MyBenefits Web User Guide

May 2026

This easy-to-read user manual provides an overview of the My Benefits website and shows you how to take full advantage of the convenient functions and features available to you for managing your Prudential Benefits.

Contents

Introduction

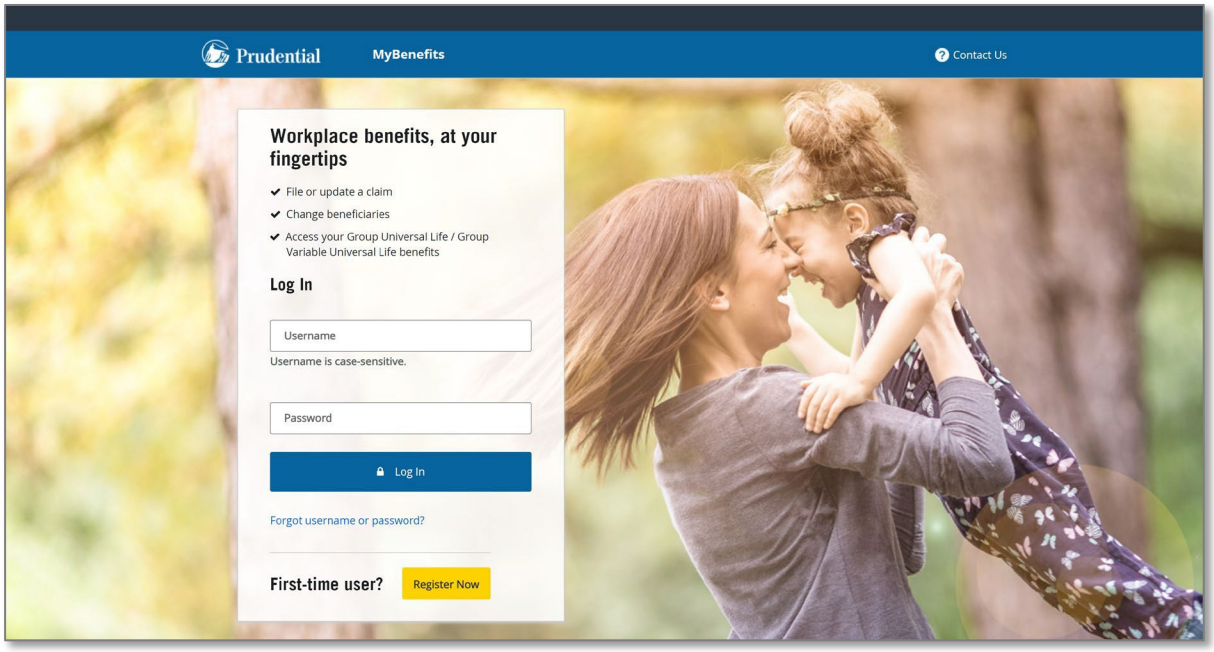
The MyBenefits website provides you with access to information and services related to your Group Life and/or Disability/Absence employer provided and voluntary benefits. Depending on the benefit plans and arrangements your employer has with Prudential, through this website you may be able to:

- Review your benefits and coverages
- Manage Beneficiaries
- Report a disability or absence
- Check the status of your claim and/or update an existing claim
- View or upload relevant documents
- Learn more about your benefits, get help, and assess your coverage needs

Getting Started

Login Procedures

You can access the Prudential MyBenefits website at www.prudential.com/mybenefits

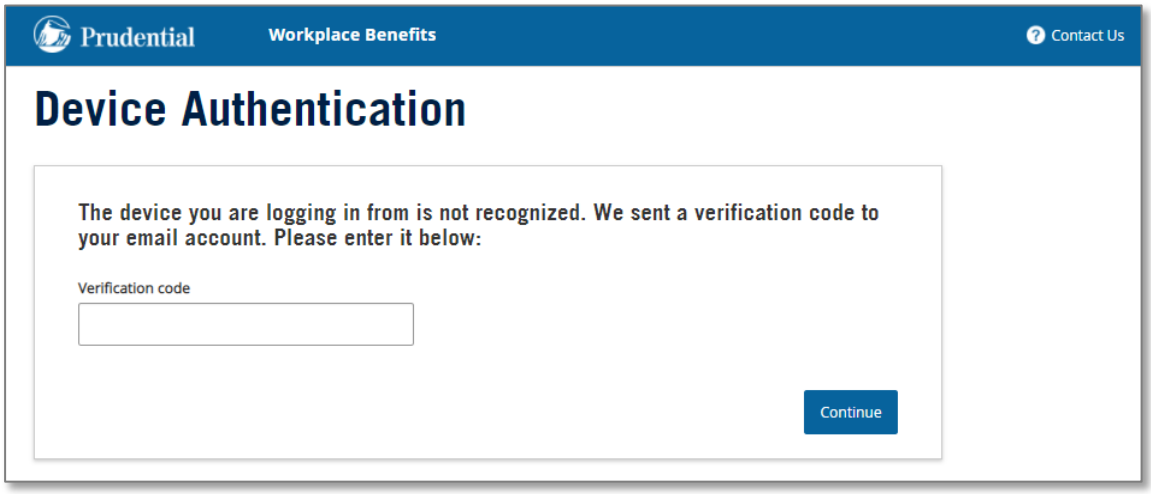


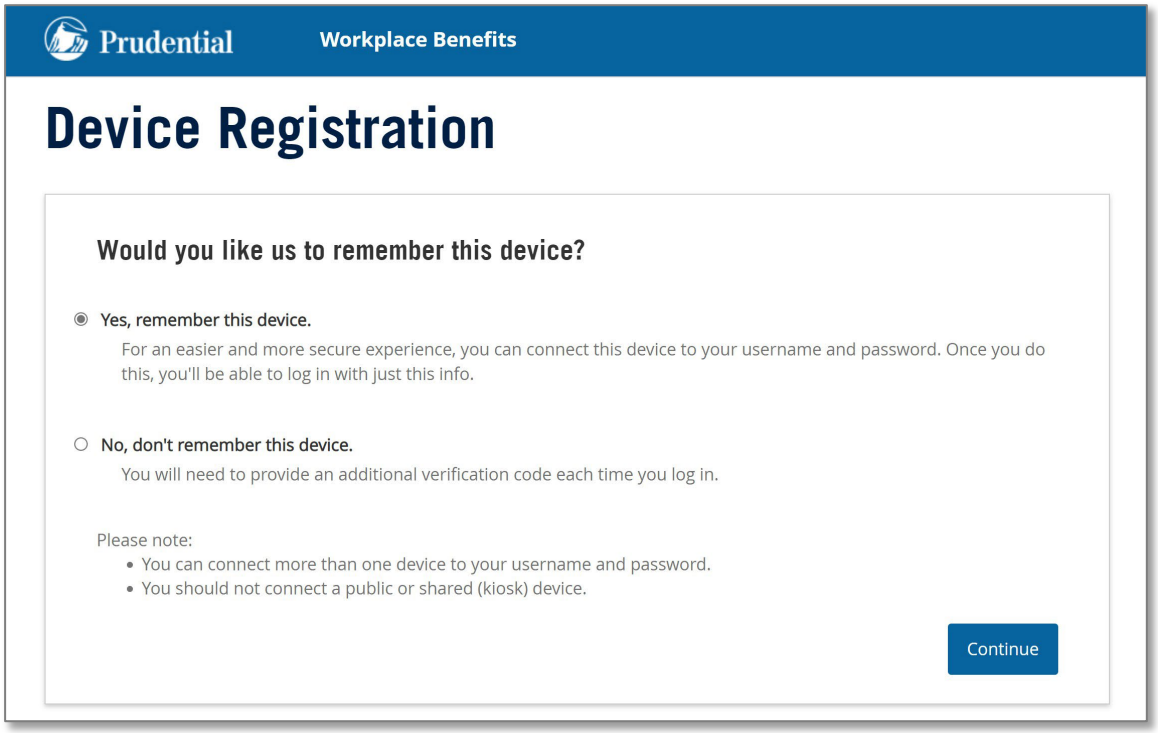
Forgot username or password?

If you forgot your username or password, follow the Forgot username or password link. You will be asked to provide your email, date of birth, and social security number. Once you receive this information, please return to the login page.

Device Authentication & Registration Page

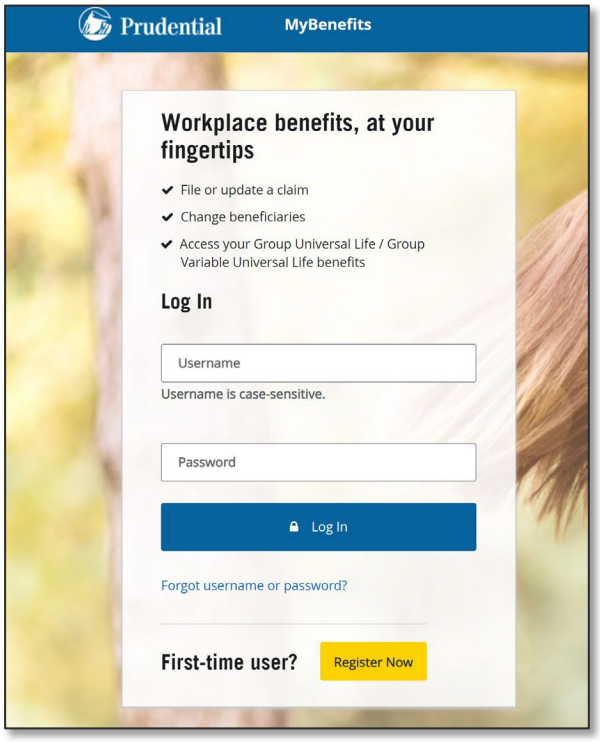
If you log in with a device that we do not recognize, you will see the Device Authentication screen. An email will be sent to you with the Verification Code. You must input the Verification Code to proceed. You will be asked if we should remember the device that you are logging in with.





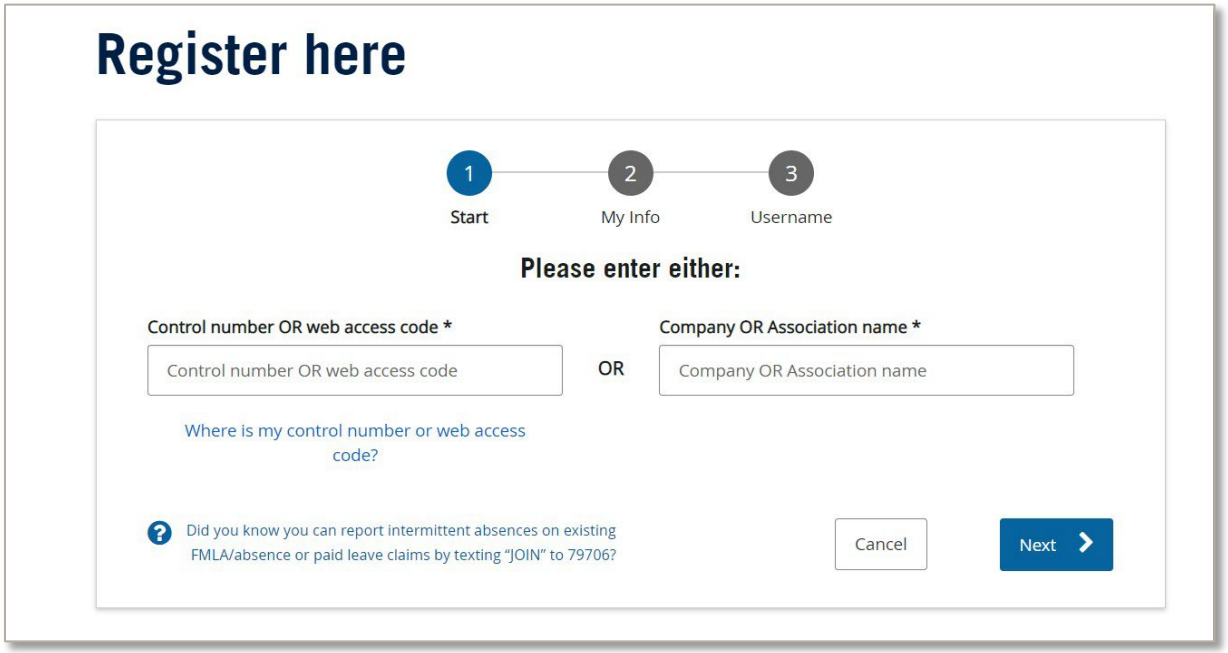
First-time user? Register Now

If you have not already registered on the Prudential MyBenefits website, registration is a quick 3-step process. To get started, click on the Register Now button on the home page.



Step 1 – Identify Your Employer

To properly identify you, please enter a control number, web access code, Company or Association name and click on *Next*:

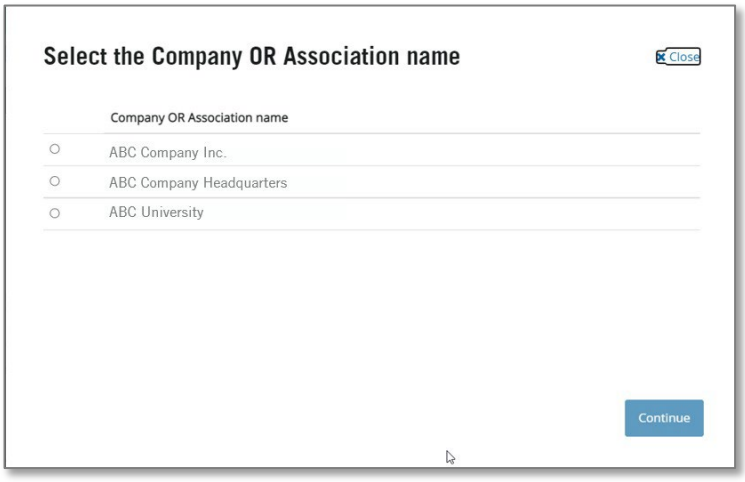


Where's my control number?

Your Control Number/Web Access Code can be found in correspondence sent to you from Prudential. Clicking on the link called "Where is my control number or web access code?" can also provide information on where you may find your Control number/web access code.

Company or Association name lookup

You can type your company name in the Company or Association name lookup. If there is more than one company with a similar name, a pop-up will appear where you can choose the company name that best matches your company or association name.



Important note about choosing the correct company name.

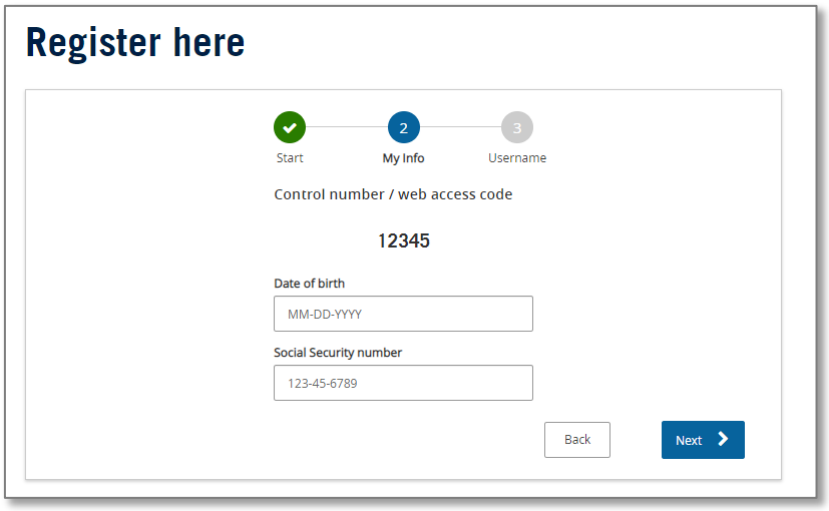
If you sign up under the wrong company, you may not see the correct options on the website. If you think this may have happened, simply click on the Contact Us link for instructions on how to get assistance.

Please keep in mind that if you were to leave your current company or association and join another company that uses the Prudential MyBenefits website, you will need to register for an account with your new company or association.

Step 2 – Provide Additional Information

Enter your date of birth and social security number.

Tip: If we do not have your complete information on file, you may be asked to enter your first and last names along with your address.



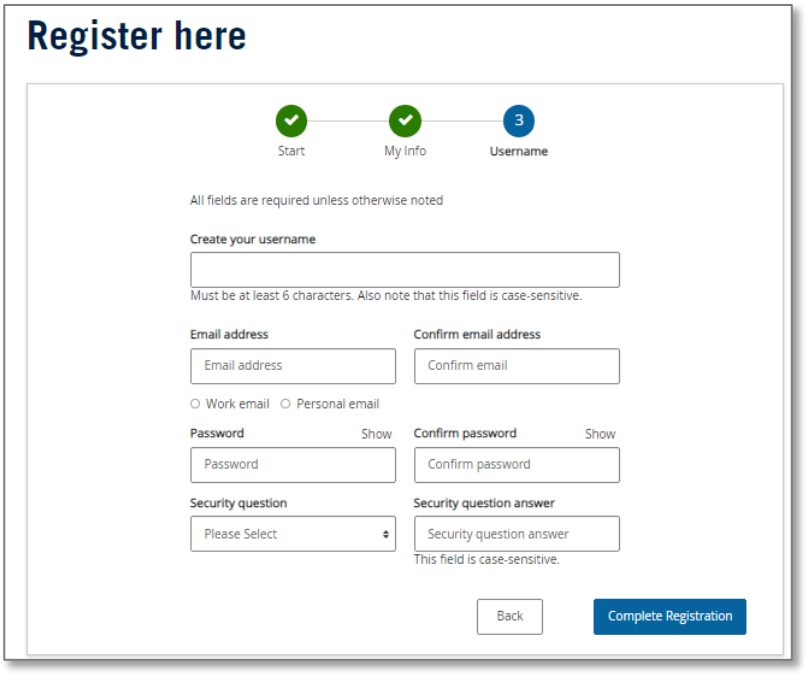
Step 3 – Create Username and Password

Create your unique Username.

Tip: Username is case sensitive. If you register with JaneSmith01 and try to login with janesmith01, you will receive an error message.

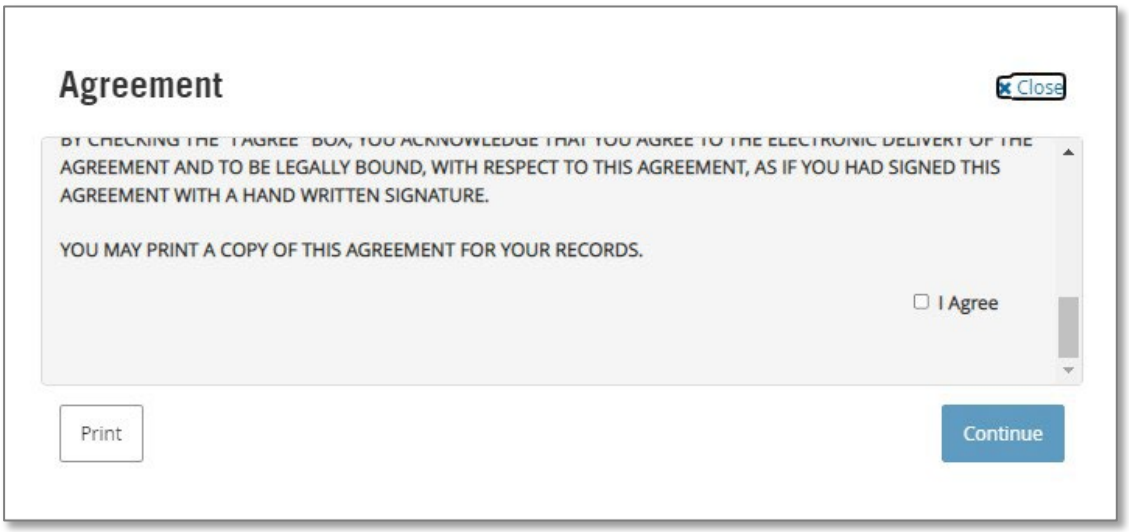
Enter your Email address. You will be asked to re-enter your Email address to confirm. You must indicate if your Email address is either a Work email or Personal email. You must then choose a Security Question and provide the answer.

Click Complete Registration button.

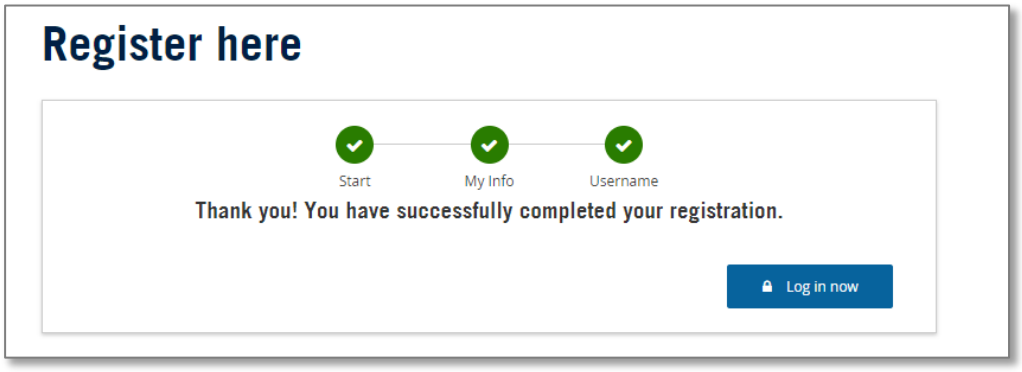


Read and Accept Agreement

You will be prompted to read and after that, agree to the Prudential Group Insurance E-Consent statement. Review the statement and click on the I Agree check box, acknowledging that you read and understood it. Next, click on the *Continue* button.



Registration Confirmation



CONGRATULATIONS, you registered successfully. Click on the *Log In now* button to return to the Login Page. There, enter your Username and Password and click on *Log In*.

Home Page

Upon successful login, you will land on the home page. Information displayed here may vary, depending on the type of coverages and services available.

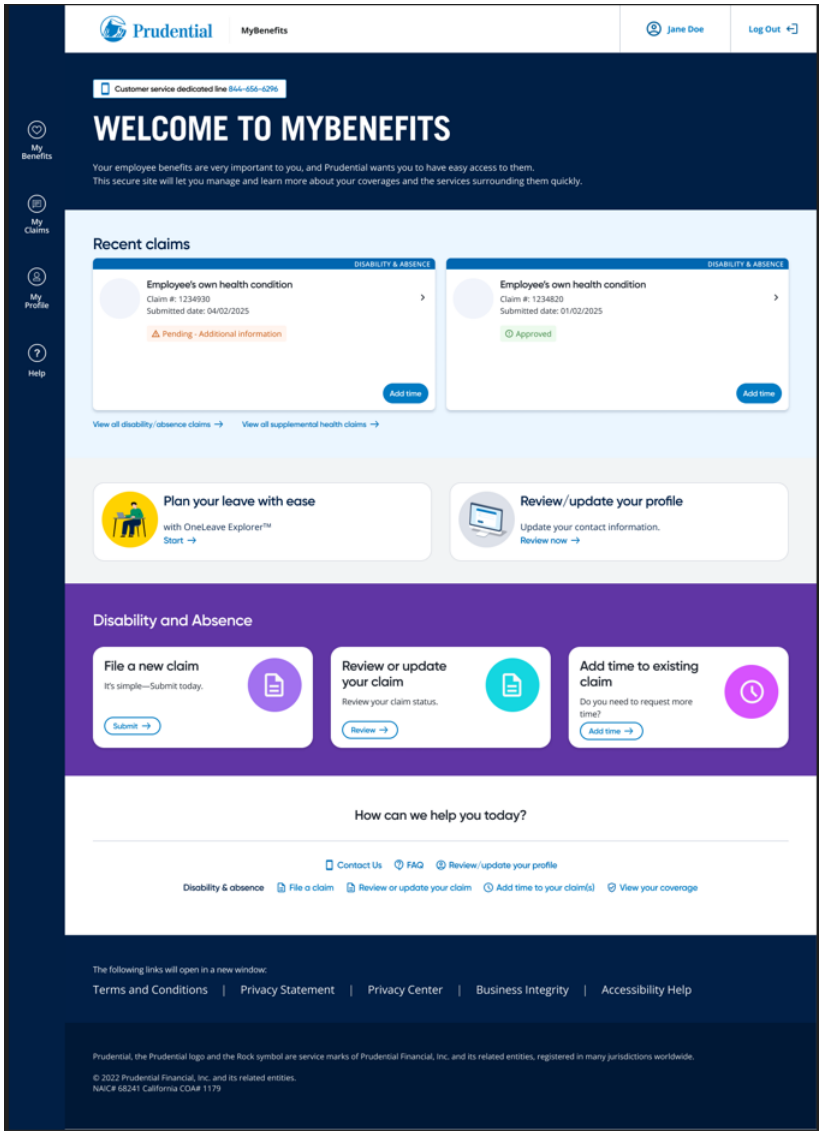
Navigation

Clicking on the Prudential icon from any page will bring you back to the home page. Additional Navigation options appear on the left of the home page, such as “My Benefits, “My Claims”, “My Profile” and “Help”. If you are using your mobile device, the buttons will appear on the bottom depending on your screen size.

How can we help you today?

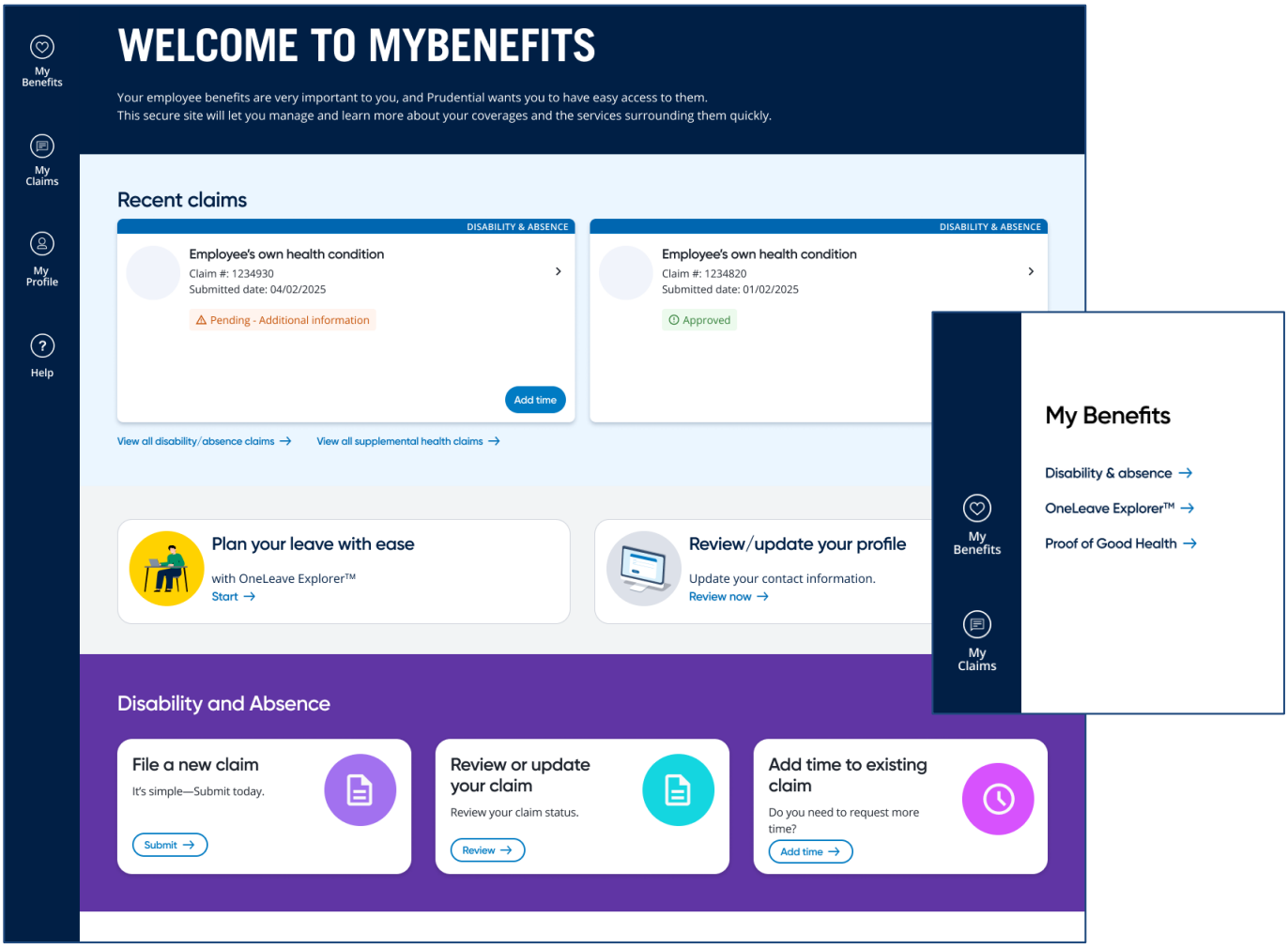
The home page features links to the most used sections on the site. These links will vary depending upon what types of coverage and services are offered by your employer. Additionally, if you have purchased supplemental health coverage, you would see links for those as well.

This section will be customized for your specific needs as they change over time. You may also want to keep an eye out for any important message from your employer at the top of this screen.



MyBenefits

If Prudential is providing Coverage Record Keeping Services, you will see the Benefits section on the home page. Your current benefits will be displayed along with any special messages that may apply.



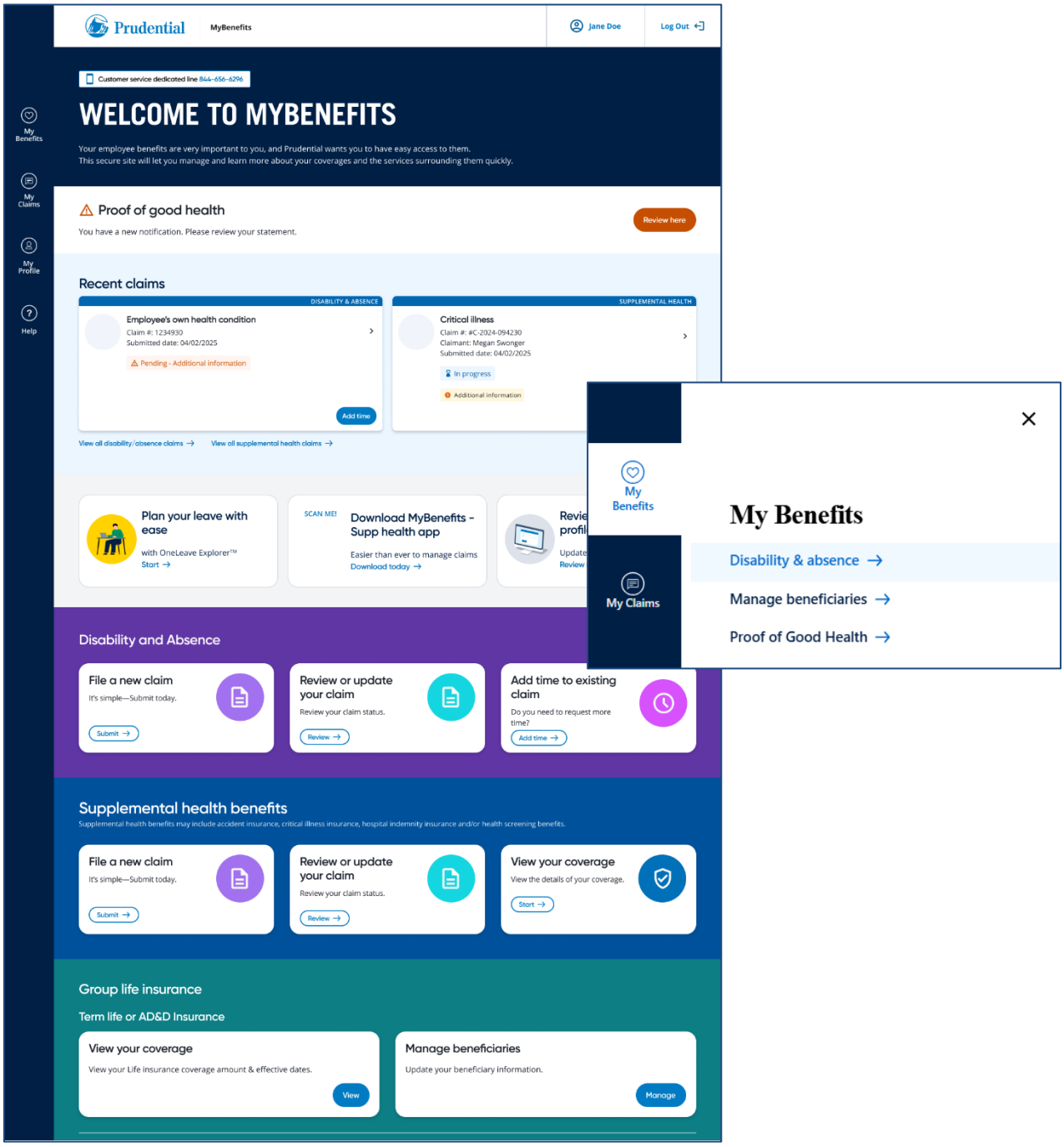
To see your additional benefits, you can click on the My Benefits icon in the navigation.
Depending upon the benefits and services your employer provides and the benefits you have chosen, you may also have links for:

- Group Universal Life / GVUL
- Manage Beneficiaries
- Supplemental Health Benefits
- Proof of Good Health

Manage Beneficiaries

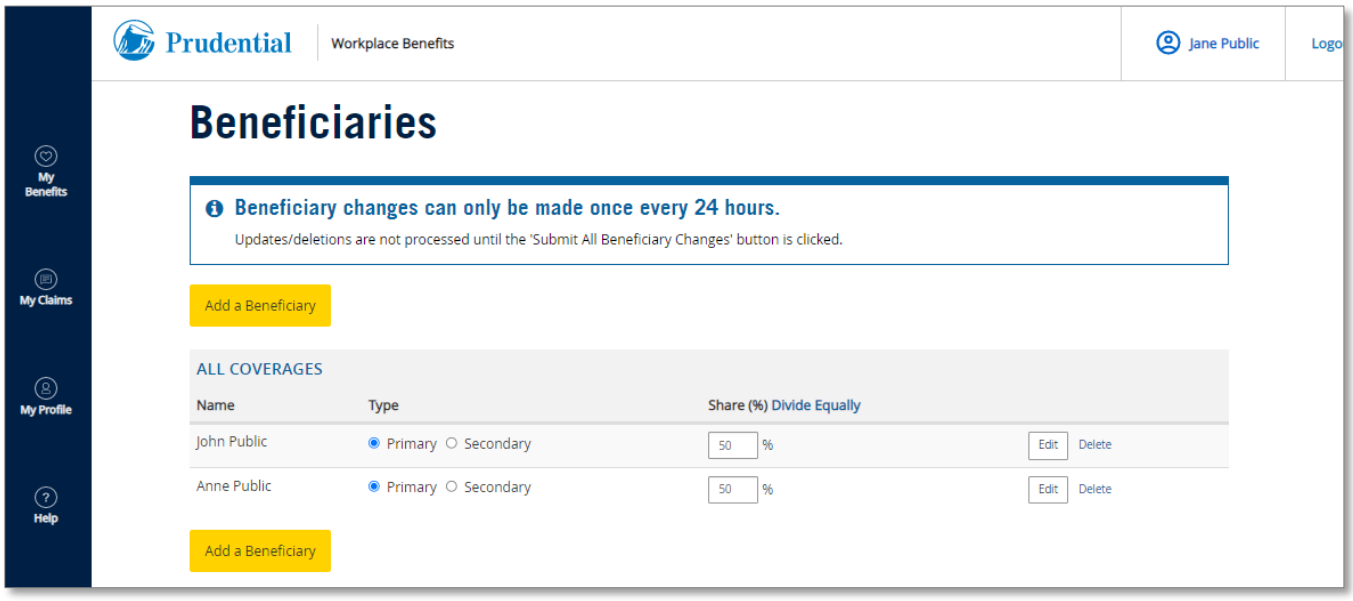
If you are enrolled in coverage(s) that allow beneficiary management, a Manage beneficiaries link will be visible on the home page under the Group Life section by clicking the *Manage* button on the *Manage Beneficiaries*, How can we help you today? section and under *My Benefits* on the left side of the screen.

To view or change beneficiaries follow the link.



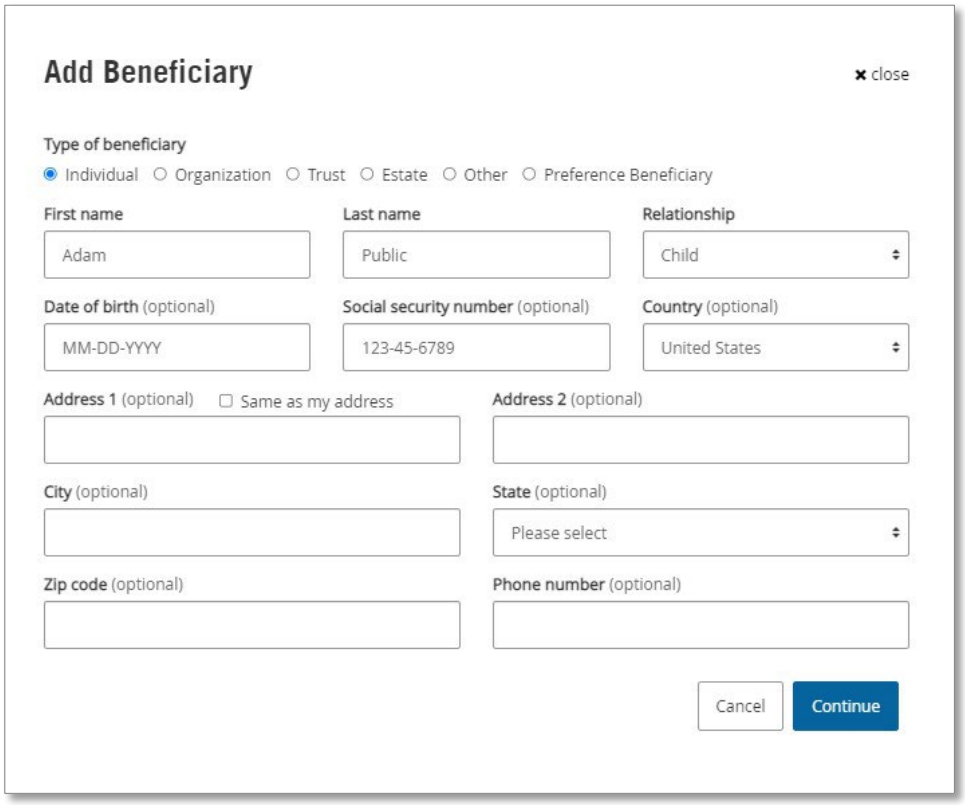
View/Change/Add Beneficiaries

Clicking on the *Add a Beneficiary* button will allow you to designate your beneficiaries.



If you are permitted to elect beneficiaries by Coverage, select the coverage(s) that you want to apply for this beneficiary. You may also check the "Select All" option which will apply all coverages to that beneficiary.

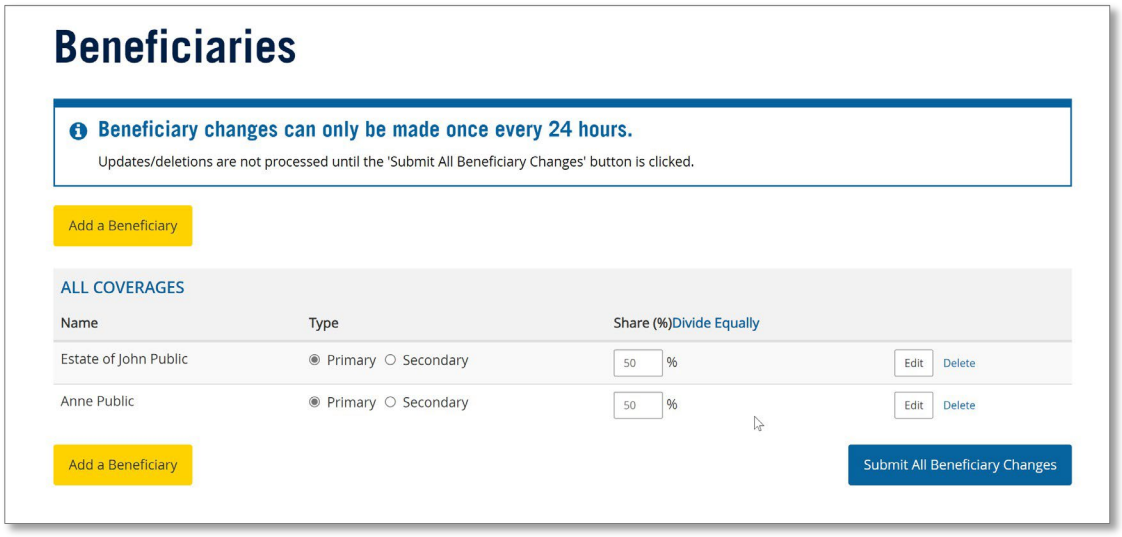
You will first have to choose the beneficiary *Type* and enter the details requested on the screen. The required information will vary depending on the beneficiary type you select. Provide the required information for the beneficiary you are adding and click on *Add a Beneficiary*.



Repeat this process to continue adding and/or editing all your beneficiaries.

Once you have entered the information for all your beneficiaries, you will then indicate which are *Primary* and which are *Secondary*. A secondary beneficiary receives the benefit payment if the primary beneficiaries are all deceased. To designate a beneficiary as secondary, you must also have a primary beneficiary on file.

Next, indicate the *Share* by entering a whole number in each percentage field. Total percentages for Primary beneficiaries and total percentages for Secondary beneficiaries must equal 100%. If you would like to split the benefit equally among all beneficiaries, click on *Share (%) Divide Equally* to allow the system to enter the percentage for you.



Click on *Submit All Beneficiary Changes* to save your beneficiary designations. You can return to the site at any time to review and change these designations.

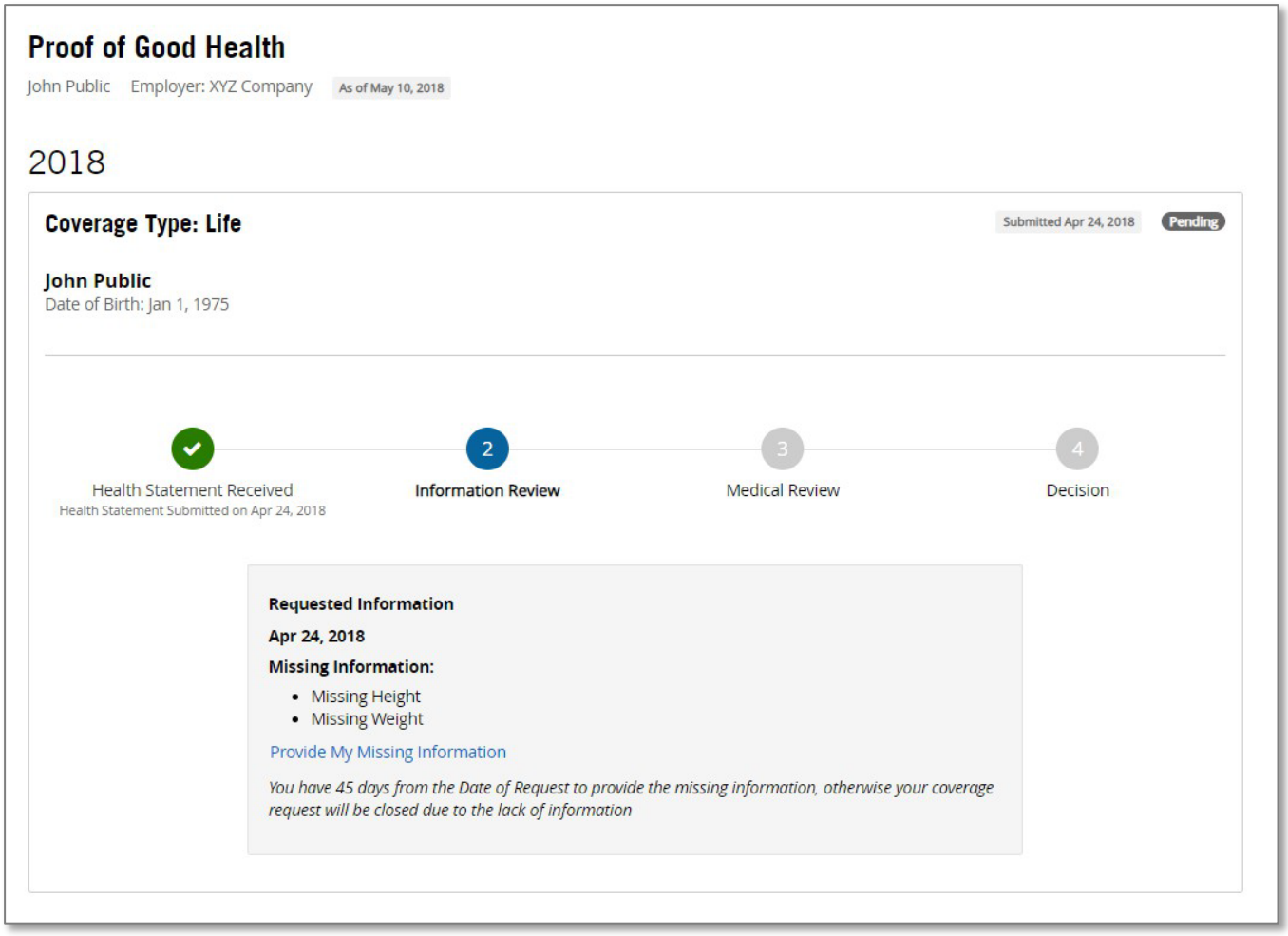
To change or remove a beneficiary, simply utilize the *Edit* and *Delete* options found to the right of each beneficiary. Once you have submitted your beneficiaries, you will need to wait until the next day to make any updates. Beneficiary changes can only be made once every 24 hours.

Proof of Good Health or Evidence of Insurability

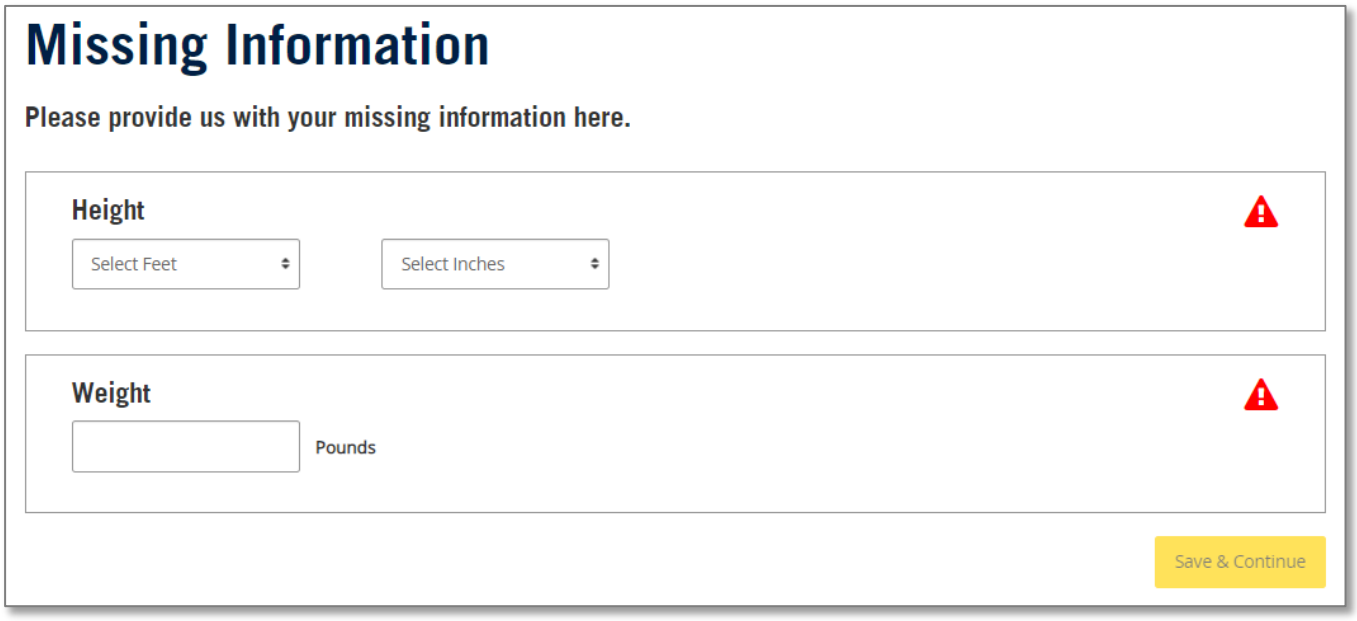
If you requested new or additional coverage that requires Poof of Good Health or Evidence of Insurability, you can view the status of your health statement online by selecting *Proof of Good Health OR Evidence of Insurability (whichever applies)* from the navigation tab. You will be presented information for your health statement which includes the Status, along with any requested or received information. You will be able to view information like the application status along with the date it was submitted, details about the health statement, and details about any outstanding requirements along with the dates they were requested and/or received.

Any missing information that is required will be presented on this page. If you have missing health statement information that you must provide, you will have the ability to provide that information online via the 'Provide My Missing Information' link. If you have Additional Health Questions that are required, you will have the ability to upload the Long Form online. In addition, if you wish to Appeal a decision on your health statement, you will have the ability to upload your Appeal Documentation online.

Health Statement Documents can be viewed online when available, by clicking on the *View Document* link.



When the *Provide My Missing Information* link is clicked, you will be presented with the Missing Information page. This page will provide the information that we require from you (for example: Height, Weight or a health question that was not answered).



Once the Missing Information is provided and submitted, you can Print or Save a copy of your submission. In addition, the missing information you submitted will be available to view on the Proof of Good Health or Evidence of Insurability page.

If Additional Health Questions (Long Form) or Appeal Documentation has been provided online, this information that was uploaded will be available to view on the Proof of Good Health or Evidence of Insurability page.

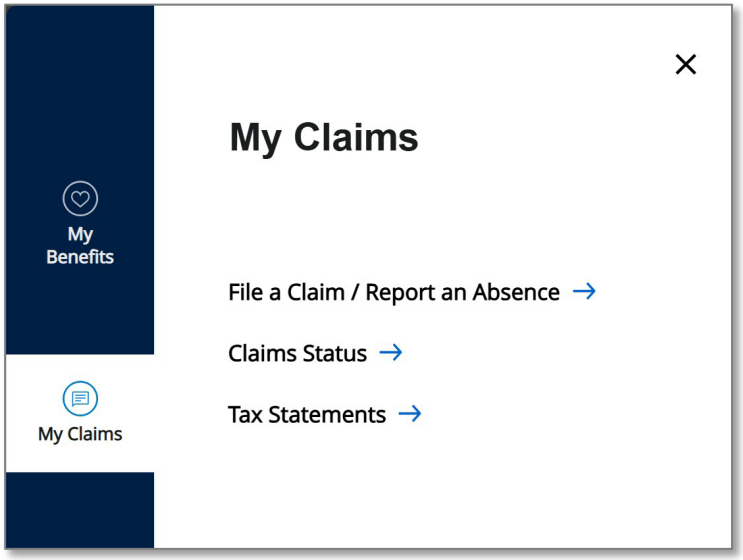
When the *Upload My Long Form* link or *Upload My Appeal Documentation* link is clicked on, you will be presented with the Upload Documents page. This page will allow the user to upload their Long Form Health Statement or Appeal Documentation.

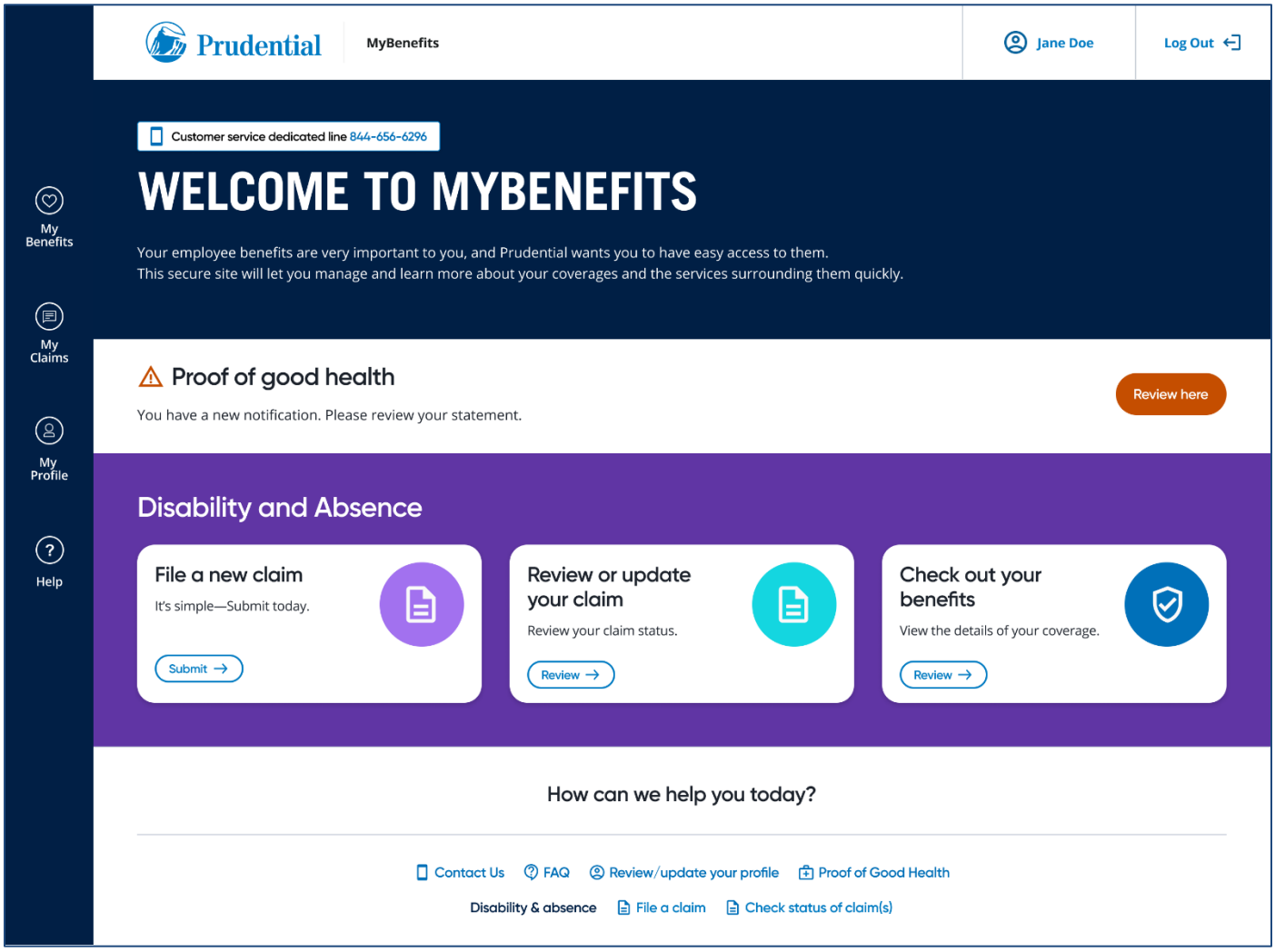
My Claims

File a Claim / Report an Absence

To file a Disability or Absence Claim online or Report an Absence:

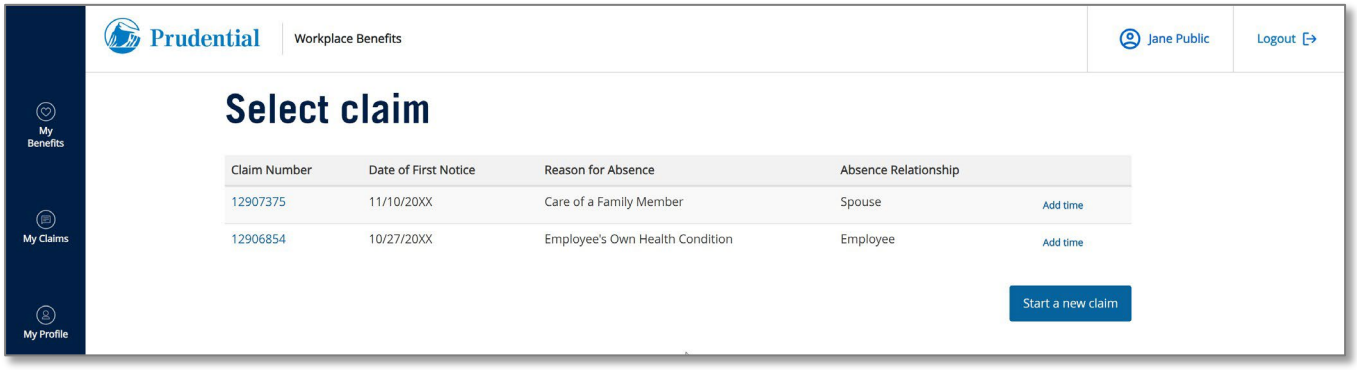
1. Select *File a Claim* from the home page, or
2. Select My Claims > File a Claim / Report an Absence





Report an Absence/Add Time

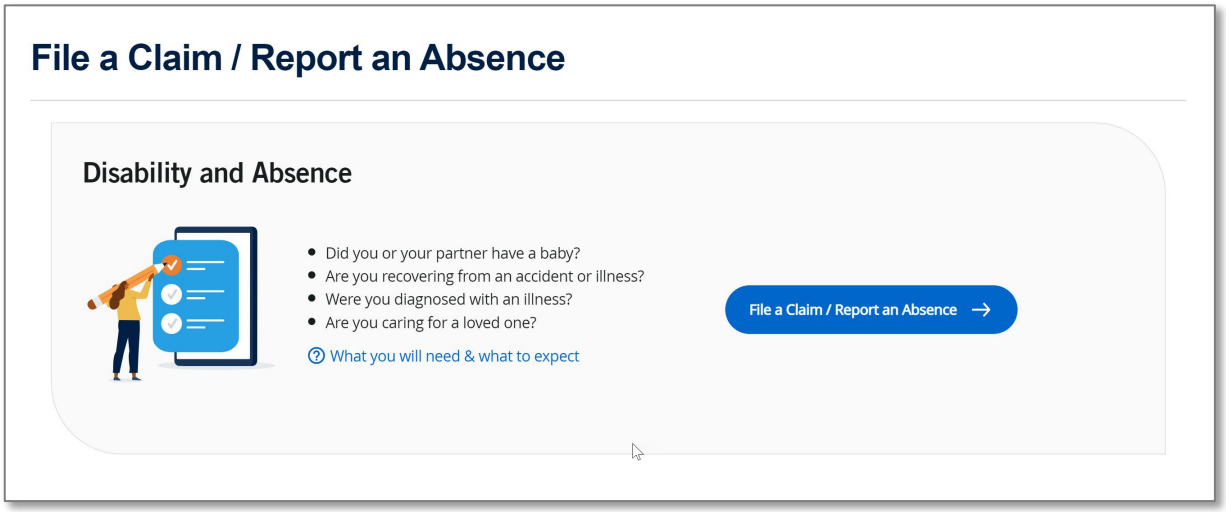
Directly from the home page, if you need to report an absence, you will be taken to the Report an Absence/Add Time page. Select your claim by clicking *Add Time* in the applicable row.

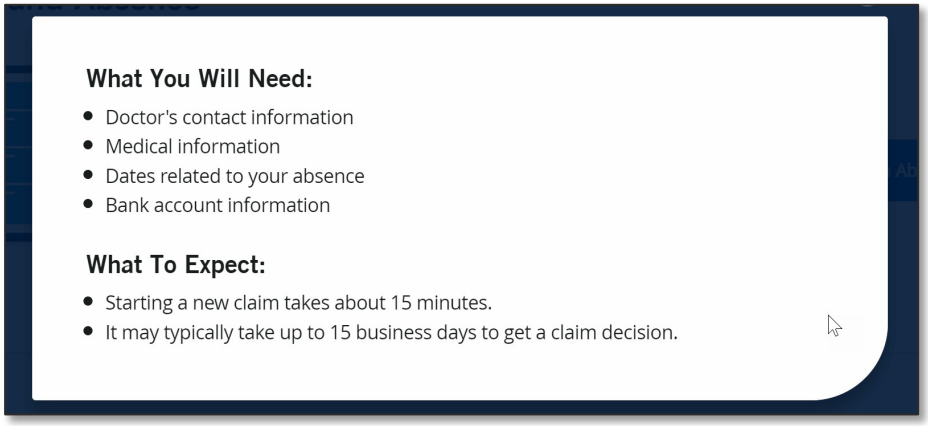


What you will need & what to expect

If you selected File a Claim from the home page, you will be taken directly to the first step in the claims submission process or Add Time page. If you clicked on My Claims > File a Claim, you would see the following page.

On this page, you are provided with a list of items and information you may need to complete the claim submission process. You can gather all necessary information and then click on *File a Claim / Report an Absence*.



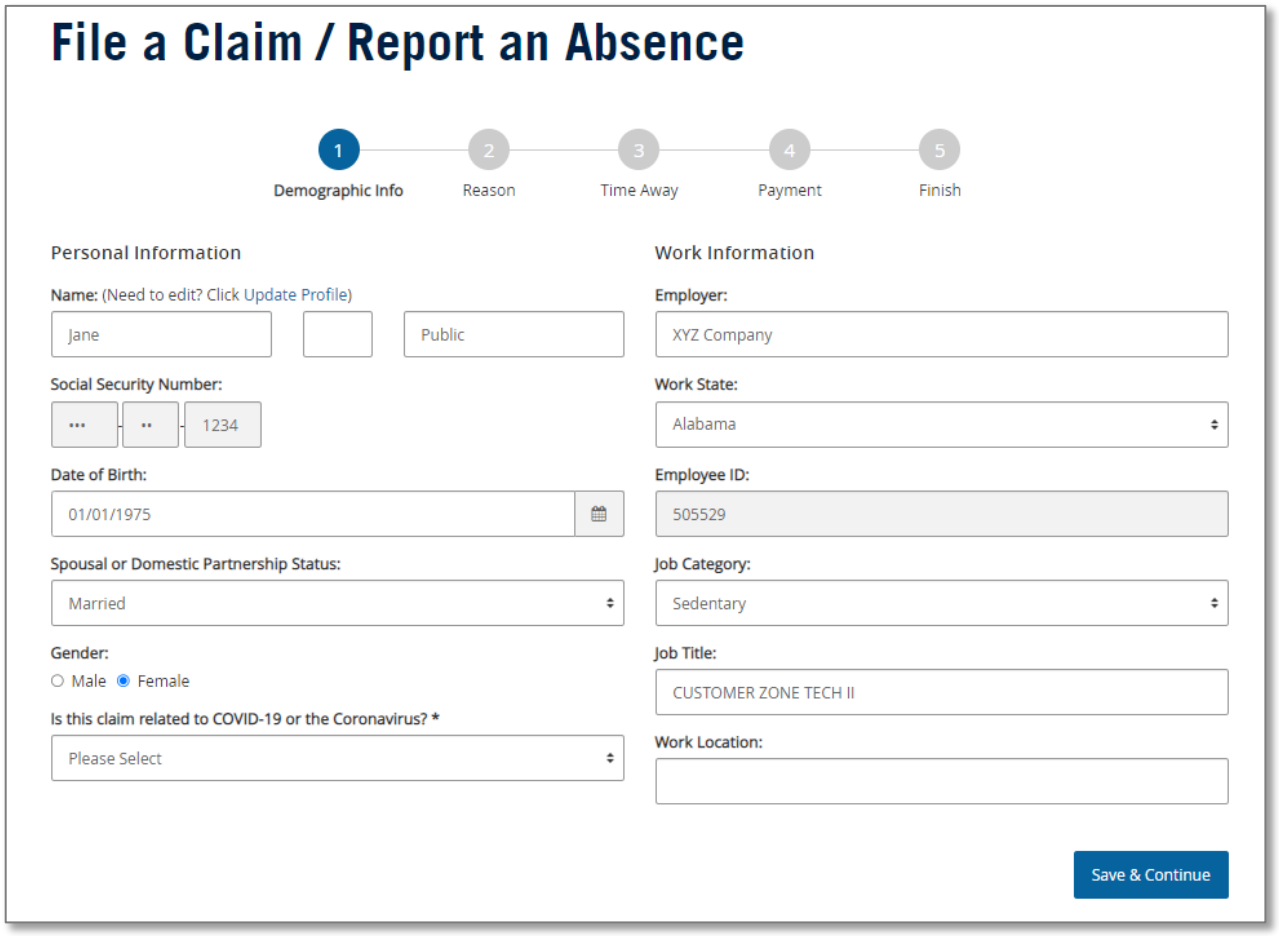


Just like on the home page link, when clicking File a Claim / Report an Absence, if you have a claim where you can add time, you will be taken to the Add Time screen. Click on your claim number or add time next to the claim. Click Start a new claim to get started.

Step 1 – Demographic Info

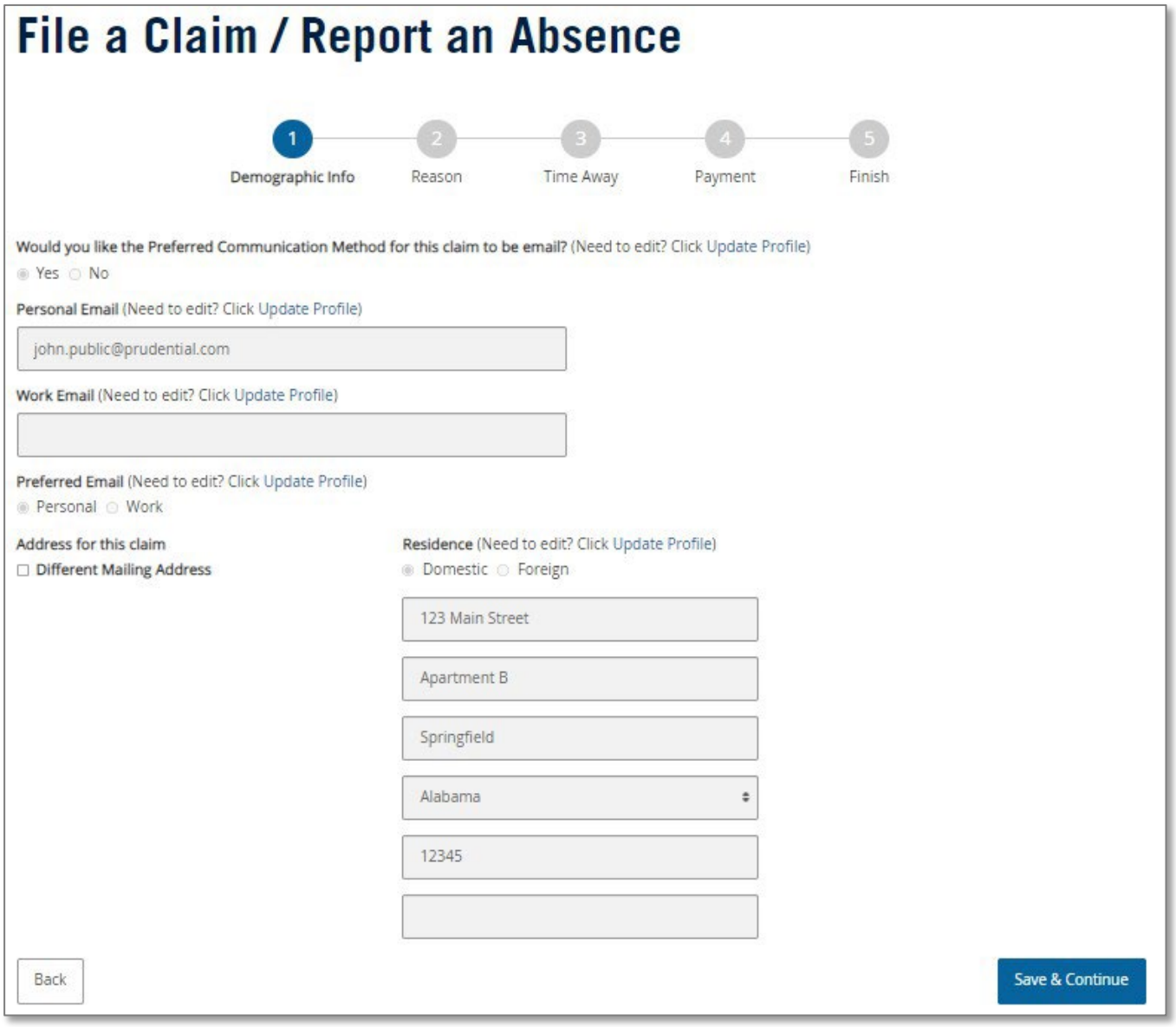
The first step in the claim submission process is to provide or verify your Personal and Work Information which may, in some cases, have already been provided by your Employer.

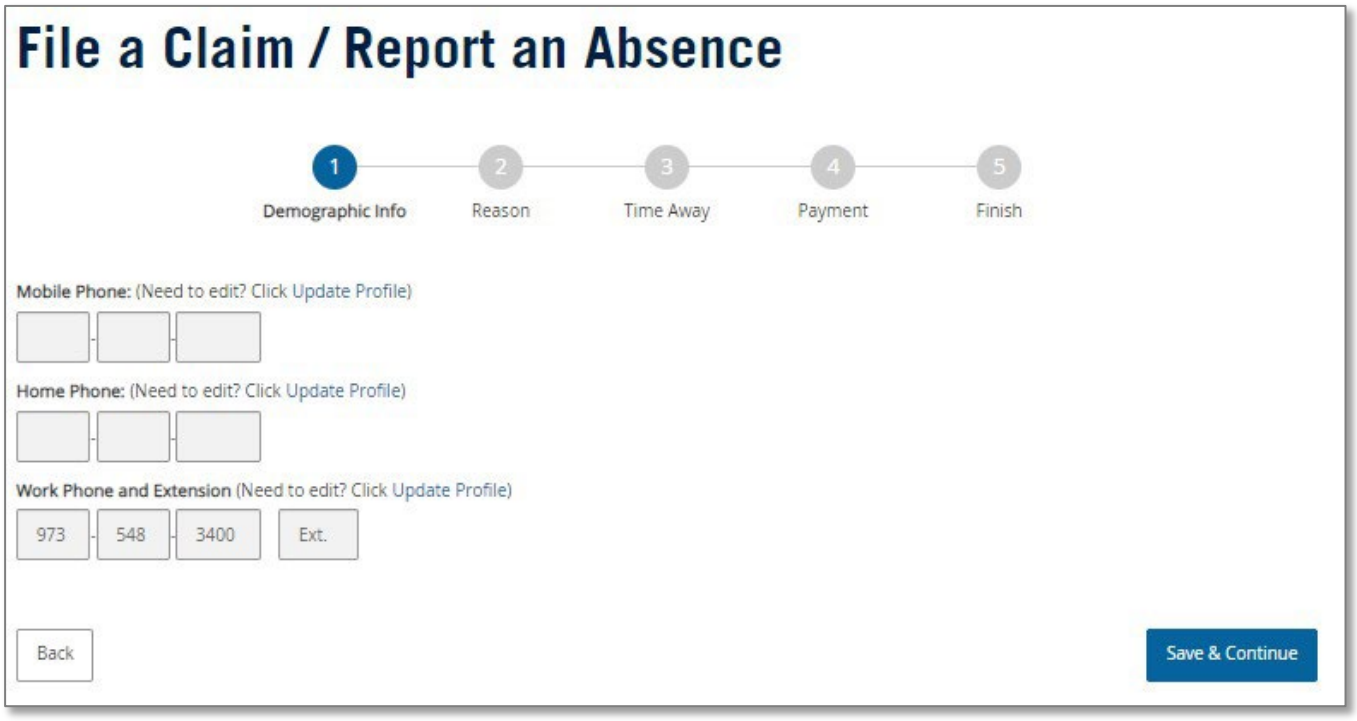
Simply provide, verify, or edit the information and click on *Save & Continue*.



Then, you can indicate how you would like to be contacted regarding this claim. In most instances, updates will be made via the My Profile tab on the left of any screen.

You can choose to provide your mailing or email address to receive correspondence. By enrolling in Prudential's Go Green initiative, you will be choosing to receive communications from us quickly and securely through email and be environmentally conscious in the process. Please note that there is still some correspondence that Prudential is required to send via postal mail.


File a Claim / Report an Absence
1
Demographic Info
2
Reason
3
Time Away
4
Payment
5
Finish
Would you like the Preferred Communication Method for this claim to be email? (Need to edit? Click Update Profile)
Yes
No
Personal Email (Need to edit? Click Update Profile)
john.public@prudential.com
Work Email (Need to edit? Click Update Profile)
Preferred Email (Need to edit? Click Update Profile)
Personal
Work
Address for this claim
Different Mailing Address
Residence (Need to edit? Click Update Profile)
Domestic
Foreign
123 Main Street
Apartment B
Springfield
Alabama
12345
Back
Save & Continue

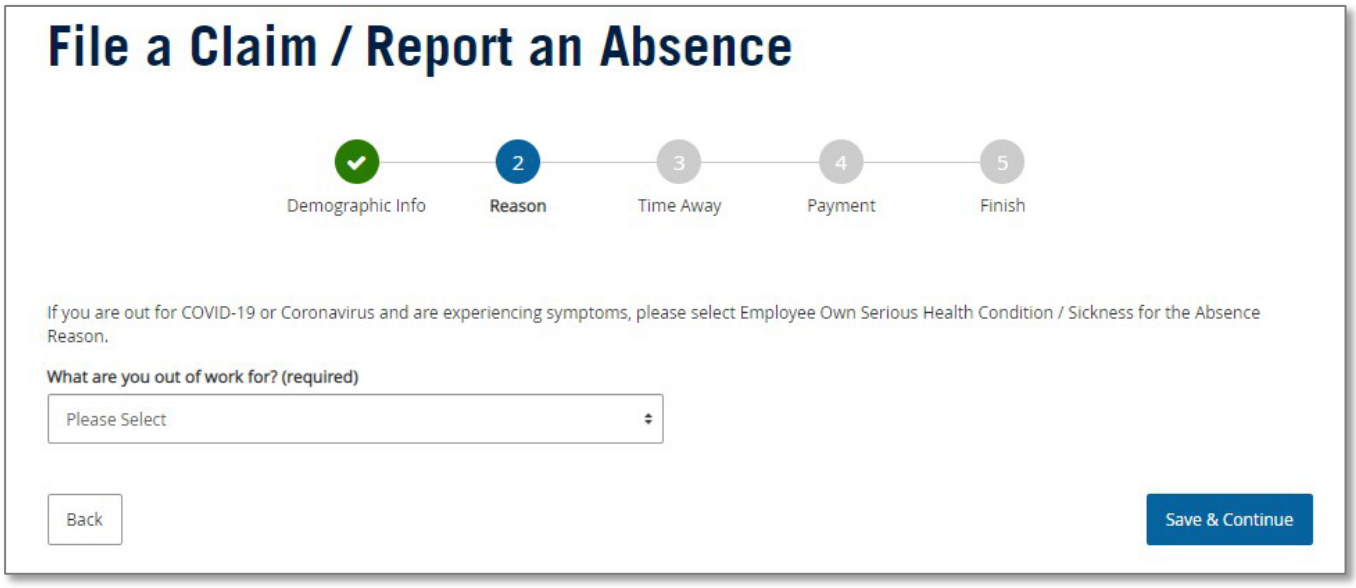


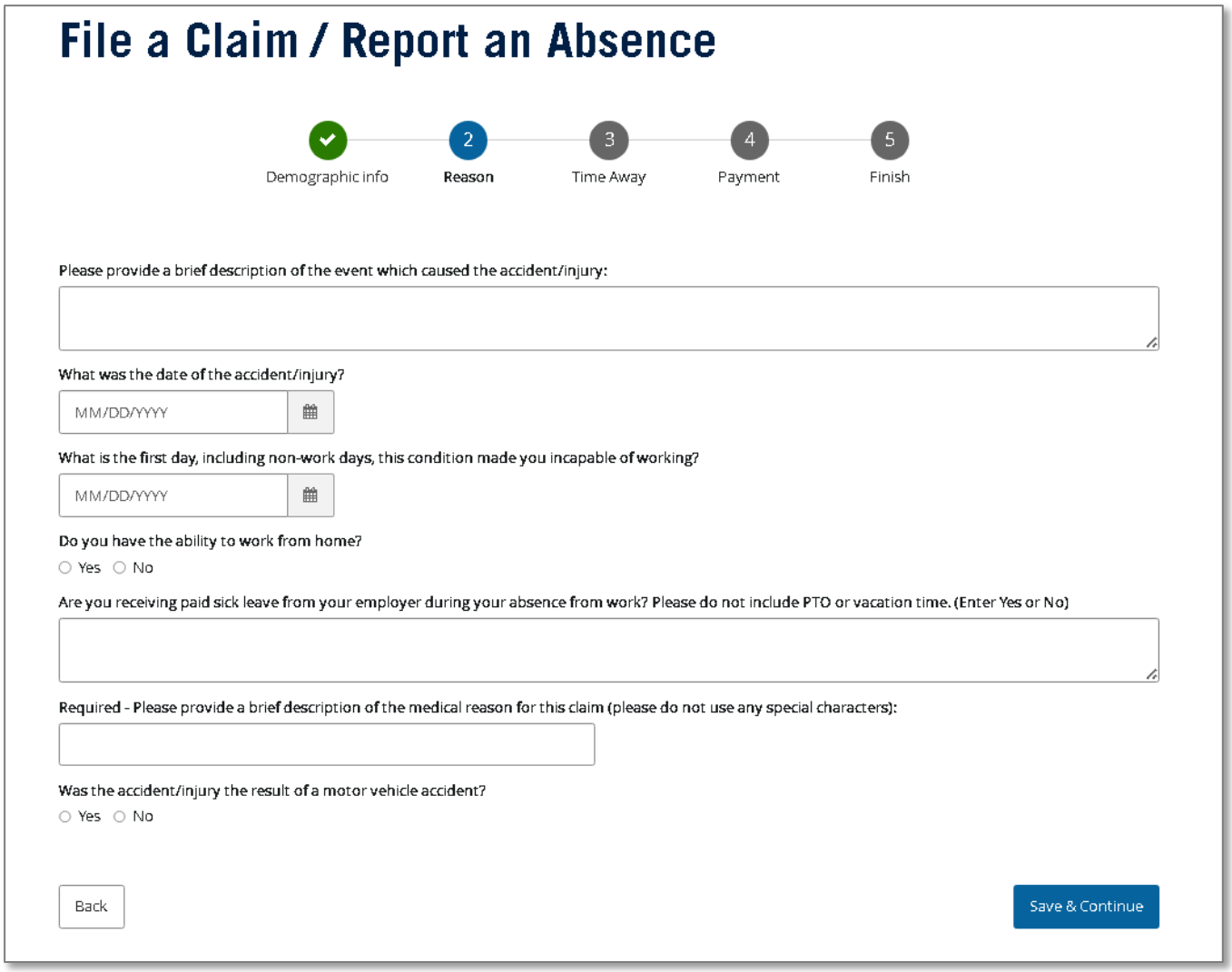
Simply provide or verify the information and click on *Save & Continue*.

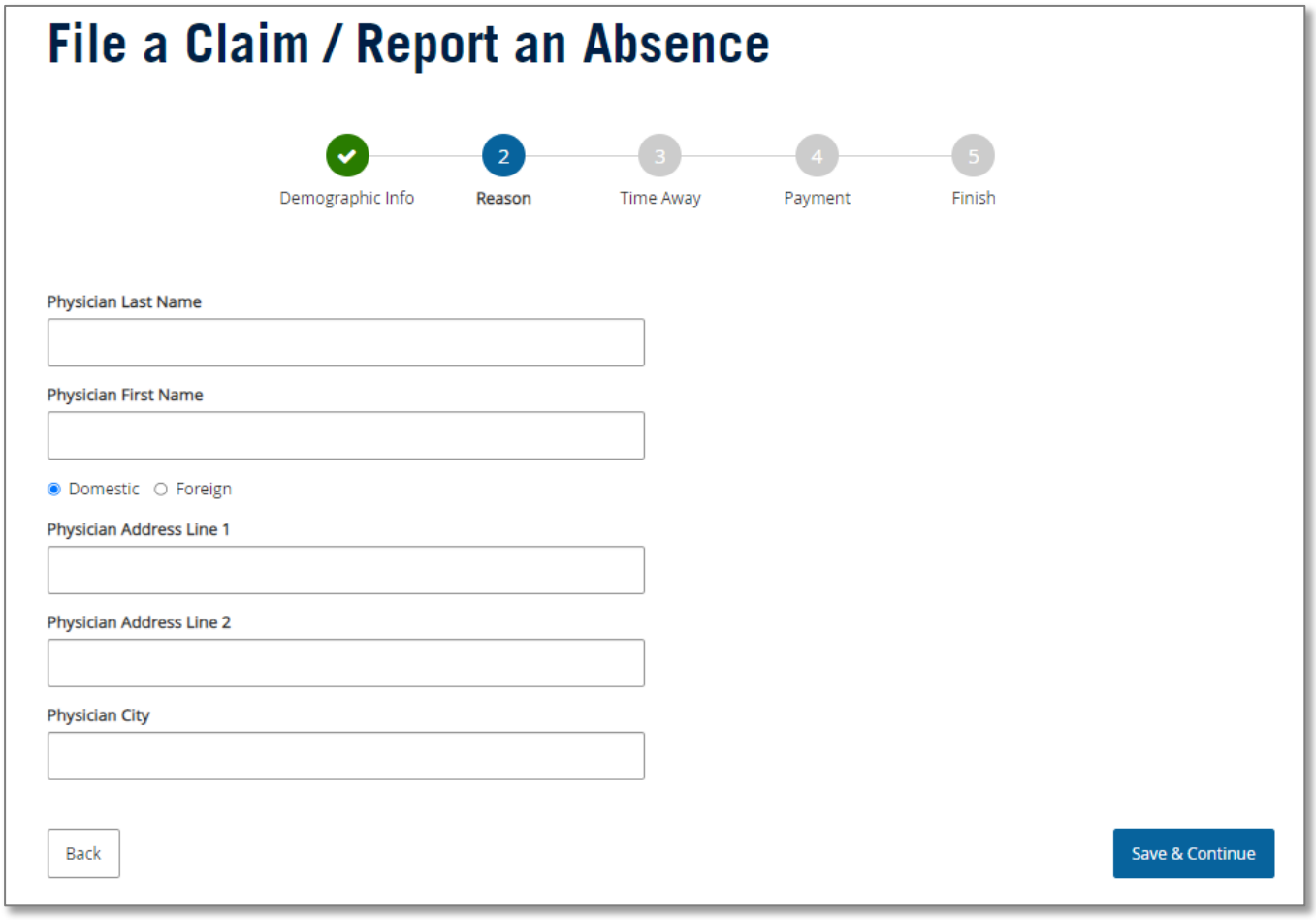
Step 2 – Reason

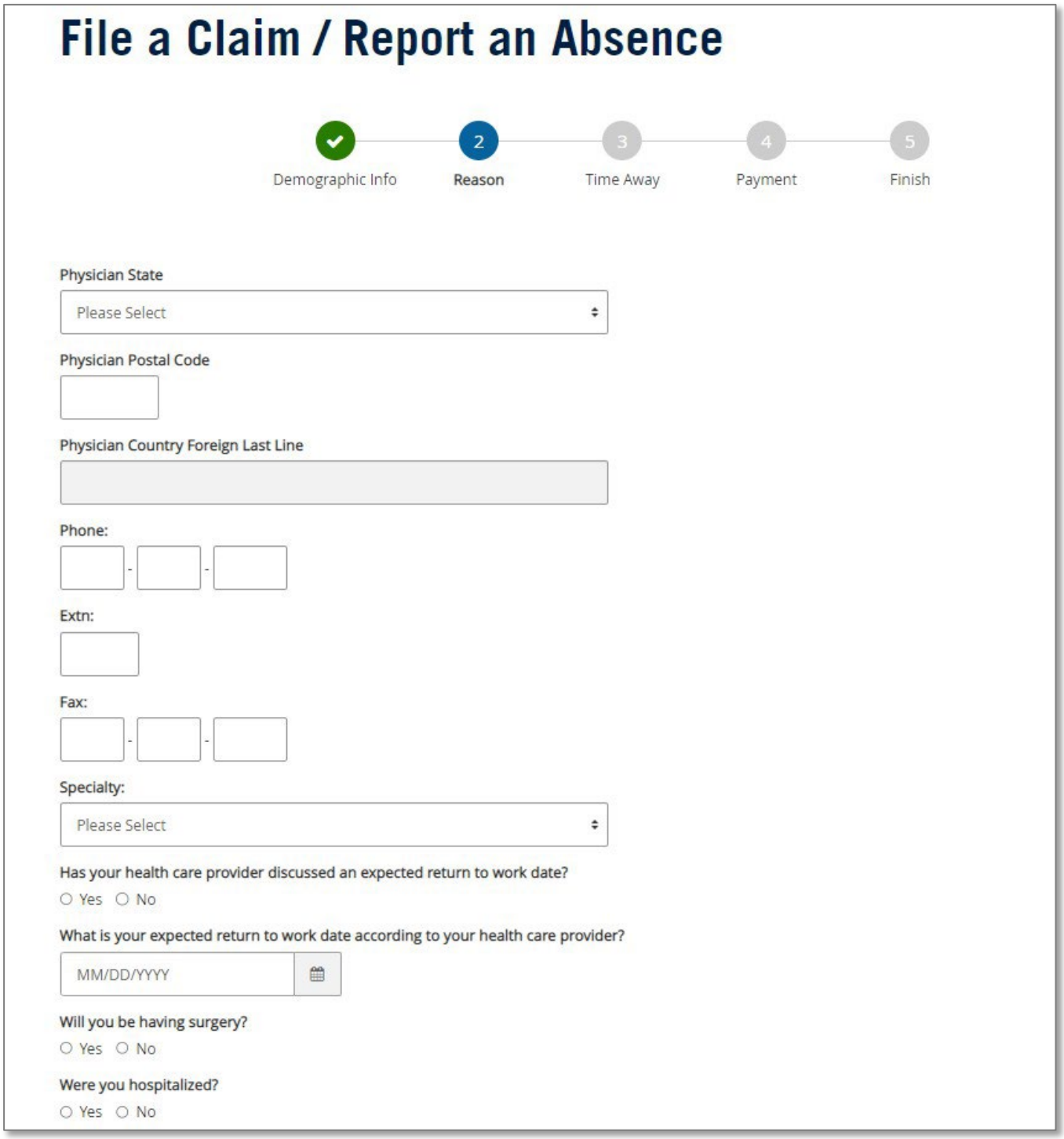
Next, you will be prompted to provide the reason for your absence. You will be presented with series of questions regarding the reason for your absence; the answers you choose on the first screen will dictate what other questions appear. Also, as you provide answers on certain screens, additional questions may appear. We know your time is valuable and have streamlined the process to request only information relevant to the type of claim you are submitting.

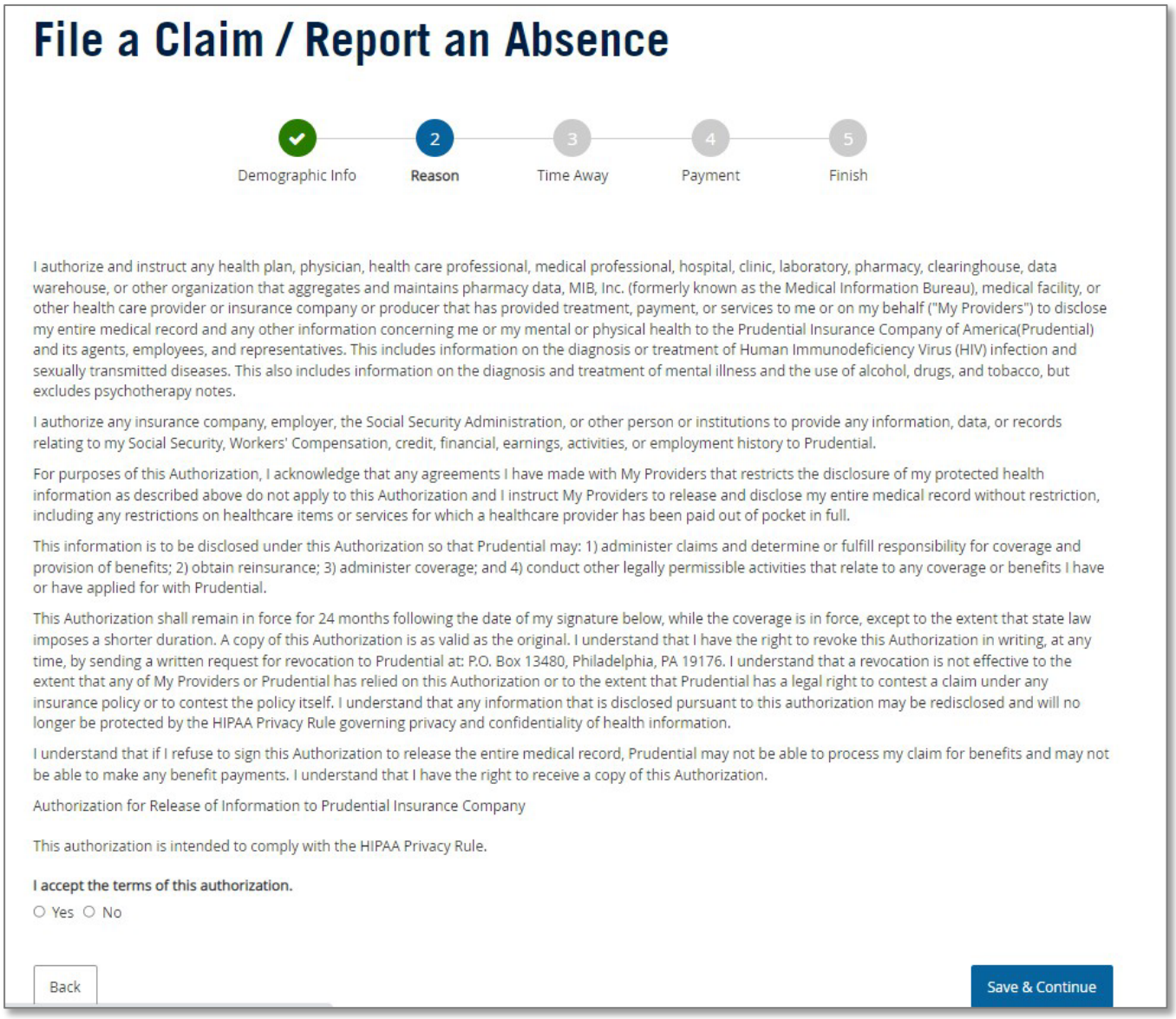
Once you have answered the questions on each screen, click on *Save & Continue*. (Depending on your answers, you may see more screens for this step than shown below.)


File a Claim / Report an Absence
Demographic Info
2
Reason
3
Time Away
4
Payment
5
Finish
If you are out for COVID-19 or Coronavirus and are experiencing symptoms, please select Employee Own Serious Health Condition / Sickness for the Absence Reason.
What are you out of work for? (required)
Please Select
Back
Save & Continue


File a Claim / Report an Absence
Demographic info
2
Reason
3
Time Away
4
Payment
5
Finish
Please provide a brief description of the event which caused the accident/injury:
What was the date of the accident/injury?
MM/DD/YYYY
What is the first day, including non-work days, this condition made you incapable of working?
MM/DD/YYYY
Do you have the ability to work from home?
Yes
No
Are you receiving paid sick leave from your employer during your absence from work? Please do not include PTO or vacation time. (Enter Yes or No)
Required - Please provide a brief description of the medical reason for this claim (please do not use any special characters):
Was the accident/injury the result of a motor vehicle accident?
Yes
No
Back
Save & Continue


File a Claim / Report an Absence
Demographic Info
2
Reason
3
Time Away
4
Payment
5
Finish
Physician Last Name
Physician First Name
Domestic
Foreign
Physician Address Line 1
Physician Address Line 2
Physician City
Back
Save & Continue


File a Claim / Report an Absence
Demographic Info
2
Reason
3
Time Away
4
Payment
5
Finish
Physician State
Please Select
Physician Postal Code
Physician Country Foreign Last Line
Phone:
Extn:
Fax:
Specialty:
Please Select
Has your health care provider discussed an expected return to work date?
Yes
No
What is your expected return to work date according to your health care provider?
MM/DD/YYYY
Will you be having surgery?
Yes
No
Were you hospitalized?
Yes
No



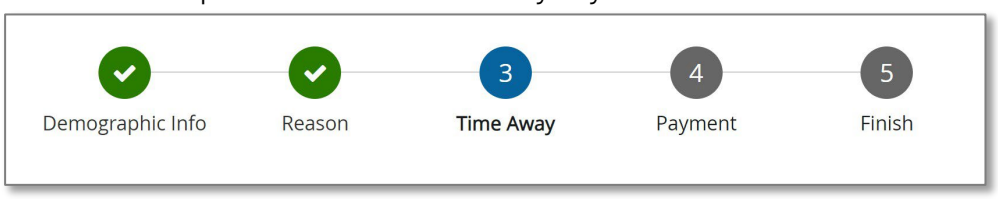
If medical records are required, the final screen in this step conveniently allows you to provide electronic authorization for your physician to release those records. Review the Authorization Statement and check *Yes*.

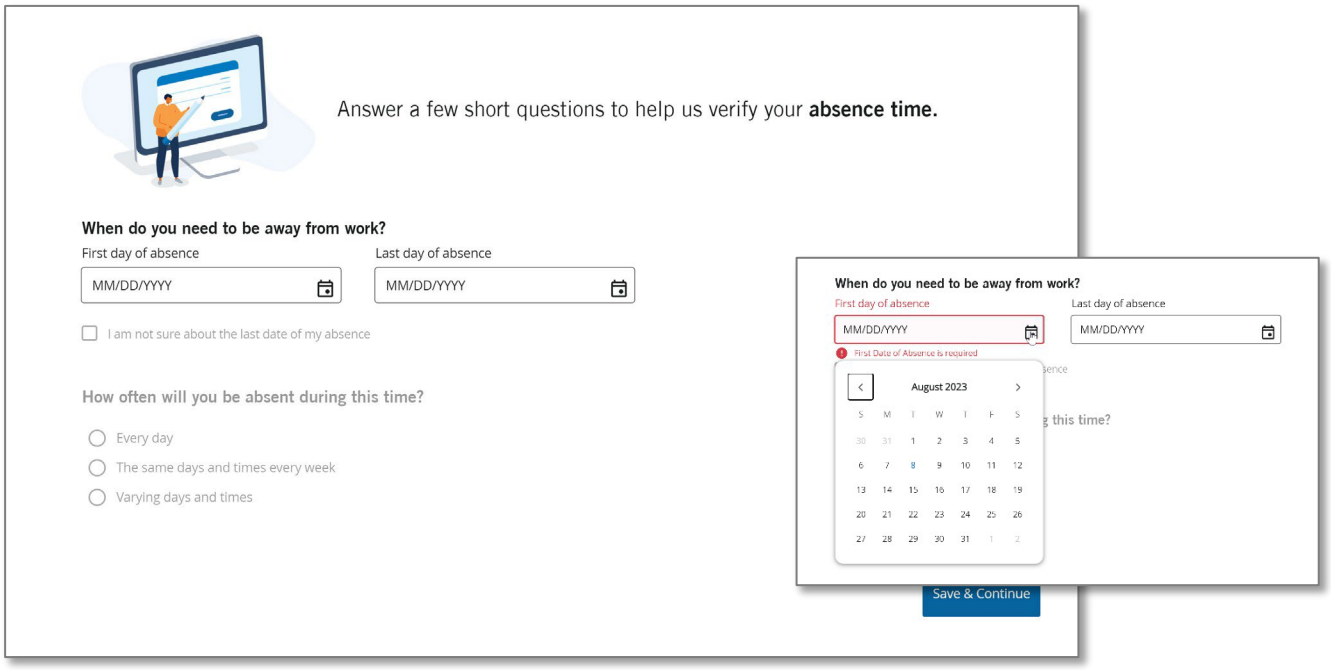
When you submit your claim, the system will automatically send a faxed copy of your authorization, including your electronic signature, to the fax number you provided.

If you do not wish to provide electronic consent, simply check *No,* and move forward. In this case, you will be required to provide your physician with written authorization to release your records to Prudential.

Step 3 – Time Away

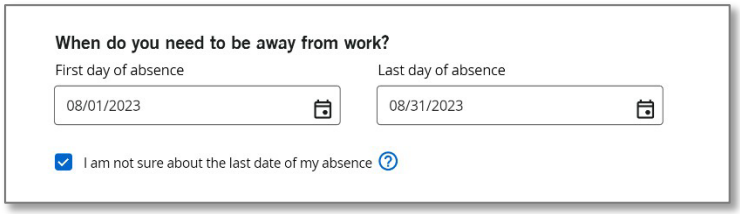
First, you need to provide us with the days you will be absent. Please type in the field or click on the calendar icon to provide the first and last day of your absence.



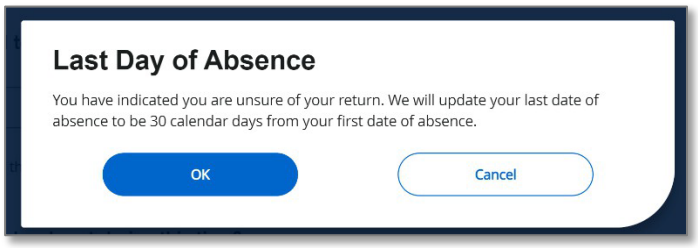


Not sure about your last day of absence?

It's okay if you don't know the last day of your absence. You can input the date of your next doctor's office appointment. Or you can check the box that says, "I am not sure about the last date of my absence". When you click on this box, we will assume 30 days from your first day of absence to get you started. Contact Customer Service at 1-877-367-7781 any time to provide updates.



If you entered a last day of absence and *then* clicked on the "I am not sure about the last date of my absence", we will update your last date of absence to be 30 calendar days from your first date of absence. You will see a pop-up message informing you of this update. Select OK to accept or *Cancel* to uncheck that box and keep the last day of absence you provided.



How often will you be absent?

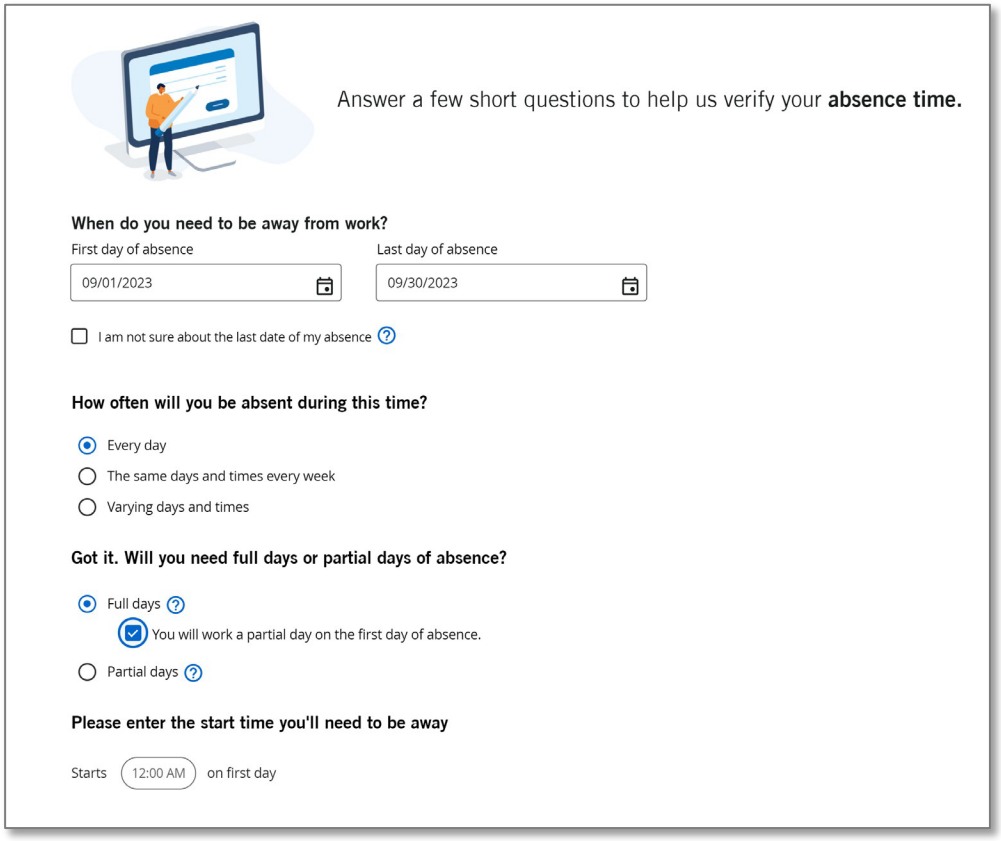
Next, you'll be asked how often you will be absent. You will get different questions depending upon how often you will be absent.

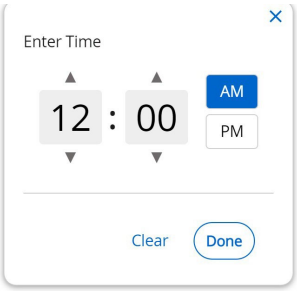
Every day

Choose *every day* if you will be out every day of your entire absence. Then, indicate whether or not you will need full or partial days.

Full days indicate you will be absent for the full day of your normal work schedule.

Partial days indicate that you will be absent for only a part of your normal work schedule. For example, you will be absent from 8am to 12pm when your normal work schedule is 8am to 4pm.



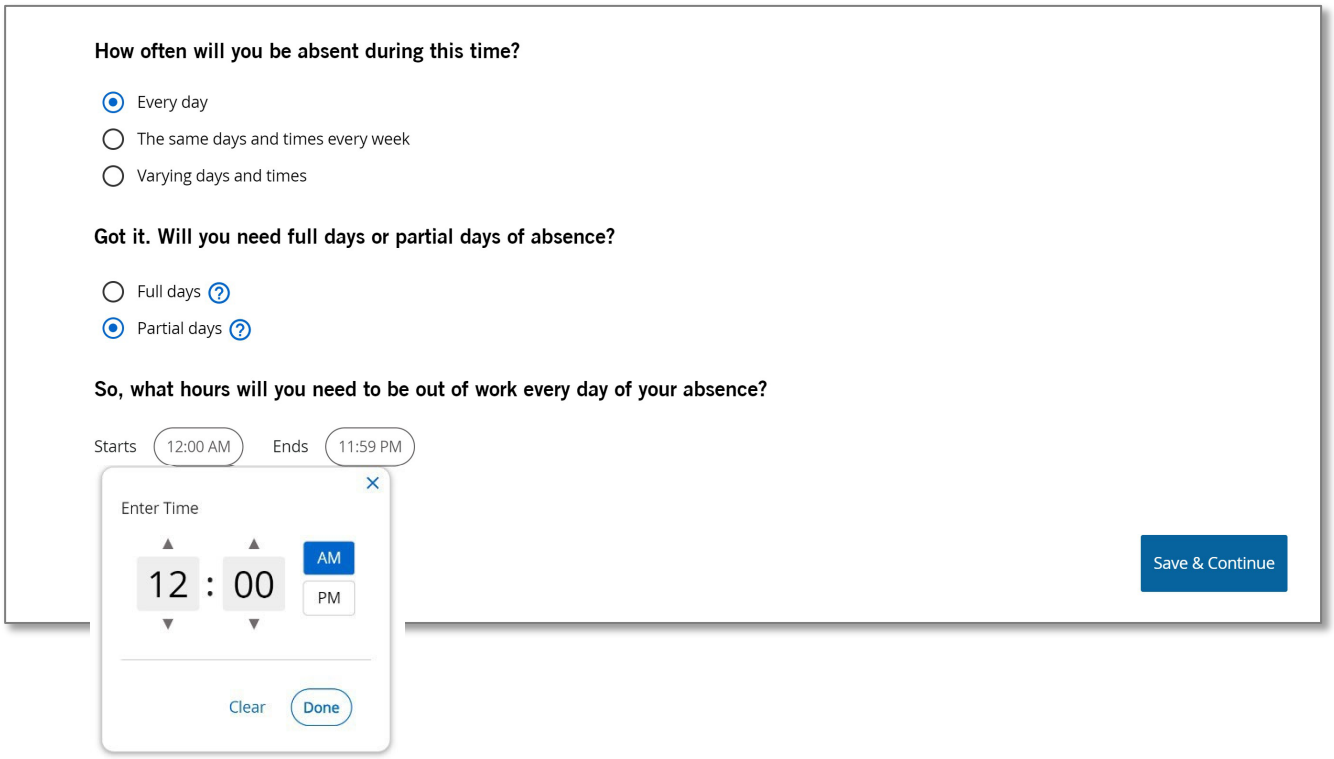


Full Days

If you choose full days, you can indicate if you work a partial day on your first day of absence. If so, enter your start time you'll need to be away. You can click on the time and either manually type the start time or use the arrows to update the hours, time, and am or pm.

Partial Days

If you choose partial days, indicate what hours you will need to be out of work every day of your absence. You can click on the time and either manually type the start time or use the arrows to update the hours, time, and am or pm.

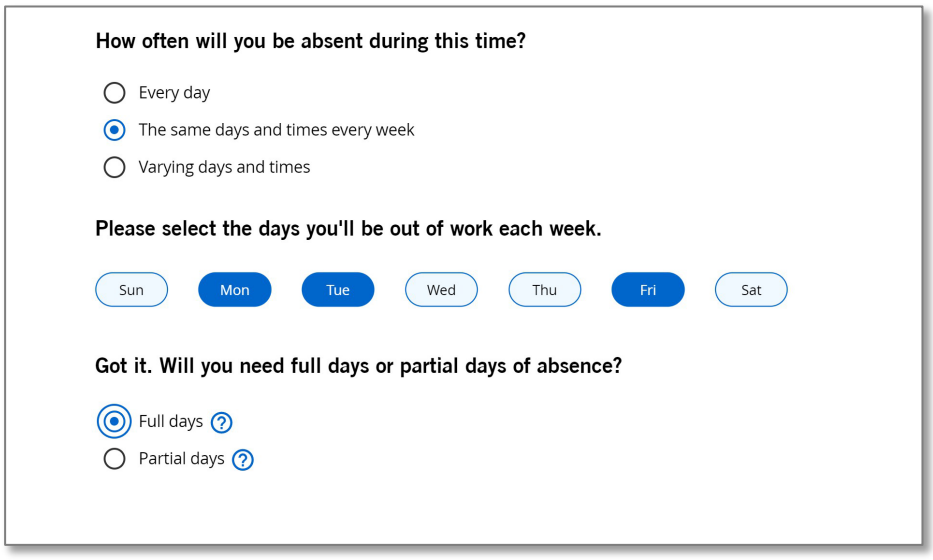


Once you made your updates, click *Save & Continue* to proceed to the next screen.

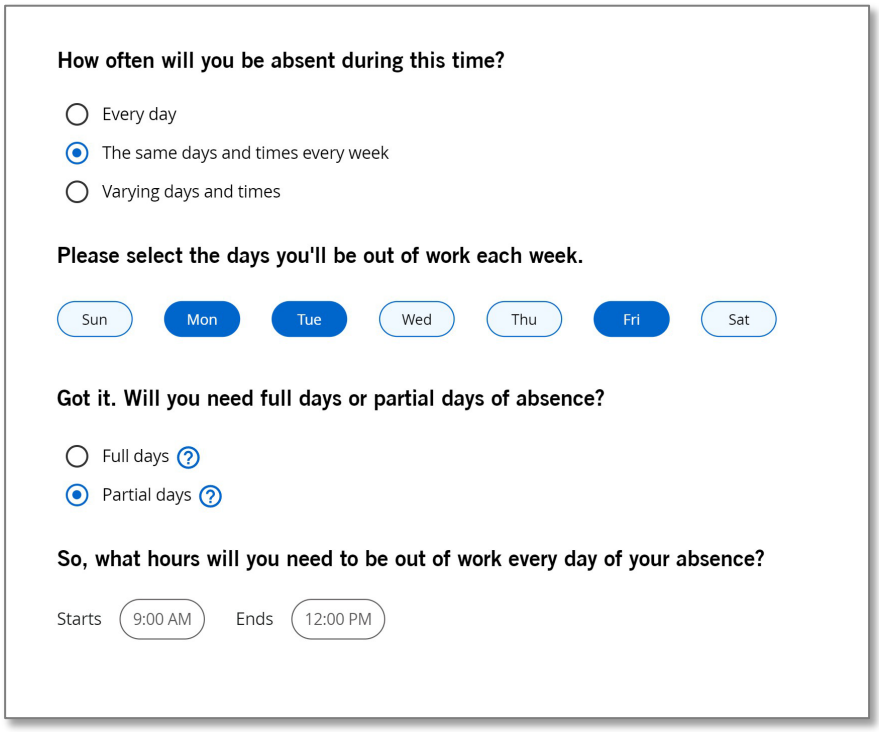
Same days and times each week

If you will be absent the same days and times each week, but not full weeks at a time, choose *The same days and times every week*.

Click on the days you will be out of work each week. Then, indicate whether or not you'll be away full or partial days. Full days indicates you will be out your full workday.



If you choose *Partial days* you will need to indicate when you'll be out of work during your absence. You can click on the times and update them in the pop-up that appears.

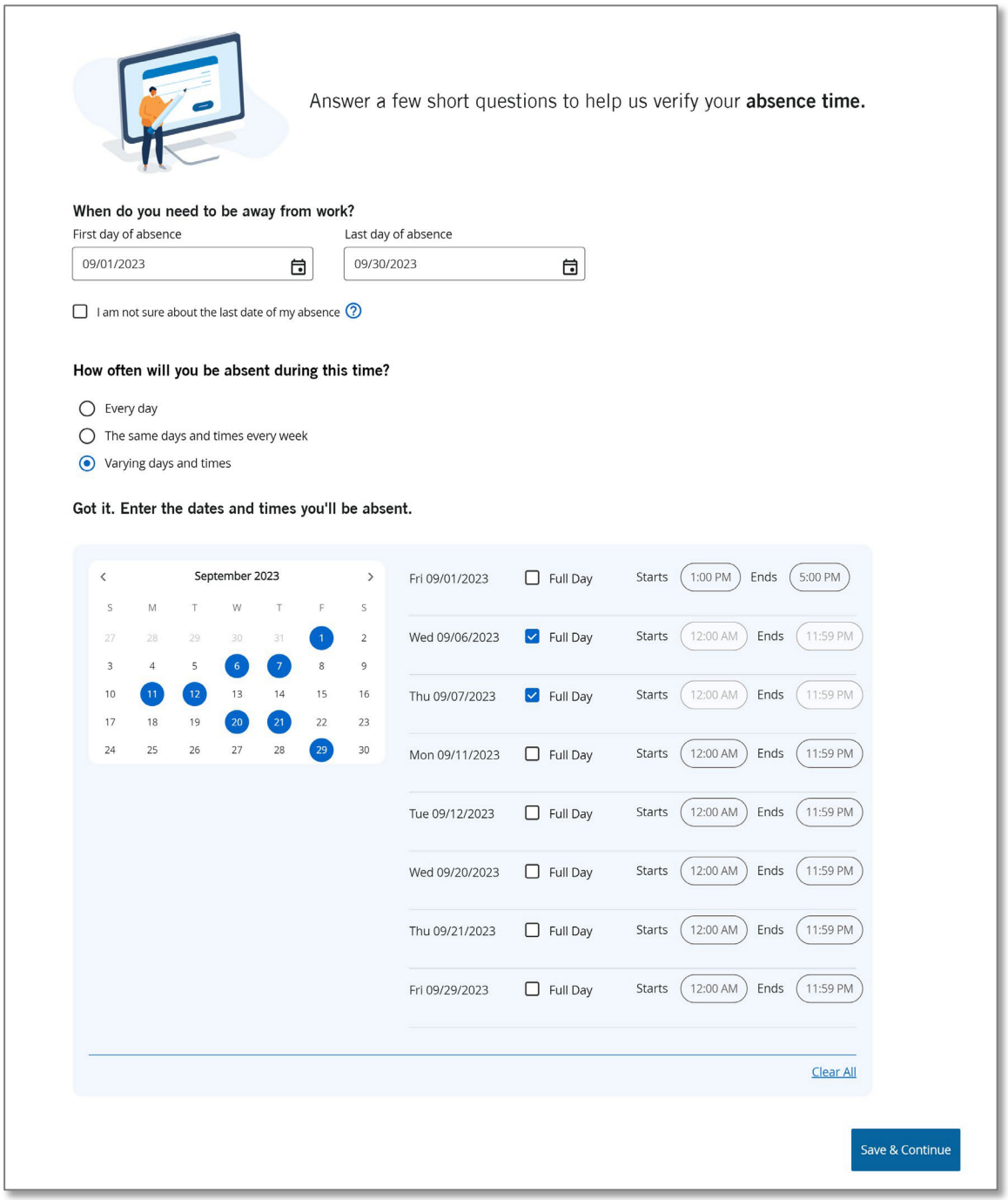


Click *Save & Continue* at the bottom of the page to proceed to the next screen.

Varying dates and times

If your absence varies by week, you can select *varying days and times*. This will display a calendar. Click on each day of the calendar that you will be absent. The days you click will appear blue on the calendar. Simply click on the day to remove it if you selected it by mistake. If your absence extends across multiple months, make sure to click on the days in the next month(s), too. You can click on the left arrow next to the month to advance to the next month.

Updating your absence time: As you click each day on the calendar, it will be listed with the date, the option to choose full day, and the option to update your start and end time. Choose full day by clicking on it or update your start and end times by clicking on each of those fields.



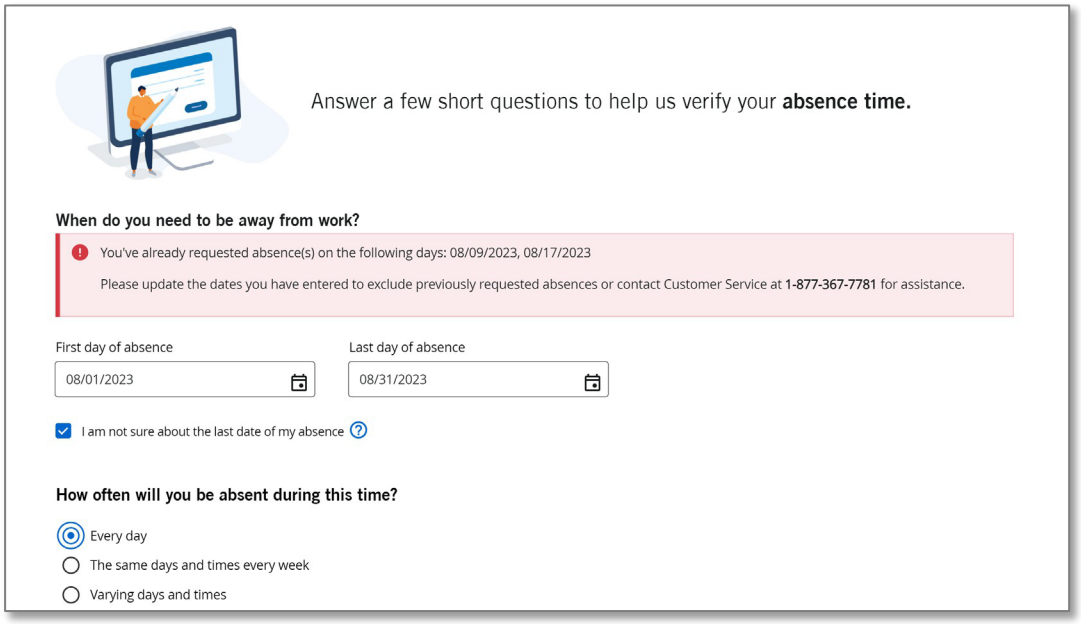
Click *Save & Continue* when you are finished.

Prior Time Taken Error Messages

If you request absence dates that you have previously requested, you will see a message at the top of the page. That message will tell you what dates you have previously requested time for. This includes dates that have been approved, denied, or are pending.

No matter how often you will be absent and at what frequency, we are checking those dates against previously requested time.

In order to proceed with your request, please update your absence dates to exclude previously requested time.

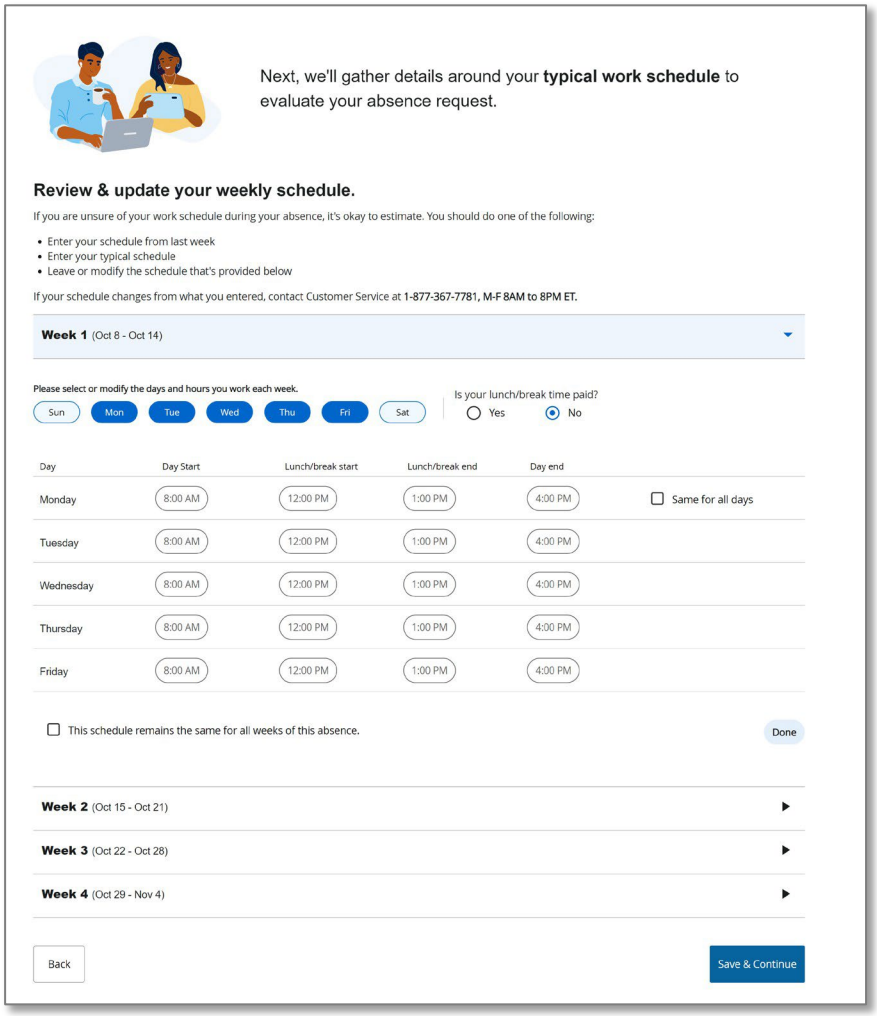


Work Schedule

Now it's time to update your typical work schedule. For every week you've requested an absence, you will see a work week that needs to be reviewed, updated, and confirmed.

The work schedule will be pre-populated with either:

- A work schedule you've provided in the past on other claims
- A work schedule provided by your employer, when applicable
- A default work schedule if nothing else is available

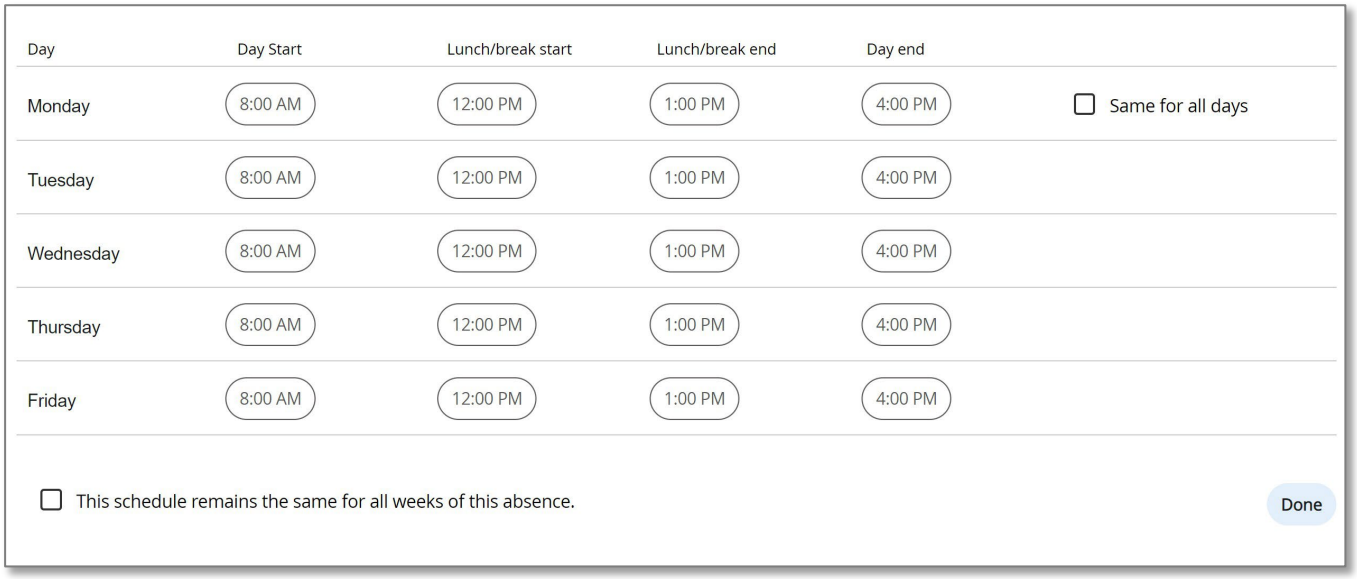


You can update your work schedule by:

- clicking on days to add or remove them
- clicking on *yes* or *no* to indicate whether your lunch/break is paid or not

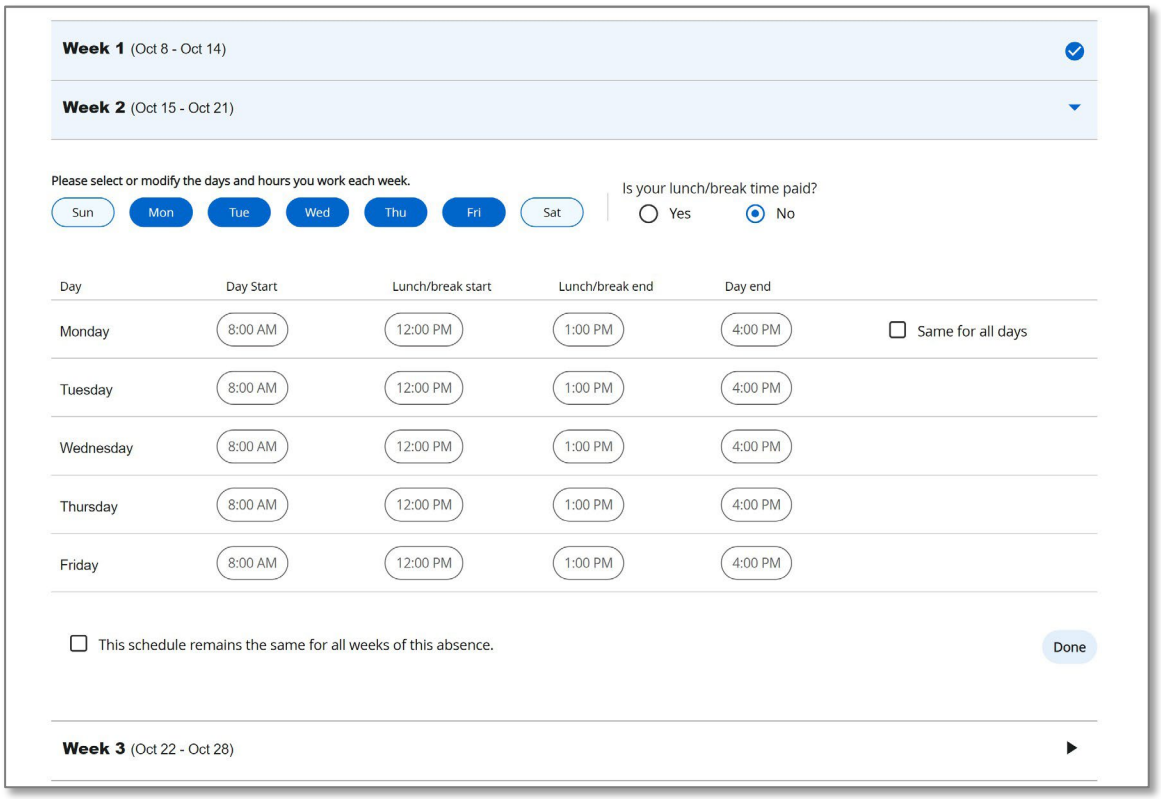
- clicking on the *Day start* and *Day end* times
- clicking on the *Lunch/break start* and *Lunch/break end* times when applicable

- clicking *Same for all days* if your schedule is the same for every week

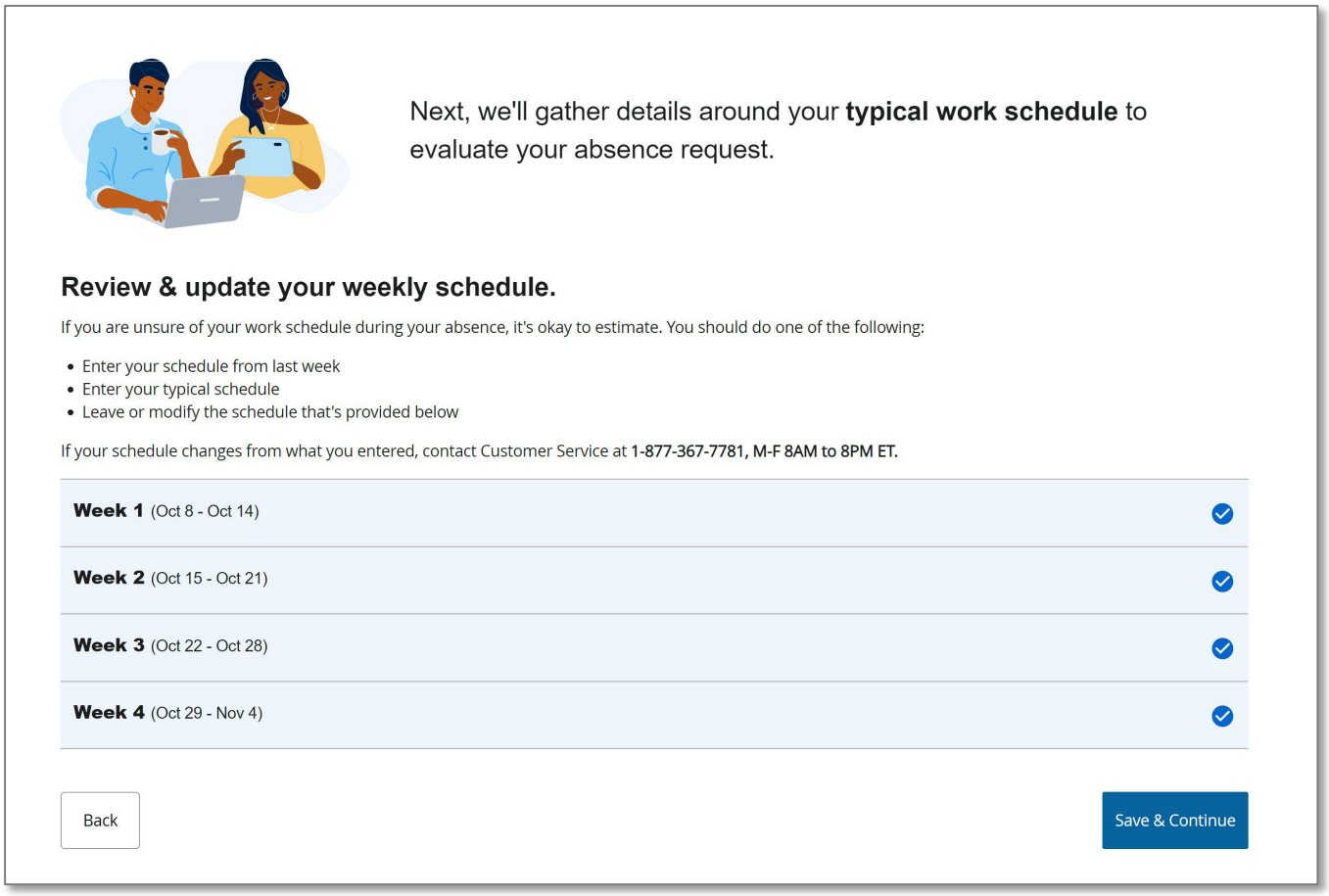


Confirming your work schedule

Once you've reviewed and updated your work schedule (if applicable), click the Done button. The next work week will expand, and you can update this work week separately.



If your schedule is the same for all weeks of your absence, you can click that box to indicate as such. All work weeks will be confirmed as *done.*



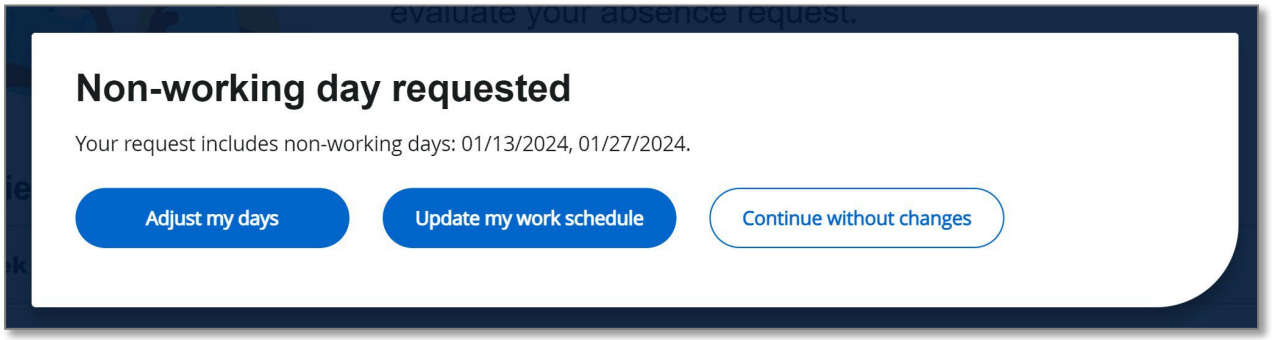
Click on *Save & Continue* to proceed to the next screen.

Non-Working days Error Message

If you request absence dates that are outside of your work schedule, you will see a pop-up message. The pop message will tell you which dates you have requested which are not in your work schedule.

This message will also provide you three options:

- Adjust my days: if you want to change your selected day of absence
- Update my work schedule: if you want to change your work schedule
- Continue without changes: if you want to continue to next step

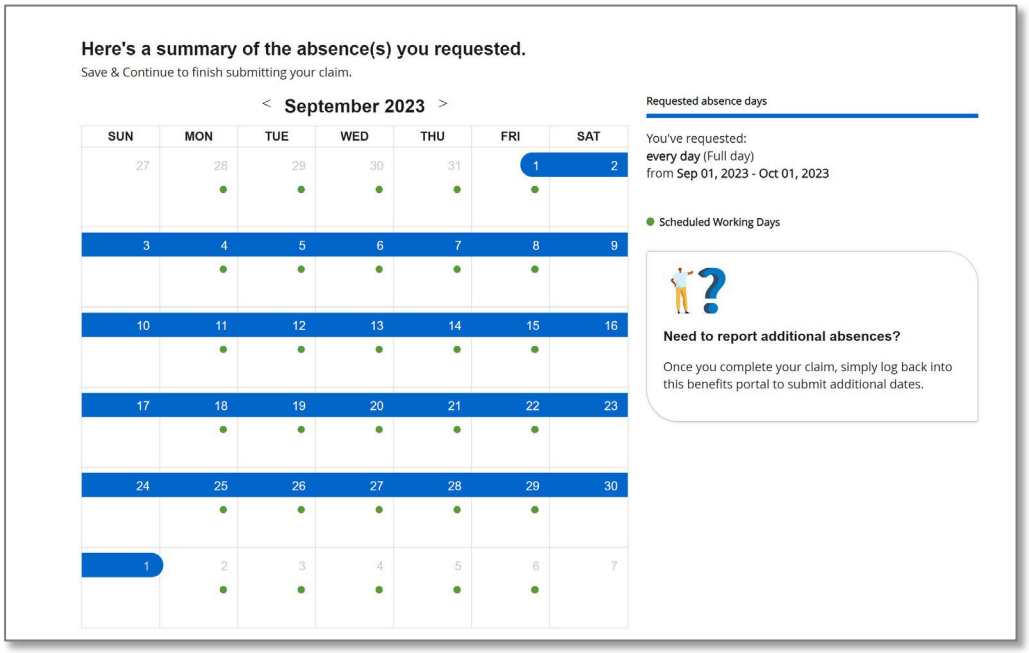


View the Summary of Your Request

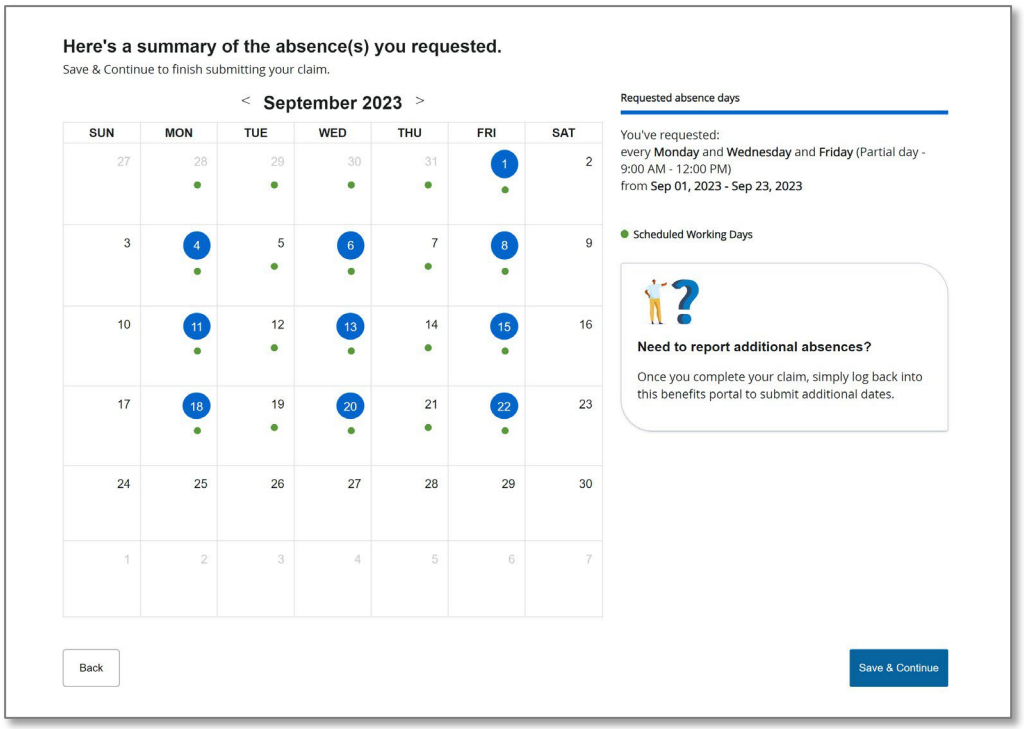
On this screen, you'll see a summary of your request. The calendar will show the dates you requested in blue along with green dots indicating your work schedule. There will also be a written summary of how often you'll be out.

You can change the month use the right and left arrows next to the Month. Below are various examples of the calendar view based on how often you will request your absence for.

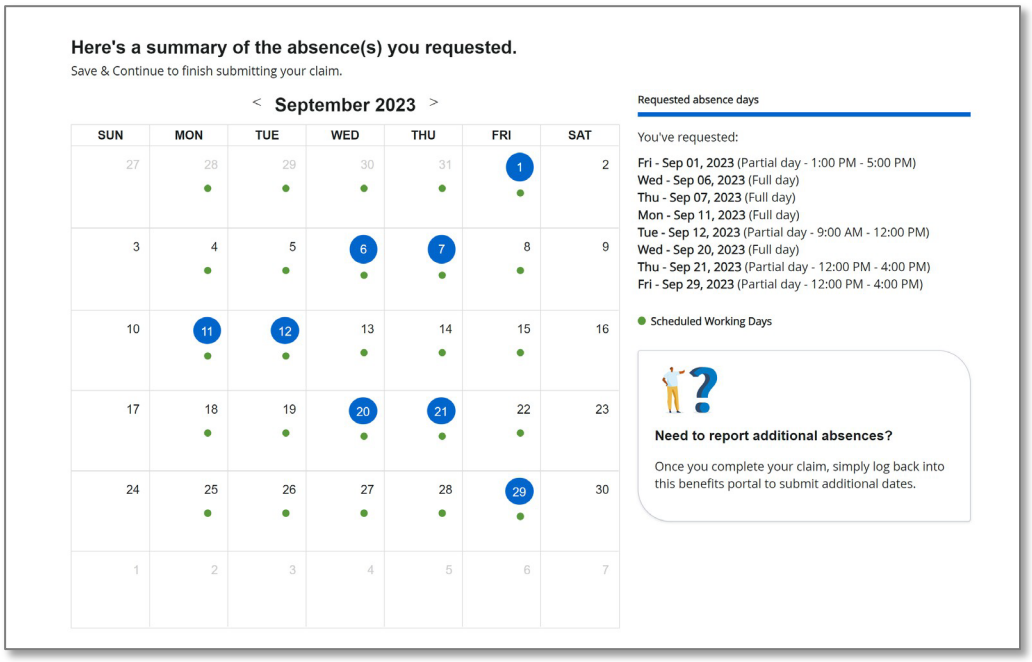
Absence every day over a period of time



Absence same days and times

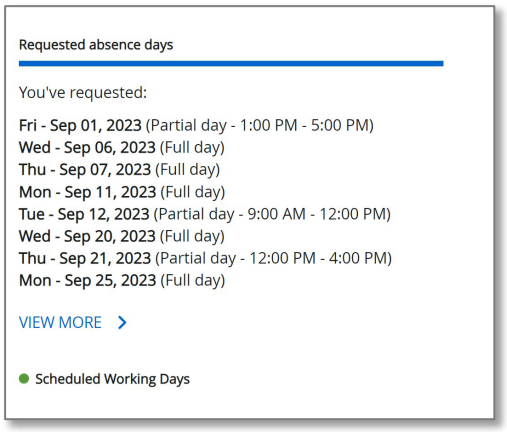


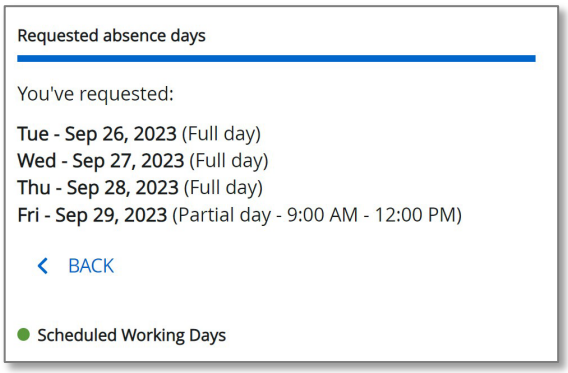
Absence across varying days and times



Requested absence days

If you have requested more than 10 absences, you can click on View More to see the rest of them listed out in text.

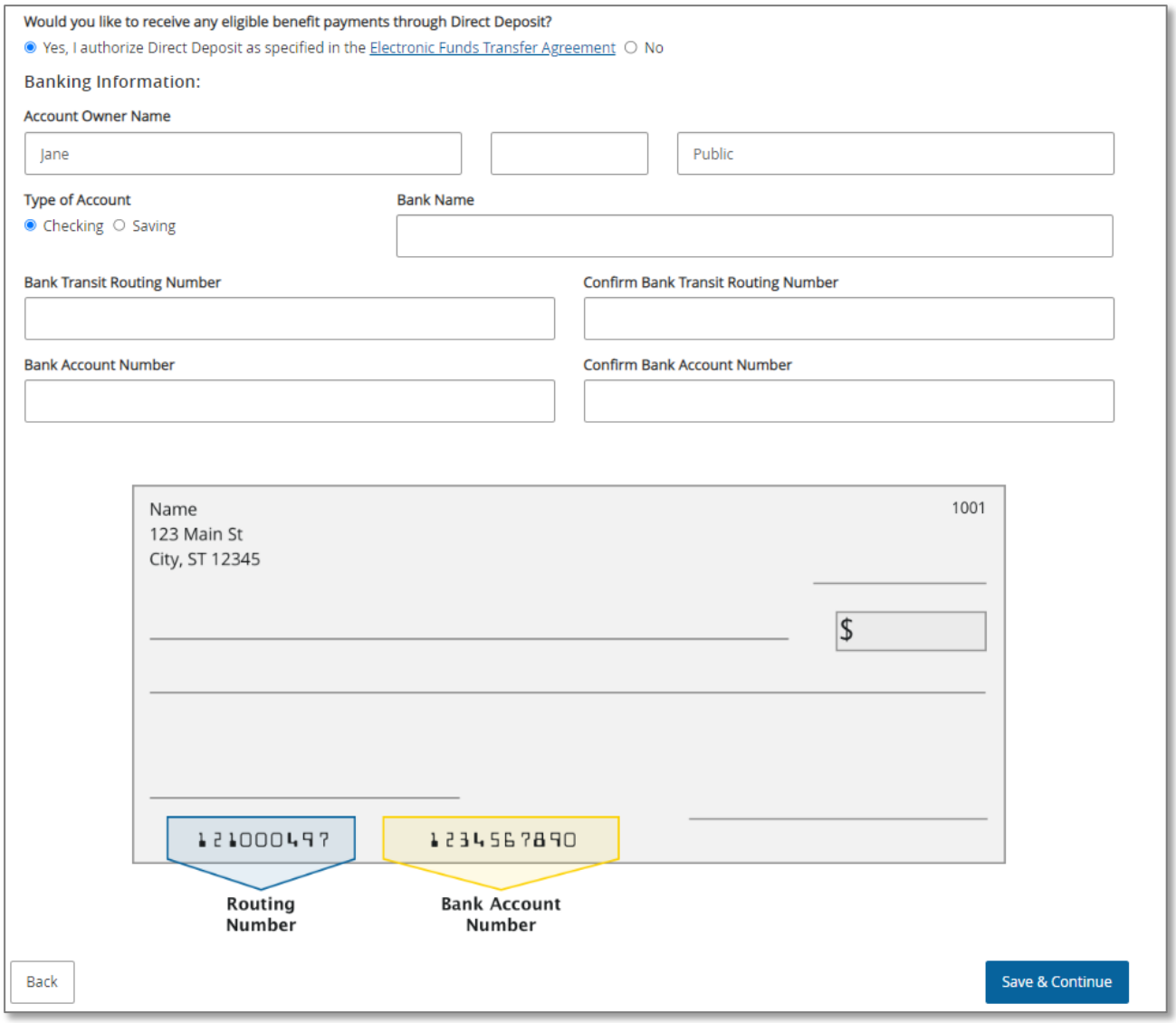




Click *Save & Continue* to proceed to the next step.

Step 4 – Payment

If you are filing a claim for disability benefits and Prudential will be issuing benefit payments, you will be asked how you would like to receive your disability benefit payments. You can choose to set up a direct deposit into an account of your choosing or you can receive payments at the address you provided earlier, via postal mail.



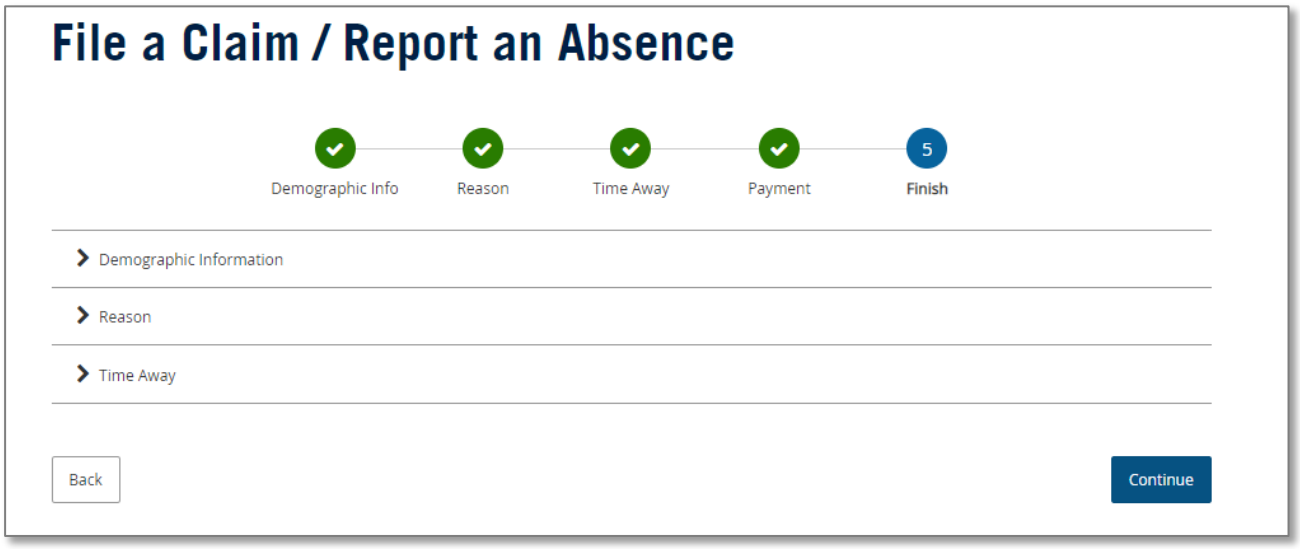
Click *Save & Continue* to proceed to the final step.

On the next screen, click on *Save & Continue* to acknowledge that you have read the disclaimer.

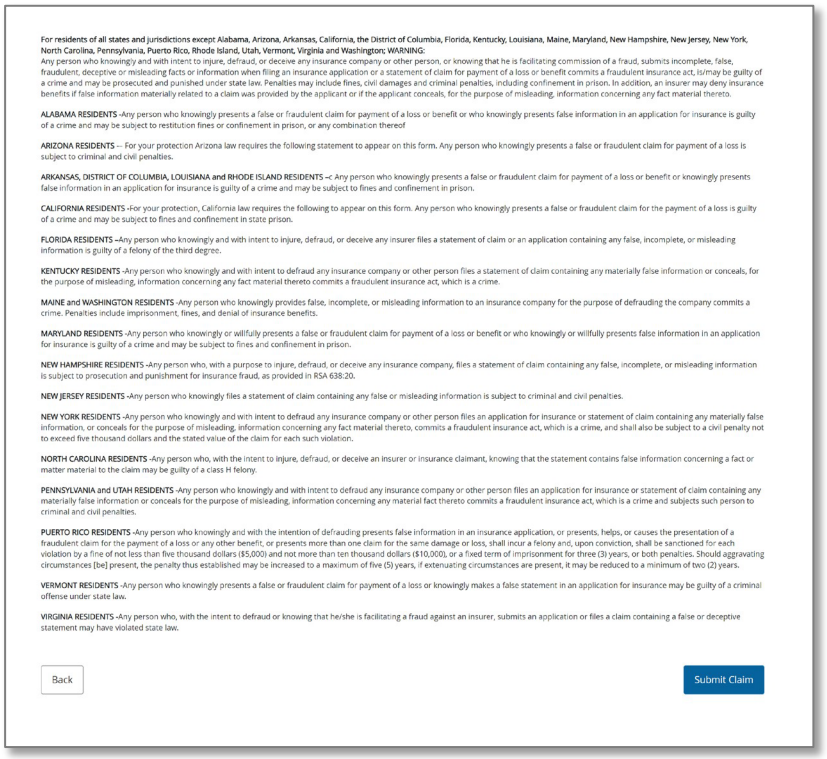
Step 5 – Finish

The fifth and final step gives you the opportunity to review and confirm your claim information.

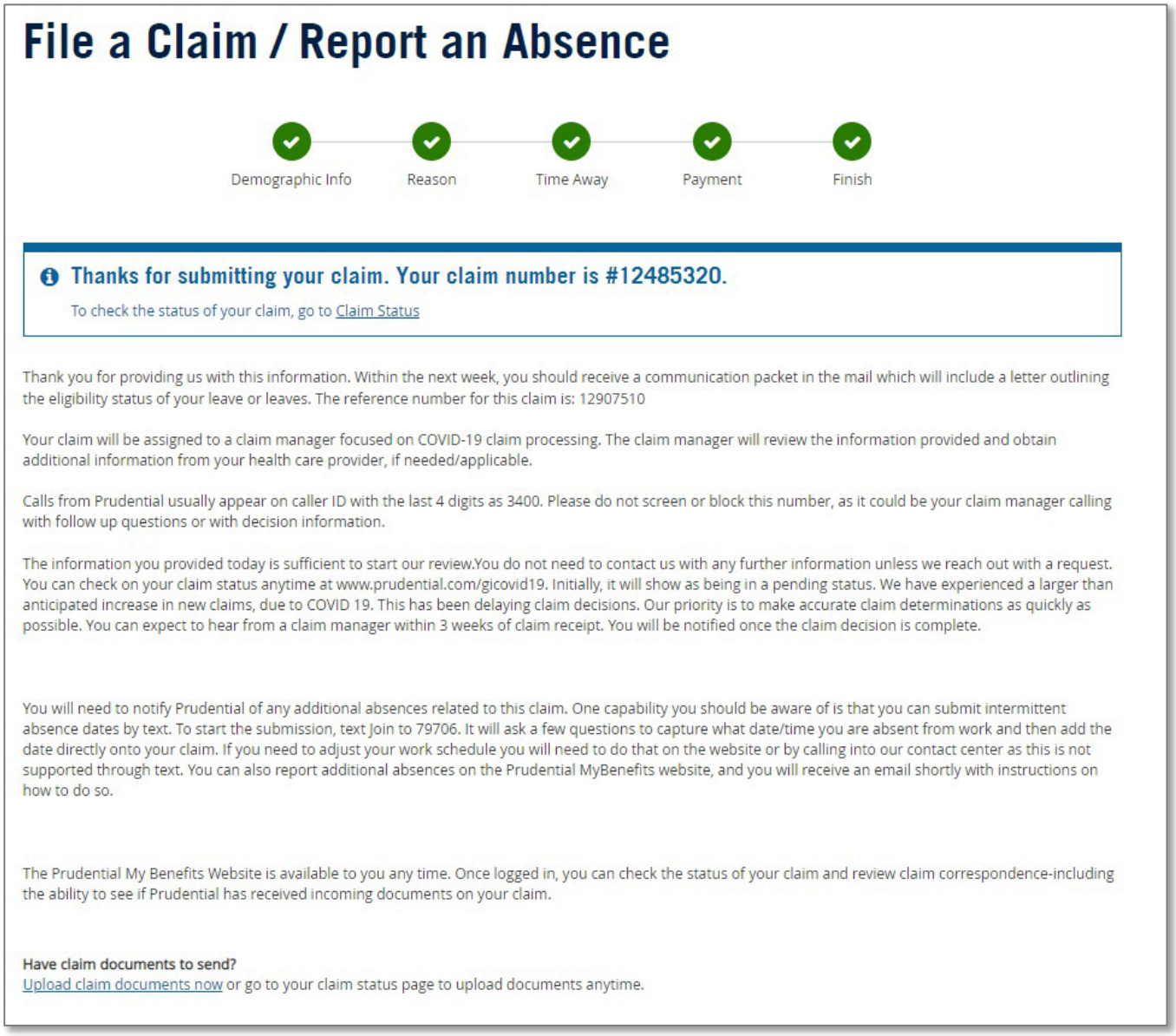
Use the right arrow buttons to expand and collapse each section. Click within each section if you need to make any changes. Click on *Continue* after verifying the information.



Next you will see a list of disclaimers for specific states. Click on *Submit Claim*.

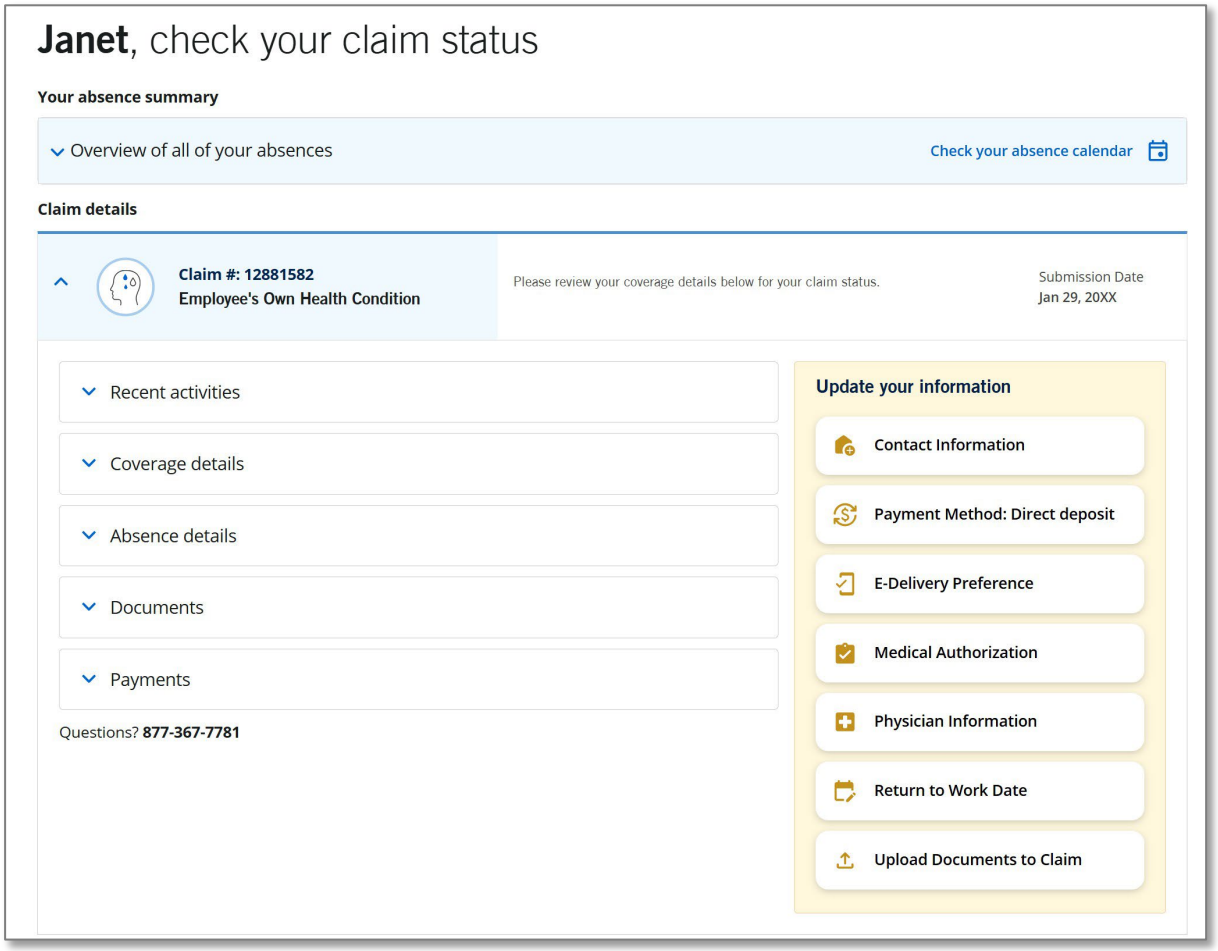


A Prudential Claim Number will then be assigned. Since online claim submissions are in real time, this screen confirms that your claim was created in our Disability/Absence Claim System and is available to view in the claim status section.



Claims Status

To view the status of a Disability or Absence Claim online, select *Claims Status* from the My Claims navigation tab. This page will provide a list of your claims and an overview of your absences if it's applicable.



Each section will give you more information about your claim.

- Recent activies: what documents were sent/received, what events were updated.
- Coverage details: status of each coverage, leave period, key dates
- Absence details:
- Documents:
- Payments

This additional information varies depending on the type of claim. You may also be able to update:

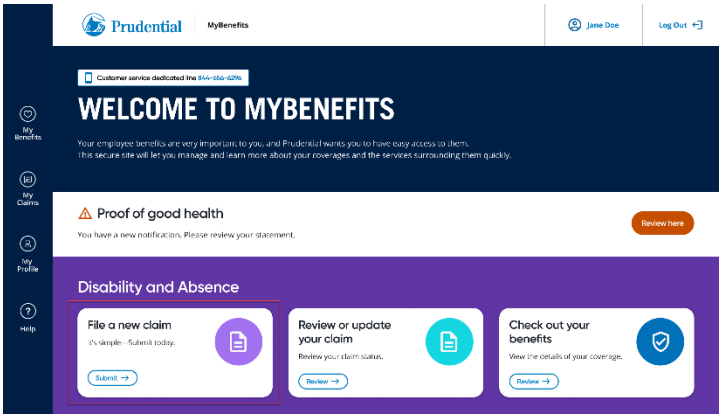
- Contact information
- Payment method: check of EFT – if applicable
- E-delivery preference
- Medical authorization
- Physician information
- Delivery Date if applicable
- Return to work date
- Upload documents to claim

Add Additional Time to Claim

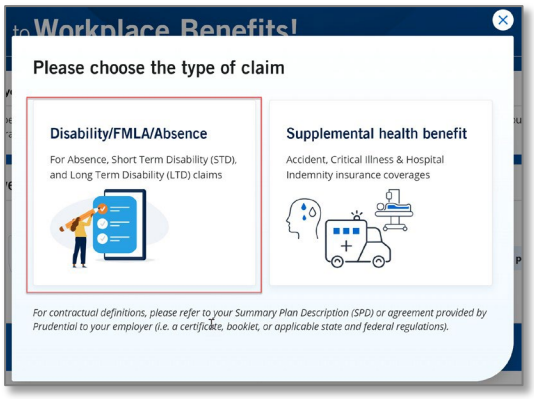
If applicable to your claim, you can add time to a claim from 3 locations. They each bring you to the same Add Time Away calendar.

1. Home page > File a Claim > Add Time – this will only appear if you have a claim you can add time to
2. My Claims > File a Claim > Add Time – this will only appear if you have a claim you can add time to
3. My Claims > Claim Status > Expand claim > Click on *Add Additional Time to This Claim*

Home Page > File a Claim

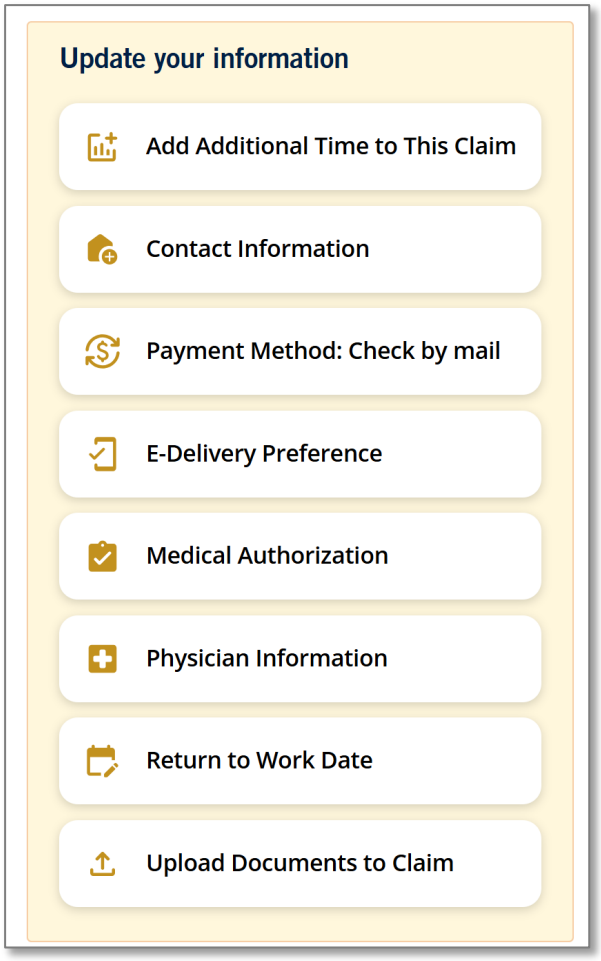


If you have supplemental health coverage, you will see this pop-up from the home page. Select Disability/FMLA/Absence. The Select Claim screen will show you which claims are applicable to add time to.



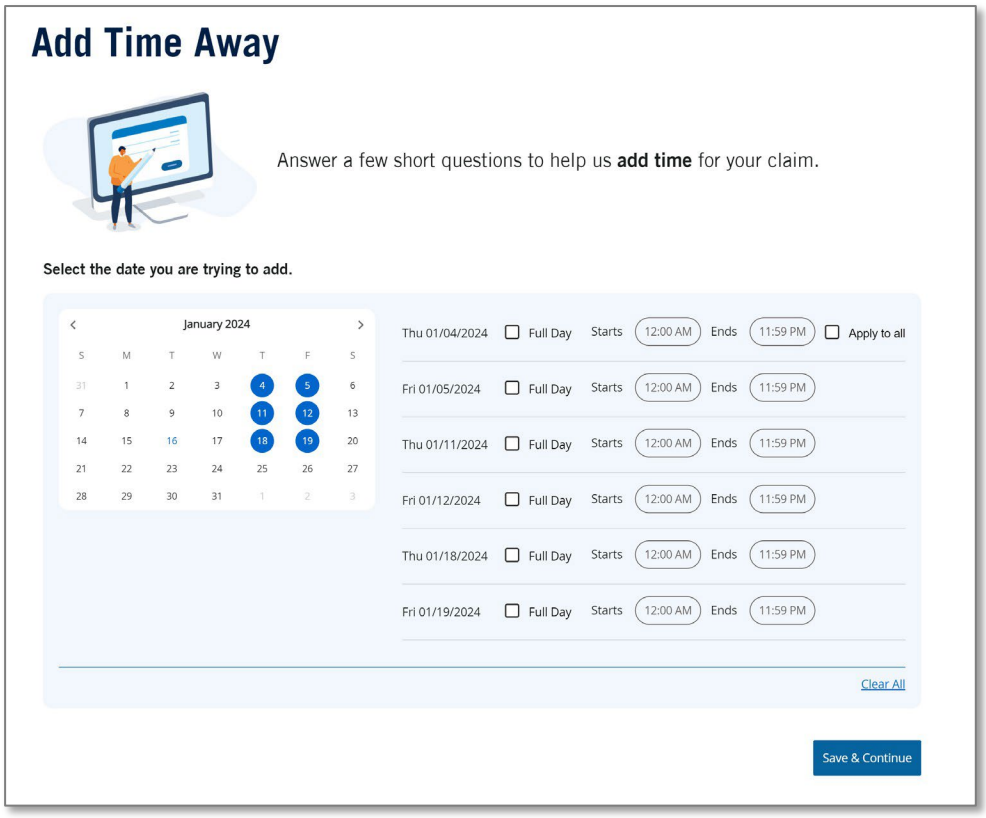
My Claims > File a Claim > Add Time

My Claims > Claim Status > Add Additional Time To This Claim

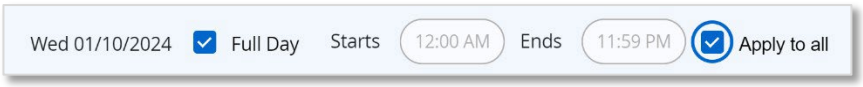


Step 1 – Absence Times

First, you need to provide us with the days you will be absent. Click on each day of the calendar that you will be absent. The days you click will appear blue on the calendar. Simply click on the day to remove it if you selected it by mistake. If your absence extends across multiple months, make sure to click on the days in the next month(s), too. You can click on the left arrow next to the month to advance to the next month.



Updating your absence time(s): As you click each day on the calendar, it will be listed. You have the option to update the following:



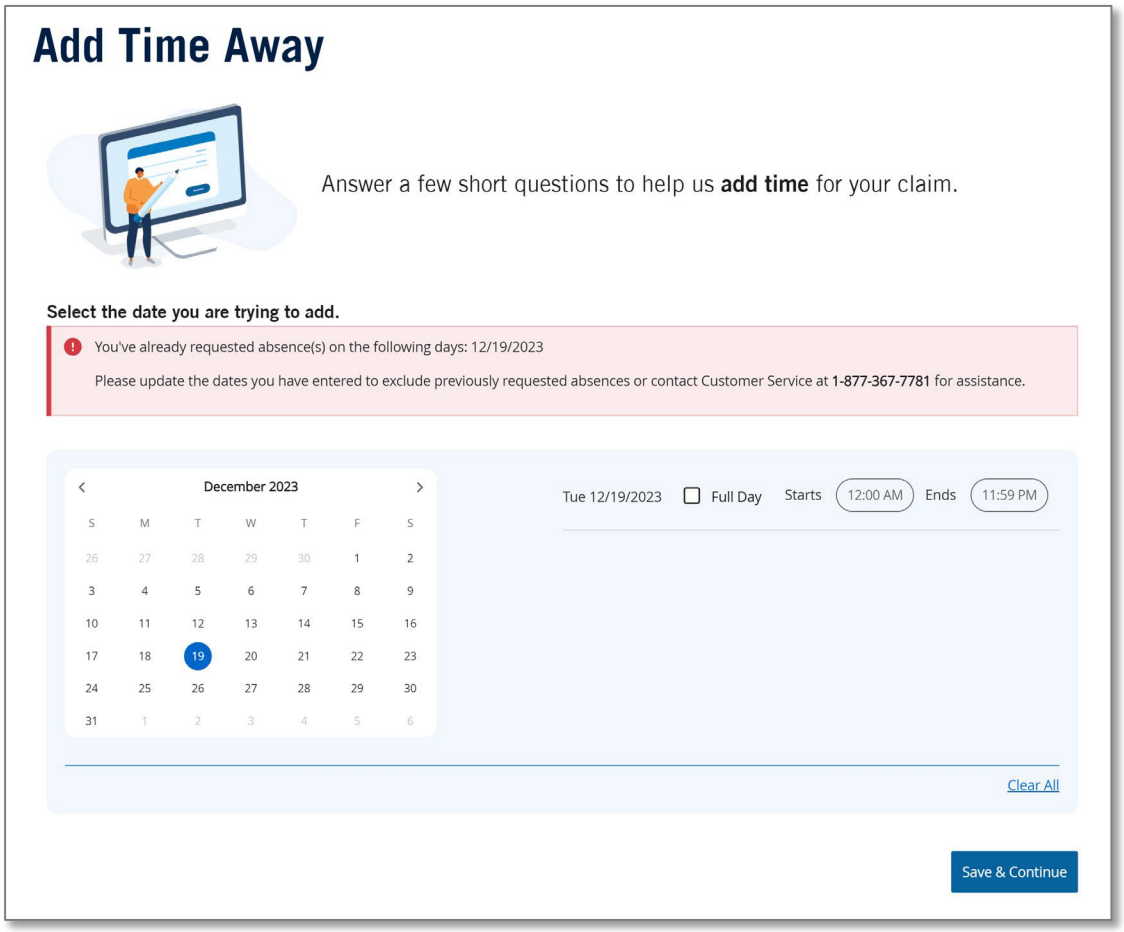
- full day
- start and end time
- *apply to all* so that your start and end time will be applied to all the dates you selected

Click *Save & Continue* when you are finished.

Prior Time Taken Error Messages

If you request absence dates that you have previously requested, you will see a message at the top of the page. That message will tell you what dates you have previously requested time for. This includes dates that have been approved, denied, or are pending.

To proceed with your request, please update your absence dates to exclude previously requested time. You can do this by unselecting those dates on the calendar.

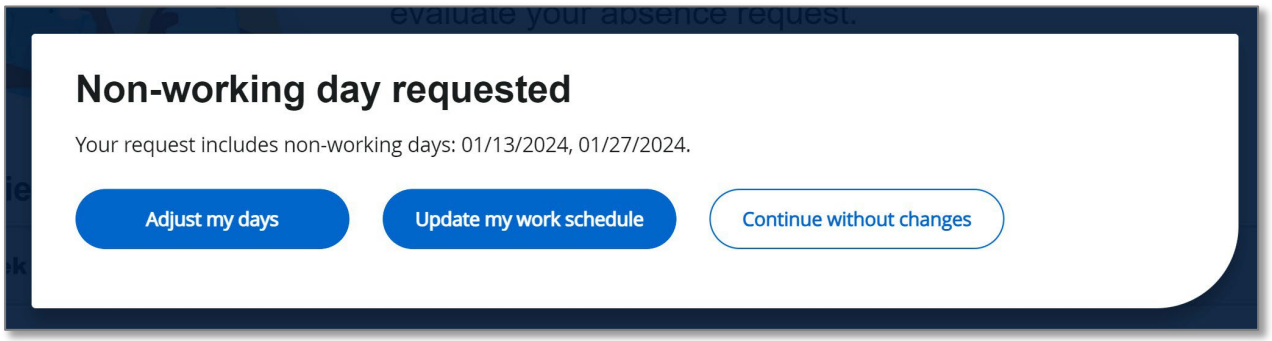


Non-Working days Error Message

If you request absence dates that are outside of your work schedule, you will see a pop-up message. The pop message will tell you which dates you have requested which are not in your work schedule.

This message will also provide you three options:

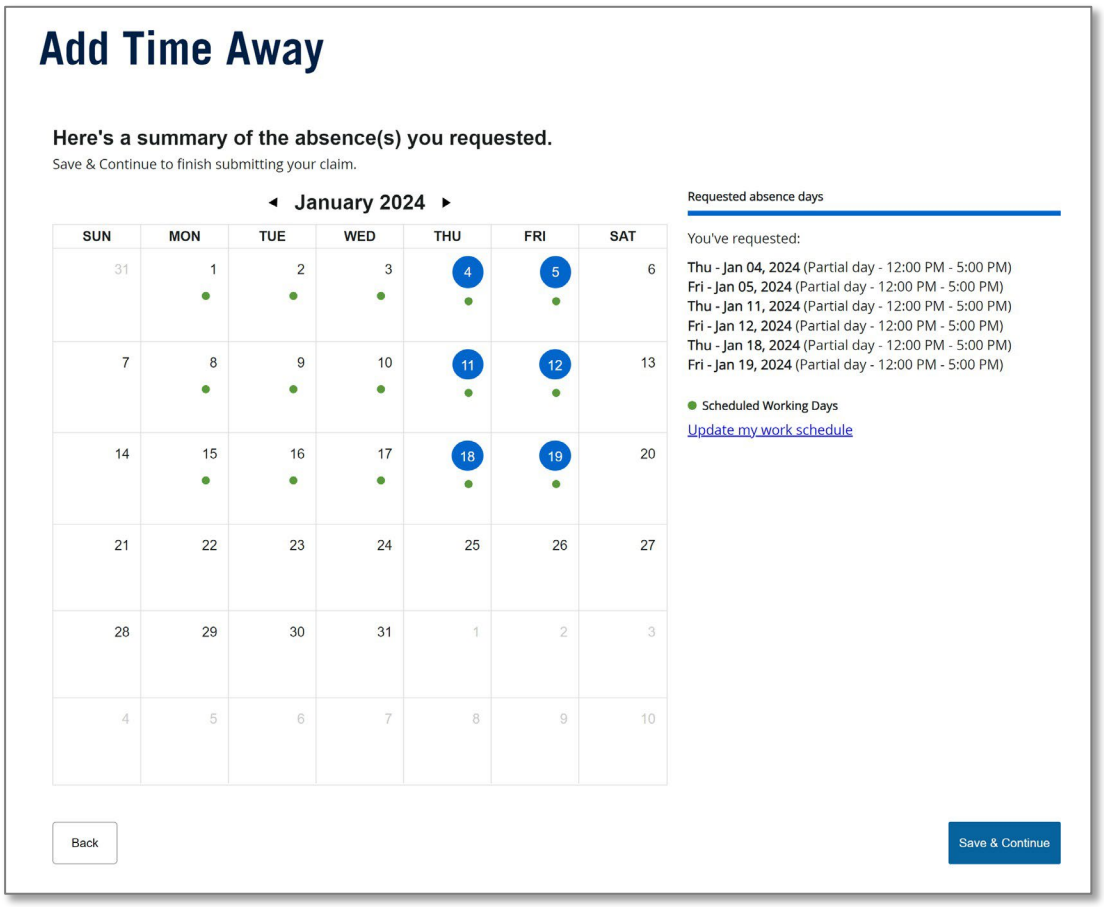
- Adjust my days: Click on this, if you want to change your selected days
- Update my work schedule: Click on this, if you want to change your work schedule
- Continue without changes: Click on this, if you want to continue to next step



Step 2 – View the Summary of Your Request

On this screen, you'll see a summary of your request. The calendar will show the dates you requested in blue along with green dots indicating your work schedule. There will also be a written summary of how often you'll be out. You will also see the button to update your work schedule.

You can change the month use the right and left arrows next to the Month.



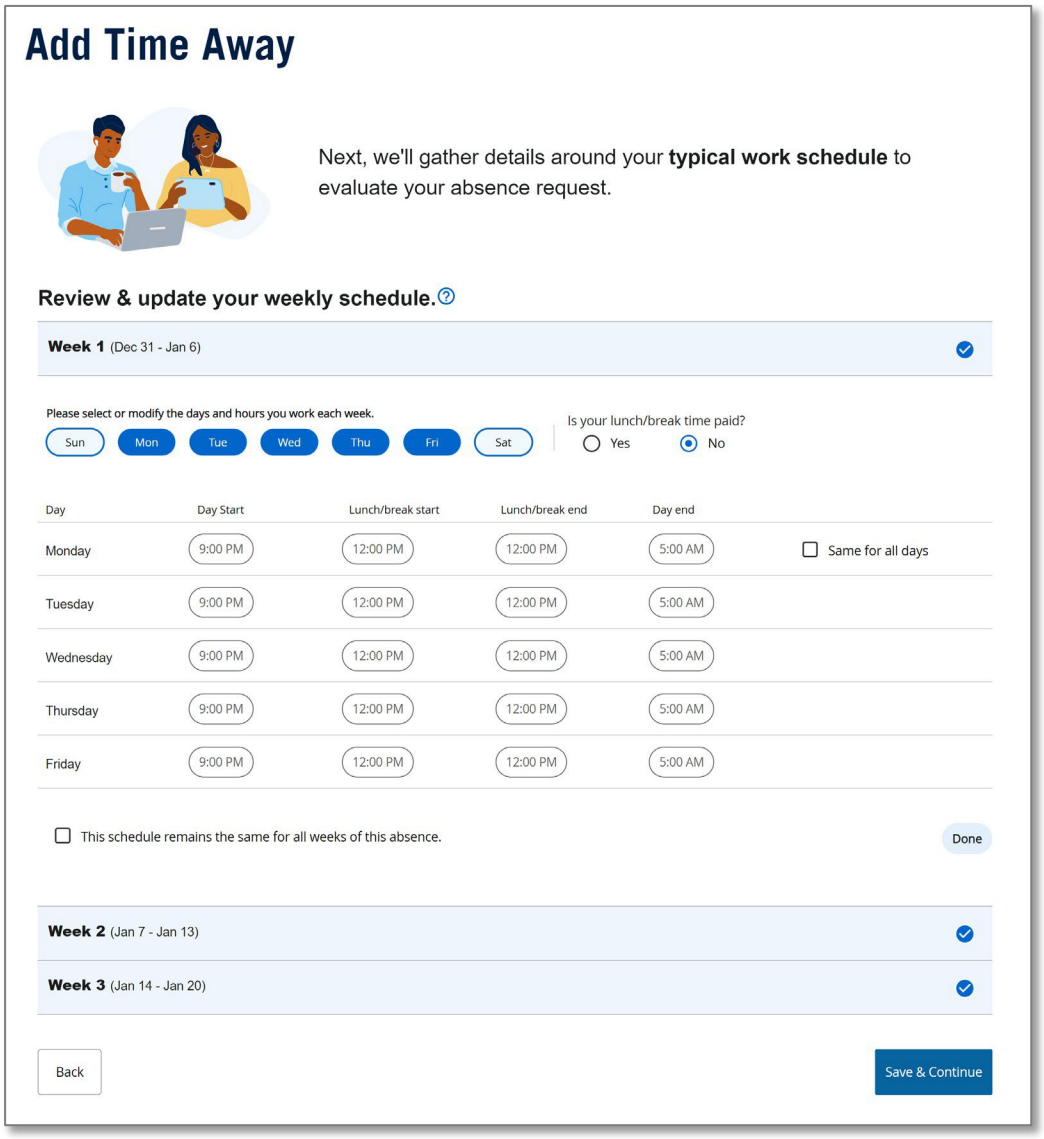
Click on *Save & Continue* to proceed to the next screen.

Update Your Work Schedule

Because we already have your work schedule, you do not need to provide it again. However, if it's changed, please click *Update your work schedule.* You will be brought back to the work schedule page. For every week where you've requested an absence, you will see a work week that needs to be reviewed, updated, and confirmed.

The work schedule will be pre-populated with the work schedule already associated with this claim.

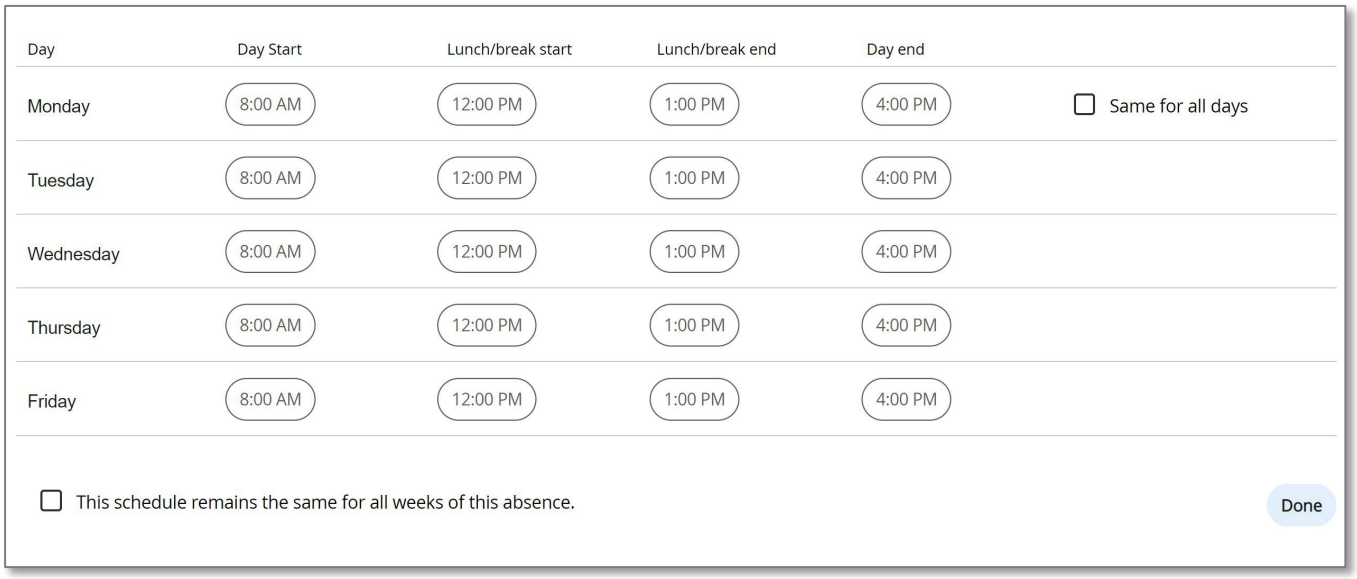
However, if you are unsure of your work schedule during your absence, it's okay to estimate.



You can update your work schedule by:

- clicking on days to add or remove them
- clicking on *yes* or *no* to indicate whether your lunch/break is paid or not

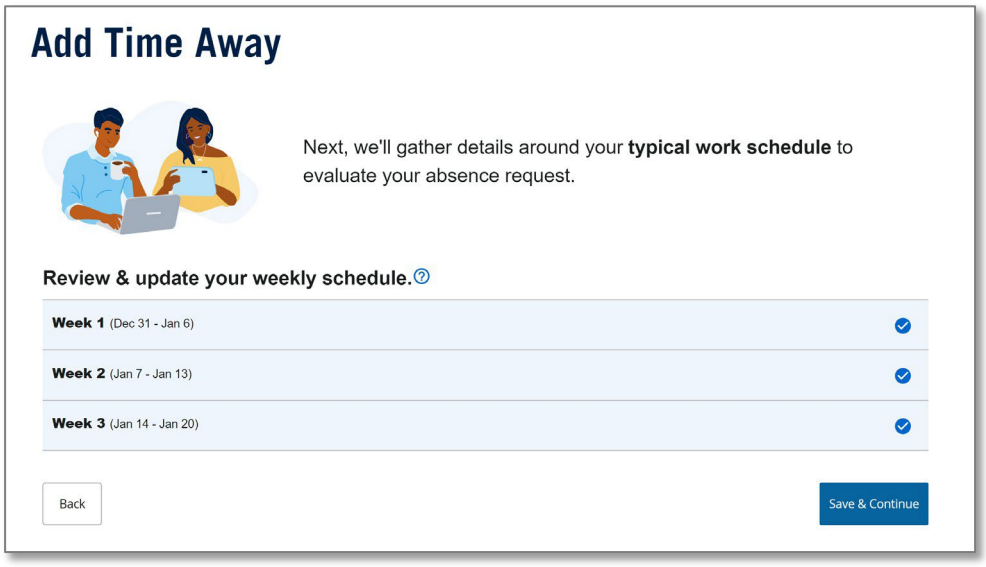
- clicking on the *day start* and *day end* times
- clicking on the *lunch/break start* and *lunch/break end* times when applicable
- clicking *Same for all days* if your schedule is the same for every week



Confirming your work schedule

Once you've reviewed and updated your work schedule (if applicable), click the *Done* button. If you have multiple weeks you are applying your work schedule changes to, click the box next to *This schedule remains the same for all weeks of this absence.* All work weeks will be confirmed as *done.*

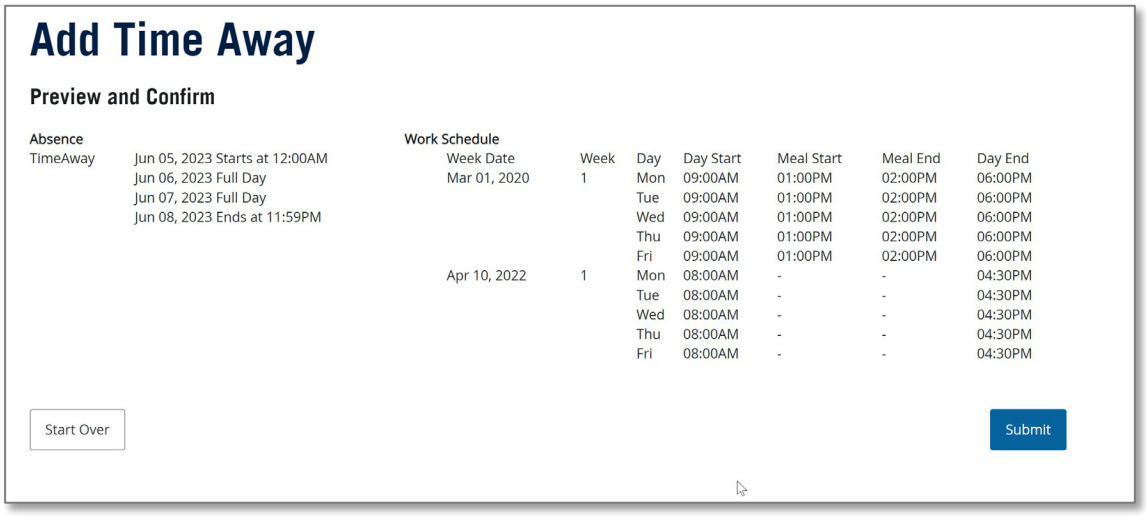
If each week is different, click on each collapsed week to update it before clicking *Done*.



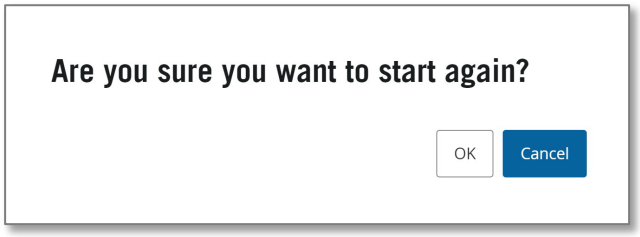
Click on *Save & Continue* to proceed to the next screen.

Step 3 – Preview and Confirm

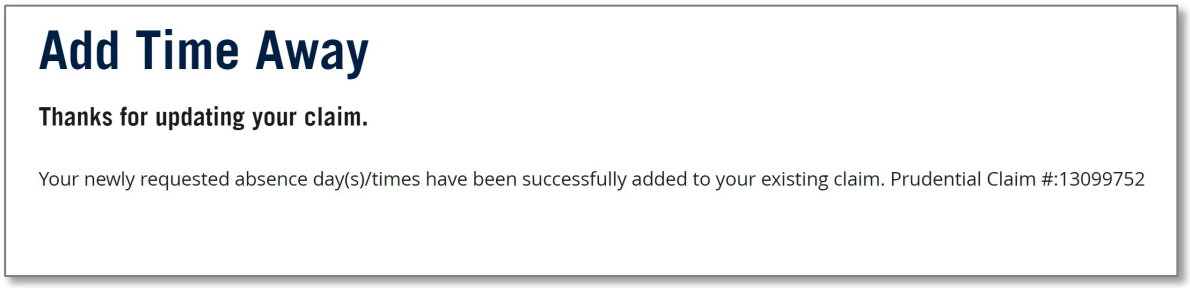
On this page, review the information you provided. The work schedule that appears may be from prior claims. This will not impact your request to add time.



Clicking on *Start Over* will re-open the *Add Time Away calendar* where you will have to redo your time away. Click on *OK* if you want to start over or click on *Cancel* to get back to the prior screen.

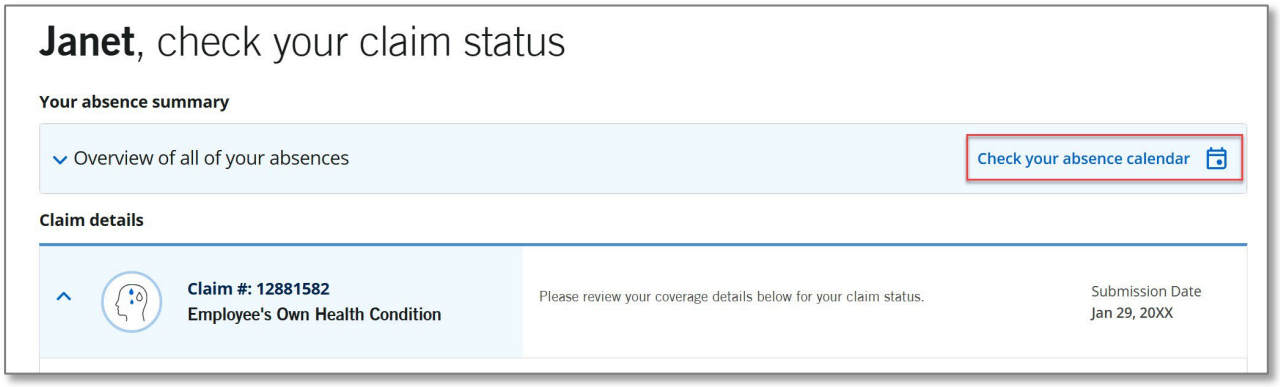


Once you confirm the dates, click on *Submit*.



View Absence Calendar

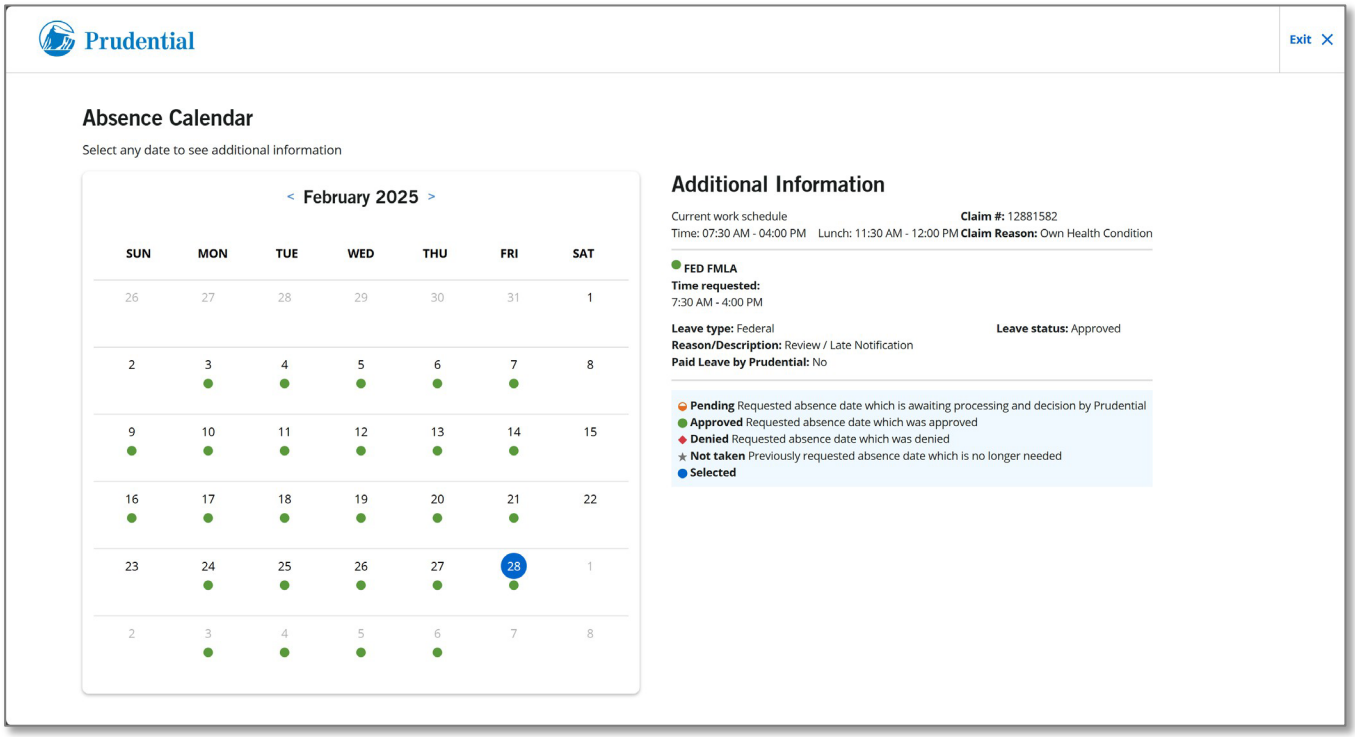
You can view your absence and their status on the Absence Calendar. You can access the calendar by My Claims > Claim Status > Check your absence calendar.



The Legend will indicate the status of each time absence requested.

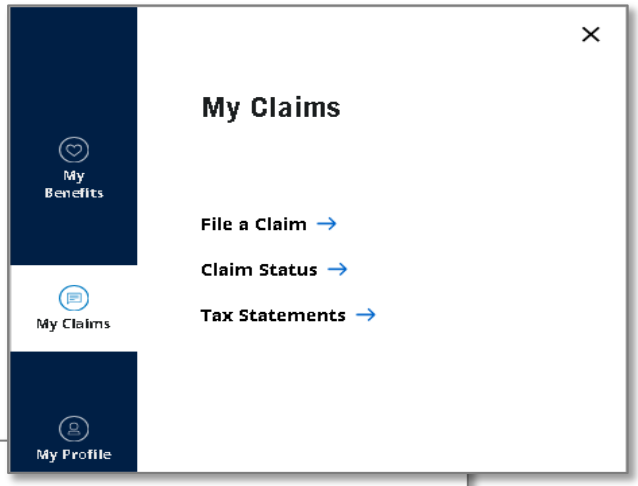
- Pending
- Approved
- Denied
- Not Taken

Click on any day with an icon to learn more about it.

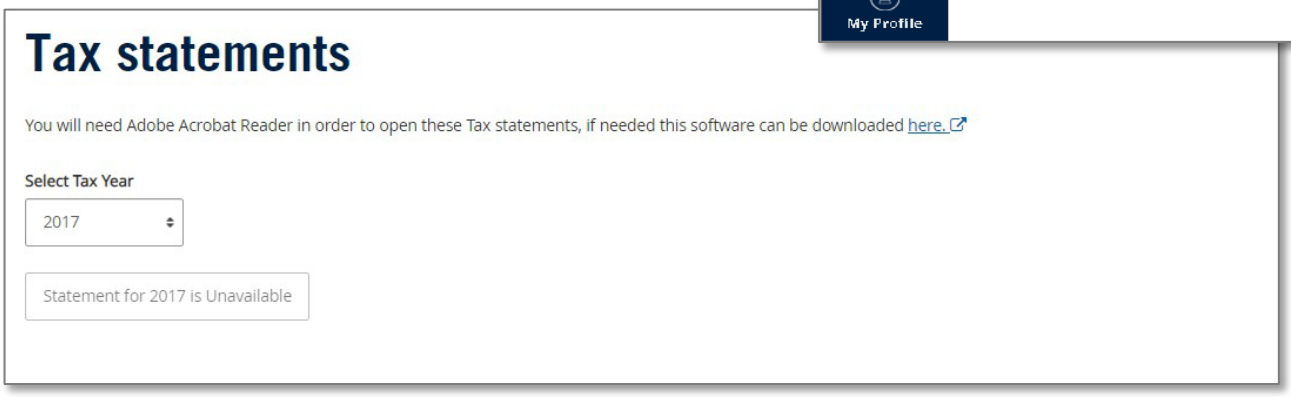


Tax Statements

When you click on *Tax Statements* from the *Claims and Absence* Navigation tab, you will have the ability to download and view your Tax Statements (when available). You can select the *Tax Year* from the drop-down menu and then click on the *Generate Tax Statement* button. If a statement is available, click on the form link to open the document in Adobe PDF format allowing you to save and print. If a statement is not available, the button will indicate the Statement for the year selected in Unavailable.



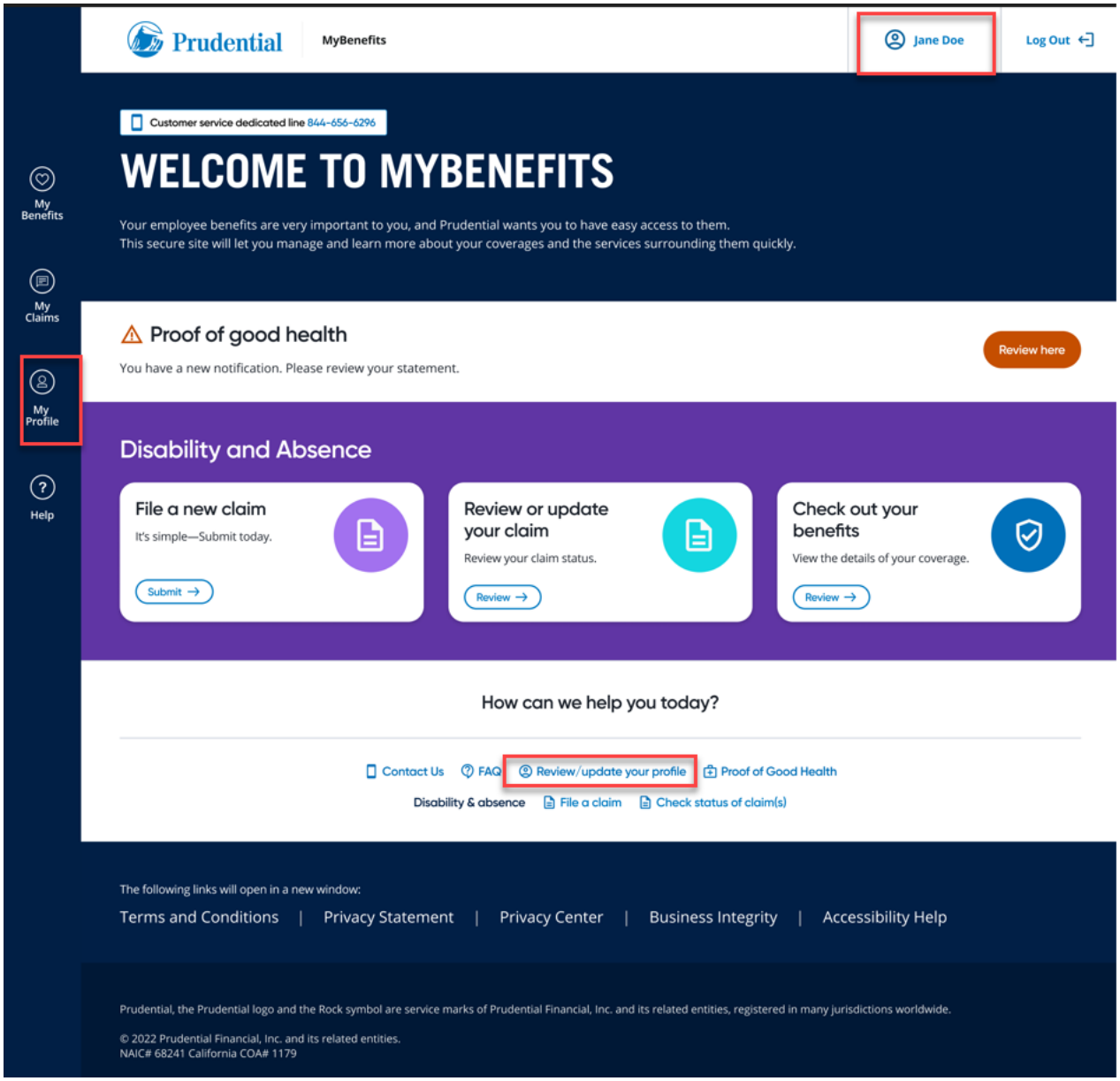
Request a Tax Statement:

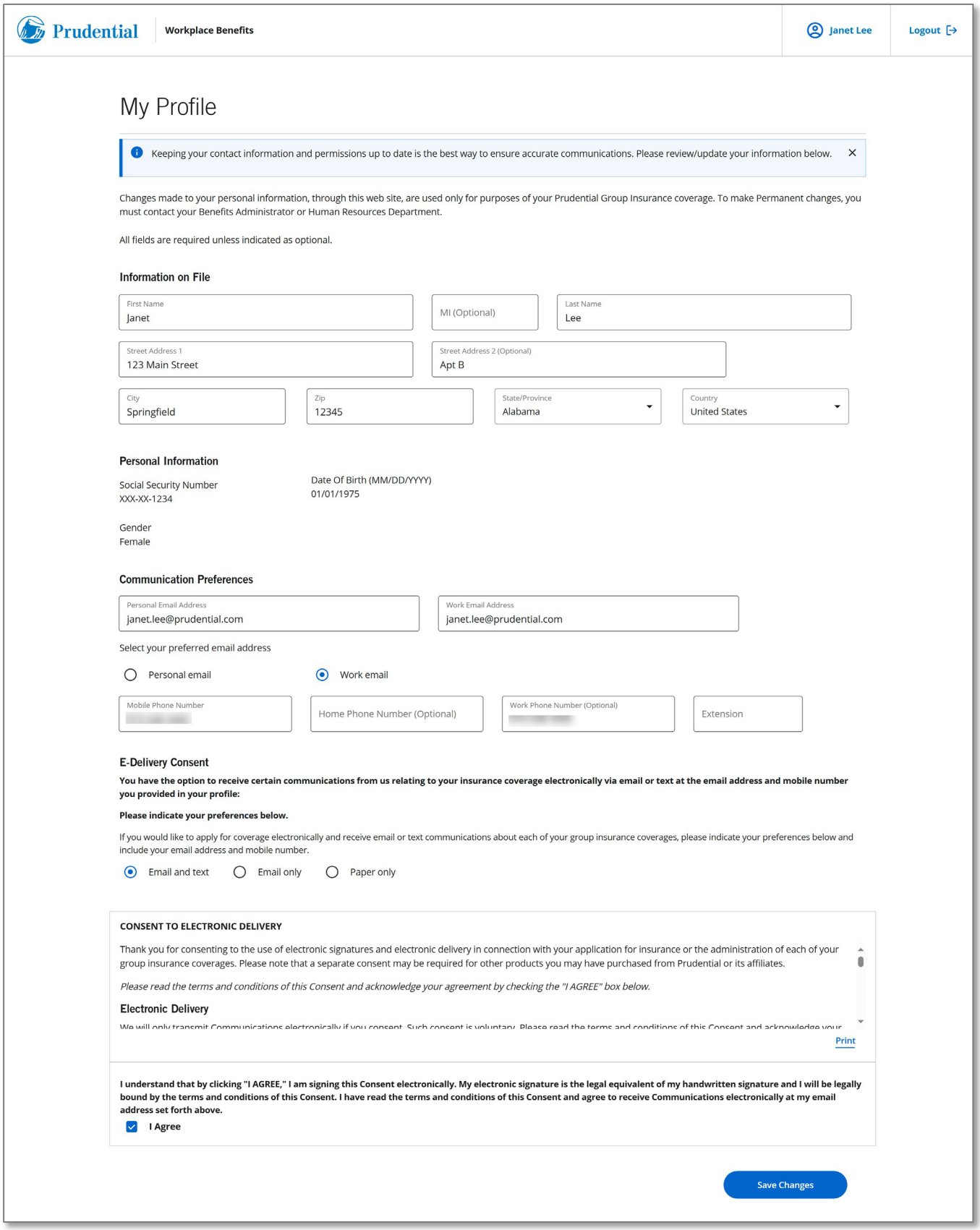


My Profile

You can update your profile by clicking 3 places on the website.

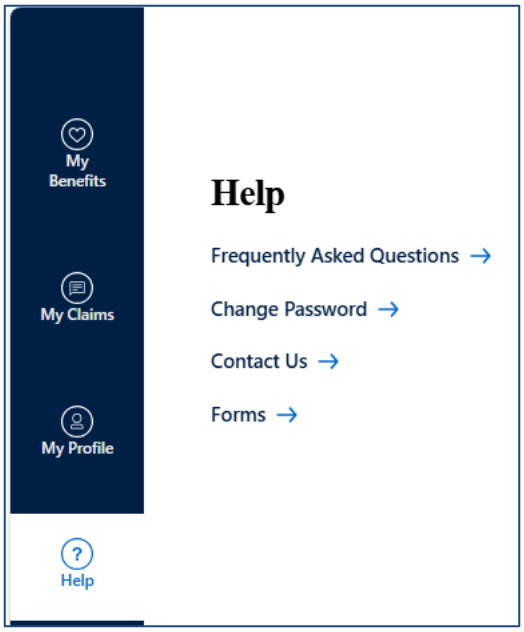
1. On a desktop/laptop, click your name in the header or on your mobile device, click the small icon in the upper right
2. Click on review/update your profile in the How can we help you today? section
3. Click on My Profile from the side navigation (desktop/laptop) or bottom (mobile) navigation




Prudential
Workplace Benefits
Janet Lee
Logout
My Profile
Keeping your contact information and permissions up to date is the best way to ensure accurate communications. Please review/update your information below.
Changes made to your personal information, through this web site, are used only for purposes of your Prudential Group Insurance coverage. To make Permanent changes, you must contact your Benefits Administrator or Human Resources Department.
All fields are required unless indicated as optional.
Information on File
First Name
Janet
MI (Optional)
Last Name
Lee
Street Address 1
123 Main Street
Street Address 2 (Optional)
Apt B
City
Springfield
Zip
12345
State/Province
Alabama
Country
United States
Personal Information
Social Security Number
XXX-XX-1234
Date Of Birth (MM/DD/YYYY)
01/01/1975
Gender
Female
Communication Preferences
Personal Email Address
janet.lee@prudential.com
Work Email Address
janet.lee@prudential.com
Select your preferred email address
Personal email
Work email
Mobile Phone Number
Home Phone Number (Optional)
Work Phone Number (Optional)
Extension
E-Delivery Consent
You have the option to receive certain communications from us relating to your insurance coverage electronically via email or text at the email address and mobile number you provided in your profile:
Please indicate your preferences below.
If you would like to apply for coverage electronically and receive email or text communications about each of your group insurance coverages, please indicate your preferences below and include your email address and mobile number.
Email and text
Email only
Paper only
CONSENT TO ELECTRONIC DELIVERY
Thank you for consenting to the use of electronic signatures and electronic delivery in connection with your application for insurance or the administration of each of your group insurance coverages. Please note that a separate consent may be required for other products you may have purchased from Prudential or its affiliates.
Please read the terms and conditions of this Consent and acknowledge your agreement by checking the "I AGREE" box below.
Electronic Delivery
Print
I understand that by clicking "I AGREE," I am signing this Consent electronically. My electronic signature is the legal equivalent of my handwritten signature and I will be legally bound by the terms and conditions of this Consent. I have read the terms and conditions of this Consent and agree to receive Communications electronically at my email address set forth above.
I Agree
Save Changes

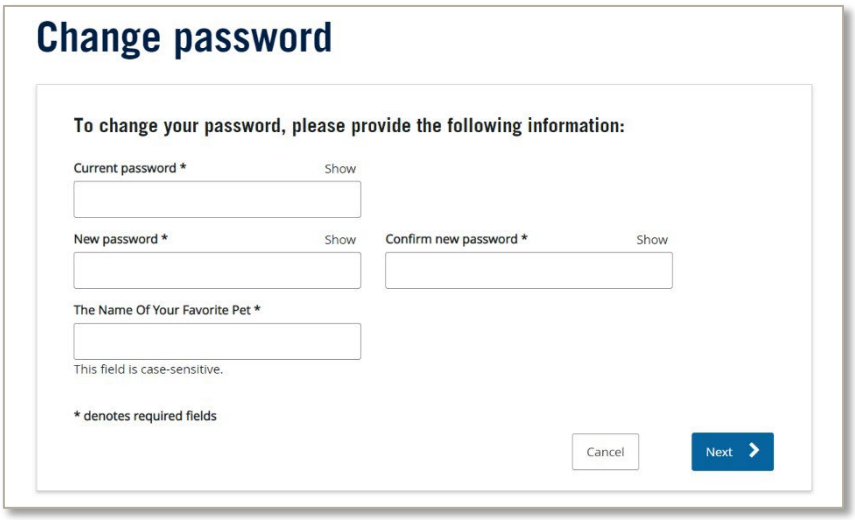
Help

Change Password, Contact Us and Forms are all under Help.



Change Password

By clicking on *Help* and then *Change Password*, you can easily change your password.

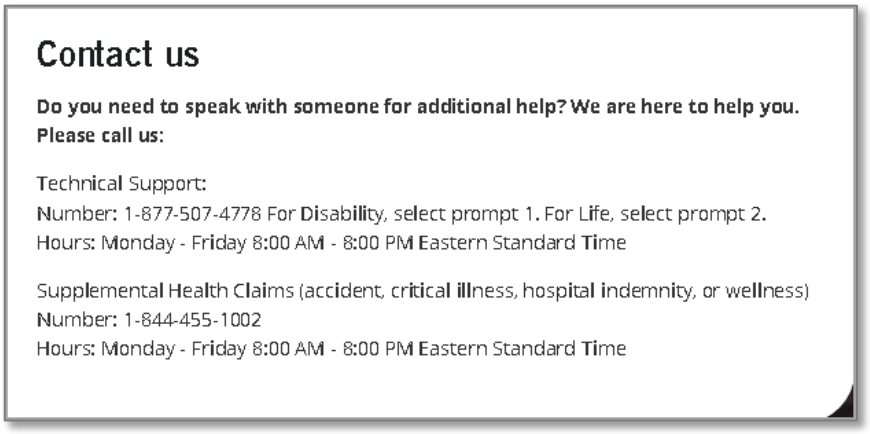


Contact Us

During regular business hours, we can assist you with our website.

Contact Us (Before You Login):

If you have trouble registering or logging in, you can click on *Contact Us* on the Login Page and you will be provided with the information you need to contact us.



Contact Us (While Logged In)

In certain instances, you may have questions or need assistance with functions in the web application. By clicking on *Help* and *Contact Us*, our contact information will be displayed.