

User guide

PruRetire

Managing your plan online

PruRetire gives you easy and secure access to your pension plan online at your convenience.

It allows you to:

- View the current value of your pension fund
- Illustrate the pension that you could buy when you retire
- Access information on fund prices and fund factsheets
- See transactions on your account
- Review or change your investment choices at any time
- Change your personal details
- Update and amend your contribution (where available)
- Download useful and important literature
- Access links to pension information websites

Some functionality is not available to everyone and is dependent on agreement with your employer or the trustee of the scheme.

If you have any issues or questions when registering or logging in, please call **0345 301 3009** for support. AVC customers should call **0345 600 0343**. Lines are open Monday to Friday, 8.30am to 6pm.

Getting started

To register, visit pruretire.co.uk and follow the steps below:

- 1 The first time you access PruRetire, you need to create your own:
 - Login name
 - Password
 - Security question and answer

You'll need your National Insurance number (this can be found on your annual statement).

- 2 You'll need to provide some basic information to set up your account. You'll also be required to select the method you'd like your PIN to be sent to you – SMS text message or email. If you've not received your PIN by email after 30 minutes, please check your 'Junk' folder as it may be there.

- 3 You'll automatically be directed to the next step. Please enter the PIN you received.

Please note

If you've started the registration process (added an email address and a login name) and are interrupted or come off the webpage, the system has your details saved. If you try to register again using the same details the system will not allow it. Please call **0345 301 3009** for support. AVC customers should call **0345 600 0343**. Lines are open Monday to Friday, 8.30am to 6pm.

The screenshot shows the 'Step 1 - Login Details' registration page. At the top, there is a navigation bar with the PruRetire logo, a menu icon, and links for 'Login', 'Register', 'Contact Us', and 'Home'. The main heading is 'Step 1 - Login Details'. Below this, there is a security section with a CAPTCHA image and a 'Refresh' button. A message states: 'Please enter the Security Code shown above to proceed.' Below this is a 'Security Code' input field. The 'Login Details' section includes a 'Login Name' input field, followed by a list of criteria: 'Must be a minimum of six alphanumeric characters', 'Must contain only alphanumeric characters'. Below this is a 'Password' input field, followed by criteria: 'Must not be on the exclusion list', 'Be 8 or more characters long', 'Must contain number(s)', 'Must contain lower case letter(s)', 'Must contain an upper case letter OR punctuation character'. A note states: 'It is strongly advised you do not enter a Password that you have previously used'. Below the password field are 'Confirm Password', 'Security Question', and 'Security Question Answer' input fields. The 'Contact Details' section includes 'Your Email Address', 'Confirm Email Address', 'Mobile Telephone Number', and a dropdown for 'I wish to receive my PIN via' (set to 'Email'). The 'Personal Details' section includes 'National Insurance Number', 'Surname', 'Gender' (a dropdown menu), and 'Date of Birth (DD/MM/YYYY)'. At the bottom, there is a checkbox for 'I have read and agree with the Terms and Conditions', a warning icon and text: 'Indicates that required data has not been input correctly. Should you require additional information, please hover over the relevant icon and guidance will be displayed in order to help you proceed. Fields marked with an asterisk (*) are mandatory.', and two buttons: 'Submit' and 'Reset'.

How to log in

- 1 Enter your Login Name.



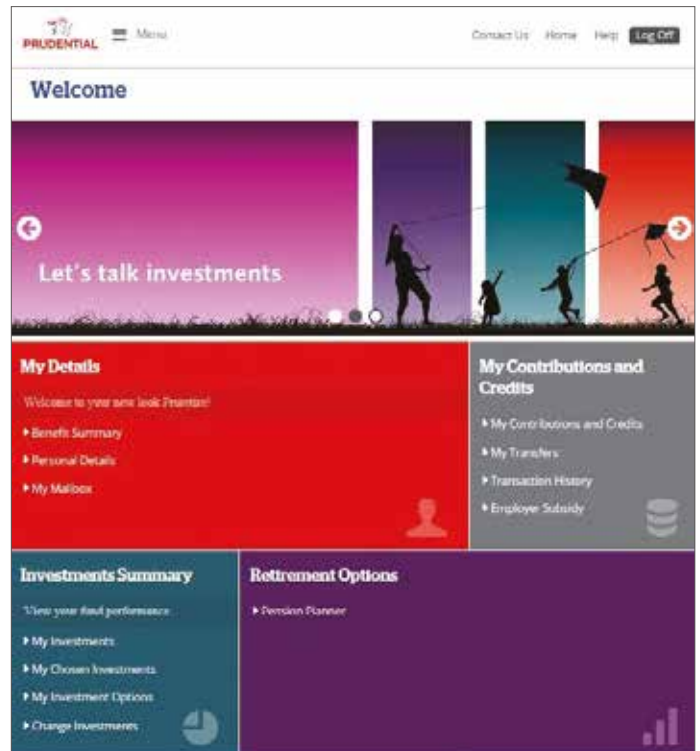
- 3 You'll be taken to the Information Centre screen where you should click on 'Proceed' to be taken to the main site.



- 2 Enter 3 characters from your Password and PIN.



- 4 From the home page and menu bar, you can navigate through the site.



pru.co.uk

"Prudential" is a trading name of The Prudential Assurance Company Limited (PACL) which is registered in England and Wales. Registered Office at 10 Fenchurch Avenue, London EC3M 5AG. Registered number 15454. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.