



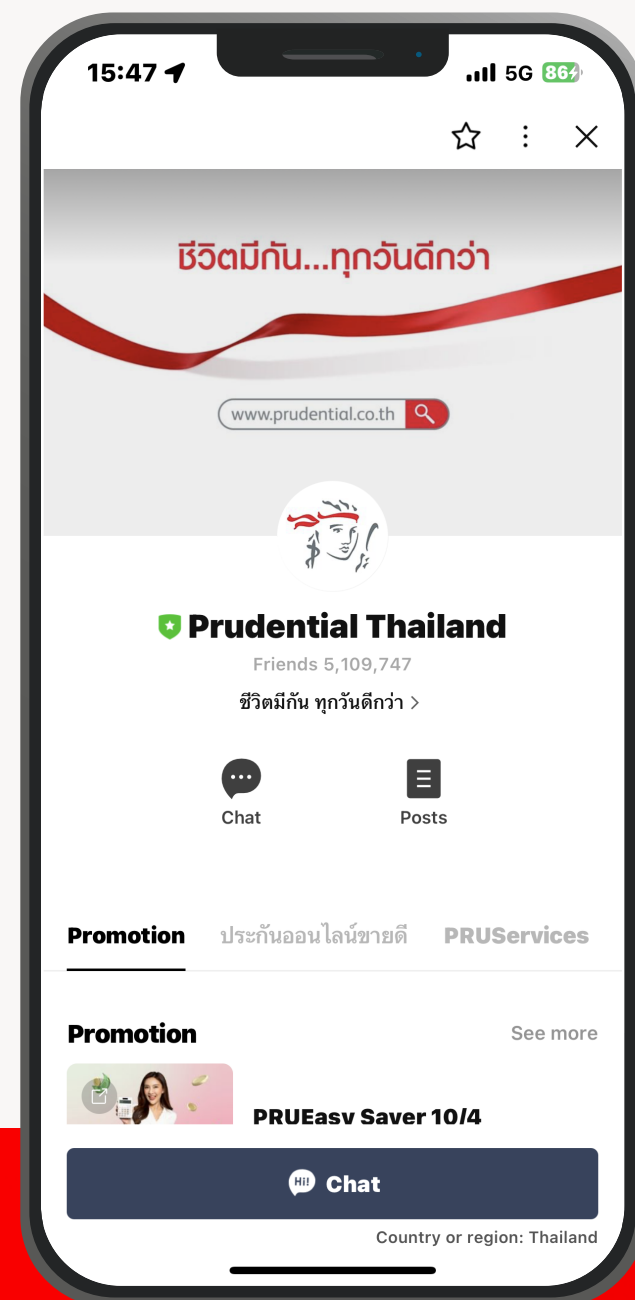
PRU Services Online

Policy Services User Manual

Through **LINE** channel

 @PrudentialThailand

Signed In



01

Add the LINE Official Account of the Prudential Thailand



02

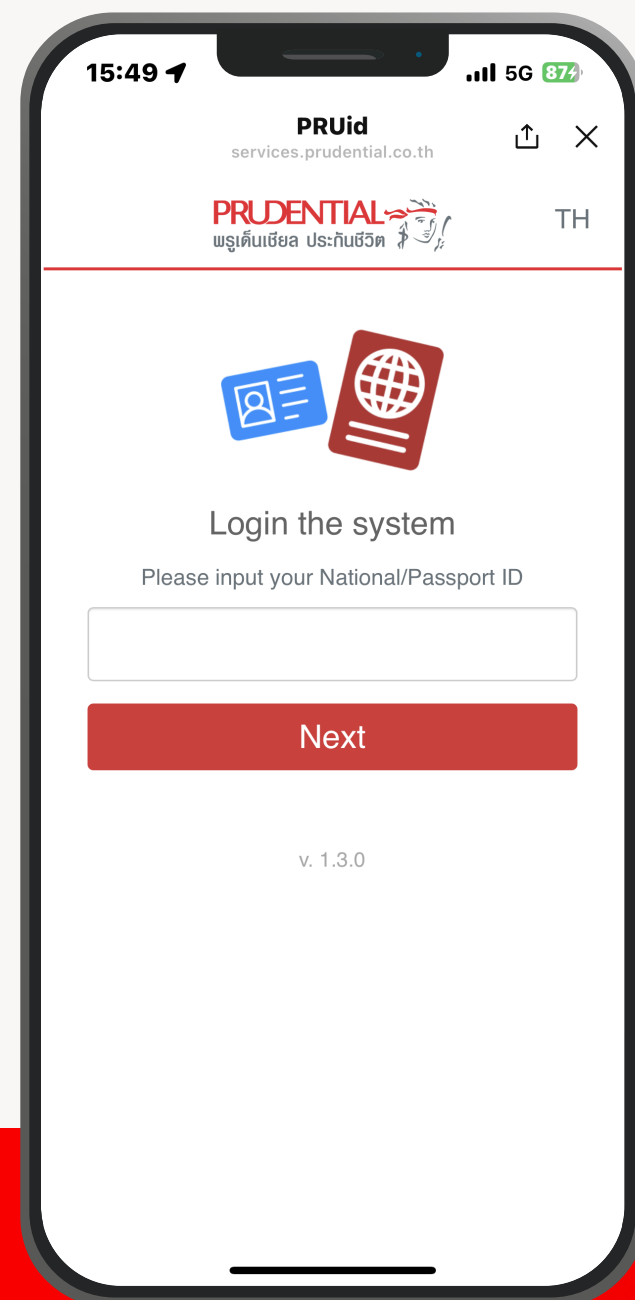
Select the “PRU Services” menu



03

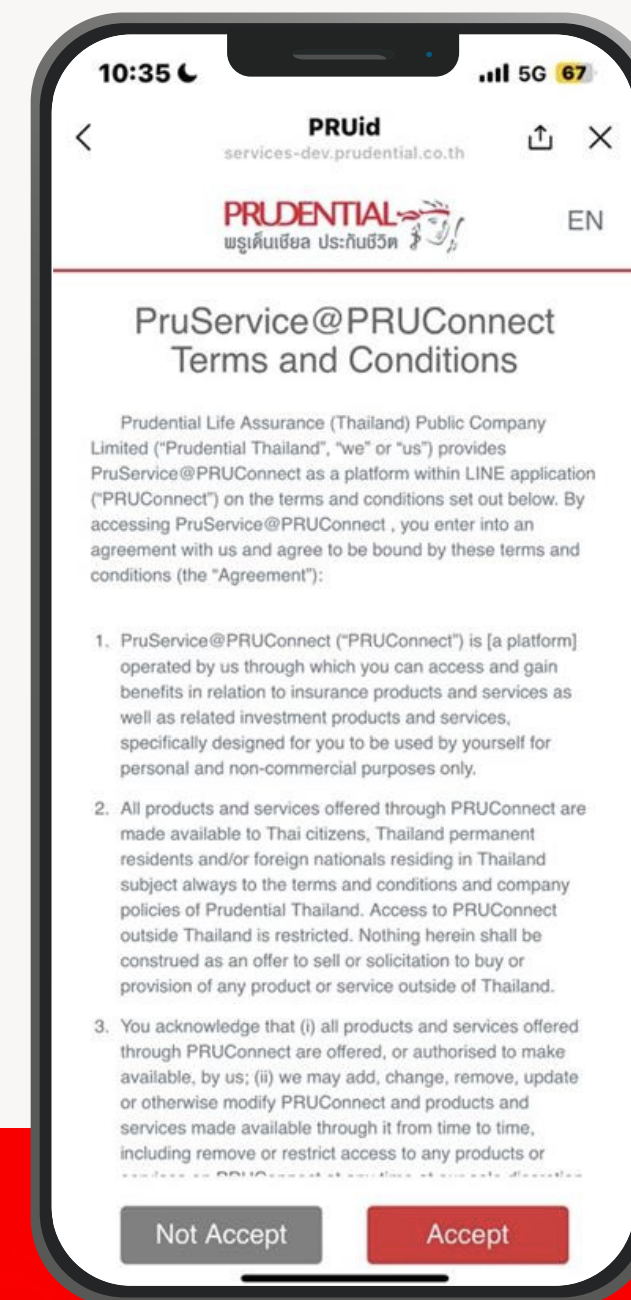
Select “Log in”

Signed In



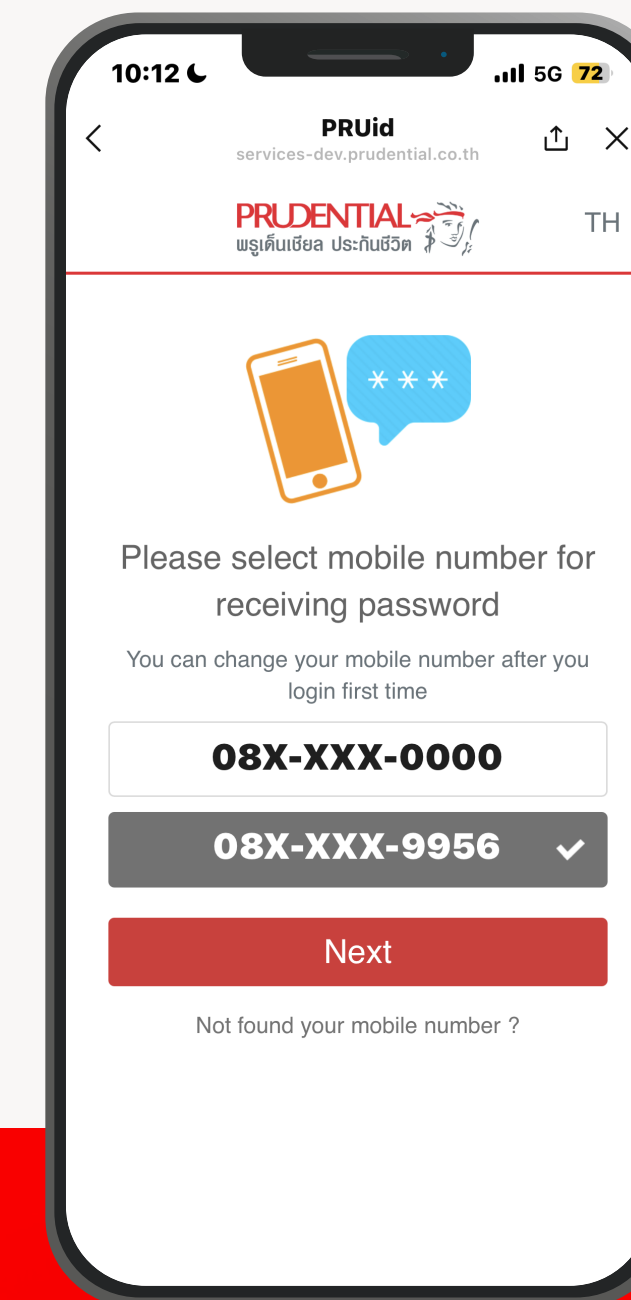
04

Enter your 13-digit National ID number or passport number.



05

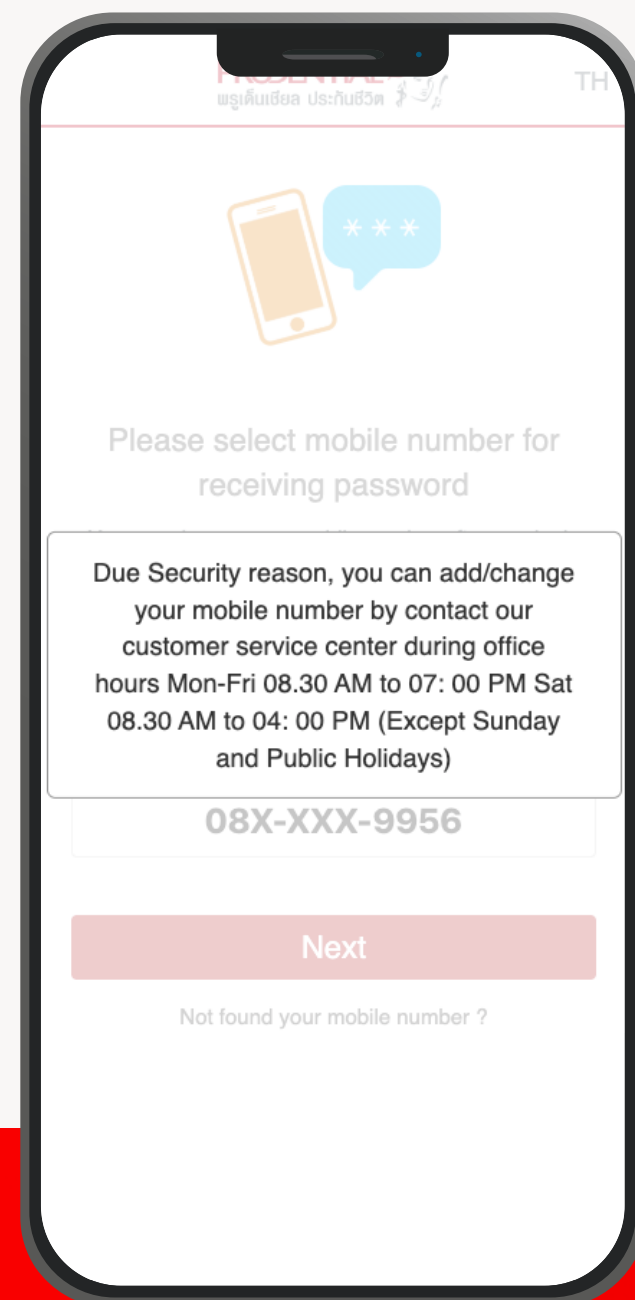
Accept the terms and conditions of PRUServices.



06

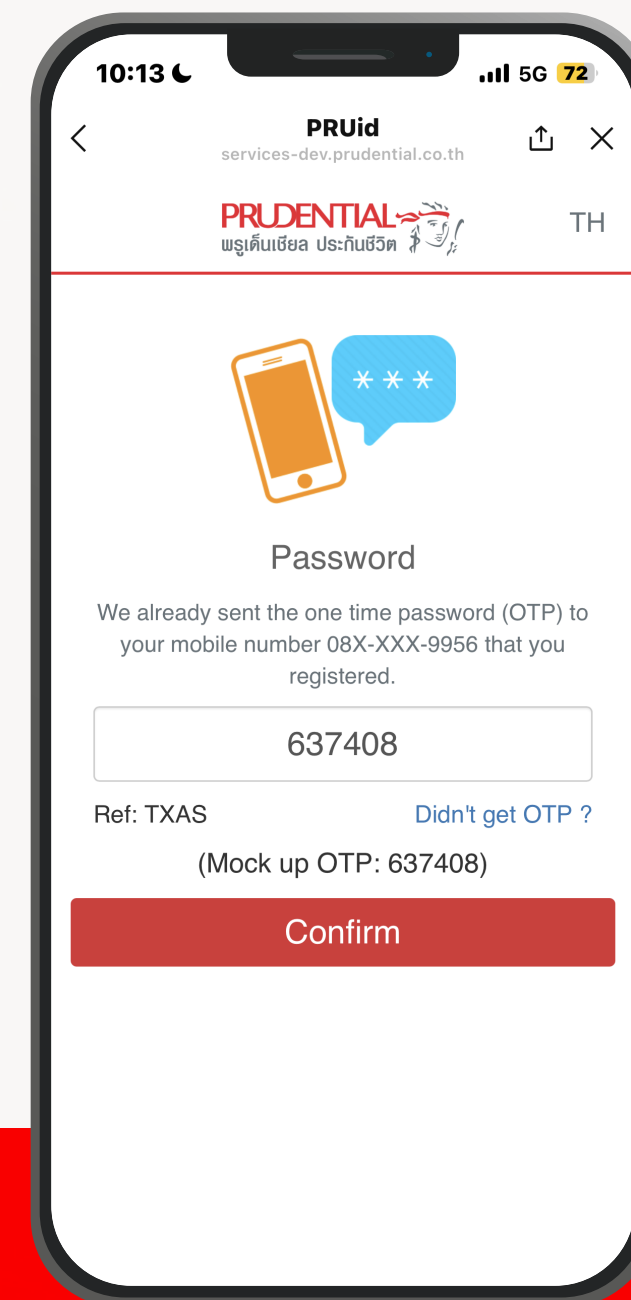
Select the mobile number for receiving password and OTP and click “Next”.

Signed In



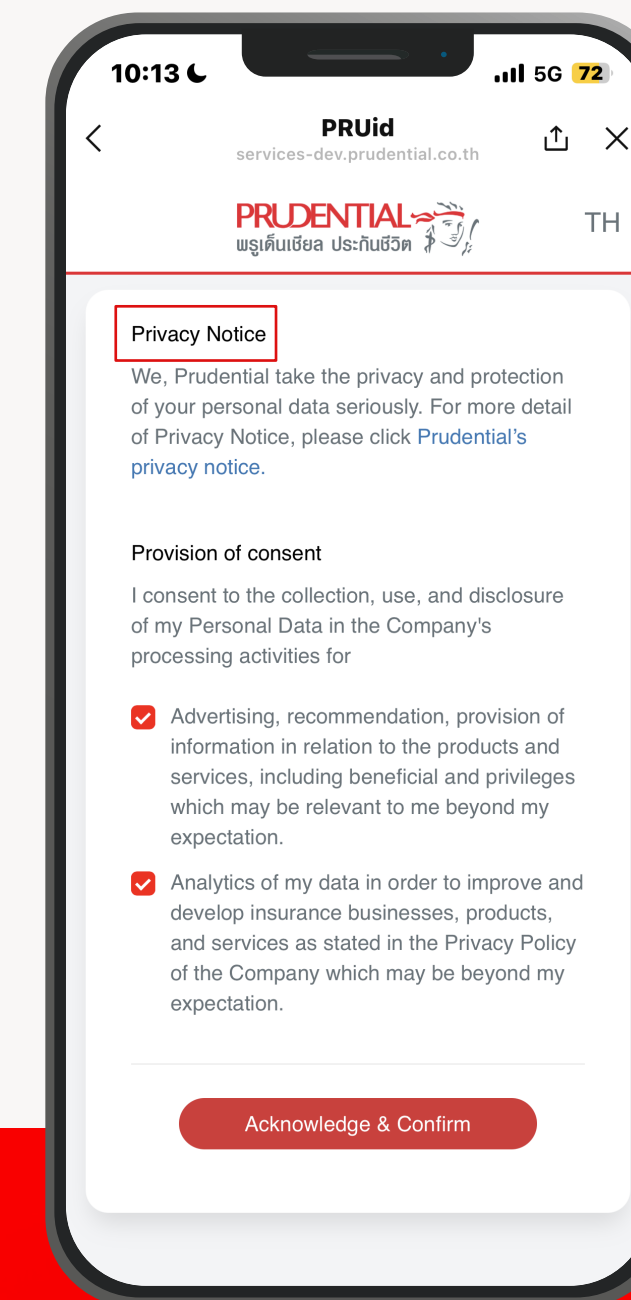
07

If the mobile number is incorrect, you can add or update via the Customer Service Center at 1621.



08

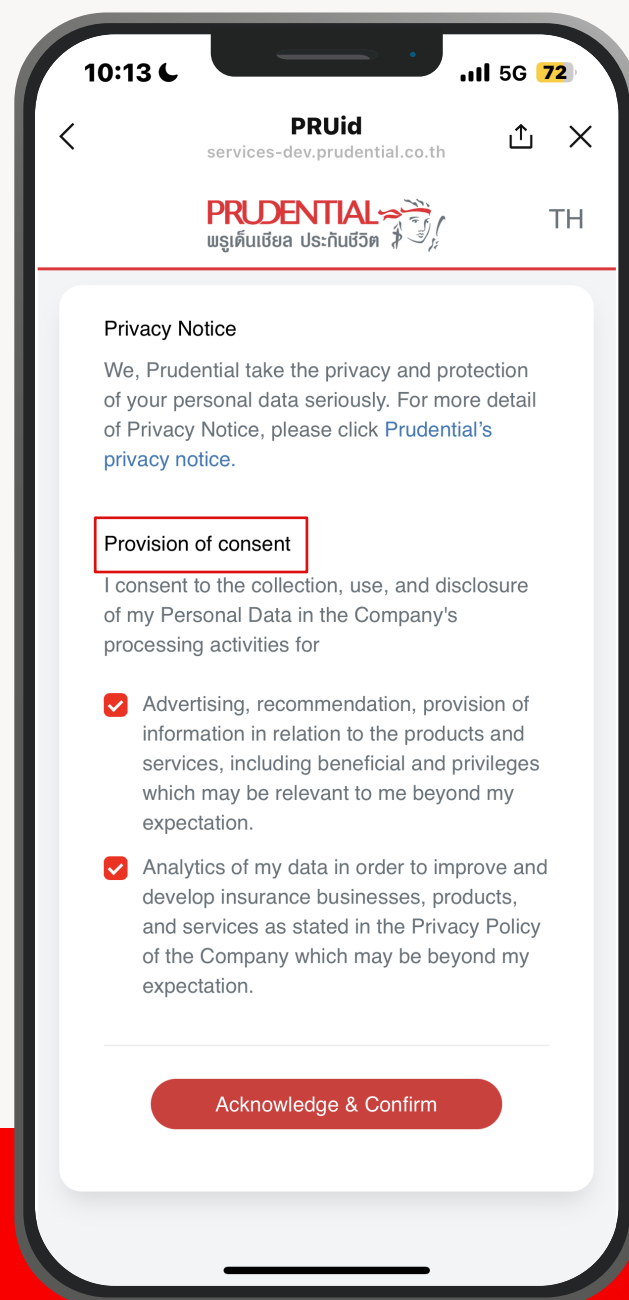
Enter the **OTP** received and click “**Confirm**”.



09

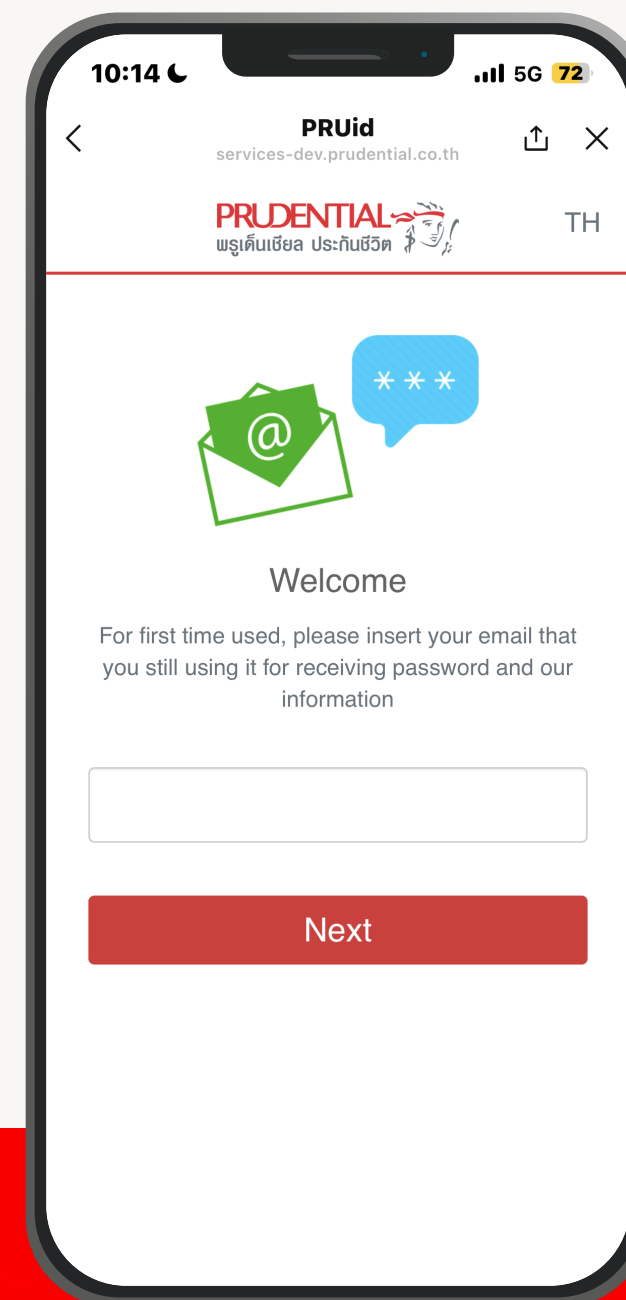
Agree to the **Privacy Notice** of PRUServices.

Signed In



10

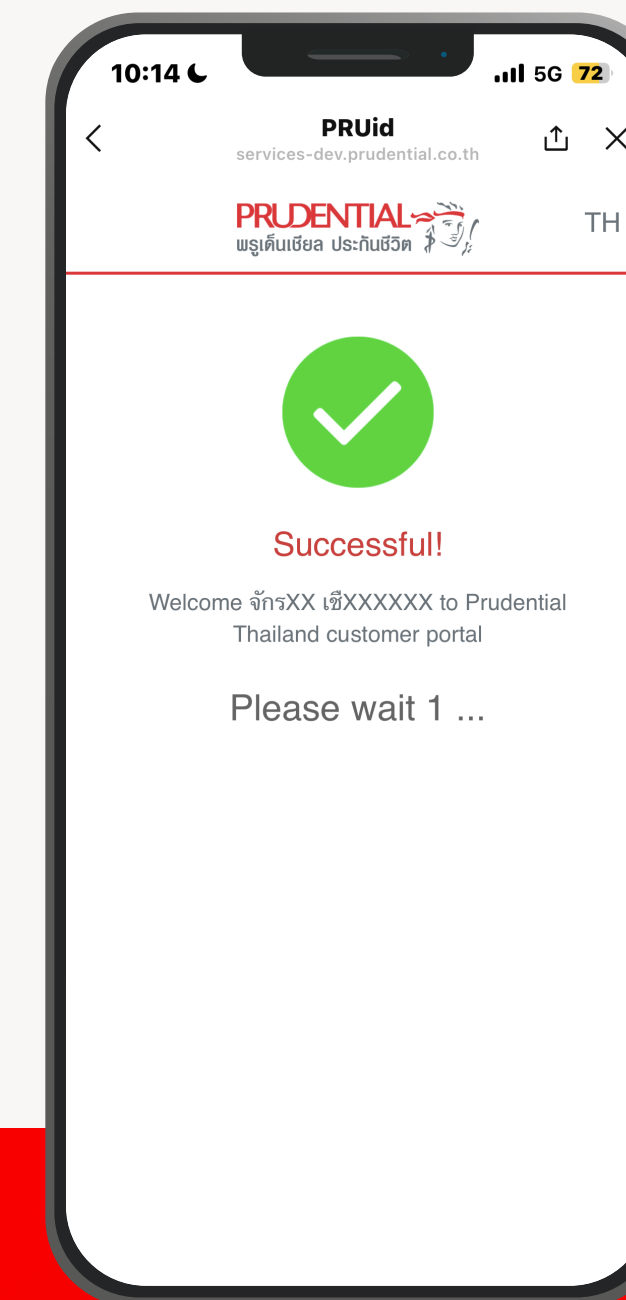
Agree to the **Marketing Consent** and **Data Analytics Consent**.



11

Enter your **email address** to receive the **OTP** the next time you login.

You may receive the OTP via the mobile number or email address provided to the company.



12

You have signed in successfully.