

Prudential's eInterview

FREQUENTLY ASKED QUESTIONS

With eInterview, you'll be able to skip the typical phone interview and answer your questions online. Read the FAQs below for more details about eInterview.



Question

Answer

1. Is the personal information I provide through eInterview secure?	Yes. Prudential respects your privacy, and we're committed to protecting it. Our policies and procedures are designed to protect the confidentiality and security of our customers' personal information. Visit our Privacy Center for more information.
2. How long will it take to complete the eInterview?	Most interviews take about 20 minutes, although it could be shorter or longer depending on your answers.
3. When can I complete the eInterview?	The eInterview website is available 24/7 so you can complete your interview when it's most convenient for you. Although keep in mind that the sooner you complete the interview, the sooner you'll get a decision.
4. Can I complete my eInterview on a tablet or smartphone?	Yes. The eInterview is compatible with desktop and laptop computers, tablets, and smartphones as well as all popular operating systems and web browsers. The desktop and laptop experience is the most popular.
5. Do I have to complete my eInterview in a single session?	You can complete your interview in a single session or over multiple sessions, at your convenience. At any point during the eInterview you can save your progress by clicking Exit & Continue Later at the top right-hand corner of the screen. When you're ready to continue, click the link in the email that you used to access the site the first time.
6. I can't find the email I need to log back in and complete my eInterview. What do I do?	Please contact your financial professional and ask to have a new eInterview email sent.

INVESTMENT AND INSURANCE PRODUCTS ARE:

- NOT FDIC INSURED
- NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY
- NOT A DEPOSIT OR OTHER OBLIGATION OF, OR GUARANTEED BY, ANY BANK OR ITS AFFILIATES



Question

Answer

7. What should I do if I'm experiencing technical difficulties with the site?

If the site isn't working properly, or you're experiencing technical difficulties, try these tips:

- Click Exit & Continue Later at the top right-hand corner of the screen and close your browser. Then, clear your web browser's cache and log back in to eInterview by clicking the link in the email that you used to access the site the first time.
- Try logging in with a different web browser or on a different device. Although rare, conflicts with certain platforms or web browsers may occur.
- If you continue to experience technical difficulties, please contact your financial professional.

8. Is the eInterview available in languages other than English?

eInterview is only available in English at this time.

9. Can I change my answers once I've completed my eInterview?

If you need to update any of the information you've submitted, please contact your financial professional and let them know that you need to update your eInterview.

The eInterview is an easy and convenient way for you to provide the information needed to process your life insurance application. If you have any additional questions about eInterview, please contact your financial professional.

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The availability of coverage and rates will vary based on company underwriting criteria including, but not limited to, age, sex, health history, smoking status, and residency. Underwriting rules are subject to change at our discretion.

Life insurance is issued by The Prudential Insurance Company of America and its affiliates.