

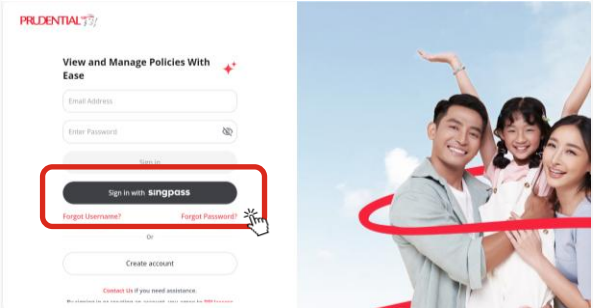


# How to update contact details and marketing consent on **PRU**Services

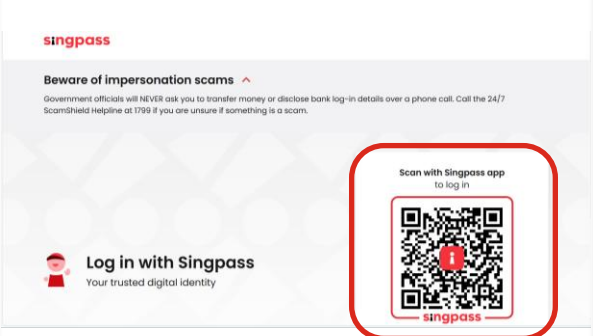
Step 1: Log in to **PRU**Services (<https://pruservices.prudential.com.sg>), using either:

## (a) Singpass

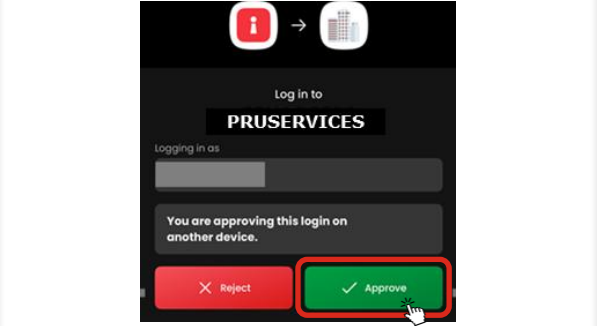
1 Log in with **Singpass**.



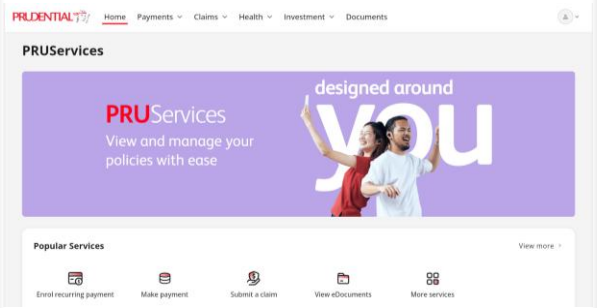
2 Scan the QR code with your **Singpass** app.



3 Select 'Approve' on your **Singpass** app.

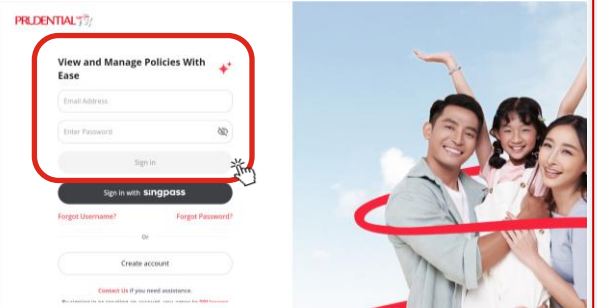


4 Once successfully authenticated, you will be directed to your **PRU**Services homepage.



## (b) Email and Password

1 Log in with your **Email and Password**.



2 Enter the **OTP** sent to your registered email address. Once successfully verified, you will be directed to your **PRU**Services homepage.



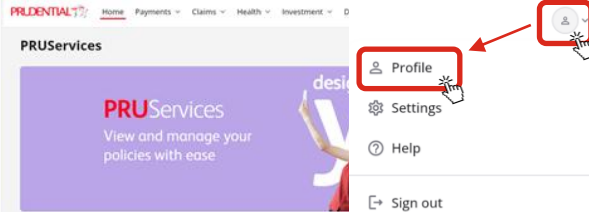


# How to update contact details and marketing consent on PRU Services

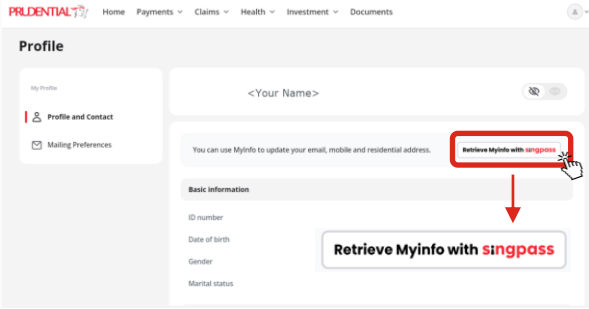
Step 2 : Update your contact details, using either:

## (a) Singpass

- 1 On your PRU Services homepage, click on the icon at the top right corner and select 'Profile'.

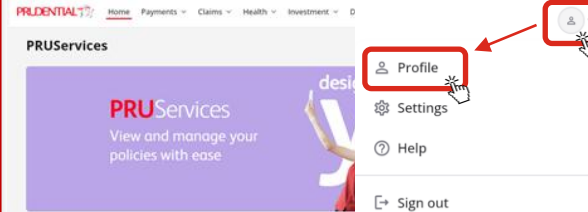


- 2 Click 'Retrieve Myinfo with Singpass' and follow the on-screen instructions to update your contact details.



## (b) Manual update (if you do not have Singpass)

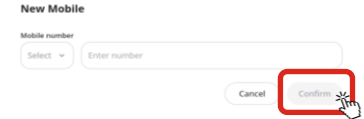
- 1 On your PRU Services homepage, click on the icon at the top right corner and select 'Profile'.



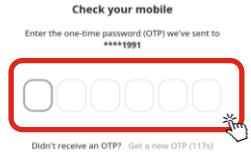
- 2 Scroll down to the Mobile/ Email section and click 'Update' to edit the details.



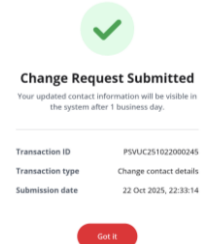
- 3 a) Enter your new mobile number or email address and click 'Confirm' to proceed.



- b) Enter the PIN sent to your new mobile/ email to confirm the change.



You will receive a final notification once the change request is successful. Please note that all changes will take **1 business day** to take effect.

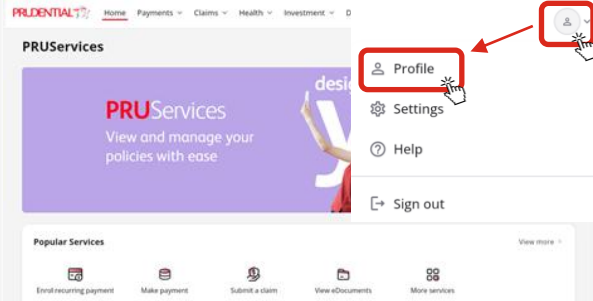




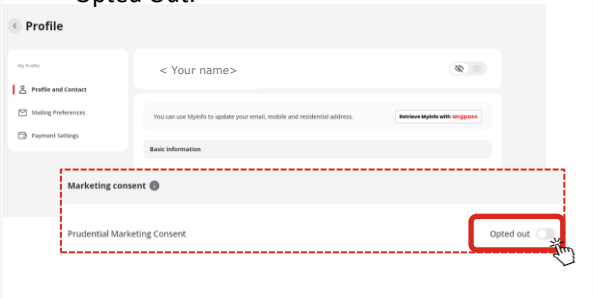
# How to update contact details and marketing consent on PRUServices

Step 3: Update your marketing consent.

1 On your **PRU**Services homepage, click on the icon at the top right corner and select '**Profile**'.



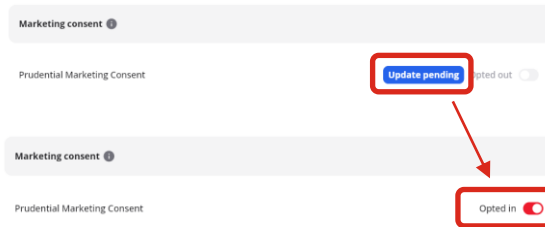
2 Scroll down to '**Marketing consent**' at the bottom of the page and opt-in by toggling 'Opted Out'.



3 Select '**Confirm**' on the pop-up message to agree with our Marketing Consent clause.



4 You have successfully opted in. The Marketing Consent status will be updated to '**Opted in**' once the change is processed.



You're all Set!



You have just:

- ✓ Updated your contact details
- ✓ Updated your marketing consent

Unlocking **member-only perks** for Prudential customers including birthday surprises, exclusive offers, and insider updates. Keep an eye out - exciting things are headed your way!