



Biometric Login 生物認證登入

Frequently Asked Questions 常見問題

1 生物認證是否安全？

您可以於已被啟動生物認證功能的行動裝置上透過 PRUmobile 使用生物認證登入 myPrudential。只有於儲存在您的行動裝置的指紋/臉容紀錄方可登入 myPrudential。您的指紋/臉容紀錄是不會被儲存到保誠的紀錄中，包括但不限於應用程式。

Is Biometric Authentication safe?

You can use biometric login to myPrudential via PRUmobile app with the devices enable the biometric authentication function only. Only fingerprints/face profile stored on your device can be used to access myPrudential. Your fingerprints/face profile will not be stored in the Prudential record including but not limited to the app.

2 Can someone else login to my myPrudential account via PRUmobile if my device has stored their fingerprints/face profile?

All fingerprints/face profiles stored in your device can use the biometric login after you enable the Biometric Login of PRUmobile. In this case, Prudential recommends you only storing your own fingerprints/face profile on your device to access the biometric login to myPrudential.

若我的行動裝置存有其他人的指紋/臉容紀錄，他們可以透過 PRUmobile 使用指紋/臉容認證登入我的 myPrudential 帳戶嗎？

當您啟動了 PRUmobile 的生物認證登入後，所有儲存在同一部行動裝置的指紋/臉容紀錄也可使用指紋/臉容認證登入。在這情況下，保誠建議在您的行動裝置上啟動只屬於您自己的指紋/臉容紀錄去登入 myPrudential。

3 Will Prudential store the fingerprints/face profiles? If yes, where will it be stored?

Prudential will not store your fingerprints/face profiles, including but not limited to the app. The Biometric Login of myPrudential via PRUmobile only use the fingerprints/face profiles stored on your device.

保誠會否儲存我的指紋？若會，會儲存在哪裡？

保誠是不會儲存您的指紋/臉容紀錄，包括但不限於應用程式。PRUmobile 內的 myPrudential 生物認證登入只會使用儲存在您的行動裝置內的指紋/臉容紀錄來登入。

- 4 I have siblings who look like me very much. Will the Face ID Login capture their facial recognition if they use my device to login to myPrudential?

There may be mis-match of face profile using the Face ID feature sometime, like twins or looklike siblings, adolescents who are under rapid growth of facial features and the "Require Attention for Face ID" feature is disable in the device setting. If you have concern on the above mis-match, Prudential recommends you using password to login, otherwise please be alerted that you may undertake certain risks for example, access myPrudential and update the information etc. by third person, if you use Face ID to login.

我有跟我長得非常相似的兄弟姊妹，若他們使用我的行動裝置來登入 myPrudential，臉容識別登入會使用他們的臉容認證來登入嗎？

臉容認證有時候可能會錯配臉容紀錄，例如雙胞胎或長相非常相似的兄弟姐妹、面部輪廓快速成長的青少年及於行動裝置設定中停用「使用 Face ID 需要注視螢幕」功能。如您對上述的情況有疑慮，Prudential 建議您維持使用密碼進行登入，否則請您注意使用臉容認證登入時所需承受的一定風險例如被第三方登入 myPrudential 及更改資料等。