

General

1. What is Pulse?

Pulse is a health and fitness app, powered by AI technology, to give you relevant health insights and solutions to assist your journey to wellness.

2. Who can download and use Pulse?

Pulse is available to everyone!

3. Do I need to pay to use Pulse?

The download and usage of Pulse is free of charge. We have made basic health and fitness solutions free and available for ALL users. Charges may apply for certain in-app services, such as:

- i. In-app subscription plans; or
- ii. Online Consultation with a doctor, if you are non-customers of Prudential.

4. What are Pulse main features?

View Pulse features by clicking [here](#).

5. Do I need to be connected to Internet to use Pulse?

Yes, you need to be connected to a stable internet to use Pulse.

6. How do I download and register for Pulse?

- i. Download "We Do Pulse" app from App Store (iOS users) or Google Play (Android users)
- ii. Upon download and installing, complete your registration either with your current email, Facebook account, Google account or Apple account (iOS users)
- iii. Upon registering, simply follow the instructions to complete your profile as a new user.

7. I tried to register using my email, but I did not receive the Verification Code for Account Creation.

Please check if it is delivered to your Junk or Spam folder.

8. The font seems to be overlapping in Pulse

Please adjust or reduce the font size settings for your phone.

9. What languages are supported by Pulse?

Pulse is available in English and Malay.

10. I tried to verify myself as a Prudential customer, but it says invalid IC?

Please ensure that you have entered your IC number that you used to register as a Prudential customer.

11. How do I update my account information?

Click on the face icon on the top left corner and proceed to update your details by clicking on the pencil icon. Remember to click “Update” at the bottom upon updating.

12. I am not able to change my email address

Your email address is the unique identifier of your account and cannot be changed. So please ensure you use a valid and current email address for registering as a user. If you wish to use another email for your Pulse account, you are required to re-register as a new user again.

13. I want to change my password

You can change your password at the “My Settings > Change Password” option via clicking the face icon on the top left corner.

14. How do I upload my profile picture?

You can upload your picture directly from your camera or the album from your mobile device at “My Profile” via clicking the face icon on the top left corner followed by the pencil icon. Remember to click “Update” at the bottom upon updating.

15. How do I share this app to my friends and family?

Use the share icon on top to share the app with your friends and family.

16. How do I contact the Pulse by Prudential team?

You may use the “My Feedback” feature via clicking the face icon on the top left corner to contact us.

17. I want to be updated with the latest Pulse news

We will share the latest news or promotion via in-app notification. We highly recommend that you turn on the notifications for Pulse so you can enjoy the best of its capabilities.

18. I forgot my password. How do I reset my password?

Click on “Forgot Password?” at the login page and follow the instructions to reset your password. Note that you will need to access to your registered email account to retrieve a verification code and a temporary password for the rest. If you did not receive any password reset email, please check if it’s delivered to your ‘Junk’ or ‘Spam’ folder.

19. Does the health data collected from Pulse impact any underwriting decision?

No. This is because Prudential has no access to the health data collected by Pulse.

20. Will Pulse collect health data?

There is no sharing of health data by our partners with Prudential at the moment. If Pulse does so in the future, the data will be released to us ONLY with consent of users.

21. Are the data collected on Pulse in accordance to the PDPA clause?

Yes, Pulse protects your privacy in accordance to the Personal Data Protection Act 2010 of Malaysia (“PDPA”).

22. What device OS (Operating System) versions are supported by Pulse?

For best experience on Pulse, please use

- i. Android version 8.1 and above; or
- ii. iOS 12 and above; or
- iii. HUAWEI devices supported by Google Play apps with Android version 8.1 and above.

23. When I try to download the app, it says ‘your device isn’t compatible’?

Ensure your mobile device OS (Operating System) is updated to at least Android version 8.1 and above or iOS version 12 and above for accessibility.

24. I am not able to launch my Pulse app.

For iOS users, please try to uninstall and reinstall the app. As for Android users, please try to clear the app cache and try again. Your data will remain intact.

Rewards

1. Why I do not see my rewards?

You need to complete your user registration and Healthcheck (Health Assessment) before rewards are made accessible under “My Rewards” via clicking the gift box icon on the top right corner, this includes the Starbucks QR code and the latest reward such as Watsons voucher for new user.

2. Why are my used reward vouchers still showing in My Rewards?

Used reward vouchers will be automatically removed from My Rewards once the vouchers have been validated by the Merchant. Reflection of used voucher status may be delayed depending on Merchant verification. If you still wish to clarify your voucher validity, you may write to Pulse team on “My Feedback” via clicking the face icon on the top left corner.

PRU Shoppe

1. What is PRU Shoppe?

On PRU Shoppe, you can find insurance products and solutions that provide coverage for different purposes cater to different needs available for our users. Users can sign up for products or solutions suitable for them with a simple sign up process via Pulse.

2. Will I be issued an insurance policy or certificate?

Yes, once your application is completed, you will be able to see the policy documents on Pulse under My Coverage.

My Coverage

1. Can I manage my policies on Pulse?

For users who have Prudential Assurance Malaysia Berhad policies (Assured/Policyholder), and have performed policy linkage steps in My Coverage: -

You may view your policy details including policy information, benefits and agent information on Pulse.

For users who purchased policy from PRU Shoppe: -

Apart from viewing your policy details including policy information, benefits and documents on Pulse, you may edit your contact details, manage your beneficiary details, register your claims and cancel your policy.

2. If I want to know more about My Coverage, what can I do?

Click [here](#).

Pulse Wallet

1. Can I cash out from Pulse Wallet?

You need to email to ewallet.my@wedopulse.com, requesting for withdrawal of funds available in your Pulse Wallet account. A fee of RM2 will be deducted from your Pulse Wallet account for each withdrawal request.

2. Can I terminate my Pulse Wallet account?

You need to email to ewallet.my@wedopulse.com, requesting for termination of your Pulse Wallet account. The balance will be refunded to your bank account or credit card linked to your Pulse Wallet account within 30 days from the date of request to terminate.

3. How do I report suspicious or fraudulent activity?

You need to email to ewallet.my@wedopulse.com.

Subscription

1. How do I cancel subscription plan?

For Android users: -

- i. On your Android device, open the Google Play Store
- ii. Check if you're signed into the correct Google Account
- iii. Tap Menu. Subscriptions
- iv. Select the subscription you want to cancel
- v. Tap Cancel subscription

2. Can I switch between subscription plans?

You need to cancel your current subscription plan if you do not wish to continue and subscribe to the plans that you want.