



BY PRUDENTIAL

# Opus by Prudential Birthday/Welcome Gift Redemption Guide

## Important Notice

### **Launch of Anti-Scam Measures for Opus by Prudential Gift Redemption**

With the increase in malware scams, we at Opus by Prudential are taking a proactive approach to protect our customers through our revised gift redemption customer journey.

Starting 1 February 2024, we will be transitioning our campaigns to a new gift redemption journey, which we expect to be fully implemented by 15 February 2024. During this period, there may be a few campaigns where rewards have yet to be transferred to the new process, and we seek your understanding on this temporary inconvenience.

With the revised gift redemption customer journey, customers will access the gift redemption site through a secure entry point on the Opus by Prudential website before being redirected to our appointed third-party vendor's gift platform. Please refer to the redemption guide below which will guide you on this new journey.

We seek your support on this revision, as this security measure will help to protect you against potential malware scams and threats.

If you require further assistance, please don't hesitate to contact us at 800 852 5043 or email us at [opusrewards@prurewards.prudential.com.sg](mailto:opusrewards@prurewards.prudential.com.sg).

The Opus by Prudential team

# Gift Redemption Notification

1. You will receive your Opus welcome/birthday gift redemption notification either via email or SMS with instruction to redeem it.

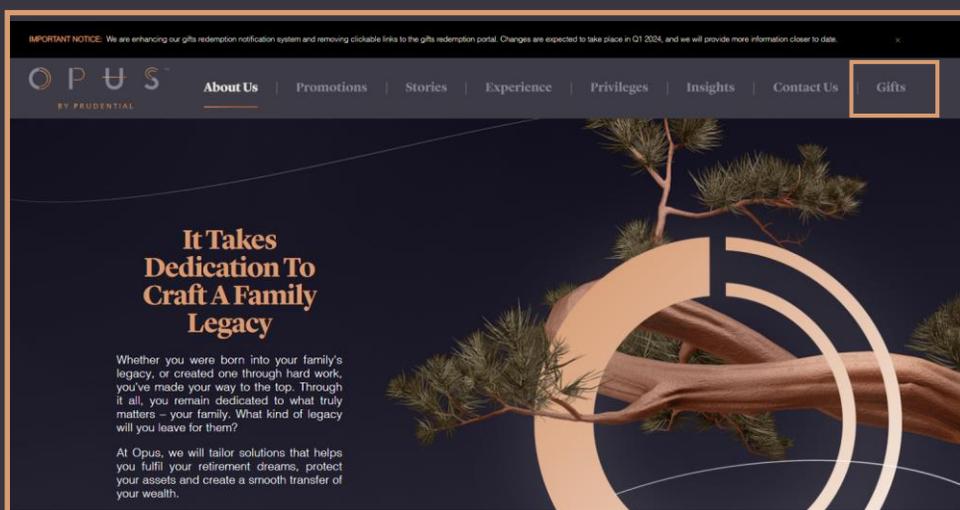
Thank you for trusting Opus by Prudential with your financial future. We would like to welcome you with this specially curated gift. 1. Visit Opus Singapore website. 2. Click 'OPUS Rewards' on the top. 3. Select "Welcome Gift" & Key in Claim Code. Your Claim code is DGPTFYZE. 4. Enter your other details to log-in.

SMS

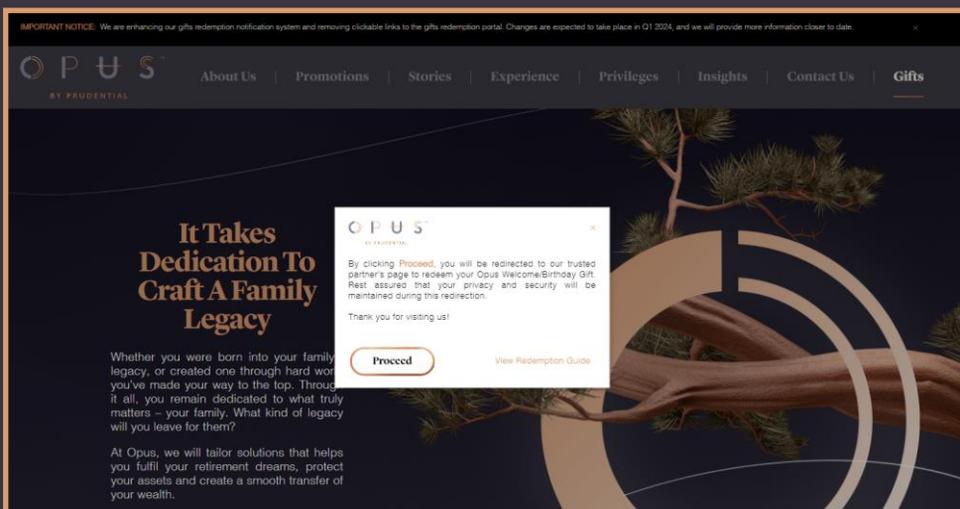


Email

2. Visit Opus by Prudential website at <https://www.prudential.com.sg/opus> and click on "Gift".

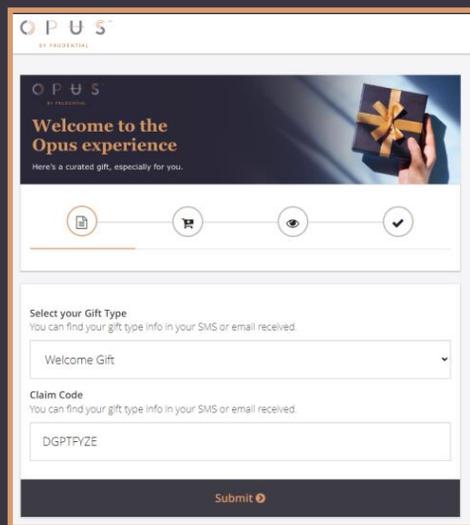
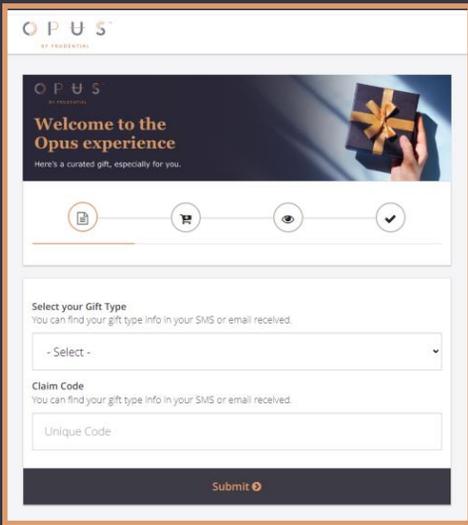


3. You will be redirected to our trusted partner's webpage after clicking "Proceed".



# Third-Party Campaign Webpage

1. Choose your gift type (welcome/birthday) and enter your claim code from your Opus gift redemption notification email/SMS.



2. Then, key in your mobile number, email and password specified on the campaign page. Click "Submit" to proceed.

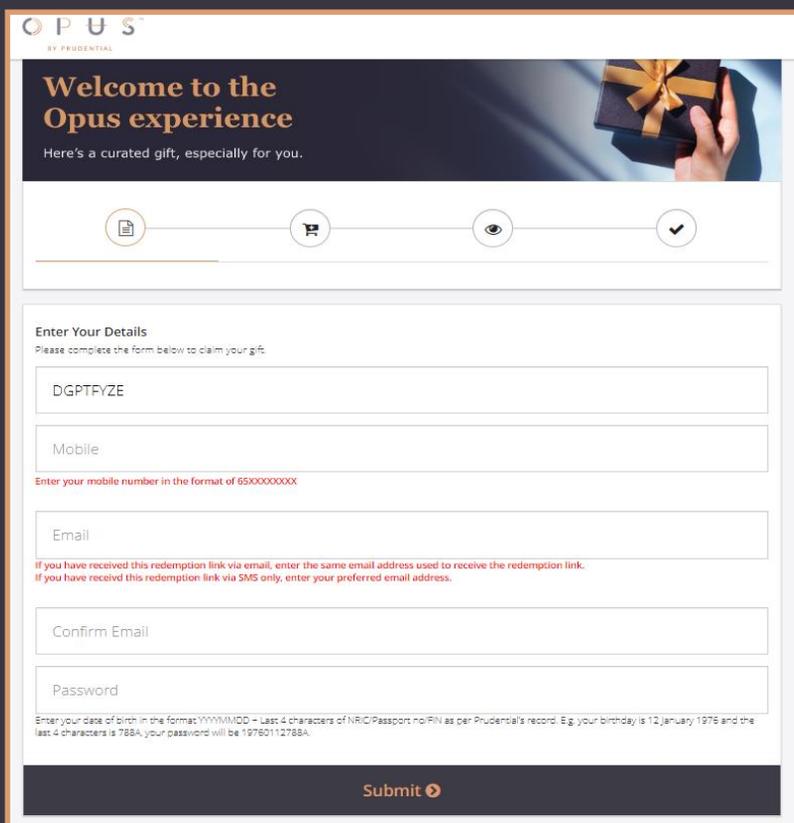
### Format

Mobile Phone: +65xxxxxxxx

Email:

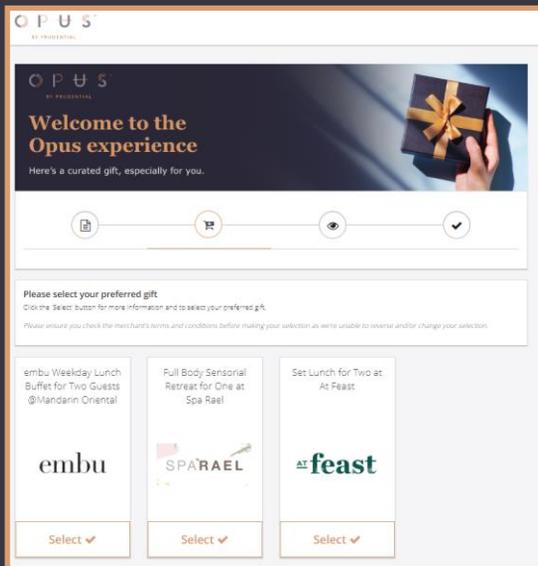
Password: YYYYMMDD + last 4 digits of NRIC/FIN/Passport no. as per Prudential's record.

E.g. Your birthday is 12 January 1976 and the last 4 characters is 788A, your password will be 19760112788A.

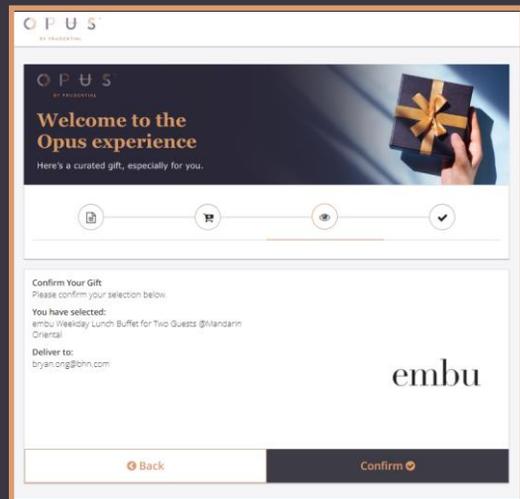
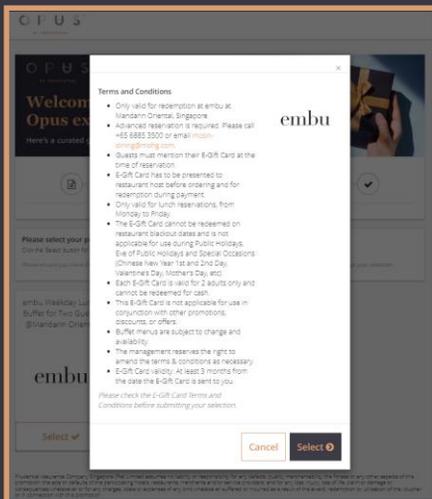


# Gift Redemption

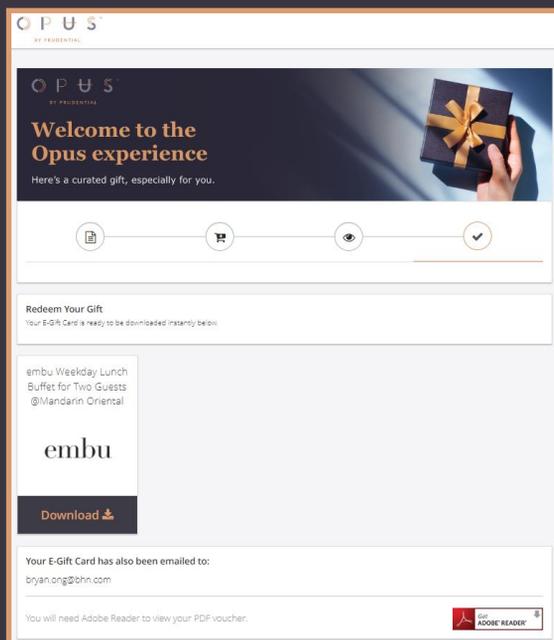
1. At the “Gift Redemption” page, click on your preferred gift card.



2. After selecting your gift, read the Terms & Conditions, click “Confirm” when you are ready to choose the gift.

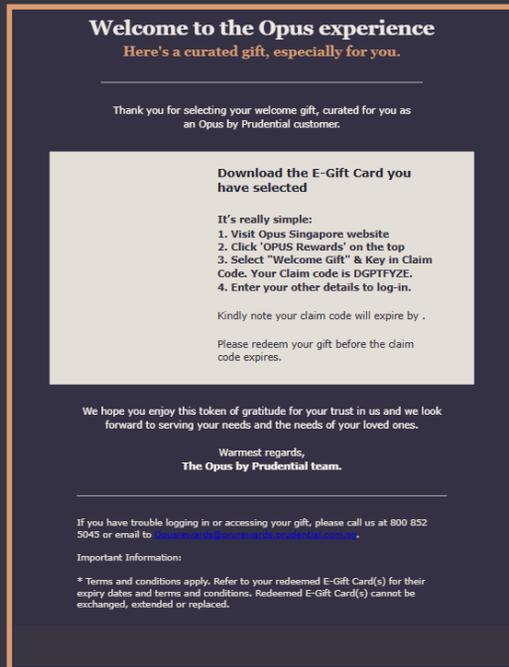


3. Your order is now complete. Click download to get your gift card.

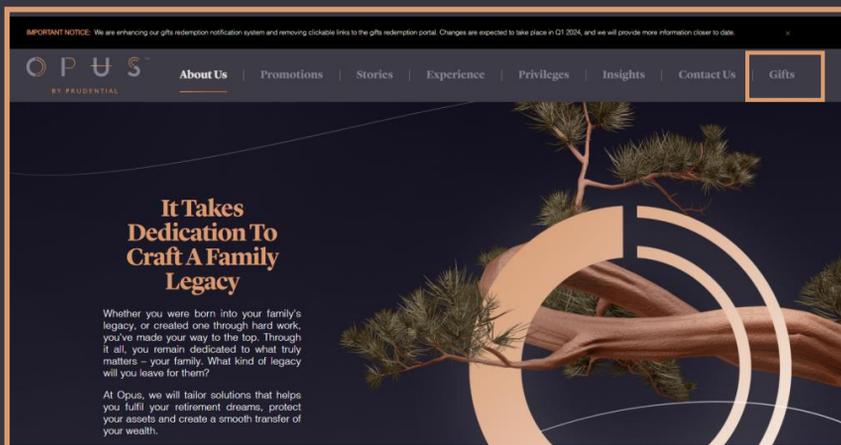


# View Your Gift Card

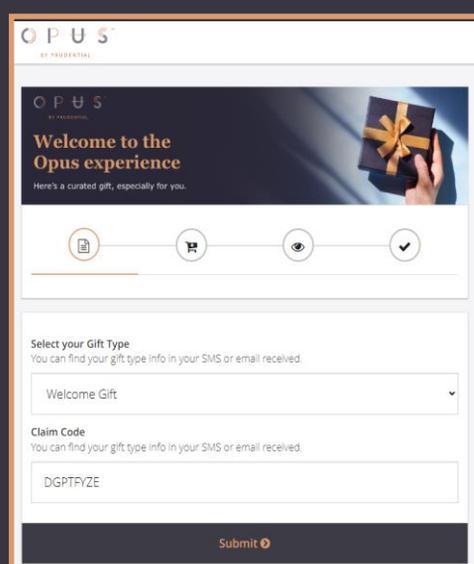
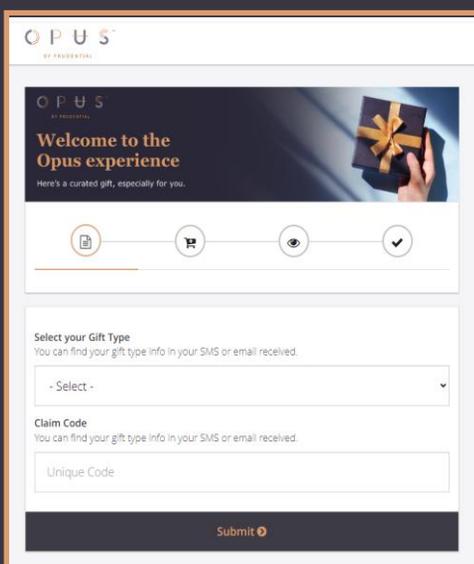
1. After your redemption, a fulfillment email will also be sent to you



2. Visit Opus By Prudential website to click the 'Gift' button in the menu bar

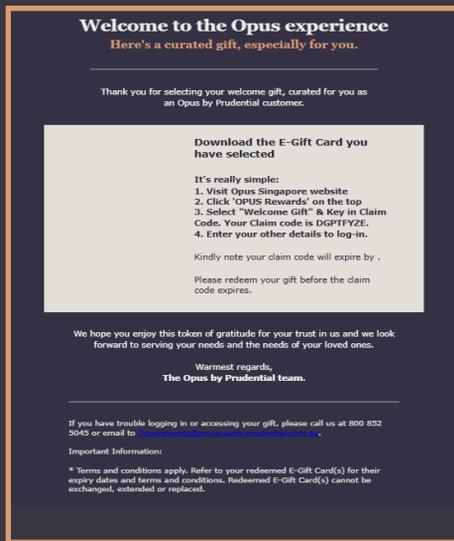


3. You will be redirected to the campaign webpage, enter your Claim Code from the email and click 'Submit'.

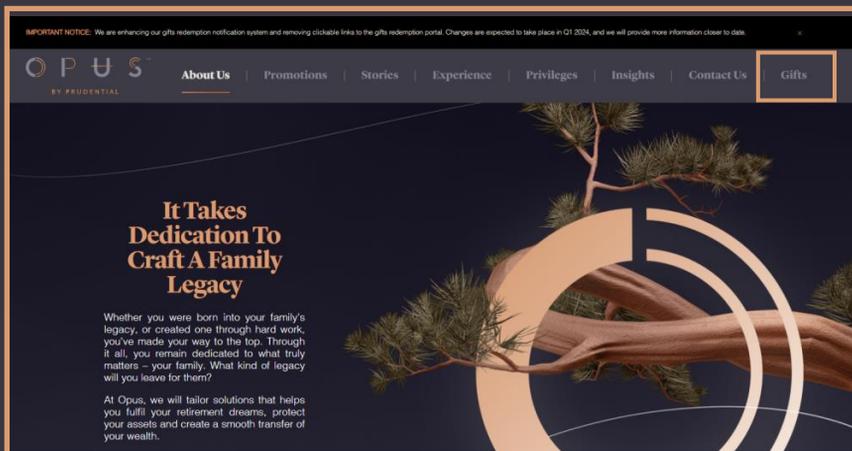


## View Your Gift Card

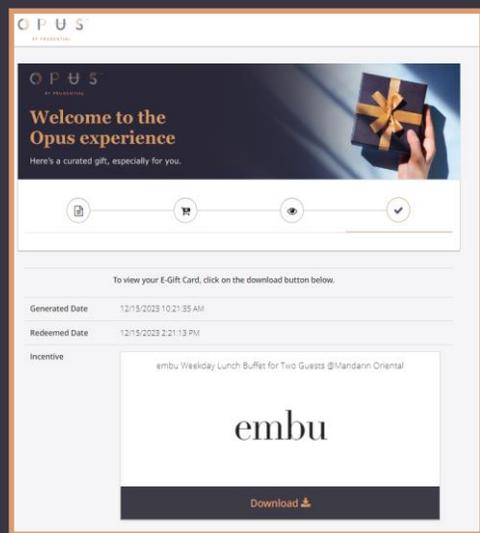
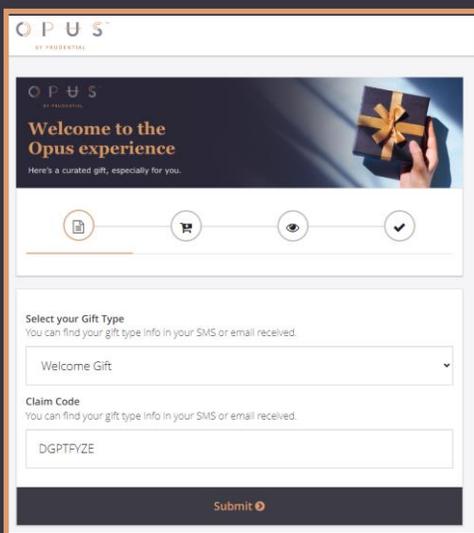
1. After your redemption, a fulfillment email will also be sent to you



2. Visit Opus By Prudential website to click the 'Gift' button in the menu bar



3. You will be redirected to the campaign webpage, enter your Claim Code from the email and click 'Submit'. Click 'Download' to view or download your gift card.



For enquires, contact us at **800 852 5043** or email us at **opusrewards@prurewards.prudential.com.sg**