

# CONTACTING RL360 FAR EAST

## **SALES CONTACTS**

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### **Hong Kong office**

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**E** hongkong@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