

# Royal Skandia contact list

## for UK/Channel Islands/Isle of Man financial advisers only

All pre-sale enquiries should be directed to your usual Skandia business consultant; alternatively you can call our Isle of Man based International Sales Support team on 01624 655 009. All your post-sale enquiries should be directed to Royal Skandia as per the table below.

Royal Skandia Life Assurance Company Limited  
Skandia House  
King Edward Road  
Onchan  
Isle of Man  
IM99 1NU

Switchboard: 01624 655 555

Fax: 01624 611 715

**Portfolio bonds: Collective Investment Bond/Collective Redemption Bond/Executive Investment Bond/Executive Redemption Bond**

**Unit-linked: Managed Capital Account/Executive Wealthbuilder Account**

Department	Summary of tasks	Telephone number	Fax number	E-mail address
E-Commerce	Adviser and client extranet registrations, including Morningstar and extranet queries	01624 655 556	01624 655 920	ecommerce@royalskandia.com
Broker Services	Broker queries including registration amendments, mergers and commission queries	01624 655 015	01624 655 927	brokerservices@royalskandia.com
Investments – Portfolio Bond Dealing	Deal placement and dealing administration queries	01624 655 005	01624 615 535	rskfminvdealing@royalskandia.com
Investments – Central Support	Asset transfers, third-party custody transfers, corporate actions, dividends and standing data	01624 655 004	01624 655 901	rskfminvcustody@royalskandia.com

Department	Summary of tasks	Telephone number	Fax number	E-mail address
Investment – Fund Administration	Internal fund range pricing	01624 655 003	01624 611 716	rskfminvfundad@royalskandia.com
Investments – Settlements	Contract note queries	01624 655 002	01624 655 903	rskfmsetqueries@royalskandia.com
Investments – Analysis & Support external funds	Asset review for portfolio bonds	01624 655 006	01624 611 715	rskfmasstereview@royalskandia.com
Investments – Analysis & Support internal funds	Internal fund queries	01624 655 012	01624 611 715	rskfmia&s@royalskandia.com
Policy Valuations	Valuations and encashment values for all products	01624 655 500	01624 611 715	customercontact@royalskandia.com
Portfolio Bond New Business	New application processing, additional premium processing and application of premiums	01624 655 016	01624 655 904	pbnewbusiness@royalskandia.com
Portfolio Bond Maintenance	Post-issue changes such as trusts, assignments and general policy enquiries	01624 655 013	01624 655 909	pbmaintenance@royalskandia.com
Portfolio Bond Claims	Full and partial encashments, income payments, fixed account loans and death claims	01624 655 302	01624 655 908	rskfmpbclaims@royalskandia.com
Unit-Linked New Business	New application processing and additional single premium processing	01624 655 200	01624 611 715	ulnbrow@royalskandia.com
Unit-Linked Maintenance	Post-issue changes such as trusts, assignments and general policy enquiries	01624 655 020	01624 611 715	ulpsmaint@royalskandia.com
Unit-Linked Claims	Full and partial encashments, income payments, fixed account loans, death claims and fund switching	01624 655 030	01624 611 715	rskfmulpsclaims@royalskandia.com
Unit-Linked Premium Collection	Standing orders, credit card collections and queries, premium arrears queries, frequency changes, premium increases and premium decreases	01624 655 011	01624 611 715	premiumcollection@royalskandia.com

This communication is designed for and directed at financial advisers. It should not be relied on by consumers.

Skandia International is the divisional name for the international companies within the Skandia Group.

[www.royalskandia.com](http://www.royalskandia.com)

Calls may be monitored and recorded for training purposes and to avoid misunderstandings.

Royal Skandia Life Assurance Limited is registered in the Isle of Man under number 24916C. Registered and Head Office: Skandia House, King Edward Road, Onchan, Isle of Man, IM99 1NU, British Isles.

Phone: +44 (0)1624 655 555 Fax: +44 (0)1624 611 715.

Authorised by the Isle of Man Insurance & Pensions Authority. Authorised and regulated by the Financial Services Authority for business conducted in the UK. Some of the FSA's rules do not apply to non-UK based insurers.

FSA register number 142309. [www.fsa.gov.uk/pages/register](http://www.fsa.gov.uk/pages/register)

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