CONTACTING RL360 EUROPE

SALES CONTACTS

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Barbara Schneider-Lohmüller
Account Manager
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E barbara.schneider@rl360.com

CUSTOMER SERVICES

csc@rl360.com

Contact for general customer service queries.

NEW BUSINESS

newbusiness@rl360.com

Contact for queries about:

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

PREMIUMS

premiums@rl360.com

Contact for queries about:

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

SERVICING

servicing@rl360.com

Contact for queries about:

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

INVESTOR SERVICES

investorservices@rl360.com

Contact for queries about:

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

ALTERATIONS

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

DEALING

dealing@rl360.com

Contact for queries about:

- New fund set-ups
- Placement of deals

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