

# A fast and efficient way to do business










We know you lead a busy life and that any time you can save in your working day is going to make a positive difference.

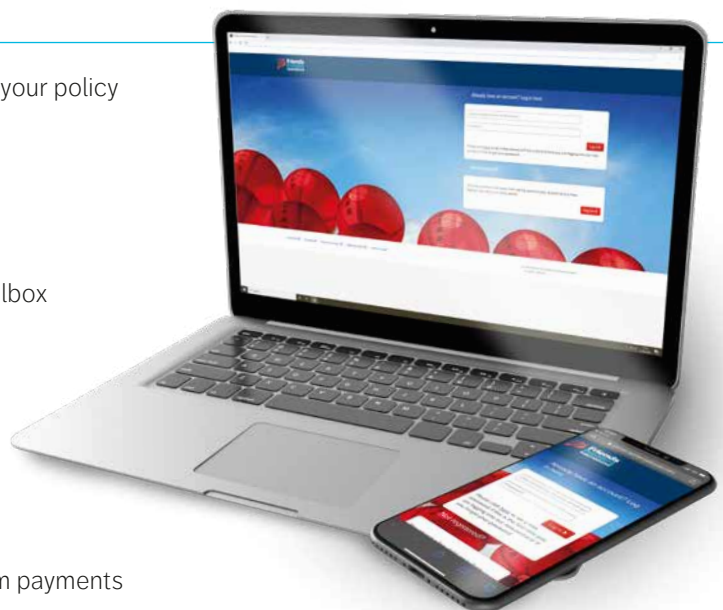
There are a number of ways Friends Provident International Limited (FPI) can help.



## Save Time. Go Online.

Our online services portal is available to help you manage your policy anytime, anywhere:

-  View your policy details
-  Produce a valuation
-  Submit enquiries or documents using a secure mailbox
-  Monitor your investments
-  Perform fund switches and redirections
-  Appoint a third party as a beneficiary/payee
-  Update your personal details
-  Request a premium break/resume regular premium payments
-  Submit a surrender or a withdrawal request



**Not yet registered? Go to <https://portal.fpinternational.com> to establish your online services account.**

## Contacting the right person

We know that sometimes you'll need contact us. And, when you do, you'll want to know you're dealing with a member of staff who can best help you with your specific query.

So, our FPI Customer Services team has devised a system to ensure your emails go straight through to the best people to deal with your query.

When contacting Customer Services on [customerservices@fpiom.com](mailto:customerservices@fpiom.com) you will receive a more targeted service if you include one of the following prefixes in the subject of your email, followed by the relevant policy number:

### Alterations

for change of agents/address/beneficiary/ assignments etc use **L#S1** (policy number of more than six digits) **B#S1** (six digit or less)

### Premiums

for premium enquiries, reinstatements etc use **P#R1**

### Cash

for withdrawals and surrenders use **L#C1** (policy numbers of more than six digits) or email [bondclaims@fpiom.com](mailto:bondclaims@fpiom.com) (six digit policy numbers or less)

### General queries

General queries should just be sent to [customerservices@fpiom.com](mailto:customerservices@fpiom.com) with no prefix



Our FPI Investments team also operates a number of targeted inboxes:

- Corporate action related queries: [corporate.actions@fpiom.com](mailto:corporate.actions@fpiom.com)
- Settlements, dividends and stock reconciliation queries: [investments@fpiom.com](mailto:investments@fpiom.com)
- Discretionary Fund Manager related queries: [discretionary@fpiom.com](mailto:discretionary@fpiom.com)
- Dealing instructions/queries for bond policies (six digits or less): [dealing@fpiom.com](mailto:dealing@fpiom.com)
- Life policies (anything more than six digits): [ccs@fpiom.com](mailto:ccs@fpiom.com)
- Bond asset transfers: [assetexchange@fpiom.com](mailto:assetexchange@fpiom.com)

## We look forward to hearing from you.



### Call us

Isle of Man: +44 1624 821212  
Dubai: +971 4436 2800

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