



Always Listening. Always Understanding.

**Prudential Assurance Malaysia Berhad**  
(107655-U)

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## 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 on-line 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.liam.org.my](http://www.liam.org.my)

2. Key in MyKad or LIAM No.

3. Search Result

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

**via SMS**

Type: LIAMENCSpace  
Language (E/M/C)  
Space>Search(A/B)  
Space>  
(MyKad / Old IC / LIAM No.)  
and SEND to 43633

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