



Direct debit request

Please avoid delays by checking that all questions have been answered fully and where appropriate use BLOCK LETTERS.

Policy number(s)



Please note:

- You can set up or alter a direct debit by calling us on 131 551. Alternatively, if you prefer to provide written details, you can complete this form and return it to us by post, email or fax (see page 2 for details).
- All questions in section (2) **must be completed** to enable future changes to the direct debit over the telephone. If you fail to complete this section in full we will be unable to properly identify you, which will prevent us from taking instructions over the phone at a future date. Where the payor is a company, please also provide contact details (name, phone, etc) of the individual with whom we can discuss these payment details.
- Please complete account details OR credit card details. If both sections are completed the information in the account details will be used.
- Please ensure that the details of the account stated in this form are correct (including the name of the account) and that the account is able to make the premium payments, as Zurich does not verify this information.

1 Life insured details

Title Surname

Given names

2 Payor details Zurich will send the billing details to the person you nominate in this section.

Company name (if applicable)

Title Surname Given names

Address

State Postcode

Contact name

Contact numbers (phone): (fax):

Email

3 Account details

Name of financial institution

Branch address

State Postcode

Bank/State/Branch (BSB number) - Account number

Account name

4 Credit card details

Visa MasterCard Expiry date /

Primary cardholder's name

Card number - - -

5 Debit details

Please debit my account

Monthly Quarterly Half yearly Yearly

(for Ezicover policies, yearly or monthly **only**)

6 Initial payment (only complete this section for NEW applications)

To be completed **if this payment source differs** from the one supplied in sections 3 or 4.

Initial payment by direct debit Yes No

If 'Yes', use account details above? Yes No If 'No', please provide details below

Cheque attached Direct debit bank account Credit card

Account details

Bank/State/Branch (BSB number) -

Account number

Account name

Credit card details

Primary cardholder's name

Visa MasterCard AMEX

Expiry date /

Card number - - -

7 Declaration

I/we acknowledge that this Direct debit request is governed by the terms of the Direct debit request service agreement. I/we have read and agree to the terms and conditions. I/we request and authorise Zurich Australia Limited ABN 92 000 010 195 (user ID 117) to arrange for funds to be debited from my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS).

Account Holder 1 Name (please print)

Signature of account holder 1

X

Date

/ /

Account Holder 2 Name (please print)

Signature of account holder 2

X

Date

/ /

Any questions? Call 131 551

Please return the completed form to us:

By post, to **Zurich Australia Limited Client Service Centre, Locked Bag 994, North Sydney NSW 2059**, or

By email, as a scanned attachment, to **client.service@zurich.com.au**, or

By fax, to **02 9995 3797**.



Direct debit request service agreement

This agreement sets out the terms and conditions on which the Account Holder has authorised Zurich to debit money from their account and the obligations of Zurich and the Account Holder under this agreement.

The Account Holder understands and agrees that:

- Direct debiting may not be available on all accounts. The Account Holder is responsible for ensuring the specified account can accept direct debits and there are sufficient cleared funds available in the nominated account to permit payments under the Direct debit request on the due date for payments
- Zurich accepts no responsibility for issues arising where incorrect details have been provided. The Account Holder should check the account details provided to Zurich are correct. If uncertain, check with your financial institution before completing the Direct debit request
- Zurich will debit the account for the sum of the amounts due at the debit date for all specified policies
- Changes to bank account details must be provided in writing, or by telephoning Zurich (or by such other means as we approve)
- Zurich will give the Account Holder at least 14 days notice in writing if there are any changes to the terms of this service agreement.

Zurich agrees that:

- When the due date for payment is not a business day, the debit will be processed on the next business day
- The Account Holder can cancel, vary, defer or suspend the Direct debit request on a policy by providing notice to Zurich in writing, or by telephoning Zurich (or by such other means as we approve). You need to allow us 14 days before the next debit date to process your request
- Upon request, Zurich will forward a copy of the current terms and conditions for direct debits, to the Account Holder by post, facsimile or other agreed method
- We will provide direct debit details on request.

Disputes

The Account Holder should first give notice of any disputed debit to Zurich. Zurich will respond within 7 working days of receiving your letter. Zurich has formal procedures for dealing with a complaint.

Dishonoured debits

If a debit is unsuccessful, Zurich will cancel the payment in respect of the dishonoured debit. On receipt of new information after a dishonour, Zurich will process a one-off debit to pay the policy up to date. If two consecutive dishonours occur, Zurich may cancel the authority. Zurich may charge a dishonour fee to the relevant policy. Currently the fee is nil. The financial institution may also charge fees relating to the dishonour to the account, which is the Account Holder's responsibility.

Confidential information

Zurich may disclose information about your account to its banker (in connection with a claim made against it relating to an alleged incorrect or wrongful debit made from the account), your financial institution, your adviser and to other companies within the Zurich Financial Services Australia Group of companies. Zurich will not disclose information about you or the account to any other person, except where you have given consent or where the disclosure is required by law.

Notices to Zurich

The Account Holder may give notice to Zurich by telephone on 131 551. Alternatively, you may write to us at Locked Bag 994, North Sydney NSW 2059.