

Frequently Asked Questions

1) What is an Online Revocable Nomination Request?

Starting from January 2024, Policyholders who has policy(ies) that fulfill the criteria for the Revocable Nomination (Form 4) will be able to make an online nomination request via PRUaccess without submitting a hardcopy nomination form to us.

Singpass mobile application and access is required for Policyholders and both Attestors to provide their electronic signatories.

Attestors will have a period of 7 days to sign, before the Nomination application expires.

2) What are the policies eligible for e-Nomination of Beneficiary in PRUaccess?

For policies that fulfill the following criteria will be eligible for nomination.

- Policy must have death coverage
- Policy status must be in in-force/ paid-up status
- Policy must not have Joint Owner / Lasting Power of Attorney / Trustee / Assignee
- Policyholder must be age 18 and above
- Policyholder must not be a bankrupt
- Policyholder must not be a corporate client
- Policyholder must be the only Life Assured

Note: Eligibility criteria (excluding Policy Status) for Revocable Nomination is the same for online and hardcopy submission.

3) Am I able to proceed with Nomination when my policy is at Proposal stage?

For Proposal stage policies, you will be required to submit a hardcopy Nomination form, otherwise, you may perform E-Nomination on PRUaccess 1 day after your policy has been incepted.

4) What are the types of Nomination available on PRUaccess?

Currently, only Revocable Nomination (Form 4) is available on PRUaccess. For all other nomination forms or nomination/revocation of nomination on behalf of policy owner lacking capacity, hard copy submission is still required. Please refer to our forms available on our [website](#).

5) Where and how can I proceed with the online nomination request?

Policyholders can visit our website at [PRUaccess \(prudential.com.sg\)](http://PRUaccess.prudential.com.sg) and login to their PRUaccess account to submit an online nomination request.

Policyholders and the appointed Attestors will be required to provide their electronic signatories via SingPass. Please refer to the table for the information required for each role.

| Roles | Required details/information |
|---------------|--|
| Policy Holder | Singpass, email address |
| Nominees | Full name, identification number, Nationality, date of birth, mailing address, telephone number and email address(optional). |
| Attestors | Singpass, Full name, identification number, mailing address, telephone number and email address. |

6) How do I know if my attestors have completed or declined their attestation?

You will receive an email notification when both your attestors have completed the e-signing or when either of your attestors have declined signing.

7) When does the 7 days' timeline starts and what happens after it has expired?

The 7 days' timeline starts after Policyholders have submitted their online nomination request.

Once the 7 days have expired, the online nomination request submitted will be treated as cancelled if it is not completed and you will receive an email notification should the attestors fail to attest within the 7 days. Policyholders will be required to resubmit a nomination request if he/she wishes to proceed with the initial nomination request.

8) I have recently submitted an online nomination request which has not been signed by my Attestors and wish to make changes to my online nomination request. How should I proceed to do so?

You will not be able to amend the nomination request once submitted. You can only submit a new request when:

- a) Attestation completed.
- b) Attestation declined by Attestor.

Application expires 7 days after submission when one or both attestors have not completed their attestation.

9) I have keyed in the wrong contact details for my Attestors, how should I proceed to make the amendments?

If the email was sent to the wrong recipient, you will have to wait till the application expires in 7 days.

Do note that the email will not contain any sensitive information and a unique Access Code will be required for the Attestors to open the signing package.

10) My Attestors did not receive the email after I had submitted my application. What should I do?

The acknowledgement email could have been sent to the junk folder of the Attestor's mailbox. If the email is still not found, do contact us at 1800 333 0333 or you may also email us at customer.service@prudential.com.sg for further assistance.

11) If I wish to make changes to my existing Revocable Nomination, can I do it via PRUaccess?

Yes, you can submit a new nomination via PRUaccess, and the latest submission will supersede your existing nomination.

12) What happens when I submit both hardcopy and online nomination request?

If both requests are submitted at the same time, the nomination request that is submitted the latest will supersede all previous nomination request regardless of whether its online or hardcopy submission.

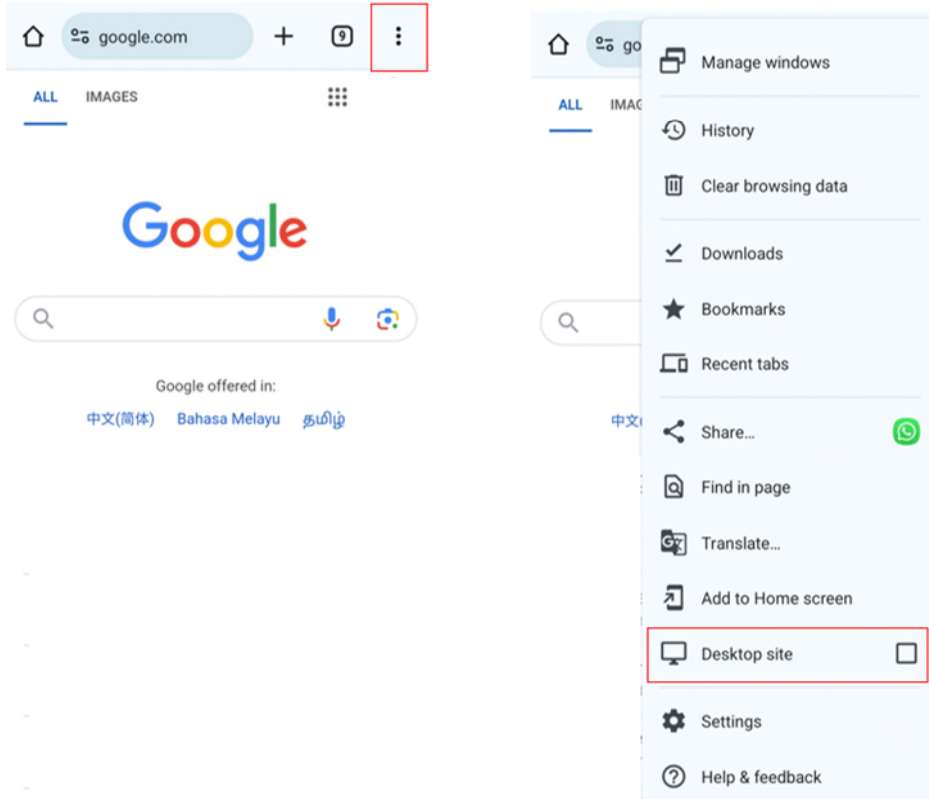
13) How do i know if the PRUaccess application was successfully submitted and processed?

You will see an acknowledgment page upon submission of the Nomination form on PRUaccess. A confirmation email will be sent to you when attestation is completed. A confirmation letter will be sent to your mailing address informing you on the status of the application. You may also check your nomination details on PRUaccess should the application be successful.

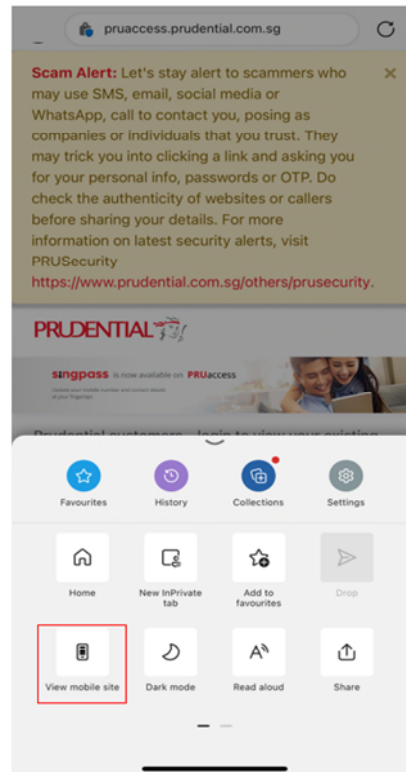
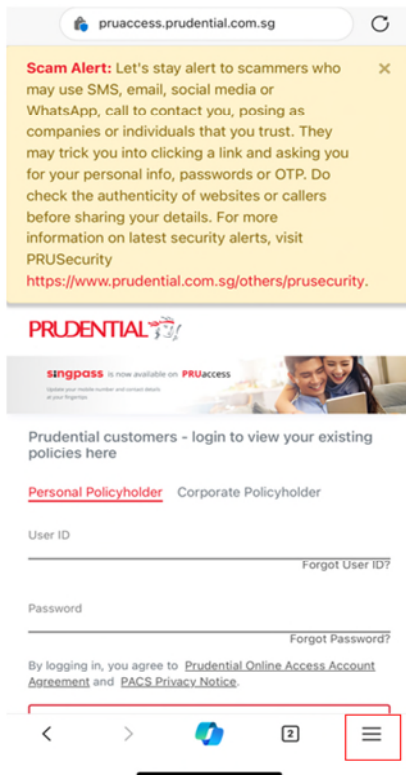
14) Why am I unable to launch the Singpass App on my mobile phone when I click on the Singpass QR code?

Please ensure desktop site is disabled on your browser.

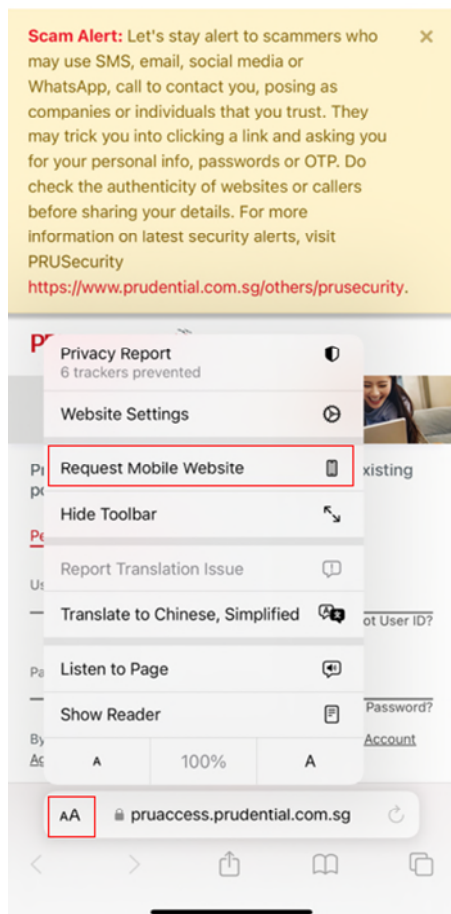
For Chrome Users:



For Edge Users:



For Safari users:



15) I need help on my online nomination request, who can I contact for assistance?

You can contact us at the various communication channels below for further assistance:

| Contact Channels | |
|-------------------------|--|
| Email | customer.service@prudential.com.sg |
| Local Contact Number | 1800 333 0333 |
| Overseas Contact Number | +65 6333 0333 |