

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.

The Opus by Prudential team

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



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".



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

AV PRODUKTIAL
Welcome to the Opus experience Here's a carated gift, especially for you.
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Select your Gift Type You can find your gift type info in your SMS or email received.
Welcome Gift 🗸 🗸
Liaim Code You can find your gift type Info in your SMS or email received.
DGPTFYZE
Submit O

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

<u>Format</u>

Mobile Phone: +65xxxxxxx 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.

OPUSTA
Welcome to the Opus experience Here's a curated gift, especially for you.
Enter Your Details Please complete the form below to claim your gift.
DGPTFYZE
Mobile
Enter your mobile number in the format of 650000000X
Email
if you have received this redemption link via email, enter the same email address used to receive the redemption link. If you have receivd this redemption link via SMS only, enter your preferred email address.
Confirm Email
Password
Enter your date of birth in the formet YYYYMNDD - Last Characters of NRICIPassport no/RN as per Prudential's record. Egi your birthday is 12 january 1976 and the last 4 characters is 788A your password will be 19760112788A.
Submit 🛛

Gift Redemption

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

OP US			
O P U S Welcome to Opus exper	o the ience scially for you.		
Please select your preferred Clockers Select button for more info	gift match and to select your preferred gift	٢	
embu Weekday Lunch Buffet for Two Guests @Mandarin Oriental	Full Body Sensorial Retreat for One at Spa Rael	Set Lunch for Two at At Feast	
embu	SPARAEL	≝feast	
Select 🗸	Select 🗸	Select 🗸	

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.



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'.**

O P ₩ S'	OPUSSION
O P U S Welcome to the Opus experience Here's a curated gift, especially for you.	O P U S Welcome to the Opus experience Here's a curated gift, especially for you.
.	B
Select your Gift Type You can find your gift type info in your SMS or email received.	Select your Gift Type. You can find your gift type info in your SMS or email received.
- Select - 👻	Welcome Gift 🗸 🗸
Claim Code You can find your gift type info in your SMS or email received.	Claim Code You can find your gift type info in your SMS or email received.
Unique Code	DGPTFYZE
Submit O	Submit O

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.

OPUS Velcome to the Opus experience Her's a curated pit, especially for you.	PUS realized Welcome to the Opus experience Here's a curated gift, aspecially for you.		
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			To view your E-Gift Card, click on the download button below.
Select your Gift Type		Generated Date	12/15/2023 10:21:35 AM
You can find your gift type info in your SMS or email received.		Redeemed Date	12/15/2023 2:21:13 PM
Welcome Gift 🔹 👻		Incentive	embu Weekday Lunch Buffet for Two Guests @Mandarin Oriental
Claim Code You can find your gift type info in your SMS or email received.			embu
DGPTFYZE			Chibu
Submit 🛛			Download 🛦

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