

Contacting RL360° – Latin America

For financial advisers only

Latin America

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For Spanish language queries

E latam@rl360.com

Customer services

email: csc@rl360.com

Contact for general customer service queries.

New business

email: 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

Contact for queries about:

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

Servicing

email: servicing@rl360.com

Contact for queries about:

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

Alterations

email: 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

Contact for queries about:

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

Dealing

email: 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.