Servicing

Surrender request

Who is this form for?

This form is for policyholders who wish to surrender their policy in full or surrender a policy segment(s).

If you wish to take a withdrawal from your policy, please use our *Withdrawal Request* form which is available to download from our website or by contacting us.

Completing this form

By completing this form you will be surrendering all or a number of segments from your policy. We recommend that you speak to your financial adviser before doing this, so that they can make you aware of any tax charges that may apply. Surrendering may also incur early surrender fees. If you need help completing this form please contact our Customer Services Team on +44 (0)1624 681682 or alternatively you can email csc@rl360.com.

We are happy to accept faxed instructions for all policies to begin the surrender process, however, we will not pay out any surrender proceeds until we have received:

- an **original copy of this form** signed by all policyholders, trustees or authorised signatories.
- a certified copy of current passports and proof of address for:
  - all policyholders and each individual trustee; or
  - 2 directors, one of which must be an executive director, for company policies or corporate trustee policies

  Documents to evidence your current residential address must be the most recently issued and ideally not more than 3 months old
- the **Policy Schedule** and any Policy Endorsements (applicable for both full and segment surrenders)*
- you may also need to send us any applicable Trust Deed, Deed(s) of Assignment or Transfer, and/or any other documents relevant to claiming the surrender proceeds from the policy

* If you cannot find your Policy Schedule, you will need to complete a *Lost Policy Questionnaire* and a *Form of Indemnity*.

Please make sure you read the important notes section of this form.

When you have completed this form

For all policies (except Hong Kong)

Please send it to: Policy Servicing, RL360°, RL360 House, Cooil Road, Douglas, Isle of Man, IM2 2SP

Please fax it to: +44 (0)1624 677336

For Hong Kong policies

If you hold a Hong Kong policy (a policy taken out whilst resident in Hong Kong) please send it to: RL360°, Suite 3605, The Center, 99 Queen's Road Central, Hong Kong.

Please fax it to: +852 2169 0181

Please note that we cannot be held responsible for requests that are delayed or missed because they have been sent to a fax number other than the applicable number specified above.

A confirmation letter will be sent to you once we have released your payment.

You can count on us RL 360°

Your reason(s) for surrendering

We are dedicated to improving our customer experience and as such if you are surrendering your policy in full, please tell us your reason(s) for doing so.

Poor investment returns ☐ Poor service ☐ Buying a property ☐ Education fees ☐

Other ☐ (please provide details below)

If you are surrendering due to poor investment returns or poor service, will you be moving to another product provider? Yes ☐ No ☐

Surrender request form

Your details

Policy number

	Policyholder 1	Policyholder 2 (if applicable)
First name(s)		
Last name(s)		
Current residential address and postcode		
Daytime telephone		
Email address		

Trust details (if applicable)

Trust name

Correspondence address and postcode

Daytime telephone

Email address

Company details (if applicable)

Company name

Correspondence address and postcode

Daytime telephone

Email address

Type of surrender required

Please tick only one option.

Surrender policy in full ☐

OR

Surrender individual policy segments ☐ If you are surrendering policy segments, please tell us how many to surrender. ☐

I request that the above numbered Policy be surrendered in accordance with the Terms and Conditions of the policy and that RL360 Insurance Company Limited (RL360°) pay the surrender value in-line with the instructions provided on this form. I confirm that this payment will discharge RL360° from all liabilities and claims arising out of the policy or surrendered policy segments.

I confirm that I am entitled to the proceeds of the above numbered policy and that no receiving order has been made against me. I am not bankrupt and the policy has not been assigned or transferred, nor does any other person have legal rights to the surrender proceeds under the policy (other than the details provided in any supporting documentation).

Payment Instructions

Payment details

Payment method (tick only one) TT (£20 charge) ☐ **OR** BACS (no charge) ☐ **OR** Cheque ☐

TT can be used for payments of any currency to UK or international bank account. BACS payments require up to three days to clear and can only be used for GBP payments to a UK bank account. Some banks may require cheques to be signed on the reverse by the payee before they will be accepted. Cheques can also take several weeks to clear with banks outside the UK.

For Hong Kong policies
BACS payment method is not available for Hong Kong policies.

For payments by TT or BACS

Bank name

Bank address and postcode

Account holder's name

Branch Swift Code
(for all non-GBP and International payments)
Swift Code must be either 8 or 11 digits

OR

Bank Sort Code ☐-☐-☐
(for UK GBP payments only)

IBAN
(all non-GBP accounts)

OR

Account number
(GBP UK Bank only)

Reference (optional)

For payments by cheque

Cheque payee name

Please send cheque to (tick as appropriate) Residential address shown on page 2 ☐ Trust correspondence address shown on page 2 ☐ Company correspondence address shown on page 2 ☐

OR

Please send cheque to (insert address)

If you are sending these instructions by fax, please confirm by ticking opposite, that you are sending the original documentation by courier or post. ☐

Signatures

Before signing this form, it is very important that you read and understand the important notes on this page.

	Policyholder/Trustee/Authorised Signatory 1	Policyholder/Trustee/Authorised Signatory 2
Signature		
Date (dd/mm/yyyy)		
Country and place of birth		
Country of residence for tax purposes		
Tax reference number (ie TIN/NI)		

	Trustee/Authorised Signatory 3	Trustee/Authorised Signatory 4
Signature		
Date (dd/mm/yyyy)		
Country and place of birth		
Country of residence for tax purposes		
Tax reference number (ie TIN/NI)		

If you are signing on behalf of a Foreign Financial Institution (FFI) as defined under US FATCA, please provide the FFI's GIIN.

Important notes

Potential consequences of a surrender

The costs involved in establishing a life assurance policy are generally passed on to you (the policyholder) by way of charges payable upon taking out a policy or surrendering it. For this reason you should remember that such policies should be regarded as medium to long-term investments.

In some cases your policy may be subject to an early surrender fee. It is important that you understand that surrendering your existing policy in favour of a new policy with another life company will, in many cases, result in the payment of further charges to establish the new policy. As a policyholder you should carefully consider the impact of surrendering one policy in favour of another, and consult your financial adviser if you are thinking about doing so.

Suspended and/or illiquid funds

Where your policy holds illiquid and/or suspended assets, we may not be able to surrender your policy in full. In such circumstance where you wish to take a maximum withdrawal, please cancel your surrender request and submit a withdrawal form. You can submit a further surrender request once the assets have become liquid and/or the suspension has been lifted. If you are an individual or trustee resident in the UK, this may trigger a tax liability. For further information, please contact your financial adviser.

General

Depending on your policy and the investments that it is linked to, we may not be able to pay out surrender proceeds immediately. Some investment managers may have terms and conditions that prevent us from realising a cash value and this could delay payment.

Where applicable, please ensure that the authorised signatory list(s) that we hold for this policy are up-to-date before submitting surrender instructions. Where authorised signatories have changed and we are unable to match those on this form with our records, this will delay the surrender. We may also require further information for the purposes of Anti-Money Laundering.

Issued by RL360 Insurance Company Limited. Incorporated in the Isle of Man with limited liability. Registered Office: RL360 House, Cooil Road, Douglas, Isle of Man, IM2 2SP, British Isles. Telephone: +44 (0)1624 681681. Telephone calls may be recorded. Website: www.rl360.com. This website contains products that are not authorised in Hong Kong and are not available to Hong Kong investors. The appointed representative in Hong Kong is RL360 Insurance Company Limited's Branch office: RL360 Insurance Company Limited, Suite 3605, The Center, 99 Queen's Road Central, Hong Kong. RL360 Insurance Company Limited is authorised by the Isle of Man Financial Services Authority. Registered in the Isle of Man number 053002C and in Hong Kong Number F9136.

You can count on us

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