

Lost Policy Schedule Questionnaire

Lost Policy Schedule Information

Your Policy Schedule is a very important document that is evidence of your contract with RL360 Insurance Company Limited and the ownership of your Policy. Therefore if you are unable to produce your Policy Schedule when required, it may indicate that you are no longer the legal owner of the Policy and therefore you must provide us with evidence that this is not the case.

Having lost your Policy Schedule or having accidentally destroyed it, we require you to complete a two-part process before we can allow any alterations to be made to your Policy, and/or issue a replacement Policy Schedule.

Part 1

You will find a *Lost Policy Schedule Questionnaire* enclosed that you should complete in full and return to us for review. Depending on the information that you provide, we may have to request further details from you. All Policyholders, Trustees or Authorised Signatories are required to sign the *Lost Policy Schedule Questionnaire*.

Part 2

Upon our acceptance of your *Lost Policy Schedule Questionnaire*, we will then send you a Form of Indemnity to complete. Again, this should be completed in full and returned to us. We will not allow payment of surrender or the claim proceeds, and/or issue a replacement Policy Schedule, until we have received and accepted the Form of Indemnity. All Policyholders, Trustees or Authorised Signatories are required to sign the Form of Indemnity.

Important notes

The *Lost Policy Schedule Questionnaire* and *Form of Indemnity* will NOT be sent to you at the same time.

For further information or assistance with completing either form, please contact our Customer Services team on +44 (0) 1624 681682 in the first instance.

Data Protection Act

Any data you provide to RL360° may be shared, if allowed by law, with other companies both inside and outside of the RL360° Group and to persons who act on your behalf. Data and information about you can be transferred outside of the Isle of Man and RL360° may be required to provide it to its regulator, its government or anyone else required by law.

RL360° will use your data and information to allow for the administration of your policy, prevent crime, prosecute criminals and for market research and statistics. RL360° will, at all times, make sure that your data and information is only used in ways that are allowed by law.

The Isle of Man Data Protection Act 2002 allows you, after paying a small fee, to receive a copy of the data and information RL360° holds about you.

For further information please write to: Data Protection Officer, RL360°, RL360 House, Cooil Road, Douglas, Isle of Man, IM2 2SP, British Isles.

Lost Policy Schedule Questionnaire

Important notes

This is the first of a two-part process. Only after we have received a completed, original copy of this form and it has been reviewed and accepted by us, will we send you a Form of Indemnity to complete.

You will be required to complete a Lost Policy Schedule Questionnaire for each Policy where the Policy Schedule has been lost.

The answers you provide to the following questions may be incorporated into an Affidavit or Statutory Declaration.

Once you have completed this form please send it to: Policy Servicing, RL360°, RL360 House, Cooil Road, Douglas, Isle of Man, IM2 2SP, British Isles.

Your details

Policy number

	Policyholder 1	Policyholder 2 (if applicable)
First name(s)	<input type="text"/>	<input type="text"/>
Last name(s)	<input type="text"/>	<input type="text"/>
Current residential address and postcode	<input type="text"/>	<input type="text"/>

Trust details (if applicable)

Trust name

Correspondence address and postcode

Company details (if applicable)

Company name

Correspondence address and postcode

Lost Policy Schedule questions

- Where do you normally keep documents such as Policy Schedules?
- When and where was the Policy Schedule relating to the above numbered policy last seen?
- Who was the last person to see the Policy Schedule relating to the above numbered policy?
- Did another person keep the Policy Schedule on your behalf, on either a formal or informal basis? Yes No
- If 'Yes' to the above, please state their name
- Have you contacted any of the following people to check if they are keeping the Policy Schedule for you:
 - The person named in question 5 above? Yes No
 - Your bankers? Yes No
 - Your solicitors? Yes No
 - Your accountants? Yes No
 - Your financial adviser? Yes No

7. Has the above numbered policy ever been involved in proceedings in respect of bankruptcy? Yes No
8. Has the above numbered policy ever been used as security? Yes No
9. Has the above number policy ever been deposited with, assigned or charged to:
- A building society? Yes No
- A bank? Yes No
- Anyone else? Yes No
10. Has the above numbered policy ever been impounded or restricted by the government of any country? Yes No
11. Does the above numbered policy form part of any divorce settlement? Yes No

Where you have answered 'Yes' to any of the questions numbered 7 to 11 please provide full details.

Please tell us what you believe to have happened to your Policy Schedule?

	Policyholder/Trustee/Authorised Signatory 1	Policyholder/Trustee/Authorised Signatory 2
Signature	<input style="width: 100%; height: 40px;" type="text"/>	<input style="width: 100%; height: 40px;" type="text"/>
Dated (dd/mm/yyyy)	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
	Trustee/Authorised Signatory 3	Trustee/Authorised Signatory 4
Signature	<input style="width: 100%; height: 40px;" type="text"/>	<input style="width: 100%; height: 40px;" type="text"/>
Dated (dd/mm/yyyy)	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>