, Google or Yahoo) or offered as part of a security suite such as Norton, or McAfee.



- Typically, if you right-click on the toolbar you will be able modify your pop-up blocker settings to either (1) **disable pop-up blocker** or to (2) **allow pop-ups for a specific web site**.

For more information on our internet site, please contact the Annuities Service Center at 888-778-2888.

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