

SURRENDER REQUEST

WHO IS THIS FORM FOR?

This form is for policyholders who wish to surrender their policy in full or surrender a policy segment(s).

If you wish to take a withdrawal from your policy, please use our Withdrawal Request form which is available to download from our website or by contacting us.

COMPLETING THIS FORM

By completing this form you will be surrendering all or a number of segments from your policy. We recommend that you speak to your financial adviser before doing this, so that they can make you aware of any tax charges that may apply. Surrendering may also incur early surrender fees. If you need help completing this form please contact our Customer Services Team on +44 (0)1624 681682 or alternatively you can email csc@rl360.com.

We are happy to accept faxed instructions for all policies to begin the surrender process, however, we will not pay out any surrender proceeds until we have received:

- an original and fully completed copy of this form signed by all policyholders, trustees or authorised signatories.
- a certified copy of current passports and proof of address for:

- all policyholders and each individual trustee; or
- 2 directors, one of which must be an executive director, for company policies or corporate trustee policies.
- Documents to evidence your current residential address must be the most recently issued and ideally not more than 3 months old.
- the Policy Schedule and any Policy Endorsements (applicable for both full and segment surrenders). If you cannot find your Policy Schedule, you will need to complete a Lost Policy Questionnaire. After completing the Lost Policy Questionnaire, you may be required to complete a Form of Indemnity which will be provided to you by RL360.
- your latest bank statement. This will be required where we have not made payments before to the bank details you provide under Payment Instructions on Page 3 or if premiums have not been paid to us from these bank details.
- you may also need to send us any applicable Trust Deed, Deed(s) of Assignment or Transfer, and/or any other documents relevant to claiming the surrender proceeds from the policy

Please make sure you read the important notes section of this form.

WHEN YOU HAVE COMPLETED THIS FORM

For all policies (except Hong Kong)

Please send it to: Policy Servicing, RL360, International House, Cooil Road, Douglas, Isle of Man, IM2 2SP.

Please fax it to: +44 (0)1624 677336

For Hong Kong policies

If you hold a Hong Kong policy (a policy taken out whilst resident in Hong Kong) please send it to: RL360, Suite 3605, The Center, 99 Queen's Road Central, Hong Kong.

Please fax it to: +852 2169 0181

Please note that we cannot be held responsible for requests that are delayed or missed because they have been sent to a fax number other than the applicable number specified above.

A confirmation letter will be sent to you once we have released your payment.

YOUR REASON(S) FOR SURRENDERING

We are dedicated to improving our customer experience and as such if you are surrendering your policy in full, please tell us your reason(s) for doing so.

- Poor investment returns
- Poor service
- Buying a property
- Education fees
- Other (please provide details below)

If you are surrendering due to poor investment returns or poor service will you be moving to another product provider? Yes No

SURRENDER REQUEST FORM

Your details

RL360 policy number

Policyholder 1

Policyholder 2 (if applicable)

First name(s)

Last name(s)

Current residential address and postcode (in full)

Daytime telephone

Email address

Trust details (if applicable)

Trust name

Correspondence address and postcode

Daytime telephone

Email address

Company details (if applicable)

Company name

Correspondence address and postcode

Country or countries of tax residence

Company tax reference number(s)

FATCA GIIN (if applicable)

Daytime telephone

Email address

TYPE OF SURRENDER REQUIRED

Please tick only one option.

Surrender policy in full

OR

Surrender individual policy segments

If you are surrendering policy segments, please tell us how many to surrender.

I request that the above numbered policy be surrendered in accordance with the Terms and Conditions of the policy and that RL360 Insurance Company Limited (RL360) pay the surrender value in-line with the instructions provided on this form. I confirm that this payment will discharge RL360 from all liabilities and claims arising out of the policy or surrendered policy segments.

I confirm that I am entitled to the proceeds of the above numbered policy and that no receiving order has been made against me. I am not bankrupt and the policy has not been assigned or transferred, nor does any other person have legal rights to the surrender proceeds under the policy (other than the details provided in any supporting documentation).

PAYMENT INSTRUCTIONS

Payment method (tick only one)

TT (£20 charge)

OR

BACS (no charge)

OR

Cheque

TT can be used for payments of any currency to UK or international bank account. BACS payments require up to 3 days to clear and can only be used for GBP payments to a UK bank account. Some banks may require cheques to be signed on the reverse by the payee before they will be accepted. Cheques can also take several weeks to clear with banks outside the UK.

For payments by TT or BACS

Bank name

Bank address and postcode

Account holder's name

Bank Swift Code (International)

OR

Bank Sort Code (UK only)

Swift Code must be either 8 or 11 digits

Account number or IBAN for banks within Europe

Reference (optional)

For payments by cheque

Cheque payee name

Please send cheque to (tick as appropriate)

Residential address shown on page 2

Trust correspondence address shown on page 2

Company correspondence address shown on page 2

OR

Please send cheque to (insert address)

If you are sending these instructions by fax, please confirm by ticking this box that you are sending the original documentation by courier or post.

SIGNATURES

Before signing this form, it is very important that you read and understand the important notes on page 5.

Policyholder/Trustee/Authorised Signatory 1

Signature

Date (dd/mm/yyyy)

Full name

Country of birth

Country or countries of tax residence

Tax Identification Number (TIN)

If unavailable, provide a functional equivalent (eg National Insurance Number, Social Security Number, resident registration number)

Are you a US Specified Person? Yes No

Policyholder/Trustee/Authorised Signatory 2

Signature

Date (dd/mm/yyyy)

Full name

Country of birth

Country or countries of tax residence

Tax Identification Number (TIN)

If unavailable, provide a functional equivalent (eg National Insurance Number, Social Security Number, resident registration number)

Are you a US Specified Person? Yes No

Trustee/Authorised Signatory 3

Signature

Date (dd/mm/yyyy)

Full name

Country of birth

Country or countries of tax residence

Tax Identification Number (TIN)

If unavailable, provide a functional equivalent (eg National Insurance Number, Social Security Number, resident registration number)

Are you a US Specified Person? Yes No

Trustee/Authorised Signatory 4

Signature

Date (dd/mm/yyyy)

Full name

Country of birth

Country or countries of tax residence

Tax Identification Number (TIN)

If unavailable, provide a functional equivalent (eg National Insurance Number, Social Security Number, resident registration number)

Are you a US Specified Person? Yes No

IMPORTANT NOTES

Withdrawals

Any withdrawals taken from your policy will be subject to the minimum withdrawal amounts as detailed in your policy literature. The withdrawal amount may need to be reduced if it will take your policy below the minimum allowable policy value.

Tax

UK residents may be subject to a tax charge if withdrawals are in excess of the 5% cumulative withdrawals available (of initial and any additional investments) in any given policy year. The tax treatment of withdrawals paid from your policy will depend upon your personal circumstances at that time. We recommend that you speak to your financial adviser or tax professional about your tax situation before taking action on your Policy.

General

Depending on the investment(s) to which the value of your policy is linked, some investment managers may have terms and conditions that prevent us from realising a cash value in a timely fashion, and this could delay your withdrawal payment.

Where applicable, please ensure that the authorised signatory list(s) that we hold for this policy are up-to-date before submitting withdrawal instructions. Where authorised signatories have changed and we are unable to match those on this form with our records, this will delay the withdrawal. We may also require further information for the purposes of Anti-Money Laundering.

US Specified Person means a US citizen or tax resident individual, who either holds a US Passport, a US Green Card, has a US residential/correspondence address or who was born in the US and has not yet renounced their US citizenship. More information on US FATCA can be found at www.irs.gov/businesses/corporations/foreign-account-tax-compliance-act-fatca.

Privacy and cookie policies

Our full privacy and cookie policies can be viewed at www.rl360.com/privacy or can be obtained by requesting a copy from our Data Protection Officer.