

## Contacting RL360° – Africa

### For financial advisers only

#### Africa

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#### New business

email: [newbusiness@rl360.com](mailto: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](mailto: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](mailto:servicing@rl360.com)

Contact for queries about:

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

#### Alterations

email: [alterations@rl360.com](mailto: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](mailto:investorservices@rl360.com)

Contact for queries about:

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

#### Dealing

email: [dealing@rl360.com](mailto:dealing@rl360.com)

Contact for queries about:

- New fund set-ups
- Placement of deals

#### Important notes

For financial advisers only. Not to be distributed to, nor relied on by, retail clients. This document is not for distribution in South Africa.