

Guide to regular premium payment methods



For financial advisers only

This guide provides information on the following payment methods that are available for RL360's **Quantum** (issued after April 2010), **Paragon** and **LifePlan** products:

- Credit/Visa debit card
- Standing order
- Direct debit (GBP)
- Cheque
- Telegraphic transfer.

Credit/Visa debit card

Payment frequencies - monthly/quarterly/half-yearly/yearly

Credit card payment is the most popular and efficient method of funding regular premium policies. We do not apply any additional charges for clients who pay their premiums this way.

When do we collect premiums?

When your clients complete the credit card mandate they are required to provide a date when we will collect their first premium. This will be the policy issue date provided that we have received all required documentation.

If there are any outstanding requirements that result in us missing the collection date provided, we will arrange to collect the first premium on the next available day once we have received the remaining information unless we are instructed otherwise.

Once a policy has been issued, each subsequent premium will be collected from the clients credit/debit card 2 working days prior to each premium due date. This is to ensure that funds are available and can be applied to the policy for investment on the correct day.

Should the credit card decline, we will inform you within 48 hours. In addition, if you have registered for online servicing you will be able to monitor any credit card declines on a daily basis via the online adviser dashboard.

Additional information

Clients can change the credit card collection date once the policy is issued but they cannot change the premium due date.

If we fail to collect the initial premium successfully, we will attempt collection a further 3 times before new details or an alternative method of payment is requested.

Standing order

Payment frequencies - monthly/quarterly/half-yearly/yearly

Clients who select standing order as their preferred payment method will need to complete the standing order mandate provided in the application form.

Once completed, clients have 2 options:

1. Return the original, completed mandate along with the application form and any other required documentation to us for processing.

We will insert a unique reference number to the mandate and forward onto the client's bank to process.

The unique reference number will allow premiums to be identified and applied to the correct policy when they are paid to us.

2. Return a copy of the completed mandate along with the application form etc and take the original mandate directly to their bank. Remember, we must provide your client with the unique reference number before they do this.

Please note that some banks may not accept our standing order mandate and will require the client to complete a new mandate form provided by the bank. In these circumstances we will require a copy of the bank's completed mandate for our records.

Top tip

Option 2 above is the most efficient method of setting up the standing order. However, it is important to remember that we must have received all outstanding documentation before we can issue the policy. Premiums received before the policy has been issued will be held on suspense and will not be invested.

Any change made to premiums paid will require the completion of a new standing order instruction.

If your clients wish to cancel their standing order they will need to do this directly through their bank.

We are not permitted to contact the client's bank as the bank will not release information to a third party, therefore if the payment is delayed the client will need to contact the bank to find out why.

Direct debit

Payment frequencies – monthly/quarterly/half-yearly/yearly

Direct debit payment method is available for GBP payments from UK and Channel Island bank accounts only.

When do we collect premiums?

We may have to wait up to 10 working days for the client's bank to process the direct debit request.

We will request the first premium on the policy issue date.

It can take up to 2 working days to receive premiums by direct debit.

If a direct debit payment is recalled by the client's bank you will be informed.

Cheque

Payment frequencies – half-yearly and yearly

Cheques must be drawn from the bank account that's been detailed in the application form and made payable to RL360 Insurance Company Limited.

Please note that GBP cheques can take up to 5 working days to clear. Other currency cheques may take considerably longer to clear.

Telegraphic transfer

Payment frequencies – half-yearly and yearly

Clients must instruct their bank to quote their name as a reference so that we can correctly identify and apply the premium to their policy.

The payment must come from the client's bank account as detailed in the application form.

Your client should **only** arrange for the transfer of funds to proceed once we have confirmed that we have received all documentation for the policy to be issued.

Please note that we will only issue the policy once we have received cleared funds.

Note: If you have registered for online servicing, you will be able to monitor up and coming half yearly and yearly premiums via the RL360° online adviser dashboard.

Additional information

Third party payments

We do not accept third party payments other than in the following 6 scenarios:

- Child plans where the parent pays the premium
- Adult children paying LifePlan premiums for their parents
- Payments from another regulated insurance company, fund manager or investment house where there is evidence of the surrender of a previous investment
- Company – where the company is paying the premium for one of its key employees
- Parents paying premiums for children irrespective of age
- One spouse paying the premium for the other.

Note: If you have a scenario that does not fall within the list of options above then please contact us to discuss further.

When will we pay commission?

Once we have issued a policy, initial commission will be paid.

We pay commission on a weekly basis.

Any policy issued in the previous week will have initial commission paid in the following week.

Missing premiums

From time to time due to unforeseen circumstances a client's policy can fall into arrears. You and/or your client will be informed of the situation by email and/or post up to 3 times. In these scenarios it is the client's responsibility to contact us with a view to recommencing payments or collections. In the case of direct debit and credit card we will attempt to collect the outstanding premium(s) individually and consecutively.

We are not in a position to set up bespoke collection plans/schedules at this time.

Online policy servicing

Keep right up to date with all your client's regular premium policies via our online adviser dashboard. By listing policies with premium arrears, declined credit cards, approaching credit card expiry dates and up-and-coming premium renewal dates (for yearly and half yearly premiums); the dashboard will help you to quickly identify those clients who may be experiencing problems with the funding of their policy.

For more information on how the online service centre can help you manage all your clients policies visit our adviser website: www.rl360adviser.com

Important notes

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