

## 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.

<b>Roles</b>	<b>Required details/information</b>
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 should I indicate my nominee's name when completing the form?**

Please be informed that we will require your Nominee's name to be indicated in full (as per their Identity Document).

Kindly note that the Nominee names will be displayed as <Surname><Given Name>.

You may refer to the following examples as a guide when completing the form:

1. Tan Xiao Ming Peter

Surname = Tan

Given Name = Xiao Ming Peter

2. Susan Wong Xiao Li

Surname = Wong

Given Name = Susan Xiao Li

3. Lim Mei Mei Lily @ Mrs Teo Mei Mei

Surname = Lim

Given Name = Mei Mei Lily @ Mrs Teo Mei Mei

4. Mohamed Ali Bin Muhamed Aliff

Surname = Bin Muhamed Aliff

Given Name = Mohamed Ali

5. Rajesh S/o Kumar

Surname = S/o Kumar

Given Name = Rajesh

6. Harry Potter Smith

Surname = Smith

Given Name = Harry Potter

**7) 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.

**8) When does the 7 days' timeline start 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.

**9) 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.

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

Kindly confirm that you had completed your e-signing by clicking on the signing link sent to you, if your signing has been completed, the Attestor's email may have been sent to the spam/junk folder of the Attestor's mailbox.

Otherwise, you may have entered an incorrect email address for the Attestor. The signing link will automatically expire after 7 calendar days, and you may resubmit a new nomination via your PRUAccess account. During your second submission, do take a screen shot of the "Review Page" which details the Attestors and Nominee information. This will enable us to check against our records if the error persists.

**11) My Attestors had already completed the e-signing, but I still received an email informing me that my nomination request had expired. What should I do?**

As your nomination request had already expired, kindly resubmit a new nomination request via your PRUAccess account. During the second submission, do ensure that your Attestors click on "Done" and "Finish" after they have completed the e-signing. You should receive a confirmation email upon completion of Attestation. Additionally, do get your Attestors to click on their signing link again to ensure that link is not available, as link will be disabled after completion of signing.

**12) 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.

**13) I have keyed in the wrong contact details for my Attestors, is Prudential able to send the email to their correct email address?**

We are unable to accede to this request due to customer confidentiality and security reasons. Kindly wait till the application expires in 7 days to submit a new application. Otherwise, you or the attestor (whose email address was entered correctly) may click on the decline button to void the application and resubmit.

**14) 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. Kindly confirm that you have completed the signing by clicking into your signing link and ensure that it has been disabled. If the Attestor's email is still not found, do contact us at 1800 333 0333 or you may also email us at [customer.service@prudential.com.sg](mailto:customer.service@prudential.com.sg) for further assistance.

**15) 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.

**16) 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.

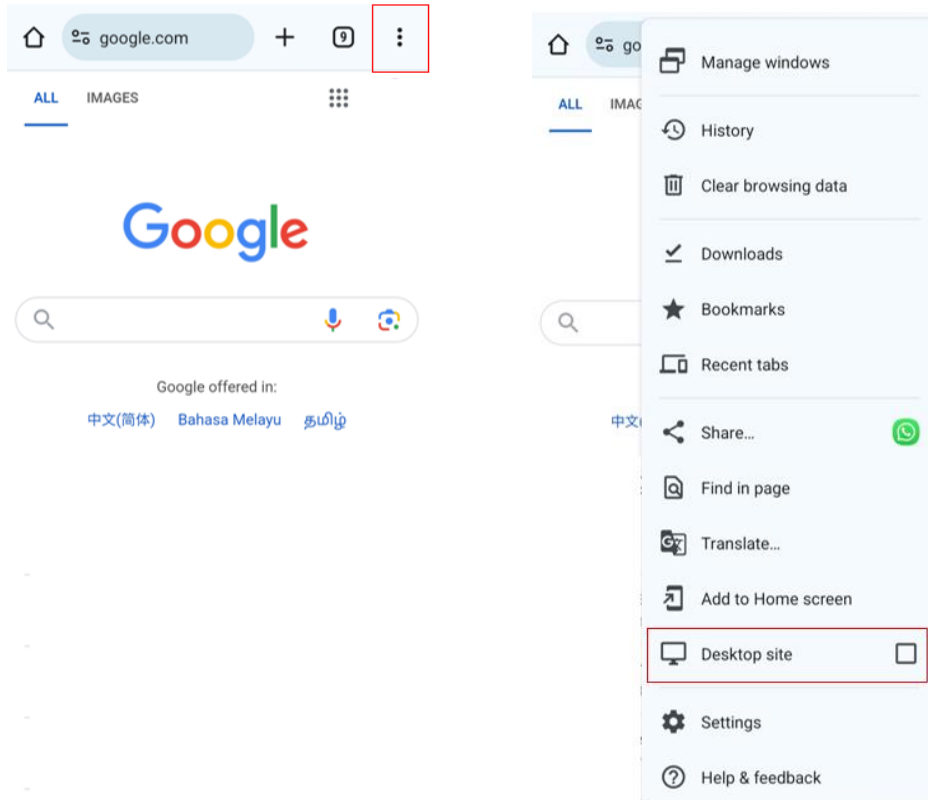
**17) How do i know if the PRUaccess application was successfully submitted and processed?**

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.

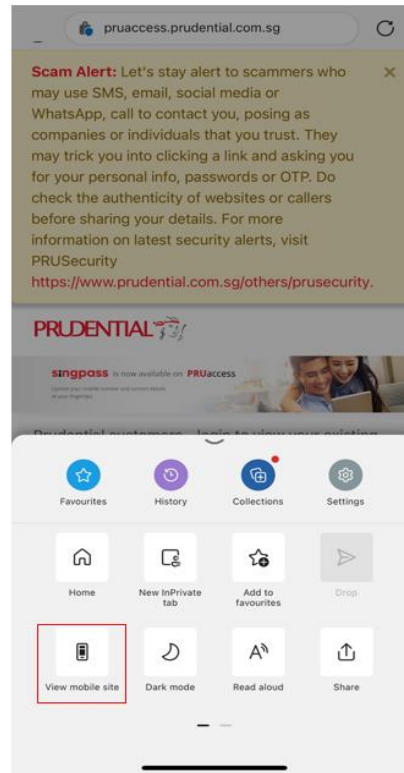
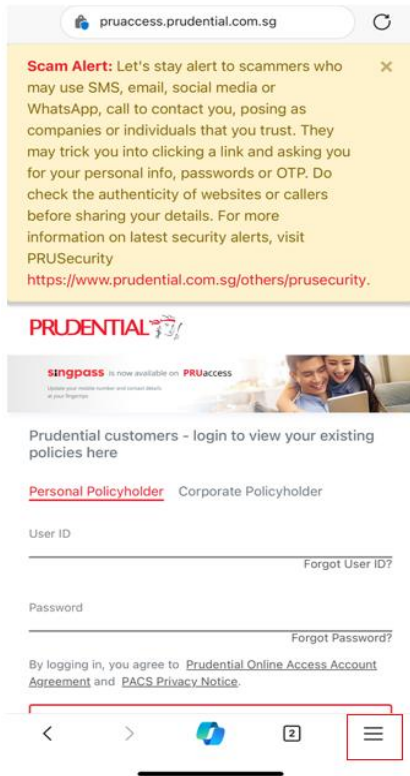
**18) Why am I unable to launch the Singpass App on my mobile phone when I click on the Singpass QR code?**

Please ensure desktop site is disabled on your browser.

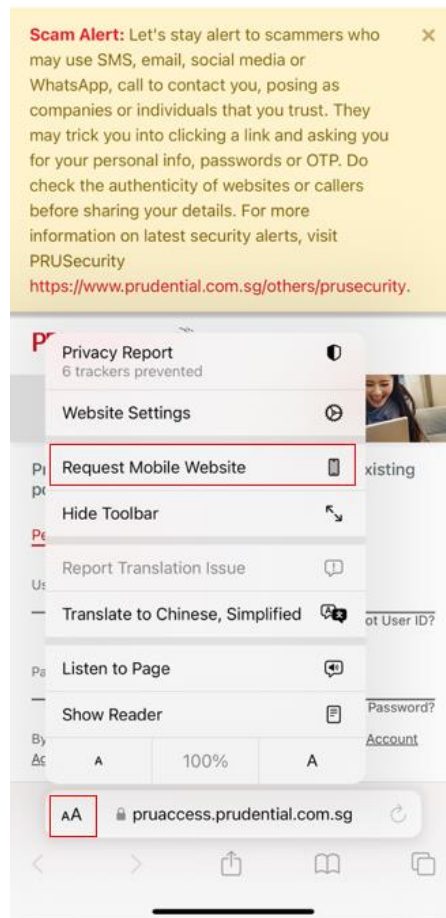
For Chrome Users:



For Edge Users:



For Safari users:



**19) I received "Unable to get document details" error while trying to complete the e-sign using Singpass. What should i do?**

Please be informed that this could be a technical issue for Singpass .

Kindly try the service again, if you encounter the issue once more, do send us a screen capture of what you have encountered, together with the date and timestamp, to allow us to check for you on the backend.

**20) I received "System Under Maintenance" error when I tried to submit a e-NOB request. What should I do?**

Kindly try the service again, if you encounter the issue once more, do email us a screen capture of what you have encountered, together with the date and timestamp, to allow us to check for you.

**21) 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	<a href="mailto:customer.service@prudential.com.sg">customer.service@prudential.com.sg</a>
Local Contact Number	1800 333 0333
Overseas Contact Number	+65 6333 0333

For us to assist you more efficiently, do provide us with the following information during your call or email:

1. Policy Number
2. Reference ID reflected in your PRUAccess page
3. Screenshot of error with timestamp
4. Screenshot of review page indicating the details of your submission (if available)