

Complaints Handling Process

We're here for you.

1. Let us know your concern or feedback.

a. Call our customer hotlines

8887-5433 (for Metro Manila) or 1-800-10-7785465 (via PLDT landline) for domestic toll-free.

The automated hotline is available 24/7. A Customer Service Representative is also available from Mondays to Fridays, 8:30 a.m. to 6:00 p.m.

b. Send an email

Email our customer helpdesk at contact.us@prulifeuk.com.ph

For standard inquiries, please expect Pru Life UK to respond and resolve within 24 to 48 hours from receipt of your email.

For complex concerns, Pru Life UK will provide feedback and resolution within 24 hours to 10 working days.

c. Visit us at our Head Office or any of our branches nationwide

Pru Life UK's Business Center is located at the Ground Floor Cluster 2 Uptown Parade, Megaworld Blvd. corner 36th street, Uptown Bonifacio, Taguig and is open on weekdays from 9:00 a.m. to 6:00 p.m.

For location and contact details of our branches, you may refer to <https://www.prulifeuk.com.ph/en/location-finder/>.

d. Contact your servicing agent

They can help you reach us and file your concerns through our customer hotline, email address, head office or any of our branches.

2. Acknowledgment of concern/complaint

Concerns/complaints filed through the following channels are acknowledged, logged, and monitored by our customer service team until these are resolved:

a. Email

You will receive an acknowledgement within 24 hours.

b. Customer service hotline

You will receive a verbal acknowledgment from our Customer Service Representative during the phone call.

c. *At head office business center or branch*

You will receive an acknowledgment as soon as a Customer Service Representative attends to you.

3. Complaint resolution

Our goal is to close all concerns and complaints within a reasonable time. Simple cases shall be resolved within 48 hours, while complex cases may take up to 10 working days. Expect to receive either a call, email, or closing letter/note from our customer service team once the filed concern/complaint is resolved.

4. Complaint escalation

The Insurance Commission is ready at all times to render assistance in settling any controversy between an insurance company and a policyowner relating to insurance matters. Should you wish to escalate any concern or complaint, you may contact the Insurance Commission at:

Insurance Commission

IC Manila – 1071 United Nations Ave., Ermita, Manila

Trunkline: (632) 8523 84 61 to 70 local 127/103

Direct: (632) 8404-17-58

<https://www.insurance.gov.ph>.