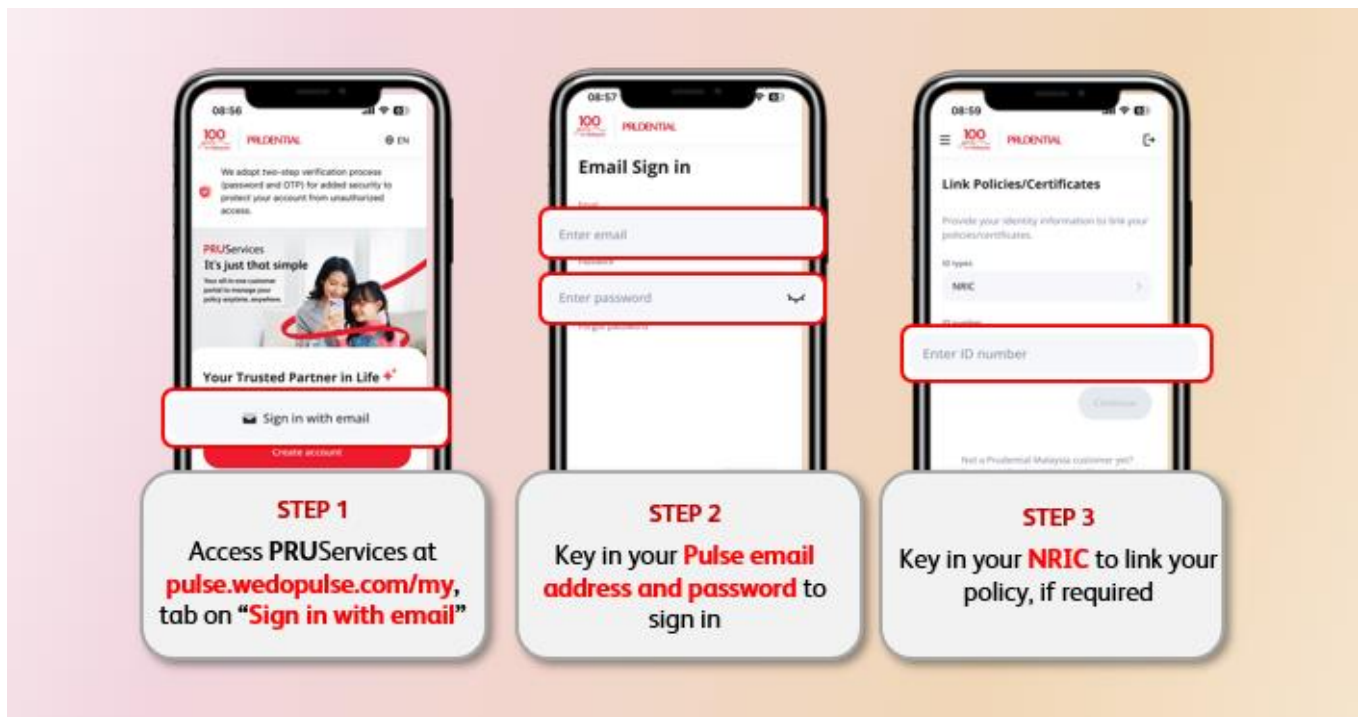


Discontinuation of Pulse by Prudential App



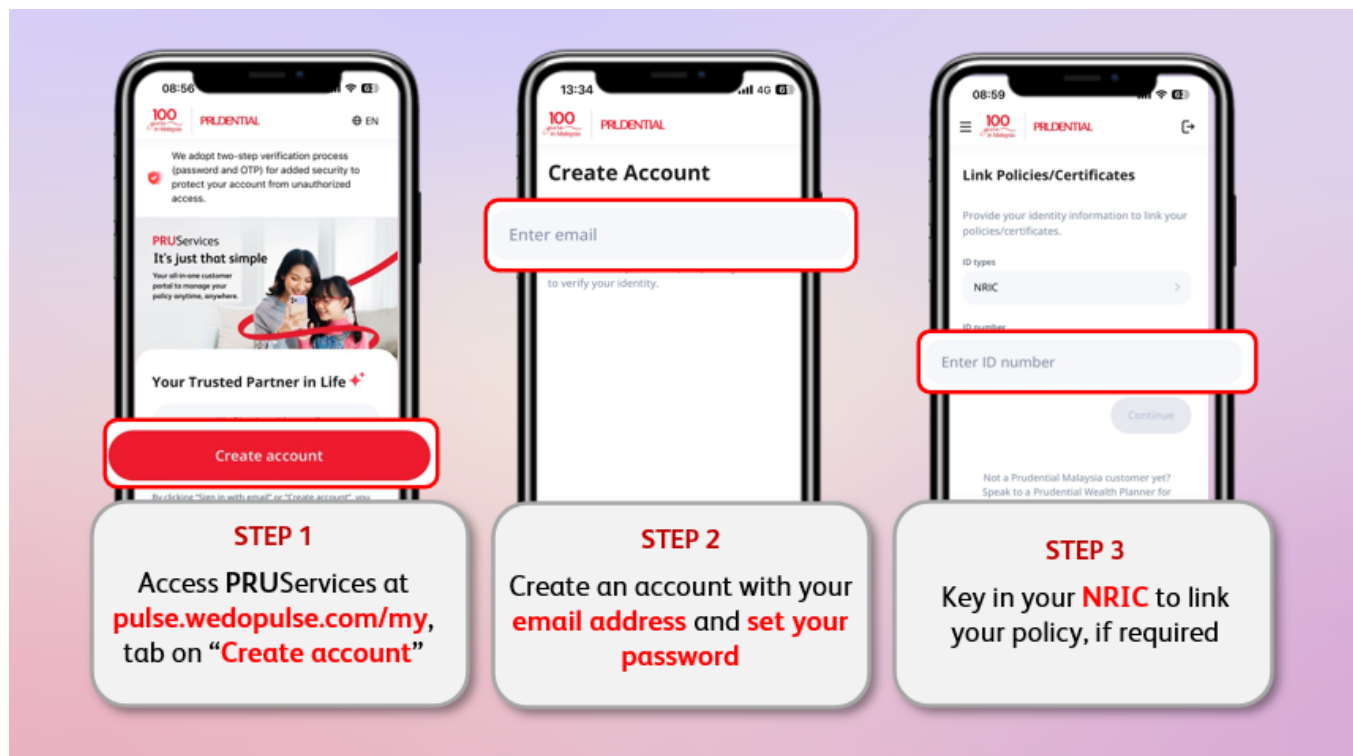
Frequently Asked Question (FAQ)

- 1. When will the Pulse by Prudential app (Pulse app) be discontinued?**
The Pulse by Prudential app will cease and no longer be in service effective 27 November 2024.
- 2. Where can I find the available services offered by Prudential Assurance Malaysia Berhad (PAMB) after the cease of the Pulse app?**
Pulse users may access the available solution and services offered by PAMB on our corporate website at pulse.wedopulse.com/my
- 3. As a PAMB Customer, will I still be able to access PRU Services on Pulse app after 27 November 2024?**
No, customers will not be able to access **PRU Services** on Pulse app after cessation of the Pulse app effective 27 November 2024. Customers may access to our customer web portal, **PRU Services** at pulse.wedopulse.com/my to continue managing your policy(ies)
- 4. I am an existing Pulse app user, do I need to re-register to access to PRU Services Web?**
If you are an existing Pulse user, you may sign in to **PRU Services Web** using the same email and password that you used for the Pulse app.



5. **I am a PAMB customer, but I do not have a Pulse app account previously. Can I access to PRUServices Web?**

Yes, you can. However, you will need to register and create a new account to access to PRUServices Web.



6. **Will I be able to perform the same services/ transaction in PRUServices Web as I did in the PRUServices on Pulse app?**

Yes, you will be able to perform all the same transactions and services available in the PRUServices Web. However, there are certain services/transactions are not available for specific policies, please see table below:

Type of policy	Type of services/transactions					
	View policy details	View e-Policy	Update contact details	Register claims	Update beneficiary	Surrender
PRUSimple Care	✓	✓	✓	Walk-in to Customer Engagement Centre or email to customer.mys@prudential.com.my		
PRUCare Life	✓	✓	✓			
PRUGuard Life	✓	✓	✓			
PRUKasih Aman	✓	✓	✓			

7. **Where can I find more information about PRUServices Web?**

Detailed information about PRUServices can be found on our corporate website at <https://www.prudential.com.my/en/we-do-pulse/pruservices/>