24-hour Telephone Policy Inquiry Services

You can call (852) 2281-1333 to gain access to our "24-hour Telephone Policy Inquiry Services" anytime anywhere.

1 Select Language

- 1 Cantonese
- 2 English
- 3 Mandarin

2 Select Service

- 1 Enquiry of Policy and Claims Information(1)
  1. Policy Information
  2. Policy Change
  3. Claims Information
- 2 Enquiry of Addresses, Office Hours and Services Provided by Principal Office, Customer Service Centres and Medical Centre
- 3 Enquiry of Billing or Premium Payment Methods
- 4 Enquiry of Investment Choice Prices, Exchange Rates or Request for Investment Choice Performance Reports by Fax
- 5 Change or Request Password for Telephone Policy Inquiry Services
- 6 Request Document or Issue Latest Anniversary Statement
- 9 Contact Customer Relations Officers(2)
- 0 To Repeat Service Options

(1) You need your client code, password and a valid policy number to use this service. If you are a new user to this service or forgot your client code, you can press 1 (Enquiry of Policy and Claims Information) from the main menu, and then press ✱. The client code will be announced after entering the first 6 digits of your HKID / Passport No. and policy number.

(2) Customer Service Hotline Service Hours: Monday to Friday 9:00-20:00, Saturday 9:00-15:00, except public holidays.

Scope of Services		e+Policy Services - Life Insurance	24-hour Telephone Policy Inquiry Services	Customer Service Centres
Policy Service#	Plan Coverage	●	●	●
	Policy Value	●	●	●
	Direct Debit Authorization Information	●	●	●
	Register and view e-statements	●		
	Request for Policy Summary	●	●	●
	Request for Policy Future Illustration	●	●	●
	My Policy Organizer	●		
	My Investment Organizer	●		
	Important Message	●		
	Contact for Servicing Financial Consultant	●		●
Submission of Change Request#	Change of Contact Phone No.	●	●	●
	Change of Address	●		●
	Change of Premium Allocation	●		●
	Switch of Existing Investment Choices	●		●
	Change of Payment Mode		●	●
	Change of Dividend Option		●	●
Other Services	Enquiry of Location and Office Hours	●	●	●
	Enquiry of Required Documents for Claims		●	●
	Enquiry of Premium Payment Method	●	●	●
	Enquiry of Investment Choice Prices	●	●	●
	Enquiry of Exchange Rates	●	●	●
	Request for Password#	●	●	●

Customer Service Centres
23rd Floor One Exchange Square, Central, Hong Kong
8th Floor Prudential Tower, 21 Canton Road, Tsimshatsui, Kowloon
Service Hours: Monday to Friday 9:00 - 18:00, Saturday 9:00 - 13:00, except public holidays

Clients are eligible to use these services only with client code / login ID and relevant password.

MKTX/PS0001E (01/2014)

e+ POLICY SERVICES

Manage your policy can be easy!

User Manual

www.prudential.com.hk

Prudential Hong Kong Limited
(A member of Prudential plc group)

PRUDENTIAL 英國保誠

e+Policy Services - Life Insurance

We provide secure, convenient and comprehensive online services for our clients. If you are a user of our "24-hour Telephone Policy Inquiry Services", you can use the respective password to activate "e+Policy Services - Life Insurance" instantly to check and change policy information, register and view e-statements. What's more, you will become a member of our e+Club and enjoy all the privileges we offer to our members. Also, you can use "My Policy Organizer" and "My Investment Organizer" for free. (Despite you are a member of the Prudential website, re-registration is necessary to activate "e+Policy Services - Life Insurance")

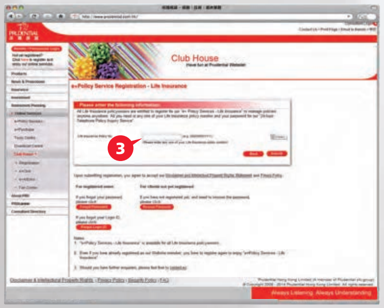
Registration

Registering and activating "e+Policy Services - Life Insurance" only take 5 easy steps.

STEP 1 Enter Registration Page for Life Insurance Policyowners

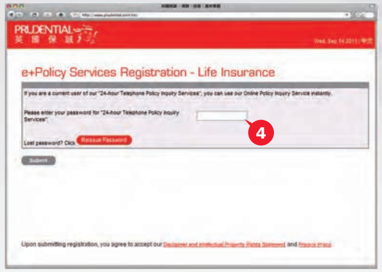
1. Enter Prudential Registration Page www.prudential.com.hk/registration
2. Select "Life Insurance Policyowner"

STEP 2 Enter Life Insurance Policy Number



3. Enter anyone of your valid Life Insurance Policy Number

STEP 3 Enter Password



4. Enter your "24-hour Telephone Policy Inquiry Services" Password

STEP 4 Customize Account

5. Customize your Login ID, Password and Password Reminder according to the instruction

STEP 5 Completed

6. Complete activation process for "e+Policy Services - Life Insurance" and enter Policyowner Homepage

My Life Policy

After you have successfully registered you may enter Prudential corporate website www.prudential.com.hk and login to explore your Life Insurance policies and details.

STEP 1 Login to Policyowner Homepage

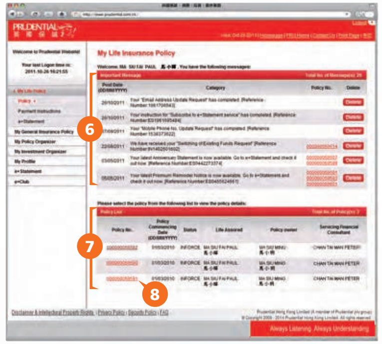
1. Enter Prudential website www.prudential.com.hk
2. Click on "Member / Policyowner Login"

3. Enter Login ID and Password
4. Click on "Login"

STEP 2 Enter "My Life Policy"

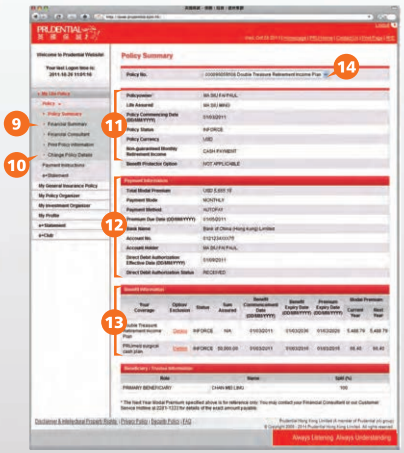
5. Click here to enter "My Life Policy"

STEP 3 View Important Messages and Policy List



6. Important Message
7. All Prudential Life Insurance policies are listed
8. Click here to view Policy Details

STEP 4 View Policy Details



9. Click here to view Financial Information of the policy
10. Click here to change premium allocation or switch existing investment choices
11. Policy Information
12. Payment Information
13. Benefit Information
14. Click here to switch to other policies

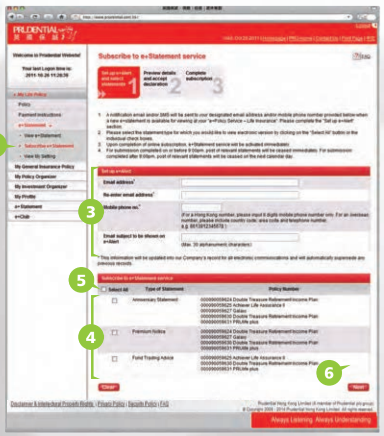
e+ Statement

e+Statement is an easy green choice allowing you to view the electronic version of your life policy statements that looks the same as the paper version.

STEP 1 Enter e+Statement

1. Click here to enter "e+Statement"

STEP 2 Subscribe to e+Statement Service



2. Click here to enter "Subscribe to e+Statement" page
3. Set-up e+Alert according to the instruction
4. Select statement type
5. Click here to select all statement types
6. Click on "Next" to preview details and accept declaration

STEP 3 Preview Subscription Details and Accept Declaration

7. Click here to agree with the declaration
8. Click here to submit the instruction

STEP 4 Complete Subscription of e+Statement Service

9. Click here to save this page
10. Click here to print this page

STEP 5 View e+Statement

11. Click here to view e+Statement
12. Select appropriate statement type e.g. Anniversary Statement
13. Available e-statements of all Prudential life insurance policies are listed
14. Latest statements will be marked with NEW
15. Click on printed date to open relevant statement in PDF format
16. Change policy number and period to refresh statement list

STEP 6 View Current Setting of My e+Statement

17. Click here to view current setting of "e+Statement"
18. Current "e+Alert Setting"
19. Current selection of "e+Statement Service"
20. Click here to change setting

e+Statement

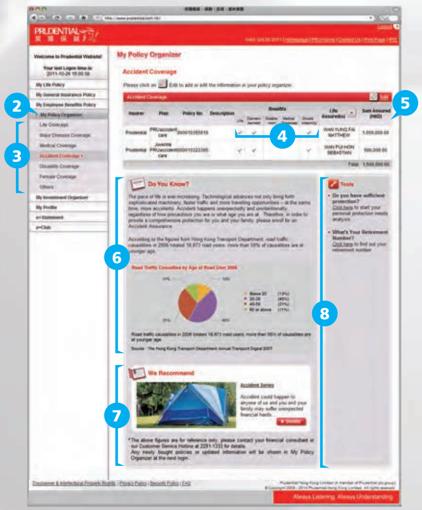
My Policy Organizer

"My Policy Organizer" is an innovative function, which allows you to organize all your policies (including non-Prudential policies) to formulate an overview of your total insurance coverage, you can also filter policy information by Life Assured(s) and Beneficiary(ies) (only applicable in Life Coverage interface), and monitor your protection more conveniently.

STEP 1 Enter "My Policy Organizer"

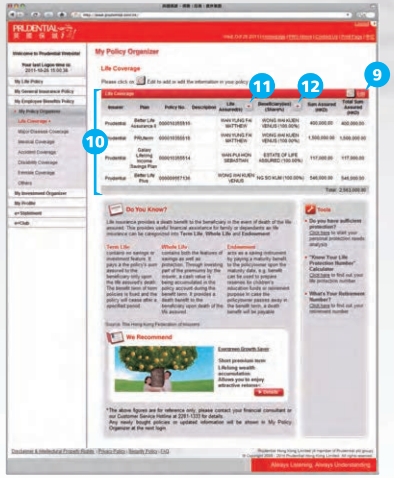
1. Click here to enter "My Policy Organizer"

STEP 2 Choose Coverage Type and View Coverage Details



2. Summary of all insurance policies
3. Choose Coverage Type
4. Benefits
5. Sum Assured
6. Useful Information
7. Product Recommendation
8. Tools

STEP 3 Edit "My Policy Organizer"



9. Click here to add or edit information of non-Prudential policies
10. Prudential policies will be displayed automatically
11. Click here to filter policy information by Life Assured(s)
12. Click here to filter policy information by Beneficiary(ies). Sum Assured of each beneficiary will be calculated automatically by the system according to the share (only applicable in Life Coverage interface)

13. Enter or edit the policy details
14. Click here to save the changes
15. Click here to edit the details of Life Assured(s) (You may edit the details of Beneficiary(ies) and respective share as well in the Life Coverage interface)
16. Click here to add more policies

17. Policies of other insurers can be added easily to formulate an overview of total insurance coverage

My Investment Organizer

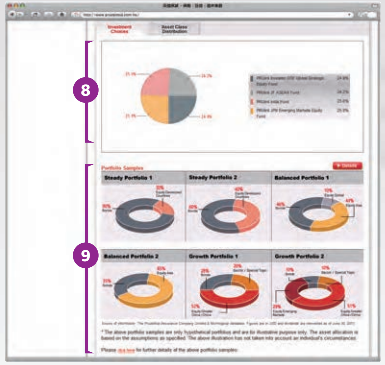
My Investment Organizer is a pioneering function that assists you in managing your investment portfolio (including non-Prudential investment choices), which allows you to easily formulate a more comprehensive investment portfolio overview online.

STEP 1 Enter "My Investment Organizer"

1. Click here to enter "My Investment Organizer"

STEP 2 View My Investment Portfolio

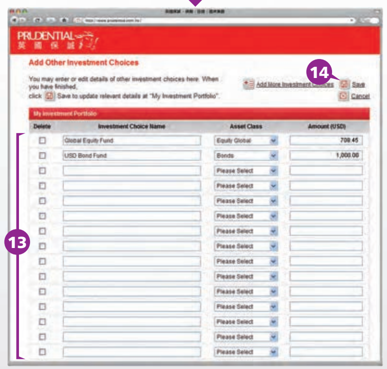
2. Select View Mode
3. Shortcuts to investment choice performance and investment tips
4. Risk Profile Test
5. Investment Choices at Prudential
6. Non-Prudential Investment Choices
7. Details of Investment Choices



8. Investment Choices and Asset Class Distribution Chart
9. Portfolio Samples for different risk profiles

STEP 3 Edit "My Investment Organizer"

10. Click here to add or edit details of non-Prudential investment choices
11. Investment Choices at Prudential will be displayed automatically
12. Other investment choices can be added easily to formulate an overview of your investment portfolio



13. Enter or edit details of investment choices
14. Click here to save changes