

«ClientName»
«ClientAdd1»
«ClientAdd2»
«ClientAdd3»
«ClientAdd4»
«ClientAdd5»
«ClientPC»
«ClientCountry»

Financial Adviser

«AgentName»
«AgentAdd1»
«AgentAdd2»
«AgentAdd3»
«AgentAdd4»
«AgentAdd5»
«AgentPC»
«AgentCountry»

19 July 2024

Dear «OWNER_SALUTATION»

This notice contains important information that requires your immediate attention. Should you have any query about this notice, please seek independent professional advice. RL360 Life Insurance Company Limited (“RL360 Services”) accepts responsibility for the accuracy of the information contained in this notice.

SEGREGATION OF ASSETS FOR HONG KONG DESIGNATED POLICIES
«Plan_Type» - «Contract_Number»

We are writing to you as an investor in an RL360 Services policy. When you applied for your policy, even though you may not have been resident in Hong Kong at the time, your application was processed through our Hong Kong branch. As such, we classify you as a **Hong Kong Offshore designated policyholder**, regardless of your current residential address.

Upcoming changes to your policy

Under our Hong Kong regulatory obligations, details of any policy that was originally processed through our Hong Kong branch is reportable to the Insurance Authority of Hong Kong (the “IA”). The principal function of the IA is to regulate and supervise the insurance industry for the promotion of the general stability of the insurance industry and for the protection of existing and potential policyholders.

We are writing to provide you with notice that, due to changing regulatory obligations, there are some upcoming changes which will apply to your policy.

The segregation of assets

In line with the changing regulatory landscape in Hong Kong, it will now be a regulatory requirement for our company to separate the assets of our insurance business carried out in or from Hong Kong, from the assets of our insurance business carried out in or from other jurisdictions. The segregation of assets is a method commonly used to protect policyholder’s assets should a business become insolvent.

How we will carry this out

As the funds available to you to through your policy are also available to non-Hong Kong policyholders, to assist with internal accounting and segregation purposes we will be separating the funds into two ranges. One will be exclusively for investment from our Hong Kong designated policyholders (the “**Hong Kong funds**”) and one for investment from other jurisdictions. The Hong Kong funds will be a replica of the current funds available to your policy, with the same names, investment objectives and charging structure, however, they will be given new fund codes to differentiate them. We will only accept investment into the Hong Kong funds from Hong Kong designated policyholders.

Moreover, in order to segregate the assets, we will operate trading accounts and custody accounts with our safekeeping custodian, Citibank, specifically for the Hong Kong funds.

What changes you will see in your policy

The Hong Kong funds will only become available on 19 October 2024.

In order to implement the asset segregation, on **19 October 2024** (the “**Switch Date**”), your current holding(s) will be switched, and any regular premium allocation redirected (where applicable), into the corresponding Hong Kong fund(s). You will see an equivalent unit allocation and value switched from your current holding(s) into the corresponding Hong Kong fund(s) on your policy. This may take up to two working days to be visible on your policy.

You will not be disadvantaged by the switch of holding(s) into the corresponding Hong Kong fund(s) and no charges will occur as a result of the switch.

You do not need to take any action as a result of this letter as the changes detailed above will happen automatically in your policy.

If you currently hold a With Profits Fund or a Guaranteed Growth Fund in your policy, please note that these are unaffected by the segregation of assets mentioned above and no switches will take place on these on your policy.

How to switch funds if you wish

Until the Switch Date, you are free to switch your existing holding(s), and/or to redirect future regular premiums (if any), to different fund(s) in the current range. You may visit the interactive fund centre for your product at www.rl360services.com* to help you decide on new fund(s) and to obtain a switch instruction form.

Following the Switch Date you will continue to have the option to switch at any time, free of charge, within the designated Hong Kong funds.

Please note that our website currently contains funds marked with “#” which are not available to Hong Kong designated policyholders. From 19 October 2024, our fund centres will be updated to indicate which funds are the Hong Kong funds available to you as a **Hong Kong Offshore designated policyholder**.

You should consider your attitude to risk and speak to a financial adviser before making any investment decision. Investment involves risk. Performance can go up and down. Past performance may not be repeated and should not be used as a guide to future performance.

Getting in touch

If you have questions regarding this letter or any general queries, please don't hesitate to get in touch. UK and international customers can call our Customer Service Team on [+44 \(0\) 1624 638 888](tel:+44201624638888) or send an email to csc@rl360.com and one of our team will be happy to help. Alternatively, you can call our Hong Kong branch on [+852 3929 4333](tel:+85239294333) or send an email to RL360Serviceshongkong@rl360.com

Kind regards



Chris Corkish
Investment Marketing Manager