

## Manage Your Annuity Whenever You Wish

Your account details are readily available by phone or computer, 24 hours a day, 7 days a week and updated every business day.

Prudential Annuities **Interactive Voice Response** system (IVR) offers convenient access if you are on-the-go, traveling, or just simply prefer using the phone.

*Our Web site,  
[www.PrudentialAnnuities.com](http://www.PrudentialAnnuities.com),  
provides direct access to  
most contract details including  
statements from past quarters  
through our e-Documents feature.*

## Are You a New Contract Holder?

You'll need to acknowledge the delivery of your contract when it arrives.



### From Your Computer

Follow the steps within "[Accessing Your Account Online](#)" to learn how to log into your account for the first time.

From the "[Welcome](#)" page, click on the tab "[Acknowledging Delivery of Contract.](#)"



### By Phone

Call **1-888-778-2888** and follow the prompts to acknowledge you've received your contract. (The system will provide a confirmation number once you've successfully completed the steps.)

## Your Annuity Service Center 1-888-778-2888

The Annuity Service Center is committed to building long-term relationships with customers through extraordinary service delivery. We are dedicated to resolving every inquiry and providing creative solutions the first time, every time.

Call the Annuity Service Center if you have questions regarding your account or for step-by-step assistance with the Web site and IVR features.

### Business Hours

#### Monday-Thursday

8:00 a.m. - 7:00 p.m. EST

#### Friday

8:00 a.m. - 6:00 p.m. EST

Variable annuities are issued by Prudential Annuities Life Assurance Corporation and distributed by Prudential Annuities Distributors, Inc., Shelton, CT.

All are Prudential Financial companies and each is solely responsible for its own financial condition and contractual obligations. Prudential Annuities is a business unit of Prudential Financial.

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# Accessing Your Annuity Contract Values & Features



[www.PrudentialAnnuities.com](http://www.PrudentialAnnuities.com)

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**Prudential**



## Interactive Voice Response System (IVR)

1-888-778-2888

Follow the prompts and enter your PIN (Personal Identification Number) followed by the # sign. First – time users must enter their Social Security Number then follow the prompts to establish a pin.

After successfully entering, you will hear your account balance as of the close of the most recent business day. Then:

- » Press 1 to continue with the speech activated system, or
- » Press 2 to continue with the touch-tone system.

### Available Options

#### CONTRACT VALUES

- » History
- » Optional programs
- » Transactions
- » Price<sup>†</sup>
- » Performance<sup>†</sup>
- » Values & Value breakdown

#### TRANSACTION OR ADDRESS CHANGES

- » Transfer<sup>†</sup>
- » Rebalance<sup>†</sup>
- » Future allocations<sup>†</sup>
- » Withdrawals
- » Address change<sup>†</sup>

#### TAXES

- » Tax details
- » Duplicate tax forms

#### FORMS OR DUPLICATE STATEMENT

- » Statement (*copy of last statement*)
- » Forms (*prompted with additional options*)

#### GENERAL INFORMATION OR TO CHANGE YOUR PERSONAL IDENTIFICATION NUMBER

- » Mailing instructions
- » Fax numbers
- » Shortcuts
- » PIN change

#### TO SPEAK WITH A CUSTOMER SERVICE REPRESENTATIVE DURING BUSINESS HOURS

Press \*0

<sup>†</sup>Options only available in speech.



## Accessing Your Account Online

[www.PrudentialAnnuities.com](http://www.PrudentialAnnuities.com)

You can access the same functions on our website that you can through our IVR phone system. You can access account values, benefit details, perform account transactions and much more.

Additional features available only online include the ability to review and print archived documents and statements. For a summary of your online options, see “Your Online Account Options” on the next page.

### GETTING STARTED

1. Go to [www.PrudentialAnnuities.com](http://www.PrudentialAnnuities.com),
2. Select **My Account** on the main navigation bar, then **My Annuity**
3. Click on the link to **Service Online**
4. Enter your Username and Password.

*First time users click on “Register” then fill in the required fields. For Service Online step-by-step guidance, use **Tech Tips** to help you navigate through specific features.*

To access **Tech Tips**, select **About Account Access** under **My Account** on the main navigation bar.

You can log on confidently knowing Prudential uses state-of-the art technology to ensure our systems are secure and meet industry standards.

## Your Online Account Options\*

Use the main navigation bar to access the sections described below.

### DOCUMENTS

Experience the convenience of receiving your annuity statements and paperwork electronically by enrolling in **e-Documents**! Simply select the types of documents you wish to receive, enter your email address and click “**Submit**”.

Available through e-Documents:

- » Statements
- » Transaction confirmations
- » Contract documents

### INQUIRIES

Dive into the details of your annuity contract(s) within **Inquiries**. You can view, print and download:

- » Current value
- » Surrender value
- » Death benefit value
- » Special program details
- » Allocation mix

### INVESTMENTS

Do you want to make changes to the underlying investments within your annuity? Select **Reallocations** from the Investment sub-menu. There are several options to choose from.

Reallocation types:

- » Rebalance holdings
- » Transfer holdings
- » Update future purchase allocations

Select **Transaction History** to view account activity.

\* Internet service provider and telephone charges may apply

