

# CONTACTING RL360 EUROPE



## **SALES CONTACTS**

**Lars W. Spies**

Head of Sales – Europe

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E [lars.spies@ifg-ltd.com](mailto:lars.spies@ifg-ltd.com)

**Sales Support**

Isle of Man

E [salessupport@ifg-ltd.com](mailto:salessupport@ifg-ltd.com)

## **CUSTOMER SERVICES**

**[csc@rl360.com](mailto:csc@rl360.com)**

Contact for general customer service queries.

## **NEW BUSINESS**

**[newbusiness@rl360.com](mailto:newbusiness@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**

**[premiums@rl360.com](mailto:premiums@rl360.com)**

Contact for queries about:

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

## **SERVICING**

**[servicing@rl360.com](mailto:servicing@rl360.com)**

Contact for queries about:

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

## **ALTERATIONS**

**[alterations@rl360.com](mailto:alterations@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**

**[dealinginstructions@rl360.com](mailto:dealinginstructions@rl360.com)**

Contact for queries about:

- submission of dealing instructions

**[dealingenquiries@rl360.com](mailto:dealingenquiries@rl360.com)**

Contact for queries about:

- Asset set-ups
- Confirmation of receipt and placement instruction