



PERSONAL  
INVESTMENT  
MANAGEMENT  
SERVICE

**PRODUCT  
GUIDE**

---



# WELCOME

---

## **ALL YOU NEED**

Thank you for choosing RL360 for your savings and investment needs.

We are committed to talking to you in an easy to understand language, so we've done our best to remove the technical insurance jargon from this guide. But when we do have to use some, we'll explain it.

To make sure you have all the necessary information to make a decision, you should read this guide along with:

- Your Illustration;
- Your Key Information Document;
- The Terms and Conditions;
- Your Guide to Investment.

We trust that your experience with us from the first day to the last reflects our passion for providing sophisticated yet flexible products in a clear and simple to understand way.

## **AT ITS CORE**

The main purpose of this plan is to allow you to invest a lump sum, whilst offering the potential for growth on the money you pay over the medium to long term.

This plan is designed to offer access to a wide variety of assets, with the ability for you to appoint an investment platform, discretionary manager or an investment adviser to provide you with expertise and knowledge around the asset selection process.

## **PLAN BASIS**

Your plan will be issued on a capital redemption basis. This means that your plan can remain invested until such times as you decide to take its value or it reaches its maturity date.

The maturity date is set 99 years from the start date at which point your plan will come to an end and we will pay out 100% of your plan value plus GBP100.

If you die during the lifetime of your plan, it will not automatically come to an end. It will remain invested and continue to be treated in accordance with the terms and conditions.

The minimum age you can take out a plan is 18.

## **PLAN SEGMENTS**

You will have the option to divide your plan into segments. You can choose between 1 and 100. This added flexibility may provide you with tax advantages in the future depending on where you live. Unless you confirm otherwise, your plan will be set up with 100 segments.

Your financial adviser will explain the potential benefits of segmentation based on your own personal circumstances.

# TAKING OUT THE PLAN

---



## **HOW DO I START?**

---

You will need to choose a currency and payment level that best meets your personal circumstances.

### **Currency**

You have a choice of 7 different plan currencies. They are:

- Pound sterling (GBP)
- Euro (EUR)
- United States dollar (USD)
- Swiss franc (CHF)
- Australian dollar (AUD)
- Hong Kong dollar (HKD)
- Japanese yen (JPY)

Once your plan starts you will not be able to change the currency.

### **Payment level**

Payments start from GBP50,000. There's no maximum however, whatever amount you choose, it should be affordable.

For a full summary of the minimum payment levels for each currency, please refer to the Summary Tables section at the end of this guide.

## **WHAT ARE MY PAYMENT OPTIONS?**

---

We will accept the following methods of payment:

- Telegraphic Transfer
- Cheque
- Asset Sale
- Asset Exchange

## **ASSET SALE**

---

Where you decide to make a payment into your plan by selling assets you already hold, we will sell those assets at the prevailing market prices and once all proceeds have been received, we will issue your plan. We cannot be responsible for any potential investment opportunities you may miss before this process is complete and we will only issue your plan when all proceeds are received.

## **ASSET EXCHANGE**

---

Where you wish to transfer existing assets into your plan, we have to make sure the assets are acceptable to PIMS. We will review those assets against our acceptance criteria to determine whether or not we can accept them. Our review is based solely on acceptability and not whether the asset is suitable for your own investment goals. You should discuss this with your financial adviser.

# CHARGES AND FEES

---

## WHAT ARE THE CHARGES?

There will be charges taken from your plan for its set up and ongoing administration.

Here is a summary of those plan charges and how they apply to you.

### Upfront charge

The upfront charge option allows you to pay the full establishment charge at the start of your plan. If you select this option, we will deduct the total establishment charge from your initial lump sum payment, which will mean that the amount available to you to invest will be less than the amount you have paid.

If you choose this option we will apply 100% of your payment, minus the upfront charge, to your plan. In this instance, an early exit charge would not apply.

### Establishment charge

You can choose to pay the establishment charge over 5, 8 or 10 years. If you cancel your plan before the establishment charge period you have chosen has expired, we will take the outstanding establishment charge as an early exit charge before paying the remaining plan value to you. The establishment charge exists in order to cover the set-up costs of your plan, including the payment of any commission to your financial adviser.

### Servicing charge

The servicing charge runs for the life of your plan and increases each year in line with the Isle of Man Retail Price Index, details of which can be obtained by contacting us. The servicing charge exists to cover the ongoing costs of providing your plan.

### Dealing charge

We will charge a Dealing charge every time you ask us to buy or sell assets in your plan but the first 10 deals are free. After that, if you want to buy or sell assets in your plan, we will charge you for each purchase or sale requested. This is a transaction based fee and exists for the life of your plan.

### Custody charge

We will charge a Custody charge every time you want to buy or sell assets in your plan. This is also a transaction based fee and exists for the life of your plan.

We have provided a table at the back of this guide that details the servicing charge, dealing charge and custody charge for each currency.

## WHAT ARE THE FEES?

### Investment adviser fee

This is an optional fee. If you choose to appoint an investment adviser, they may agree an ongoing fee with you for their services. You may pay the fee directly to your Investment adviser or alternatively, we can facilitate the payment from your plan.

### Financial adviser fee

This is also an optional fee. The amount of fee should be agreed between you and your financial adviser. The amount we deduct from your plan, if any, will be paid directly to your adviser.

### Stockbroker fees

Where a chosen asset requires, it may be necessary to buy or sell the asset through a stockbroker, and any fees will be deducted from the PIMS cash account. The current stockbroker fees are available from us on request. Where a discretionary manager or investment platform has been appointed to your plan our stockbroker fees will not apply. You should ask any appointed discretionary manager or investment platform about their stockbroker's fees.

Your financial adviser will provide you with an Illustration and Key Information Document detailing the features specific to your plan including the payment allocation rate, the plan charges and any investment and/or financial adviser fees that may apply.

Other fees may also be applicable to your plan, although these are not necessarily charged by RL360.

You may incur fees for the payments made to your plan or for withdrawals taken by telegraphic transfer. Your bank will be able to explain these to you.

# HOW TO INVEST

---

## **INVESTING YOUR PAYMENTS**

PIMS allows access to a wide asset universe so choice should never be an issue.

Some assets charge various fees, which are usually accounted for in the price they issue for buying and selling. They also generate additional costs which are also accounted for within the price. Details of these fees should be obtained from your financial adviser before you decide to invest in any asset. Some assets are subject to minimum investment amounts, but there is no limit to the number of assets you can invest into through PIMS.

Before you invest in any asset you should make sure you understand the fees and risks associated with it.

Make sure that you are comfortable with the possibility that you may not get back your initial investment and in extreme circumstances, you may get back nothing at all.

We cannot provide you with any advice in relation to which assets may be suitable to meet your investment goals. You or the individual you appoint is responsible for the assets selected for your plan.

### **Self investment**

You may decide to buy and sell assets within your plan by conducting your own research and selecting your own assets. If you ask us to invest into an asset we do

not already offer, we must review it against our acceptance criteria to ensure we can accept it before we can allow you to invest.

### **Investment adviser**

You may decide to appoint an investment adviser to identify investment opportunities who will then instruct us to buy and sell assets on behalf of your plan. Your investment adviser will normally charge a fee for providing any advice and you should discuss this with them before deciding whether this facility is suitable for you.

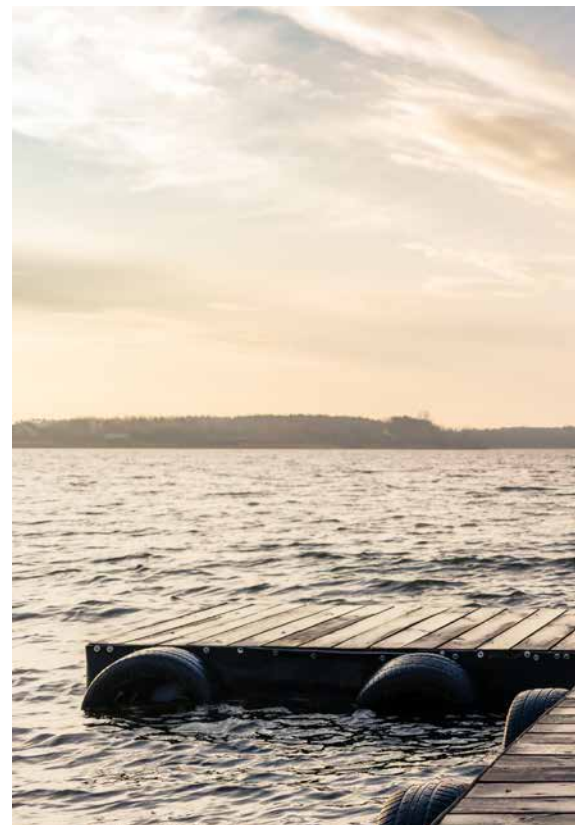
We will deduct Dealing and Custody charges every time your investment adviser instructs us to buy or sell an asset on behalf of your plan, subject to any conditions explained in the "What are the charges?" section.

### **Investment Platform**

You may decide to appoint an external investment platform to hold your assets in their custody. You or your appointed investment adviser will instruct the investment platform to buy and sell assets on your behalf. We will not charge dealing or custody charges to your plan if you appoint an investment platform.

### **Discretionary management**

By appointing a discretionary manager to manage the assets within your plan, you are providing authority for them to make investment decisions on your behalf without discussing them with you first. The discretionary manager will buy and sell the assets on your behalf, and will hold



the value of your plan in their bank accounts or custody accounts, which allows them complete control over what to buy and sell.

We will not charge dealing or custody charges to your plan if you appoint a discretionary manager or investment platform but they may apply additional fees every time they buy or sell on behalf of your plan.

Appointment of a discretionary manager or investment platform will be subject to our acceptance at all times.



## **ONGOING MONITORING**

Over time you may wish to change your investment strategy, therefore it is important that you keep track of your plans performance.

Our Online Service Centre allows you to log in and monitor your plan from the very beginning.

You will have the ability to view your plan details along with the ability to print valuations, both current and historic, review important documents such as your Application

Form, Illustration or Key Information Document, research funds through the dedicated fund centre or request to switch funds.

We recommend you take advantage by signing up for this service at outset.

Keeping a copy of your original Illustration is a reassuring way of confirming that your plan is performing in line with your expectations.

# TAKING MONEY FROM YOUR PLAN

---

In an ideal world, you would not require access to the money you save until your plan has run its course. However, situations change and this is why you can withdraw money from your plan at any time.

We do not charge you for withdrawing money from your plan. However, if we have to transfer the money to you through electronic means, your bank may charge you for handling the money.

You can make as many withdrawals from your plan as you require, subject to the withdrawal amounts below:

One-off withdrawals start from GBP500.

Regular withdrawals start from GBP250.

You can also request payments in other currencies than that of your main plan currency, but you may experience exchange rate movement which could have an effect on your plan's value.

You can also withdraw money by cancelling individual segments.



If you do take a withdrawal, your plan must maintain a minimum value of GBP25,000 (or the currency equivalent) after the withdrawal has been paid.

Minimum withdrawals and plan values for each currency can be found at the back of this guide.

You should speak to your financial adviser before withdrawing money from your plan to ensure that you understand how this might affect its performance. You may also wish to speak to a tax adviser to determine if there are any tax implications for withdrawals you wish to take.



# CANCELLING YOUR PLAN

---

## **DURING THE COOLING OFF PERIOD**

---

After your plan has started and you have received your plan schedule, you will also receive a notice telling you about your right to change your mind and how to cancel. You will have a 30 day cooling off period from the date you receive your plan schedule.

If you do decide to cancel your plan during this period, we will return your initial payment unless the assets you invest in have fallen in value. If this happens, you will receive back less than you paid in.

## **AFTER THE COOLING OFF PERIOD**

---

We will always assume that you intend to hold your plan for your intended investment term, however if you decide to cancel after the cooling off period and before any establishment charge has been paid in full, an early exit charge will apply which means you could get back less than you paid in.

The potential impact of early exit charges are detailed in the Illustration and Key Information Document.

We recommend that you always talk to your adviser first, before applying to make any changes to your plan.



# USEFUL INFORMATION

---

## **IMPORTANT NOTES**

The investment plan is available exclusively in association with financial advisers. Your financial adviser can provide a final recommendation as to whether or not PIMS is suitable for you.

The information contained in this Product Guide is based on our understanding of Isle of Man legislation as at March 2019. Whilst every care has been taken in producing this document, we cannot accept responsibility for our interpretation or any subsequent changes to legislation.

This Product Guide is not intended as a substitute for legal or tax advice.

## **ADVICE**

We are always on hand to help you with queries about your plan and provide you with up to date information, whether it's in writing, over the phone or online.

We do recommend that you always speak to your financial and/or investment adviser first, as they are best placed to provide you with advice based on your individual circumstances.

RL360 doesn't provide financial or investment advice and cannot help or advise you when making decisions.



# SUMMARY TABLES

---

## INITIAL AND ADDITIONAL PAYMENTS

The minimum amounts we will accept to commence a plan or to top-up an existing plan.

| Currency | Initial payment | Additional payment |
|----------|-----------------|--------------------|
| GBP      | 50,000          | 5,000              |
| EUR      | 60,000          | 6,000              |
| CHF      | 65,000          | 6,500              |
| USD      | 70,000          | 7,000              |
| AUD      | 90,000          | 9,000              |
| HKD      | 500,000         | 50,000             |
| JPY      | 7,750,000       | 775,000            |

## SERVICING CHARGE

This charge is deducted every quarter and increases each year in line with Isle of Man Retail Price Index. The charge is deducted until your plan ends.

| Currency | Charge |
|----------|--------|
| GBP      | 100    |
| EUR      | 120    |
| CHF      | 130    |
| USD      | 140    |
| AUD      | 180    |
| HKD      | 1,000  |
| JPY      | 15,500 |

## DEALING CHARGE

This charge is deducted every time you instruct us to buy or sell an asset for your plan. The first 10 buys or sells are free.

| Currency | Charge |
|----------|--------|
| GBP      | 20     |
| EUR      | 24     |
| CHF      | 26     |
| USD      | 28     |
| AUD      | 36     |
| HKD      | 200    |
| JPY      | 3,100  |

## CUSTODY CHARGE

This charge is deducted every time you instruct us to buy or sell an asset for your plan.

| Currency | Charge |
|----------|--------|
| GBP      | 40     |
| EUR      | 48     |
| CHF      | 52     |
| USD      | 56     |
| AUD      | 72     |
| HKD      | 400    |
| JPY      | 6,200  |

### **MINIMUM WITHDRAWAL**

The minimum withdrawal amount you can take from your PIMS plan.

| Currency | One-off withdrawal | Regular withdrawal |
|----------|--------------------|--------------------|
| GBP      | 500                | 250                |
| EUR      | 600                | 300                |
| CHF      | 650                | 325                |
| USD      | 700                | 350                |
| AUD      | 900                | 450                |
| HKD      | 5,000              | 2,500              |
| JPY      | 77,500             | 38,750             |

### **MINIMUM PLAN VALUES**

| Currency | Amount    |
|----------|-----------|
| GBP      | 25,000    |
| EUR      | 30,000    |
| CHF      | 32,500    |
| USD      | 35,000    |
| AUD      | 45,000    |
| HKD      | 250,000   |
| JPY      | 3,875,000 |

### **MATURITY VALUES (AFTER 99 YEARS)**

Once your plan matures, we will pay you the following amount.

| Currency | Amount |
|----------|--------|
| GBP      | 100    |
| EUR      | 120    |
| CHF      | 130    |
| USD      | 140    |
| AUD      | 180    |
| HKD      | 1,000  |
| JPY      | 15,500 |

### **VALUATION CHARGE**

If you require us to send you a paper valuation, the following charge will apply.

| Currency | Charge |
|----------|--------|
| GBP      | 100    |
| EUR      | 120    |
| CHF      | 130    |
| USD      | 140    |
| AUD      | 180    |
| HKD      | 1,000  |
| JPY      | 15,500 |



## **GLOBAL REACH**

While based on the Isle of Man, RL360 is a truly global business. We have offices in Hong Kong, Malaysia, Lebanon, Uruguay and Dubai, and operate in the Far East, Africa, the Middle East, Emerging Europe, Latin America and the UK.

Our international customers span the world, residing in 170 different countries.



## **ISLE OF MAN HEADQUARTERS**

International House, Cooil Road, Douglas, Isle of Man, IM2 2SP, British Isles.

**T** +44 (0) 1624 681 682

**E** csc@rl360.com

## **DUBAI**

Office 1402, 14th Floor, Single Business Tower, Sheikh Zayed Road, Dubai, UAE.

**T** +971 4378 2700

**E** dubai@rl360.com

## **HONG KONG**

Room 1403, Sun House, 181 Des Voeux Road Central, Sheung Wan, Hong Kong.

**T** +852 3929 4333

**E** hongkong@rl360.com

## **LEBANON**

Burj Al Ghazal, 8th Floor, Fouad Chehab Highway, Ashrafieh, Tabaris, Lebanon.

**T** +961 (1) 202 183/4

**E** lebanonservice@rl360.com

## **MALAYSIA**

Lot 17-05, Level 17, Menara HLA, No 3 Jalan Kia Peng, Kuala Lumpur, Malaysia, 50450.

**T** +60 3 2167 8900

**E** malaysia@rl360.com

## **SOUTH AFRICA**

1st Floor, Building C, Stoneridge Office Park, 8 Greenstone Hill, 1609, Johannesburg, South Africa.

**T** +27 (0) 11452 7310

**E** africa@rl360.com

## **URUGUAY**

WTC Montevideo Free Zone Dr. Luis Bonavita 1294, Office 1407, C.P. 11300, Montevideo, Uruguay.

**T** +598 2626 2390

**E** uruguay@rl360.com

RL360 Insurance Company Limited

**T** +44 (0)1624 681681

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

Registered Office: International House,  
Cooil Road, Douglas, Isle of Man, IM2 2SP,  
British Isles. Registered in the Isle of  
Man number 053002C. RL360 Insurance  
Company Limited is authorised by the  
Isle of Man Financial Services Authority.

PMC01a 07/19

**HELPING YOU TO  
PROTECT AND  
GROW YOUR  
WEALTH**

---