Prudential Annuities: Supporting you at this time

Should you need assistance in any way, the Prudential Annuities Service team stands ready. We have extensive remote capabilities and a fully mobilized workforce in place to ensure continuity. The well-being of our customers, financial professional partners, employees and communities is our number one priority.

Here's what you need to know about Prudential Annuities Service:

- A dedicated number **(800-556-8527)** has been set up for any customers or their loved ones who have been directly affected by COVID-19.
- Our New Business team remains focused on processing applications. Financial professionals may continue to check the status of pending new business cases in the FP Portal "Account Viewer."
- The Prudential Annuities Contact Center has adjusted hours to 8 a.m. to 6 p.m. Monday through Friday and, as expected, is experiencing high call volumes. As always, we continue to offer various service capabilities through our websites as outlined below.

Customer capabilities on Prudential.com include:

- The ability to view account values, including living benefit values and breakdowns of how the account is currently invested; transaction history; prices and performance on subaccounts; documents (transaction confirmations, quarterly statements); tax forms.
- The ability to perform investment reallocations.

FPs can access the following functionality on the FP Portal include:

- In addition to the same view capabilities that customers have on Prudential.com, financial professionals can view new business status and detailed information on products and benefits.
- The ability to perform reallocations, if authorized by the client; perform block transfers; run illustrations; and run book of business reports.

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