



Always Listening. Always Understanding.

Prudential Assurance Malaysia Berhad
(107655-U)

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www.prudential.com.my

Service Guide

Our Company offers life insurance products through our agency force, bank partners, online channel, etc. If you intend to purchase a life insurance product from our agents, you can enjoy these value-added services.

Services you can expect from our Agent

1 Before you Buy a Policy



Deal only with registered agents

You can check the status of the agent via the Life Insurance Association of Malaysia's (LIAM) website.

Visit

<http://www.liam.org.my/index.php/customer-zone/know-your-agent> for more details.

Assist you in Choosing the Right Insurance Plan

- ☐ Go through with you the Customer Fact Find form to understand your insurance needs and financial goals
- ☐ Recommend suitable insurance plans after assessing your needs

Explain Product Features

- ☐ Explain the product features, benefits payable, exclusions, premiums and charges
- ☐ Provide Product Disclosure Sheet to assist you in making informed decision and to facilitate product comparison

Customer Portal

Please visit our customer portal at <https://pulse.wedopulse.com/my/> for online access to your policy information

If you are not satisfied with the services of our agent, or require additional support from our Company, you may contact us at 03-2778 3888

2 When you Decide to Buy a Policy

Assist you with the Policy Application

- ☐ Explain the importance of answering the questions in the proposal form fully and accurately
- ☐ Submit your application for underwriting after you have signed the proposal form
- ☐ Arrange for medical examination with one of our panel clinics, if required
- ☐ Provide information on making a nomination to ensure policy moneys are received by your beneficiaries in the event of death

Explain the Policy Terms and Conditions

- ☐ Your policy document will be delivered to you (by hand or via post) within 14 days
- ☐ Go through the policy terms and conditions with you to ensure that this is the right plan that you have purchased

3 During the Term of the Policy

Continuous Policy Servicing

- ☐ Assist in renewal of policy
- ☐ Provide continuous service e.g., policy modifications, change of address and frequency of premium payments. If the agent has left the Company, we shall appoint a new agent to service you

Assist you in making a Claim

- ☐ Guide you through the standard procedures on how to file an insurance claim

Assist you in making Premium Payment

- ☐ Guide you on the available methods to pay your premium
- ☐ Assist you with premium payments (You may contact Prudential at 03-2778 3888 for the limit that agent can collect from you)

Now, you can check the status of insurance agents at your fingertips!

via Internet

1. Visit www.iliam.org.my

2. Key in MyKad or LIAM No. Search Result

3. Check the status of the insurance agent

Enter agent's MyKad / Old IC / LIAM No.

via SMS

Language: E-English, M-Bahasa Malaysia, C-Chinese
 Search: A-MyKad / Old IC / B-LIAM No.

Example 1: MyKad / Old IC

Type: LIAMENG or LANG
 Language: E/AM/C
 *space=Search A/B
 #=
 (MyKad / Old IC / LIAM No.)
 send SEND TO 63433

Example 2: LIAM No.

Type: LIAMENG or LANG
 Language: E/AM/C
 *space=Search A/B
 #=
 (LIAM No.)
 send SEND TO 63433

LIFE INSURANCE ASSOCIATION OF MALAYSIA
 Life is a precious asset. Insurance is a better way to protect your loved ones. Malacca, Malaysia.