

### Contacting RL360°

#### For financial advisers only

##### Far East

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##### New business

email: newbusiness@rl360.com

Contact for queries about:

- PIMS
- Oracle
- Quantum
- Paragon
- LifePlan
- Premium increases/decreases
- Single premium top-ups to the above

##### Premiums

email: premiums@rl360.com

Contact for queries about:

- Regular premium payments (including receipts)
- Credit and direct debit cards
- Premium arrears reports
- Renewal notices

##### Servicing

email: servicing@rl360.com

Contact for queries about:

- Maturities and surrenders
- One-off and regular withdrawals
- Returned payments

##### Alterations

email: alterations@rl360.com

Contact for queries about:

- Change of address
- Change of investment adviser
- Policy amendments
- Document requests
- General policy information
- Assignments
- Nomination of beneficiaries

##### Investor services

email: investorservices@rl360.com

Contact for queries about:

- Confirmation of receipt and placement instructions
- Contract notes
- General settlement information

##### Dealing

email: dealing@rl360.com

Contact for queries about:

- New fund set-ups
- Placement of deals

##### Microsites

- [www.rl360.com/lifeplan](http://www.rl360.com/lifeplan)
- [www.rl360.com/oracle](http://www.rl360.com/oracle)
- [www.rl360.com/quantum](http://www.rl360.com/quantum)
- [www.rl360.com/pims](http://www.rl360.com/pims)

##### Important notes

For financial advisers only. Not to be distributed to, nor relied on by, retail clients.