

Pru-Ease Campaign Frequently Asked Questions (FAQ)

1. What is this campaign about and what is the purpose?

In line with Bank Negara Malaysia (BNM)'s and the national agenda, to encourage consumers to opt for e-payment methods, PruBSN also embarks on a campaign to encourage our existing Participant(s) who are paying contribution via cash/cheque method to convert to Direct Debit (FPX) Recurring payment method via PruBSN Touch.

2. When is the campaign period?

The campaign period starts from 16 December 2020 – 18 January 2021 (both dates inclusive).

3. Who is eligible for this campaign?

- The campaign is open to all existing PruBSN Participant(s) who is paying contribution via cash/cheque payment method.
- The Participant(s) must enroll for **Direct Debit (FPX) Recurring** payment method **via PruBSN Touch** and maintain successful recurring payment for **six (6) months** consecutively.
- Enrolment starts in December, successful recurring payment from 1 January – 30 June 2021.

4. What will be offered to customer if customer participates in this campaign?

Customer will have the opportunity to win RM80 and be in the running to win RM500 from a Rezeki Draw.

5. What are the prizes?

- RM80 x First 1,000 Winners (based on the selection of winners as stated in T&C Clause 4)
- Rezeki Draw: RM500 x 5 Winners (based on the selection of winners as stated in T&C Clause 4)

6. What is the mechanics of this campaign?

a) Visit app.prubsn.com.my/PruBSNTouch

b) Register to PruBSN Touch (if the Participant(s) is not a registered PruBSN Touch user)



c) The Participant(s) shall perform the following actions:

Step 1: Log on to PruBSN Touch

Step 2: Click on Contribution >> **Direct Debit & Card Enrolment**

Step 3: Select “**Direct Debit (FPX)**” as your payment method and select one certificate for enrolment at a time

The screenshot shows the PruBSN Touch web interface. The header is red with the PruBSN logo and navigation links. The main content area is titled "Direct Debit & Card Enrolment". On the left, a box labeled "Select Direct Debit (FPX)" has a red arrow pointing to the "Payment Method" dropdown menu, which is currently set to "Direct Debit (FPX)". Below this, there is a table of certificates. The first certificate is selected with a checkbox. The table has columns for Certificate Number, Person Covered Name, Status, and Enrolled. A red box highlights the first row of the table.

Certificate Number	Person Covered Name	Status	Enrolled
87105118	ABCEFAO HAMDAN BIN ABDUL HALEM	In Force	No
87105101	ABCEFAO HAZIQ ASYRAF BIN ABDUL HAL	In Force	Yes
87105076	ABCEFD ALIFF HAKIM BIN ABDUL HALEM	In Force	No

Below the table, there is a checkbox labeled "Please tick the box if the Participant is the Payor". At the bottom, there is a "Next" button.

Step 4: Fill in all the details, tick on the declaration box and click “Continue”

Step 5: Complete the transaction on the **FPX Internet Bank Login Page**

Step 6: Done. You can view your enrolment transaction on Contribution >> Enrolment History

- d) The Participant’s certificate must be in-force during the six (6) months recurring payment period.
- e) The Participant(s) is encouraged to provide a valid bank account number or update their account details via PruBSN touch (for transfer of prize money).

7. Can customer participate in this campaign if his/her certificate is in-force when he/she opts for the **Direct Debit (FPX) Recurring** payment method but becomes lapse when campaign period ends (30 June 2021)?

No. The Participant’s Certificate must be in-force once he/she opts for the Direct Debit (FPX) Recurring payment method and remain in-force from 1 January – 30 June 2021.

8. Can customer participate in this campaign if his/her certificate is lapsed when he/she opts for the **Direct Debit (FPX) Recurring** payment method?

Yes. If the Participant’s Certificate lapsed in year 2020, he/she MUST revive his/her Certificate, to be able to participate in this campaign.

9. Is there any new takaful participation or payment required to participate in this campaign?

No. No new takaful participation or payment is required to be made by the Participant(s) in order to participate in this campaign.

10. How will Participant(s) know that they have won? When is the announcement of the winners?

The Winners' name and partially masked NRIC numbers will be announced on PruBSN's official corporate website, official Facebook and Instagram page within 30 working days after 30 June 2021.

11. How do winners receive their prize money?

PruBSN will transfer the prize money into the Winners bank account within thirty (30) working days after the Winners Announcement.

(It is strongly encouraged for Participant(s) to update/provide their valid bank account details for PruBSN to transfer the prize money appropriately).

12. Can winners exchange the prizes from this campaign with other prizes of the same value?

No. The prize money cannot be exchangeable or redeemable for any other prize.

13. In the terms & conditions, it is stated that this campaign is open to all Malaysian citizens of age 18 or older. Is this only meant for Certificate holder/Participant(s)?

Yes. This campaign is meant for the Certificate holder/Participant(s) – who is the registered user of PruBSN Touch. (Please refer to T&C Clause 1).

14. Can a customer win more than one (1) prize?

- Yes, this campaign is not limited to one (1) Participant per prize.
- A customer can opt in unlimited number of Certificate(s) to Direct Debit (FPX) Recurring payment method and be eligible to the prizes if the criteria are met.

15. Will there be any letter/SMS/Call or any other platform for Winners notification rather than in the PruBSN's Corporate Website, Facebook and Instagram page? If no, what if winner missed the notification on PruBSN's Corporate Website, Facebook and Instagram page?

Yes, there will be an SMS notification from PruBSN to notify the Winners.

16. I have successfully registered during the campaign period but subsequently, my certificate is terminated. Am I still eligible for the prize money?

No. Your certificate must be in-force until 30 June 2021.

17. Who I can connect with for further clarification?

Should you need further assistance, please contact PruBSN Customer Service at 03-2775 7188 or email to customer@prubsn.com.my

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