General

1. **What is Pulse?**
   Pulse is a health and fitness app, powered by AI technology, to give you relevant health insights and solutions to assist your journey to wellness.

2. **Who can download and use Pulse?**
   Pulse is available to everyone!

3. **Do I need to pay to use Pulse?**
   The download and usage of Pulse is free of charge. Simple health and fitness solutions are made available on a single platform for you. However, charges may apply for certain in-app services, such as the Online Consultation with a doctor, if you are non-customers of Prudential.

4. **Do I need to be connected to Internet to use Pulse?**
   Yes, you need to be connected to a stable internet to use Pulse.

5. **How do I download and register for Pulse?**
   i. Download "We Do Pulse" app from App Store (iOS users) or Google Play (Android users)
   ii. Upon download and installing, complete your registration either with your current email, Facebook account, Google account or Apple account (iOS users)
   iii. Upon registering, simply follow the instructions to complete your profile as a new user.

6. **I tried to register using my email, but I did not receive the Verification Code for Account Creation.**
   Please check if it is delivered to your Junk or Spam folder.

7. **The font seems to be overlapping in Pulse**
   Please adjust or reduce the font size settings for your phone.

8. **What languages are supported by Pulse?**
   Pulse is available in English and Malay.

9. **Can I customise the tiles displayed?**
   You can only turn on or off the Prayer Time tile at "Account > Settings > Enable Prayers Features"

10. **I tried to verify myself as a Prudential customer, but it says invalid IC?**
    Please ensure that you have entered your IC number that you used to register as a Prudential customer.

11. **How do I update my account information?**
    Click on the "My Profile" under the "Account" tab and proceed to update your details. Remember to click "Save" on the top right corner upon updating

12. **I am not able to change my email address**

Your email address is the unique identifier of your account and cannot be changed. So please ensure you use a valid and current email address for registering as a user. If you wish to use another email for your Pulse account, you are required to re-register as a new user again.

13. **I want to change my password**

You can change your password at the "My Settings > Change Password" option under the "Account" tab.

14. **How do I upload my profile picture?**

You can upload your picture directly from your camera or the album from your mobile device at "My Profile" under the "Account" tab.

15. **How do I share this app to my friends and family?**

Use the 'Share with friends' function on "Home" tab to share the app with your friends and family.

Tap on "Home" Tab and scroll down to look for "Share with friends" tile

Choose from the available social apps to share Pulse app with your friends and family

16. **How do I contact the Pulse by Prudential team?**

You may use the "My Feedback" feature under the "Account" tab to contact us.

17. **I want to be updated with the latest Pulse news**

We will share the latest news or promotion via in-app notification. We highly recommend that you turn on the notifications for Pulse so you can enjoy the best of its capabilities.

18. **I forgot my password. How do I reset my password?**
    Click on "Forgot Password?" at the login page and follow the instructions to reset your password. Note that you will need to access to your registered email account to retrieve a verification code and a temporary password for the rest. If you did not receive any password reset email, please check if it's delivered to your 'Junk' or 'Spam' folder.

19. **Does the health data collected from Pulse impact any underwriting decision?**
    No. This is because Prudential has no access to the health data collected by Pulse.

20. **Will Pulse collect health data?**
    There is no sharing of health data by our partners with Prudential at the moment. If Pulse does so in the future, the data will be released to us ONLY with consent of users.

21. **Are the data collected on Pulse in accordance to the PDPA clause?**
    Yes, Pulse protects your privacy in accordance to the Personal Data Protection Act 2010 of Malaysia ("PDPA").

22. **What device OS (Operating System) versions are supported by Pulse?**
    For best experience on Pulse, please use Android version 8 and above or iOS 12 and above.

23. When I try to download the app, it says 'your device isn't compatible'?
    Ensure your mobile device OS (Operating System) is updated to at least Android version 8 and above or iOS version 12 and above for accessibility.

24. **I am not able to launch my Pulse app.**
    For iOS users, please try to uninstall and reinstall the app. As for Android users, please try to clear the app cache and try again. Your data will remain intact.

Features

What features are available in Pulse?

- **Symptom Checker** – Understand your symptoms better and learn about the potential causes, conditions, and issues with easy-to-understand information when you answer a series of questions with our AI-powered chatbot. Whether it's chest pains, worrying cholesterol levels, a migraine, a headache, or a fever – help is literally a tap away.
- **Healthcheck** – Complete an online assessment and get insights to your health through a Digital Twin.
- **Online Consultation** – See a doctor provided by DoctorOnCall, even when you feel like you can't. Video call or audio call a doctor anywhere you are. The cost for this consultation is RM10.00 for non-Prudential customers and free for Prudential customers. This service is available from 0800-2359 daily.
- **Dengue Alert** - stay alert and predict the next dengue outbreak based on your location up to 3 months in advance.
- **Fitness Tracker** - Imports health data from existing health apps and wearables. Pulse is readily integrated with Apple Health app on your iOS devices or Google Fit app on your Android devices. Other Health and fitness trackers supported currently also include Garmin and FitBit.
- **Locator** - Locate the closest clinic, hospital and medical specialist based on your location.
- **Prayer Time** - Be notified of prayer start and stop times whenever you are.
- **My Health Content** – Whether you're looking for guidance on diets, fitness journey or quick and easy hacks to stay healthy, get inspired by Pulse's simple and useful health, wellness, lifestyle, medical, fitness and nutrition content.
- **My Communities** – Whether you're looking for guidance on diets, fitness journey or quick and easy hacks to stay healthy, get inspired by Pulse's simple and useful health, wellness, lifestyle, medical, fitness and nutrition content and along with like-minded communities.
- **Share with Friends –** enables you to share through various platform such as WhatsApp, SMS, Messenger, Viber and Line.
- **BMI Recorder –** AI-powered feature which predicts your BMI based on your selfie
- **Wrinkle Mirror –** AI-powered feature which predicts your wrinkle index based on your selfie

Rewards

1. **Why I do not see my rewards?**
   You need to complete your user registration and Healthcheck (Health Assessment) before rewards are made accessible under "My Rewards" under the "Account" tab, this includes the Starbucks QR code and the latest reward such as Watsons voucher for new user.
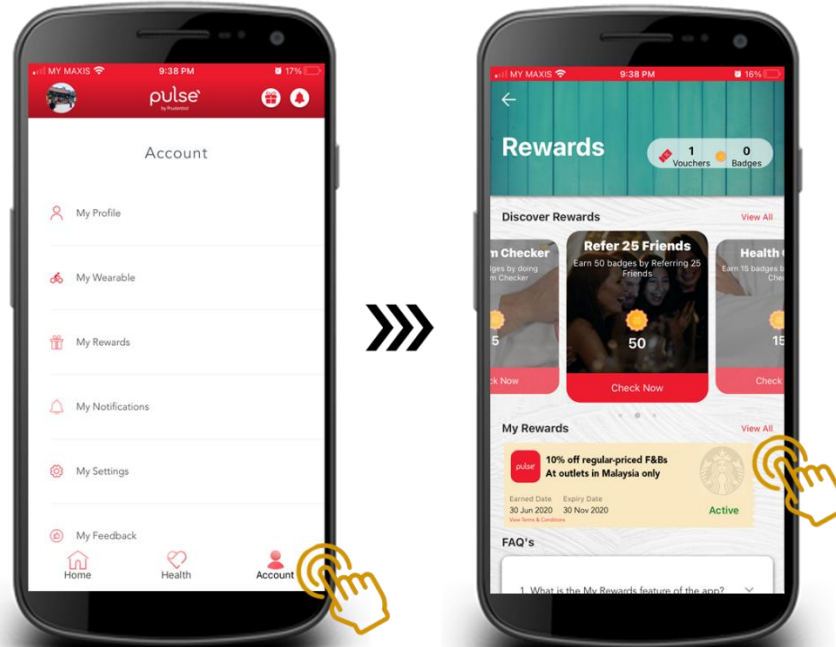
Tap on "Account" Tab
and "My Rewards"

Click to view and check on the
available rewards

2. **Why are my used reward vouchers still showing in My Rewards?**
   Used reward vouchers will be automatically removed from My Rewards once the vouchers have been validated by the Merchant. Reflection of used voucher status may be delayed depending on Merchant verification. If you still wish to clarify your voucher validity, you may write to Pulse team on "My Feedback" under the "Account" tab.