Friends Provident International

A fast and efficient way to do business

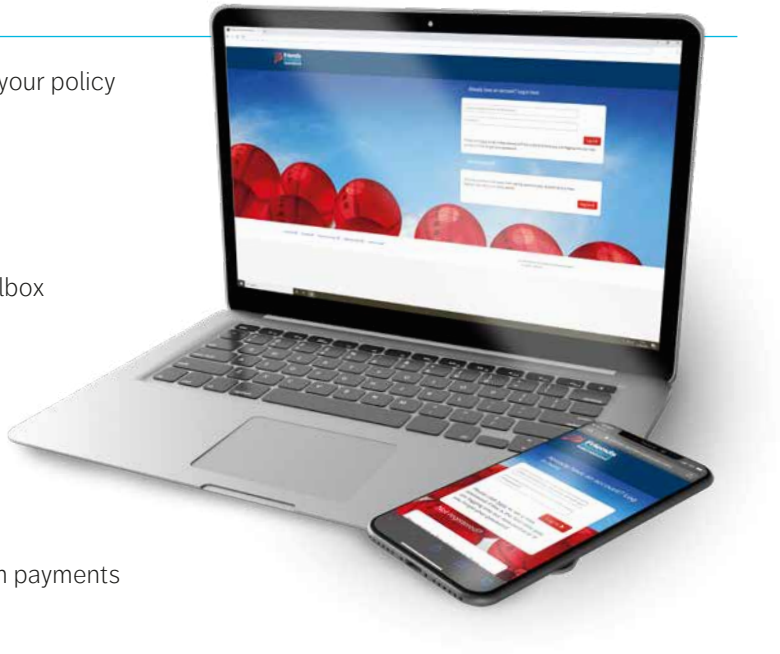
We know you lead a busy life and that any time you can save in your working day is going to make a positive difference.

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.

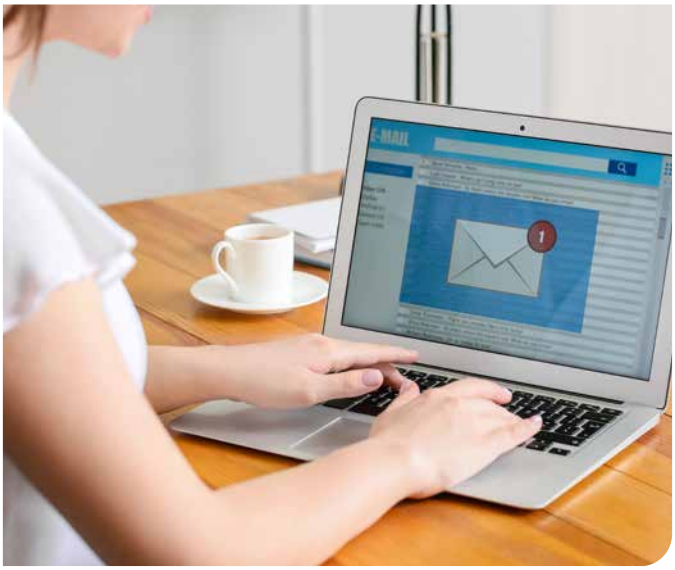
When contacting Customer Services on **customerservices@fpiom.com** you will receive a more targeted service if you include one of the following prefixes in the subject of your email, followed by the relevant policy number:

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 (six digit policy numbers or less)

General queries
General queries should just be sent to 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
- Settlements, dividends and stock reconciliation queries: investments@fpiom.com
- Discretionary Fund Manager related queries: discretionary@fpiom.com
- Dealing instructions/queries for bond polices (six digits or less): dealing@fpiom.com
- Life polices (anything more than six digits): ccs@fpiom.com
- Bond asset transfers: assetexchange@fpiom.com

We look forward to hearing from you.

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

Friends Provident International Limited: Registered and Head Office: Royal Court, Castletown, Isle of Man, British Isles, IM9 1RA. Isle of Man incorporated company number 11494C. Authorised and regulated by the Isle of Man Financial Services Authority. Provider of life assurance and investment products. **Singapore branch:** 182 Cecil Street, Level 17 Frasers Tower, Singapore 069547. Registered in Singapore No. T06FC6835J. Licensed by the Monetary Authority of Singapore to conduct life insurance business in Singapore. Member of the Life Insurance Association of Singapore. Member of the Singapore Financial Dispute Resolution Scheme. **Hong Kong branch:** A122, 16/F, Tower 5, The Gateway, Harbour City, Tsim Sha Tsui, Kowloon, Hong Kong. Authorised by the Insurance Authority of Hong Kong to conduct long-term insurance business in Hong Kong. **Dubai branch:** PO Box 215113, Unit 706, One Za'abeel - The Offices, Za'abeel Palace Street, Za'abeel First, Dubai, UAE. Registered in the United Arab Emirates (UAE) with the Central Bank of the UAE as an insurance company. Registration date, 18 April 2007 (Registration No. 76). Registered with the Ministry of Economy as a foreign company to conduct life assurance and funds accumulation operations (Registration No. 2013). Friends Provident International is a registered trademark and trading name of Friends Provident International Limited.

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