

# CREDIT AND DEBIT CARD MANDATE

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## **WHO IS THIS FORM FOR?**

This form is for plan owners who wish to pay by credit or debit card. You can also use this form to tell us about a new card if your old one is about to expire. Depending on the type of plan you hold, this payment option may not be available for specific payment frequencies, please check your plan literature or contact us before completing.

## **COMPLETING THIS FORM**

In order to comply with the Isle of Man Insurance (Anti-Money Laundering) Regulations 2008, we may require additional source of wealth evidence subject to where the bank that issued your credit or debit card is registered. For further information about country tiers please refer to our source of wealth information document available online at [www.rl360.com/sourceofwealth.pdf](http://www.rl360.com/sourceofwealth.pdf).

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](mailto:csc@rl360.com).

## **WHEN YOU HAVE COMPLETED THIS FORM**

Please send the completed instruction to [premiums@rl360.com](mailto:premiums@rl360.com) or alternatively you can post this to: Premiums Team, RL360, International House, Cooil Road, Douglas, Isle of Man, IM2 2SP, British Isles.

## **IMPORTANT**

We are only able to accept credit or debit cards where the card displays one of the logos above and is prefixed with a '3', a '4' or a '5'.

Please note that if you own a Quantum Malaysia or Regular Savings Plan Malaysia, you will not be able to make payments using American Express. If you own a LifePlan Lebanon plan, you will not be able to make payments using American Express or JCB.

We regret that we cannot accept payments from Rand or Zimbabwe dollar denominated cards.

The maximum amount that can be collected by credit card is GBP99,999.99 (or currency equivalent) per payment.

Please make sure you allow 5 working days for your request to be processed.

We will also require 5 working days to process any cancellations or amendments to your card details.

## **CREDIT CARD PRE-AUTHORISATION**

Pre-authorisation is the process of pre-approving payments with your card provider. We carry out this process to make sure that the card's details are correct and working properly prior to collecting your payment.

This process will create a pre-authorisation on your credit card for one unit in the same currency as your plan i.e. GBP1.00/USD1.00/EUR1.00 etc. This amount may not appear on your credit card statement, but will affect the card balance or spending limit until your card provider removes it.

If you have opted to receive text messages from your card provider, you may get a confirmation text for this transaction.

## **PRIVACY POLICY**

Our full privacy policy can be viewed at [www.rl360.com/privacy](http://www.rl360.com/privacy) or can be obtained by requesting a copy from our Data Protection Officer.

**CREDIT AND DEBIT CARD MANDATE**

RL360 plan reference

Plan owner(s)

I authorise you, until further notice in writing, to collect payments as detailed below:

Payment currency  GBP  USD  EUR  CHF  
 AUD  HKD  JPY

Payment amount in figures

Payment amount in words

Payment frequency  Monthly  Quarterly  Half-yearly  Yearly

Payment commencement date (dd/mm/yyyy)

Card type  Mastercard/Eurocard  Visa  JCB  American Express\*

\* The amount we collect from your card will be 1% higher than your payment to cover additional charges applied by American Express.

Card issued by  (name of bank)

Country of card issue

Cardholder's name(s) (must be a plan owner)

Cardholder's address (as held by the card issuer)

Card number  -  -  -

Expiry date (mm-yy)  -

I understand that RL360 Insurance Company Limited (RL360) will advise me of the amount to be paid and the dates on which payment is due and that RL360 may only change these after giving me prior notice.

I understand that this authority in favour of RL360 will remain in force until such time as I cancel it in writing.

Signature of cardholder(s)

Date (dd/mm/yyyy)