

Fund Guide

International Portfolio Bond

Introduction to this guide

Our PruFund funds

We've produced this guide to help you and your financial adviser understand more about the PruFund funds available through the International Portfolio Bond, including our PruFund Planet funds.

You can find out more information about how we manage our funds in the 'Your With-Profits Bond – a guide to how we manage the Fund' document which is available on our website.

Other available funds

The International Portfolio Bond offers more investment choice than just our PruFund funds. Those choices include the Prudential Risk Managed Active and Risk Managed Passive funds, as well as a range of fund options from leading external fund managers.

Please read this guide thoroughly

It's not intended as advice or to give you a recommendation, but to give you and your adviser the information you need to help you make your fund choices. If you have any questions about our funds or the International Portfolio Bond, we recommend you speak to your adviser.

You may see words and/or terms that you are not sure about. We've included a glossary of useful investment terms on pages 13 to 15 that can help with some of these. Your adviser can also help.

Once you've read this guide, please see page 16 for details of what you need to do next.

Some important notes we'd like you to read:

- The value of your investment can go down as well as up so you might get back less than you put in.
- We'd like everyone to find it easy to deal with us. Please let us know if you need information about our plans and services in a different format.
- All our literature is available in audio, large print or braille versions. If you'd like one of these, please call our Prudential International Customer Services team on 0345 600 0614 or +44(0)131 608 1767 if calling from abroad, Monday to Friday 9am to 5pm (we're not open on bank holidays). We might record your call for training and quality purposes.
- The types of assets a fund invests in will have a significant effect on its performance. Generally, the higher the potential returns, the higher the risk.
- A fund's name isn't indicative of the risk it may take.
- The information in this guide is correct as at 19 January 2026, unless otherwise stated.
- This guide doesn't take account of current market conditions or other short-term fund specific changes.
- All views are Prudential International's. This guide is not providing investment advice or a recommendation.
- This product is an international bond.

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For important decisions it's always good to talk to experts who can help you. That's why we recommend that you discuss fund selection with your financial adviser or nominate a suitably qualified investment adviser to provide investment advice.

Information to read before making a decision

In this section, you may see words and/or terms that you are not sure about. We've included a glossary of useful investment terms on pages 13 to 15 that can help with some of these.

Environmental, Social and Governance (ESG) and PruFund

Our existing PruFund range is focused on responsible investing such as avoidance of harms via exclusions and mitigating ESG risks.

We incorporate ESG factors into our investment decisions to better manage risk and generate sustainable, long-term returns and drive improvement on diversity and climate.

If you want to know that some of your money is used to invest in companies that are helping to solve some of the global challenges, whilst supporting your financial goals and potential competitive returns, the PruFund Planet funds can be the right investment product for you.

Whilst they feature a very similar asset allocation at the broad asset class level, they will predominantly invest in underlying funds that are not present in our existing PruFund ranges. PruFund Planet aims to generate differentiated investment outcomes to the existing PruFunds.

Our PruFund Planet funds follow the established PruFund process and philosophy, aiming to provide a smoothed investment experience for customers.

How do the PruFund funds work?

Prudential's PruFunds aim to grow your money over the medium to long term (at least 5 to 10 years) with a view to providing you with a smoother investment journey. That's thanks to our smoothing process and multi-asset approach; achieved through being part of Prudential's With-Profits Fund. This aims to spread the risk to your investment, which can help provide more stable returns.

Like most investments, the value of the underlying funds change daily, up or down. PruFund's smoothing process aims to reduce the impact of these movements over the short term, using Expected Growth Rates and where required, Unit Price Adjustments, to deliver a smoothed investment journey.

We set Expected Growth Rates (EGRs); these are yearly rates your investment will normally grow at. They reflect our view of how we expect the underlying assets of the PruFund funds to perform over the long term (up to 15 years). While the EGR reflects our long term view, we also need to check that the fund is performing as expected; if not an adjustment may be needed to your fund value, either up or down. These are called Unit Price Adjustments (UPAs) and there are limits which set out when one would be required.

There may be occasions where we must adjust the value of your investment to ensure continued fairness for all customers in our With-Profits fund, although we expect these to be used in highly unusual circumstances. A Unit Price Reset is where we reset the smoothed price (sometimes called unit price) to the unsmoothed price on a particular day. Suspension of Smoothing is where we suspend the smoothing process for a period of consecutive days, to protect our With-Profits Fund and those invested in it.

Please note guarantees are currently not available.

Please refer to 'Your With Profits Bond – A guide to how we manage the fund' and 'Your guide to investing in the PruFund Range of Funds' for more information. Both are available from a financial adviser.

Moving money in

It is only possible to invest in PruFund on specific dates in the year (PruFund Investment Dates). Any investment we receive in between these dates will be put into a PruFund Holding Account until the next PruFund Investment Date.

While your money is in the Holding Account, it increases daily in line with the Expected Growth Rate applicable to the main Fund. During this time, we apply product charges but the investment will not be subject to any Smoothing adjustments, Unit Price Resets or Suspension of Smoothing.

There is an associated Holding Account for each PruFund. Your money will be transferred into your chosen fund at the next "PruFund Investment Date".

Moving money out

You can leave PruFund at any time, there is no fixed term, but there is a 28 day delay if you are moving out of a PruFund to another fund. The transaction will not be processed until day 28, using prices from that date.

Currently there is no delay on moving out of PruFund if you are leaving the product, but we could introduce one if we needed to do so to protect all With Profits policyholders.

For more details, please refer to your Key Features Document.

Exceptional circumstances

For any fund, there may be a separate delay in buying, selling or switching of units. These delays will only apply in exceptional circumstances.

We wouldn't expect delays to be longer than six months for funds that predominately invest in property or land and one month for other funds. However we can't guarantee that we'll never delay longer than these timescales. If these delays apply to you, we'll let you know.

There's more information in the Contract Conditions and Important Information Booklet that we send when you take out your bond. You can ask us for a copy at any time.

External funds

In addition to offering the range of PruFund funds, the International Portfolio Bond also offers a wide choice of collective investments from M&G plc and other well known external fund managers.

Cash

Your bond will include a Cash Account, which you can choose to hold money in as part of your investment selection. You may also select cash funds from external fund managers as part of the available fund range. Cash is not suitable as a long term investment. If you are invested in cash the return you achieve may be less than inflation and may not be enough to cover product charges.

Compensation

Prudential International exceeds its capital requirements and is financially strong. However, in the unlikely event that Prudential International, the fund manager, Prudential in the UK or the custodian of fund assets should fail to meet their financial obligations, you may face financial loss. Prudential International products will not be covered by a government-backed financial guarantee scheme, including the FSCS in the UK.

The Fund Value

The value of an investment can go down as well as up and the value in the future may be less than the amount invested. For PruFund what you receive will depend on the value of the underlying investments, the Smoothing Mechanism including the level of Expected Growth Rates and any applicable Unit Price Adjustments, our charges, if there is a guarantee and when you take your money out.

When you take money out and/or when we take a charge this will reduce the value of your investment.

Bond Charges

Product Charge

We take a product charge from your bond each month. The amount we take is calculated as a percentage of the total fund value for your bond at that time. For more information please refer to your Key Features Document.

Fund charges and further costs

Annual Management Charge

The majority of funds available have a charge applied by the fund manager for the management and administration of that fund and this charge is reflected in its unit price. This charge will vary between funds and may change over time. Where you have invested in PruFund, this charge can also be referred to as an Annual Management Charge.

Information about investment charges and costs can be found in the fund factsheets, in the Investment Option Documents and, for external funds, also in the Key Investor Information Documents on the relevant fund manager's website.

Further costs related to investing

In addition to the annual management charge, there may be further costs incurred. Where these are applicable, they're paid for by the fund and will impact on the overall performance. Some examples of what these further costs might include are shown below. These aren't listed in order of importance, they won't necessarily apply to all funds, and this isn't an exhaustive list.

Further Costs and Transaction Costs are factored into the setting and reviewing of Expected Growth Rates, so aren't shown separately in any projections covering PruFund.

Further costs might be incurred by Prudential International or, where it's applicable, any fund our fund invests in (see the 'Investment aims' for information on where a fund might invest).

Fund charges and further costs may vary in future and they may be higher than they are now. If fund charges and further costs exceed the return earned, the fund will go down in value.

If the taxation treatment of the funds changes, we reserve the right to change the arrangements for the investment of the underlying assets of the funds.

Name	What this means	Where applicable, are they included in the further costs figures shown on fund factsheets?	If they're applicable, then where would they appear in a Key Information Document or Investment Option Document?
Further costs	<p>Miscellaneous fund administration fees and costs There can be a number of different administration fees and costs associated with funds. These can include, for example, audit fees, custody fees, infrastructure costs, registrar fees, regulatory fees, stock lending fees, and trustee fees.</p> <p>Property expenses For funds that invest in property, either directly (i.e. the fund owning physical property) or indirectly (i.e. owning units in a property fund or shares in a property company) there are costs incurred for managing these properties. These can include costs for development, maintenance, oversight and renovation of the properties held, collecting rents, and managing tenants, as well as running costs that cannot be passed onto tenants.</p>	These are factored into the setting and reviewing of Expected Growth Rates, so aren't shown separately on PruFund fund factsheets.	In 'Other ongoing costs'.
Performance fees	In some funds the fund managers are paid a fee depending on how they perform.	No, but if they're applicable they will impact on the performance of a fund.	In 'Performance fees'.
Transaction costs	When a fund manager trades the investments in a fund (for example, makes a decision to sell one holding and buy another) there are associated costs, for example taxes.	No, but if they're applicable they will impact on the performance of a fund.	In 'Portfolio transaction costs'.

Further information

Please refer to 'Your With Profits Bond – A guide to how we manage the fund' and 'Your guide to investing in the PruFund Range of Funds' for more information. www.pru.co.uk/funds/ppfm/

Your investment options

The International Portfolio Bond gives access to a wide range of investment funds – funds which vary in terms of the assets they hold, the different geographies and sectors they invest in, with different fund management styles and risk ratings.

You can hold any combination of investment options, including our established PruFund range of funds, our Risk Managed Active, Risk Managed Passive and Ethical, Social & Governance (ESG) fund ranges, as well as hundreds of collective funds within one bond.

This gives you the opportunity to choose the type and combination of investments that best suit your needs and, if your attitude to risk, or your circumstances change, you can tailor your investments to meet those needs.

Balancing risk and reward

Choosing where to invest your money is an important decision.

When investing in the International Portfolio Bond, it's important to consider the different levels of risk associated with the range of funds available to you. You should read our relevant Investor Options Document(s) and the fund manager's own Key Investment Information Document(s) as appropriate. These include important information which may help you make up your mind, including a risk rating for the fund to help you understand the different levels of risk. These can be found on our website at: www.pru.co.uk/investments/investment-fund-range/productlibrary/ or where relevant, the fund manager's own website.

Available Prudential International PruFund Funds and their Investment aims

This section includes information on the funds and investment aims of the PruFund range of funds. This should help you to understand what each fund aims to do and where your money might be invested.

In this section, you may see words and/or terms that you are not sure about. We've included a glossary of useful investment terms on pages 13 to 15 that can help with some of these.

You'll find a Key Information Document for the relevant International Portfolio Bond (either Life Assured or Capital Redemption version) and associated Investment Option Documents for each of the funds that are open to new investors at www.pru.co.uk/investments/investment-fund-range/productlibrary/

These documents include information such as:

- Investment objective
- Risk indicator
- Charges

It is very important that you read these documents before making an investment decision.

If you have any questions about this product or your fund choice then we recommend you speak to your financial adviser.

To help better understand our PruFunds, your adviser can help you to find our 'Your guide to investing in PruFund range of Funds' (NIPB529219) document for this product.

You might also find our 'PruFund Explained' video useful. It covers smoothing and other terms used in the following pages. You can find it here: mandg.com/pru/customer/en-gb/funds/investment-fund-range/prufund

Available PruFund funds

Some funds can invest in more than one asset type to try and reduce the risk of losing money. So they're not relying on the performance of an individual asset or assets of the same type. The funds on this and the next pages are all invested in The Prudential Assurance Company Limited (PAC) With-Profits Fund. The funds aim to protect investors from the impact of short term market volatility using "smoothing" mechanisms.

PIA PruFund Cautious Sterling – Series C

The fund aims to produce growth over the medium to long term (5 to 10 years or more) using a cautious approach to investing while smoothing some of the ups and downs of short-term investment performance. The fund spreads investment risk by investing in a range of different asset types, which currently includes UK and international equities, property, fixed interest securities, index-linked securities, cash and other specialist investments. The cautious approach to investment means the fund aims to invest 50-75% in fixed interest securities, index-linked securities and cash, although we may occasionally move outside this range to meet the fund objectives.

PIA PruFund Growth Sterling – Series C

The fund aims to produce growth over the medium to long-term (5 to 10 years or more) while smoothing some of the ups and downs of short-term investment performance. The fund spreads investment risk by investing in a range of different asset types, which currently includes UK and international equities, property, fixed interest securities, index-linked securities and other specialist investments.

PIA PruFund Planet 1 Sterling – Series C

The fund aims to produce growth over the medium to long-term (5 to 10 years or more) while smoothing some of the ups and downs of short-term investment performance. The fund spreads investment risk by investing in a range of different asset types, which currently includes UK and international equities, property, fixed interest securities, index-linked securities and other specialist investments. The fund is actively managed and aims to limit the fluctuations ('volatility') the fund experiences to 9% per annum (before smoothing). There is no guarantee the fund will achieve its objective of managing the volatility below this limit. In addition to generating financial returns most of the underlying funds apply at least one of the three ESG investing approaches:

1. Mitigating Environmental, Social and Governance risks and minimising negative outcomes
2. Pursuing Environmental, Social and Governance opportunities
3. Focussing on addressing environmental and social issues.

PIA PruFund Planet 2 Sterling – Series C

The fund aims to produce growth over the medium to long-term (5 to 10 years or more) while smoothing some of the ups and downs of short-term investment performance. The fund spreads investment risk by investing in a range of different asset types, which currently includes UK and international equities, property, fixed interest securities, index-linked securities and other specialist investments. The fund is actively managed and aims to limit the fluctuations ('volatility') the fund experiences to 10% per annum (before smoothing). There is no guarantee the fund will achieve its objective of managing the volatility below this limit. In addition to generating financial returns most of the underlying funds apply at least one of the three ESG investing approaches:

1. Mitigating Environmental, Social and Governance risks and minimising negative outcomes
2. Pursuing Environmental, Social and Governance opportunities
3. Focussing on addressing environmental and social issues.

PIA PruFund Planet 3 Sterling – Series C

The fund aims to produce growth over the medium to long-term (5 to 10 years or more) while smoothing some of the ups and downs of short-term investment performance. The fund spreads investment risk by investing in a range of different asset types, which currently includes UK and international equities, property, fixed interest securities, index-linked securities and other specialist investments. The fund is actively managed and aims to limit the fluctuations ('volatility') the fund experiences to 12% per annum (before smoothing). There is no guarantee the fund will achieve its objective of managing the volatility below this limit. In addition to generating financial returns most of the underlying funds apply at least one of the three ESG investing approaches:

1. Mitigating Environmental, Social and Governance risks and minimising negative outcomes
2. Pursuing Environmental, Social and Governance opportunities
3. Focussing on addressing environmental and social issues.

PIA PruFund Planet 4 Sterling – Series C

The fund aims to produce growth over the medium to long-term (5 to 10 years or more) while smoothing some of the ups and downs of short-term investment performance. The fund spreads investment risk by investing in a range of different asset types, which currently includes UK and international equities, property, fixed interest securities, index-linked securities and other specialist investments. The fund is actively managed and aims to limit the fluctuations ('volatility') the fund experiences to 14.5% per annum (before smoothing). There is no guarantee the fund will achieve its objective of managing the volatility below this limit. In addition to generating financial returns most of the underlying funds apply at least one of the three ESG investing approaches:

1. Mitigating Environmental, Social and Governance risks and minimising negative outcomes
2. Pursuing Environmental, Social and Governance opportunities
3. Focussing on addressing environmental and social issues.

PIA PruFund Planet 5 Sterling – Series C

The fund aims to produce growth over the medium to long-term (5 to 10 years or more) while smoothing some of the ups and downs of short-term investment performance. The fund spreads investment risk by investing in a range of different asset types, which currently includes UK and international equities, property, fixed interest securities, index-linked securities and other specialist investments. The fund is actively managed and aims to limit the fluctuations ('volatility') the fund experiences to 17% per annum (before smoothing). There is no guarantee the fund will achieve its objective of managing the volatility below this limit. In addition to generating financial returns most of the underlying funds apply at least one of the three ESG investing approaches:

1. Mitigating Environmental, Social and Governance risks and minimising negative outcomes
2. Pursuing Environmental, Social and Governance opportunities
3. Focussing on addressing environmental and social issues.

PIA PruFund Risk Managed 1 Sterling – Series C

The fund aims to produce growth over the medium to long-term (5 to 10 years or more) while smoothing some of the ups and downs of short-term investment performance. The fund spreads investment risk by investing in a range of different asset types, which currently includes UK and international equities, property, fixed interest securities, index-linked securities and other specialist investments. The fund is actively managed and aims to limit the fluctuations ('volatility') the fund experiences, to 9% per annum (before smoothing). There is no guarantee that the fund will achieve its objective of managing the volatility below this limit.

PIA PruFund Risk Managed 2 Sterling – Series C

The fund aims to produce growth over the medium to long-term (5 to 10 years or more) while smoothing some of the ups and downs of short-term investment performance. The fund spreads investment risk by investing in a range of different asset types, which currently includes UK and international equities, property, fixed interest securities, index-linked securities and other specialist investments. The fund is actively managed and aims to limit the fluctuations ('volatility') the fund experiences, to 10% per annum (before smoothing). There is no guarantee that the fund will achieve its objective of managing the volatility below this limit.

PIA PruFund Risk Managed 3 Sterling – Series C

The fund aims to produce growth over the medium to long-term (5 to 10 years or more) while smoothing some of the ups and downs of short-term investment performance. The fund spreads investment risk by investing in a range of different asset types, which

currently includes UK and international equities, property, fixed interest securities, index-linked securities and other specialist investments. The fund is actively managed and aims to limit the fluctuations ('volatility') the fund experiences, to 12% per annum (before smoothing). There is no guarantee that the fund will achieve its objective of managing the volatility below this limit.

PIA PruFund Risk Managed 4 Sterling – Series C

The fund aims to produce growth over the medium to long-term (5 to 10 years or more) while smoothing some of the ups and downs of short-term investment performance. The fund spreads investment risk by investing in a range of different asset types, which currently includes UK and international equities, property, fixed interest securities, index-linked securities and other specialist investments. The fund is actively managed and aims to limit the fluctuations ('volatility') the fund experiences, to 14.5% per annum (before smoothing). There is no guarantee that the fund will achieve its objective of managing the volatility below this limit.

PIA PruFund Risk Managed 5 Sterling – Series C

The fund aims to produce growth over the medium to long-term (5 to 10 years or more) while smoothing some of the ups and downs of short-term investment performance. The fund spreads investment risk by investing in a range of different asset types, which currently includes UK and international equities, property, fixed interest securities, index-linked securities and other specialist investments. The fund is actively managed and aims to limit the fluctuations ('volatility') the fund experiences, to 17% per annum (before smoothing). There is no guarantee that the fund will achieve its objective of managing the volatility below this limit.

Some useful investment terms

Learn about some investment related terms

This is a high-level guide to some useful investment terms. It's not meant to cover every term you may come across and you may not find each item in the glossary within this guide. Please speak to your financial adviser if you need help or want to know more about terms used around investments.

“Blue Chip” Companies

Large companies which are known for their strong reputation and financial stability.

Bonds (and Fixed Interest Securities)

A bond is an 'I owe you' that promises to pay an amount of money on a specified date and pay a fixed rate of interest along the way. Companies and governments can issue bonds when they want to raise money. Bonds issued by companies are called corporate bonds. Bonds issued by the UK government are called gilts and those issued by the US government are called treasury bonds.

Collective Investment Schemes

These are funds where many investors pool their money together within a single investment fund. This allows them access to a wider range of investments than they could on their own. You'll also share both the costs and potential benefits with other investors. Collective Investment Schemes, such as OEICs, Unit Trusts, Mutual funds, usually target investments in geographic regions (like emerging market countries) or specific themes (like technology or property).

Corporate Bonds

These are loans to companies where the buyer of the corporate bond lends money in return for regular interest payments and the promise that the amount loaned will be repaid on a set future date.

Derivatives

These are financial products like futures and options which are generally an arrangement between different parties to buy or sell a standard quantity of a specified asset on a fixed future date at a price agreed today.

Equities

Equities are also known as shares or stocks. They are a share of the ownership of a company. When you invest in equities, you become a shareholder.

Financial Times Stock Exchange (FTSE)

Source: London Stock Exchange Group plc and its group undertakings (collectively, the "LSE Group"). © LSE Group 2025. FTSE Russell is a trading name of certain of the LSE Group companies. e.g., "FTSE®" "Russell®", "FTSE Russell®", "MTS®", "FTSE4Good®", "ICB®", "Mergent®", "The Yield Book®," are a trademark(s) of the relevant LSE Group companies and are used by any other LSE Group company under license. "TMX®" is a trademark of TSX, Inc. and used by the LSE Group under license. All rights in the FTSE Russell indexes or data vest in the relevant LSE Group company which owns the index or the data. Neither LSE Group nor its licensors accept any liability for any errors or omissions in the indexes or data and no party may rely on any indexes or data contained in this communication. No further distribution of data from the LSE Group is permitted without the relevant LSE Group company's express written consent. The LSE Group does not promote, sponsor or endorse the content of this communication.

Floating Rate Notes

Short-term loans to financial companies, like banks. The investor receives interest payments, which may go up or down, and at the end of an agreed period the company has to repay the original loan.

Government Bonds

Loans to the government where the buyer of the government bond lends money to the government. In return, they get regular interest payments and the promise that the initial sum will be repaid on a specified later date. Bonds issued by the UK government are called gilts and those issued by the US government are called treasury bonds.

Hedging

This is a strategy used to help reduce or limit financial risk. It involves making a deal in one market in order to try to protect against possible losses in another. Often used by Hedge Funds.

Index-Linked Securities

Are similar to fixed interest investments but the payments to the investor are designed to increase in line with inflation.

Investment Grade

A credit rating agency such as Standard & Poor's, can assess the reliability of corporate and government bonds and give a rating. The rating indicates whether the agency believes that the bond issuer has a relatively low risk of missing payments to the buyer of the bond. Bonds with credit ratings of AAA, AA, A or BBB are considered investment grade, while those rated BB or lower are often referred to as junk bonds.

Money Market Investments

These are cash and investments similar to cash such as bank deposits, certificates of deposits, fixed interest securities or floating rate notes. They usually have a life of less than a year.

OEIC (Open Ended Investment Company)

An OEIC is a type of investment fund that allows investors to pool their money together to invest in a portfolio of companies, assets and other commodities with the aim of generating a return. The OEIC is equally divided into shares which will vary in price and in the number issued. When new money is invested, additional shares or units are created to match the current share price.

Preference Shares (also called Preferred Stock or Preferred Shares)

Shares in a company which give their holders a right to a fixed dividend payment. Some preference shares also come with voting rights.

If you own preference shares, you receive dividends before common shareholders, and if the company goes bankrupt, you'll be paid from company assets before common shareholders (but after debt holders).

Shares

See Equities.

Smaller Companies

These are Companies that you can find on a recognised stock exchange which have a lower market value than larger, well-established companies. In the UK, smaller companies are typically those ranked outside the top 350 in the FTSE All-Share Index.

Units/Unit Linked

Unit linked funds are divided into smaller portions, called units, which represent the money you've invested. The price of units change on a daily basis and are based on the value of the assets held within the fund. This means your total fund value will go up or down depending on the unit price at any given time.

Next steps and where to get help

We recognise that investments can be confusing for some customers and the International Portfolio Bond (IPB) is designed so that decisions about fund choices should be made with your adviser. An adviser can help you understand if investing in IPB is right for you and fits with your aims and circumstances, which might change.

To find an adviser, please visit pru.co.uk/find-an-adviser

We can't give you advice or make fund choice recommendations. It's up to you and your adviser to decide which investment is right for you.

Please remember whatever you decide that the value of your investments can go down as well as up. Once you've made your initial investment choice, you can change which fund(s) you invest in. We don't currently charge you for moving between funds, although there may be some restrictions. Please speak to your adviser for details.

Get in touch

If you want to contact us, you can in the following ways:

- Write to: Prudential International, PO Box 5177, Worthing BN11 9HJ
- Prudential International Customer Services team on 0345 600 0614 or +44(0)131 608 1767 if calling from abroad. Monday to Friday 9am to 5pm (we're not open on bank holidays). We might record your call for training and quality purposes. To find out more about how we use your personal data please visit pru.co.uk/pdf/GENM489701

- If you are a deaf customer, who is also a British Sign Language (BSL) user, you can contact us using a Video Relay service. The service, provided by SignVideo, connects customers to fully qualified, registered NRCPD interpreters who will relay your conversation with a member of our customer service team. pru.co.uk/contact-us/signvideo

There is no cost for using this service to call Prudential and we're available to help you Monday to Friday, 9am to 5pm.

- You'll also find more information at: pru.co.uk/international

Keep in touch

It's important that we keep in touch so, if you change your address or any of your contact details, please let us know.