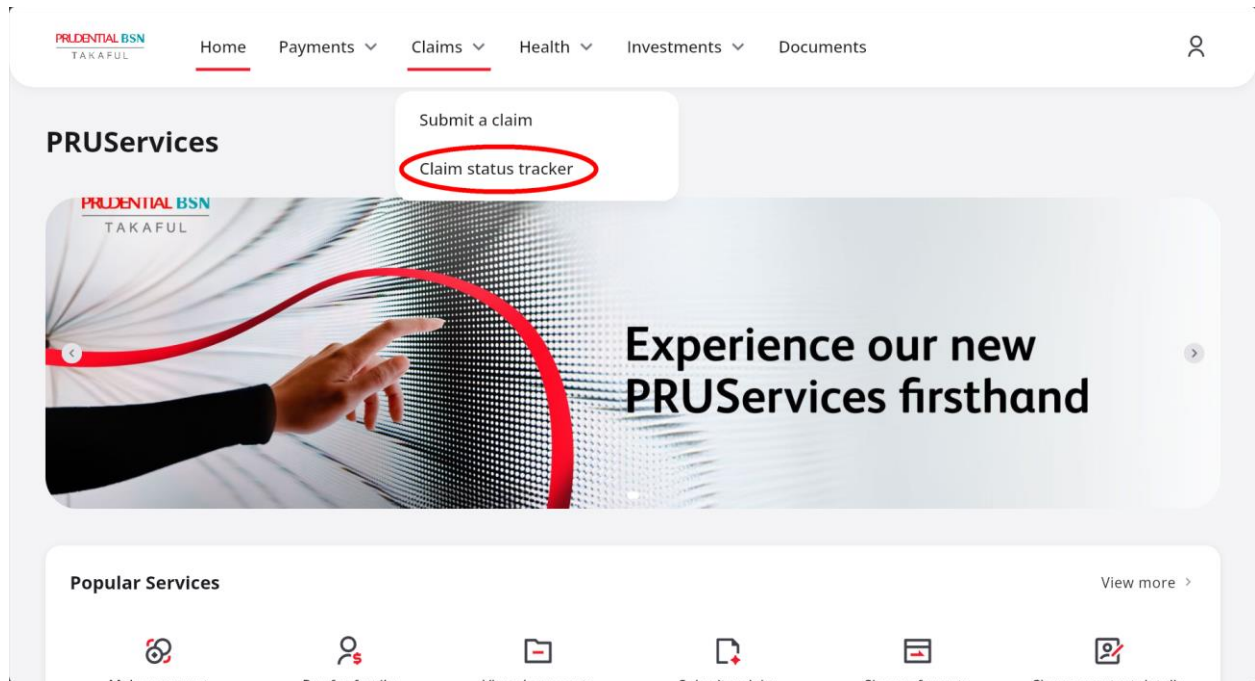


How to Track Claim via PRUServices

Step 1: On the PRUServices homepage, navigate to “**Claims**” tab and select “**Claim status tracker**”.



Step 2: Your submitted medical claims will be listed. Select the claim record you want to track and click **“View claim”**.

Open Claims

PRUDENTIAL BSN
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Home Payments **Claims** Health Investments Documents

Track Claims

Open claims Claims history [+ Submit a Claim](#)

Search by claim number All persons covered All statuses Past 3 years Reset

Approved	Payout amount MYR 1,200.00	Claim number 26027785	View claim >
Person covered	Claim type	Submission date	Latest update
ABCDEFDANISH HASIF BIN AHMAD NIZAM	Hospitalisation/Day Care	16 Mar 2026	Your claim is approved!
Action required	Claim number 26024042	View claim >	
Person covered	Claim type	Submission date	Latest update
ABCDEFDANISH HASIF BIN AHMAD NIZAM	Hospitalisation/Day Care	10 Mar 2026	We need additional information.
In review	Claim number 26000203	View claim >	
Person covered	Claim type	Submission date	Latest update
ABCDEFDANISH HASIF BIN AHMAD NIZAM	Hospitalisation/Day Care	06 Jan 2026	Your claim is in progress.
In review	Claim number 25136439	View claim >	
Person covered	Claim type	Submission date	Latest update
ABCDEFDANISH HASIF BIN AHMAD NIZAM	Outpatient Treatment	20 Nov 2025	Your claim is in progress.
Approved	Payout amount MYR 1,130.00	Claim number 25136403	View claim >
Person covered	Claim type	Submission date	Latest update
ABCDEFDANISH HASIF BIN AHMAD NIZAM	Hospitalisation/Day Care	20 Nov 2025	Your claim is approved!
Approved	Payout amount MYR 406.00	Claim number 25129391	View claim >
Person covered	Claim type	Submission date	Latest update
ABCDEFDANISH HASIF BIN AHMAD NIZAM	Outpatient Treatment	11 Jul 2025	Your claim is approved!

Showing 1-6 of 6 records 1 Showing 10/page

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Claim History

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Home Payments **Claims** Health Investments Documents

Track Claims

Open claims **Claims history** [+ Submit a Claim](#)

Search by claim number All persons covered All statuses Past 3 years Reset


Closed	Claim number 25136212	View claim >	
Person covered	Claim type	Submission date	Latest update
ABCDEFDANISH HASIF BIN AHMAD NIZAM	Hospitalisation/Day Care	13 Nov 2025	Your claim is closed.
Closed	Claim number 25133760	View claim >	
Person covered	Claim type	Submission date	Latest update
ABCDEFDANISH HASIF BIN AHMAD NIZAM	Hospitalisation/Day Care	03 Oct 2025	Your claim is closed.
Closed	Claim number 25133693	View claim >	
Person covered	Claim type	Submission date	Latest update
ABCDEFDANISH HASIF BIN AHMAD NIZAM	Hospitalisation/Day Care	02 Oct 2025	Your claim is closed.

Showing 1-3 of 3 records [1](#) Showing 10/page

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Step 3: The status of your claim will be displayed. If any actions are pending, click **“Go to documents”** to provide the required information or documents.

Note: You will be able to view any outstanding requirement letters or decision letters for your claim, if there are any.

PRUDENTIAL BSN TAKAFUL Home Payments ▾ Claims ▾ Health ▾ Investments ▾ Documents 

[← Back](#)

ABCDEFDANISH HASIF BIN AHMAD NIZAM Action required


We need additional information.

Submission — Processing — Decision

Payout amount	-	Details ^
Claim number	26024042	
Claim type	Hospitalisation/Day Care	
Certificate number	96586968	
Submission date	10 Mar 2026	

ActivityClaimDocuments

Activity Timeline
From recent to oldest

 **Status: Action required (Upload additional document)**
Submit by 09 May 2026

Please submit the additional documents as soon as possible for faster processing. [View letter for details.](#)

Go to documents →

Outstanding requirement letter →

- **Status: In review**
Your claim is under assessment and will be updated with decision within 10 working days.
11 Mar 2026 09:01
- **Status: Submitted**
Your claim has been registered, please allow 13 working days to process.
10 Mar 2026 16:37

Step 4: You may upload the necessary documents and click **“Confirm”**. If there are no actions pending, you may skip this step.

