

# CONTACTING RL360 MIDDLE EAST



## **SALES CONTACTS**

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**Account Manager - Isle of Man**

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### **Dubai Office**

**T** +971 (0)4 378 2700

**E** dubai@rl360.com

## **CUSTOMER SERVICES**

**dubai@rl360.com**

Contact for general customer service queries.

## **NEW BUSINESS**

**dubai@rl360.com**

Contact for queries about:

- PIMS
- Oracle
- Regular Savings Plan
- LifePlan
- Paragon increases only
- Quantum increases only
- Regular/lump sum payment increases on the above

## **PAYMENTS**

**dubai@rl360.com**

Contact for queries about:

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

## **SERVICING**

**dubai@rl360.com**

Contact for queries about:

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

## **ALTERATIONS**

**dubai@rl360.com**

Contact for queries about:

- Change of address
- Change of investment adviser
- Plan amendments
- Document requests
- General plan information
- Assignments
- Nomination of beneficiaries

## **DEALING**

**dealing@rl360.com**

Contact for queries about:

- Asset set-ups
- Placement of deals
- Confirmation of receipt and placement instructions