



Always Listening. Always Understanding.

Prudential Assurance Malaysia Berhad

198301012262 (107655-U)

Menara Prudential, Persiaran TRX Barat,
55188 Tun Razak Exchange,
Kuala Lumpur, Malaysia

Tel: 03-2778 3888 Call Center: 03-2771 0228

Email: customer.mys@prudential.com.my

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

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 (or within 3 days for electronic delivery)
- 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

Customer Portal

Please visit our Customer portal at <https://pruaccessplus.prudential.com.my> for on-line access to your policy information

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

via Internet

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.

Type: LIAMENQ<space>
Language (E/M/C)
<space>Search(A/B)
<space>
(MyKad / Old IC / LIAM No.)
and SEND TO 63633

LIFE INSURANCE ASSOCIATION OF MALAYSIA
No. 18, Lingkaran Medan Tuanku Sultan, Medan Tuanku, 50300 Kuala Lumpur, Malaysia.
Tel: 603 2691 6168 / 2691 6628 / 2691 8068 Fax: 603 2691 7978
www.liam.org.my Email: liaminfo@liam.org.my

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