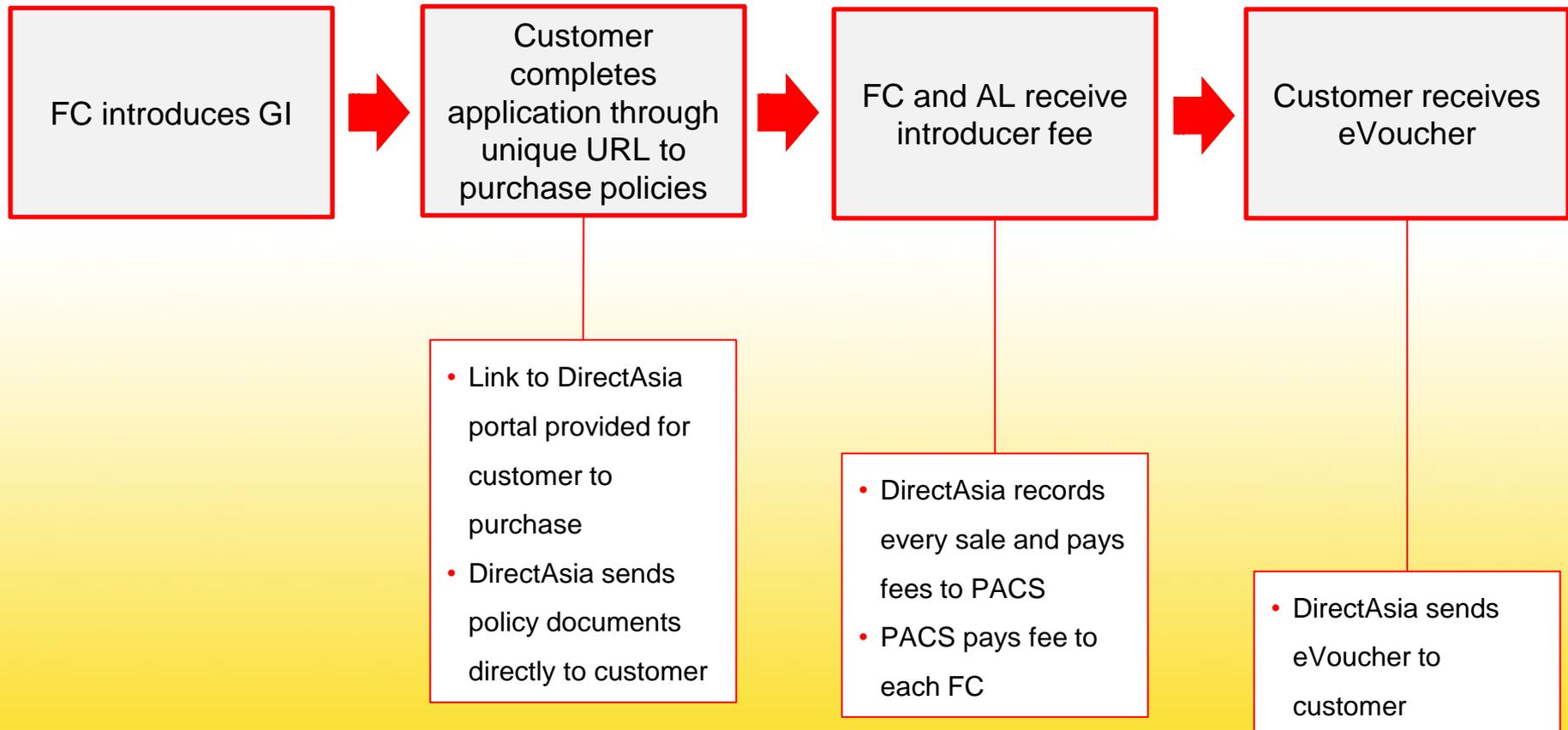


The logo for Direct Asia Insurance features a large yellow circle on the left. The word "direct" is written in a bold, black, sans-serif font, partially overlapping the top of the yellow circle. Below it, the word "asia" is written in the same font, also overlapping the circle. Underneath "asia", the word "insurance" is written in a smaller, grey, sans-serif font, preceded by a small red circle.

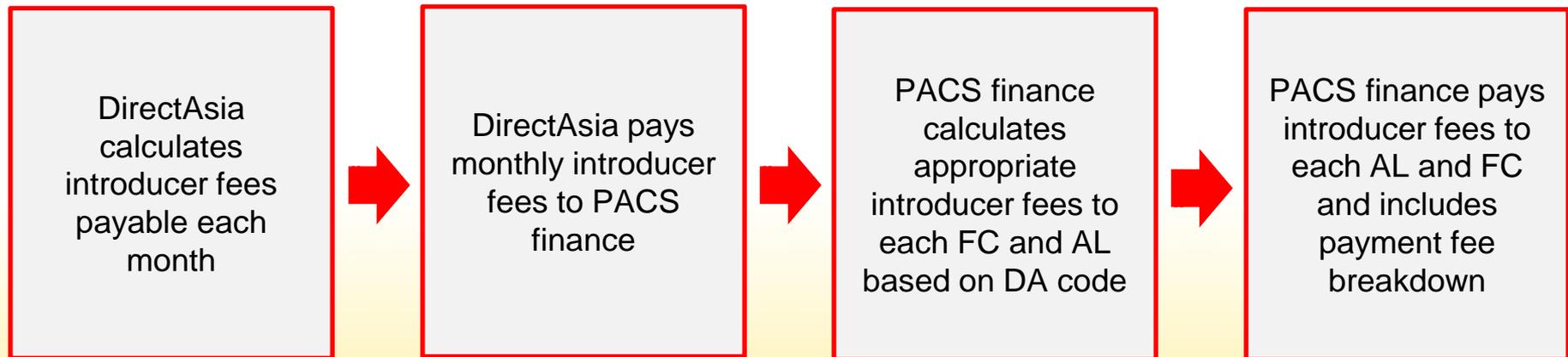
**direct**  
**asia**  
● **insurance**

**Processes and FAQ's**

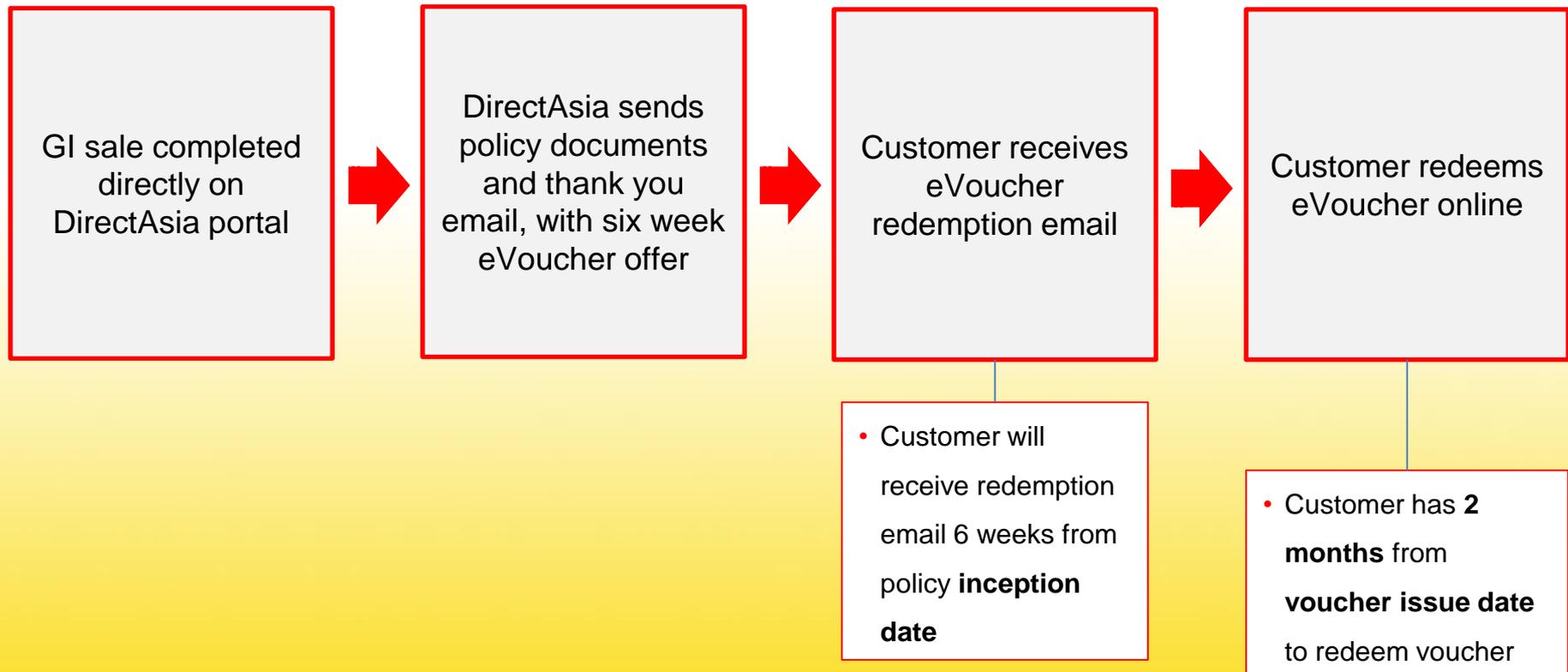
# Process overview: GI introduction



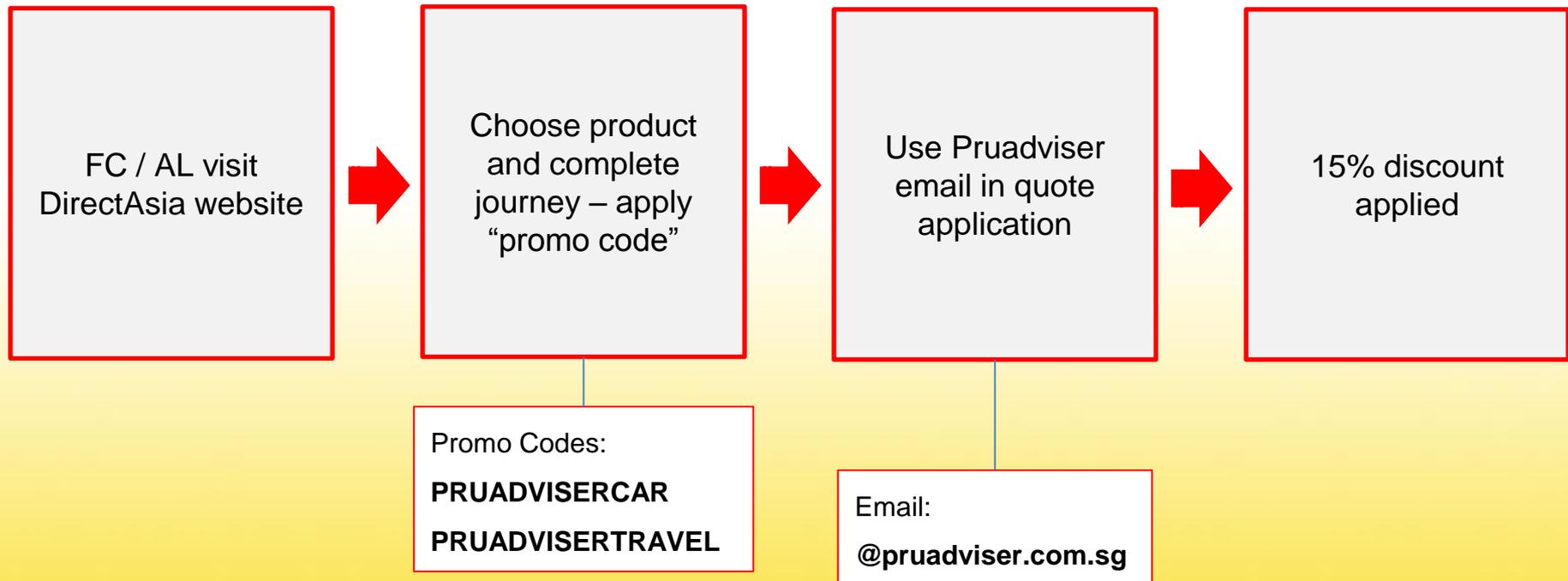
# Process overview: introducer fees



# Process overview: eVoucher



# Process overview: FC & AL discount





# When you need help!

**Alex Lim – Senior Manager Partnerships**

**FC operational issues**

*[pru.ops@directasia.com](mailto:pru.ops@directasia.com)*

**We need your help in the next few weeks to make sure it all works**

# FAQ

Q: What happens if my customer has had a claim?

**A: We will handle the claim in the best possible way. The policy will be repriced at renewal – possibly referred to underwriting**

Q: When will the customer receive the eVoucher?

**A: 6 weeks after policy is incepted**

Q: How long is the eVoucher valid for?

**A: This depends on the vendor chosen. You will receive details of validity period when you redeem the voucher.**

Q: What happens when a customer does not complete the quotation?

**A: If the customer saves the quotation, an email will be sent to prompt the customer to continue. But FC should use this opportunity to follow up**

# FAQ

Q: What happens if my client hits an underwriter referral and can't complete the quote online?

**A: Your client will be prompted to call us directly to provide more details – the FC will still receive their referral fee if the client goes ahead with the quote. In order to ensure the FC receives their referral fee and the client receives the promotion, the client will need to quote the FCs unique DA code.**

Q: What happens if my client has queries or concerns relating DA products or services?

**A: They can call the customer service hotline number 6593 3843 to address any queries or concerns they may have**

Q: What records do I need to keep?

**A: As you are an introducer for DirectAsia we cannot share customer details with you, if you want to be able to contact this customer in the future about their other insurance needs you will need to keep your own record**

# FAQ

Q: What if do not receive my / the correct referral fee?

**A: If you have a payment query, please check the referral fee breakdown provided by Prudential before contacting DirectAsia. If you still have a query and think you have not received the correct amount – send full query details to [pru.ops@directasia.com](mailto:pru.ops@directasia.com)**

Q: What happens if my customer purchases their policy over the phone?

**A: It is important that your customer purchases their policy through your unique URL to ensure the FC receives their referral fee and the customer receives their voucher.**

**A: In the event the customer MUST purchase via phone, they need to provide the FC's unique DA code to the service team.**

# FAQ

Q: What if my promo code is not working?

**A: Please check that you are using the correct promo code and that you have used full CAPITAL letters.**

**A: Please ensure you are using the correct email address otherwise you will not be able to proceed with purchase.**

**A: If you are still having problems then please contact – [pru.ops@directasia.com](mailto:pru.ops@directasia.com) with full details of the issue.**