

Enrol for Recurring Payment

Step-by-Step Guide

Important Information

PRUShield Additional Withdrawal Limit (AWL)

PRUShield Additional Withdrawal Limit is the limit which the Integrated Plan Policyholders can withdraw from their Medisave Account to pay for their additional Private Insurance Premium.

PRUShield policy premiums are generally funded by Medisave. However, if the premium exceeds the AWL set by the Ministry of Health (MOH), you will need to pay for the remainder premium.

To avoid a lapse of coverage due to non-payment, we encourage you to enrol for automated payment through Credit Card/GIRO.

You can visit MOH's website for the latest information on AWL.

Why is it important to enrol my Credit Card/GIRO?

Whenever a medical emergency happens, we'd want to focus on getting treated and our recovery, instead of worrying about the medical bills.

Enrolling your Credit Card or GIRO ensures your premium is always paid on time, so you don't have to worry about your policy lapsing.

What happens if my Credit Card/GIRO deduction is unsuccessful?

For Credit Card deductions, we will attempt to deduct again after 15 working days. If the 15th day is a weekend, the deduction will be made the following working day.

For GIRO, we will attempt to deduct up to 6 times (2 attempts each month) within the Grace Period. Please ensure there is sufficient balance in your account if you have opted for a yearly premium deduction.

If you have any other queries, please call PruCustomer Line at 1800 333 0333 from Mondays to Fridays from 8.30 am to 5.30 pm, excluding public holidays. Alternatively, you may contact your Prudential Financial Consultant.

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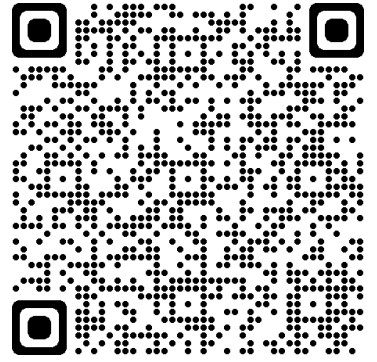
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How do I enrol?

You can follow the steps below to enrol for recurring payments.

Login to iPay

- Scan the QR code on the right or click <https://ipay.prudential.com.sg/ipay/login2.do>
- Login using your NRIC/Passport/BC/ FIN Number and Date of Birth



 A One Time Password (OTP) will be sent to your registered mobile number in our records.

① NRIC/Passport/BC Number:

Date Of Birth: - -

Submit

Use iPay to...

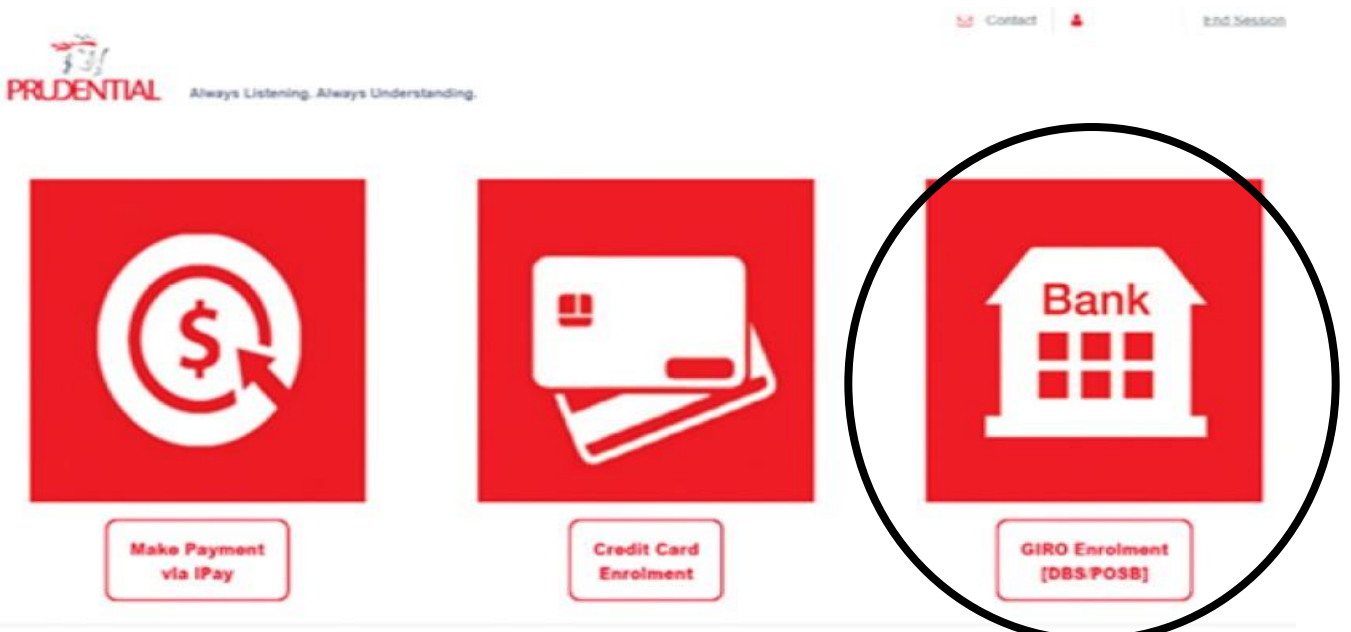
Make payment or set up a recurring payment arrangement for your policies.



We accept VISA and Mastercard Credit & Debit Cards

Enrol for GIRO Recurring Payment

- If you have a DBS/POSB account and internet banking service, you can sign up for GIRO instantly. Select **“GIRO Enrolment”**



- Tick the “Select All” option to enrol all your policies or choose the policies you wish to enrol for
- Tick on the recurring payment method, and click **“Next”** to continue

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Save Your Bank Account Details


Where was your bank account opened?

By DBS/POSB

Please select the policy(s) that you will like to perform GIRO enrolment

Choose Policy

Select All

	TYPE OF PAYMENT	PREMIUM AMOUNT	CURRENT PAYMENT METHOD
PruLink Protection Plus A/C			
POLICY NUMBER:	Recurring Premium	SGD 2400.00	 *****7401
BILLING FREQUENCY: Annual			
Life Assured:			

Confirm Your Selection

- Click on “Important Notes and Terms and Condition” and review all disclosures and terms carefully
- Tick the box “**I agree and acknowledge the important Notes and Terms and Conditions**”
- Select “**Proceed to Enrolment**” for next step

Authentication By Your Bank

- As part of the bank’s verification process, you will be asked to enter your internet banking UserID and password or Card and PIN



Use My Digibank Login

Use Card & Pin

- Once you key in the details, click “**Login**” to proceed

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- You may choose to enter your IB Secure Device OTP or SMS OTP for verification. Click Authenticate to proceed



DBS POSB

Two Step Verification

This tells us if it's really you.

• • • • • •

Login with IB Secure Device Login with SMS

GENERATE OTP

Cancel Authenticate

Select An Account

- You can choose to use **one bank account** to pay for all your policies or choose to use **different accounts** for different policies
- If you chose **one bank account**, select the bank account, and click **“Proceed to Enrolment”**
- A pop up will be displayed if you already have an existing GIRO arrangement with the bank for the selected policy
- If you chose **“Choose each bank account per policy”**, click on the dropdown arrow to select the account to use for each policy



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Enrol for Recurring Payment

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- Click **“Proceed to Enrolment”**

PRUDENTIAL Always Listening Always Understanding.

Contact * ** End Session

Selection **Confirmation** Enrolment Status

[Return to Selection Page](#)

Please complete this transaction within 7 minutes in order to avoid a session time-out

Confirmation

Please choose how you would like to enrol your bank account:

Choose one bank account for all policies Choose each bank account per policy

Selection Overview

	TYPE OF PAYMENT	PREMIUM AMOUNT	BANK ACCOUNT NUMBER
PruExtra <input checked="" type="checkbox"/> POLICY NUMBER: BILLING FREQUENCY: Monthly Life Assured:	Recurring Premium	SGD 104.31	<input type="text" value="XXX-XX958-5"/> <input type="text" value="XXX-XX958-5"/> <input type="text" value="XXX-XX885-3"/>

Selection Total: 1

Proceed to Enrolment

Enrolment Status

- A **“Thank you”** message will appear once enrolment is submitted Successfully
- You may Select **“End Session”** to logout