

## SERVICE

# Individual Life Insurance Post Issue Self-Service

Self-Service is a quick and easy way to assist your clients with managing their policies seven days a week. Check out the Self-Service experience online.

### Can I access any policy?

- Brokers and General Agency Offices have access via [www.PruXpress.com](http://www.PruXpress.com) for policies they are assigned to service.
- If the policy was issued prior to 1996, it will not be available on PruXpress
- Policies that begin with L or V

### What information is available for me?

- Inforce Illustration Tool including Express Illustrator for simple illustration requests
- LifeInsight (for products currently supported)
- Forms (Disbursements, Client Changes, EFT, Reallocations, etc.)
- Policy Values
- Documents Mailed to Customers (Statements, Billing Notices, etc.)

### What about Self-Service Options available to my customers?

- Customers can update contact information, beneficiaries, request some disbursements, reallocation funds, obtain forms and more via [www.Prudential.com](http://www.Prudential.com)