

What can I do with this 24-hour inquiry service?

This service gives you immediate access to some of your policy information, such as:

- Claim details
- Fund price for investment choice
- Prudential office hours
- Service scope for customer service centres

How do I use this service?

This service is available outside our customer service hotline hours (Monday to Friday 09:00 - 20:00, Saturday 09:00 - 15:00, except public holidays).

Make sure you have your client code, password and policy number(s) at hand and simply follow the instructions over the phone.

What is my client code?

To obtain your client code, please call our customer service hotline and press 1 (for enquiry of policy and claims Information) when prompted from the main menu. Please press the * key, then input the first 6 digits of your HKID/Passport No. and policy number. Our system will announce your client code after verification.

Help, I've lost my password for this service.

You can always request for your inquiry service password again. Please call our customer service hotline, press 5 (change or request password for telephone policy enquiry services) when prompted from the main menu and choose the request password option.

Where can I find my policy number?

You can find your policy number(s) by referring to any policy documents we've issued to you, such as your certificate of life assurance or your anniversary statement.

I want to change my password. What should I do?

To change your password for this 24-hour telephone policy inquiry service, simply follow these steps:

- Call our customer service hotline.
- Press 5 (change or request password for telephone policy enquiry services) when prompted from the main menu.
- Choose the change password option.