

# CONTACTING IFGL DIFC



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E helen.jones@ifg-ltd.com



## NEW BUSINESS

newbusiness@fpiom.com

## GENERAL ENQUIRIES

T +44 1624 821 212  
customerservices@fpiom.com

## PAYMENTS

customerservices@fpiom.com

Contact for queries about:

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

## MONEY OUT REQUESTS

customerservices@fpiom.com

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

## ALTERATIONS

customerservices@fpiom.com

- Change of address
- Change of investment adviser
- Assignments
- Nomination of beneficiaries
- Plan amendments

## SWITCH INSTRUCTIONS

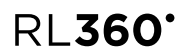
ccs@fpiom.com

## DEALING INSTRUCTIONS

Dealing@fpiom.com

## DEALING ENQUIRIES

Dealing@fpiom.com



## NEW BUSINESS

newbusiness@rl360.com

## GENERAL ENQUIRIES

T +44 1624 681681  
csc@rl360.com

## PAYMENTS

premiums@rl360.com

Contact for queries about:

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

## MONEY OUT REQUESTS

servicing@rl360.com

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

## ALTERATIONS

alterations@rl360.com

- Change of address
- Change of investment adviser
- Assignments
- Nomination of beneficiaries
- Plan amendments

## SWITCH INSTRUCTIONS

switchinginstructions@rl360.com

## DEALING INSTRUCTIONS

dealinginstructions@rl360.com

## DEALING ENQUIRIES

dealingenquiries@rl360.com



## NEW BUSINESS

newbusiness@ardan-international.com

- New business applications or queries
- Additional investment applications or queries

## TECHNICAL QUERIES

technical@ardan-international.com

## INVESTMENT SERVICES

investment.services@ardan-international.com

Investment services/dealing

- Dividends
- Corporate Actions
- Dealing and settlements

## FEE ENQUIRIES

fees@ardan-international.com

- Fee payments
- Fee query
- Fee statement

## CASH

Ardan.cash@ardan-international.com

- Cash Deposit queries
- Proof of Transfer

## SERVICING

servicing@ardan-international.com

- Existing portfolio queries
- Change of adviser
- Withdrawals and closures

## NEW ASSET REQUESTS

New assets should be requested within the online Platform trading screens by users with trading rights. Follow up queries should be sent to: ardan.assets@ardan-international.com

## ASSET TRANSFER ENQUIRIES

ART@ardan-international.com

- Asset transfers

## PLATFORM ENROLMENT ENQUIRIES/ONLINE ISSUES

enrol@ardan-international.com

- Enrolments
- Log-in queries

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