

Shareholder helplines

Prudential has established helplines operated from the UK and Hong Kong for Shareholders who have questions in relation to the Demerger.

The UK helpline will be operated by Equiniti and will be available on 0333 207 6392 (from inside the UK) or +44 333 207 6392 (from outside the UK). The helpline will be available from 08.30 to 17.30 UK time Monday to Friday (except public holidays in England and Wales) and will remain open until 22 October 2021. Calls to the helpline from outside of the UK will be charged at applicable international rates. Different charges may apply to calls made from mobile telephones and calls may be recorded and monitored for security and training purposes. **Equiniti cannot provide advice on the merits of the Demerger or give any financial, legal or tax advice.**

The Hong Kong helpline will be operated by Computershare Hong Kong and will be available on +852 2862 8699. The helpline will be available from 09.00 to 18.00 Hong Kong time Monday to Friday (except on public holidays) and will remain open until 29 October 2021. Singapore Holders may also refer queries to CDP by email at asksgx@sgx.com or by telephone on +65 6535 7511. Enquiries regarding shares held in depository agent sub-accounts should be directed to the relevant depository agent or broker.

Prudential ADR Holders may refer queries relating to their accounts to the US Depository at Shareowner Services, P.O. Box 64504, St. Paul, MN 55164-0504, USA. The telephone number is 800 990 1135 (from inside the US) or +1 651 453 2128 (from outside the US) and the website is at <https://www.shareowneronline.com/informational/contact-us/>.

The helpline operators will not provide advice on the merits of the Demerger or give any legal, financial or taxation advice, for which you are recommended to consult your own legal, financial or taxation adviser. Alternatively, consult your stockbroker.