The Adviser Portal: Policy cancellations – FAQs

Introduction

A policy cancellation is the termination of an insurance policy before its expiration date, ending the coverage provided by Zurich. It can be initiated by the policyholder, life insured, their authorized financial adviser, or Zurich, depending on the policy terms.

From 10 June, policy cancellations can be submitted via the Adviser Portal without the need to submit a signed authority from your client. By digitising this process, outcomes will be faster, allowing instant submission and processing of requests without delays from manual handling or email services.

The FAQs in this document have been made available to advisers as follows:

- **From 10 June 2025** enhancements to how cancellations can be submitted via the Adviser Portal will be applied. A pop-up message will appear on the home screen of the Adviser Portal informing users of the enhancements to policy cancellations. The message will contain information on the changes.

The following FAQs will also support the adviser-facing teams with any queries received regarding the enhancements to policy cancellations in the Adviser Portal.

The Adviser Portal: Policy cancellations – FAQs

The Adviser Portal: Policy cancellations – FAQs

1. How can I cancel a client's policy through the portal on their behalf?

To cancel a client's policy, log in to the Adviser Portal and locate the client or policy by using the search bar in the top-right corner or by navigating to the "My Clients" tab.

If you have searched by client name, once you've identified and selected the client, click on the relevant policy number to access the policy details screen. If you searched by policy number, you will be taken direct to the policy screen.

From there, select the "I want to" option, choose "Cancel Policy" from the dropdown, and follow the on-screen prompts to complete the cancellation process.

2. Why is this change being made?

At Zurich, while we strive to retain our valued customers, we're committed to enhancing your experience through streamlined processes. As part of this commitment, we're enhancing policy cancellations in the Adviser Portal, effective 10 June 2025, to deliver a more efficient and seamless experience for advisers.

Transitioning to a digital cancellation process brings several key benefits:

Speed and Efficiency: The portal enables instant submission and quicker processing of cancellation requests, minimising delays associated with manual handling or email services.

Reduced Errors: Automated workflows guide you through standardised steps, validating inputs to help ensure accuracy and minimise human error.

Enhanced Security: With advanced encryption and secure authentication, the Adviser Portal safeguards sensitive client information, offering greater protection than email or paper-based methods.

This change reflects our ongoing dedication to optimising adviser tools and improving service delivery for you and your clients.

3. Can I schedule a future cancellation date for a client's policy in the portal?

No, this feature is not available. Any cancellation will apply from the paid to date.

Note that clients will not be able to make claims for events or conditions that arise after the paid to date.

4. What should I do if I encounter an error while cancelling a client's policy in the portal?

If you receive an error message whilst processing a cancellation, you can submit the request via the portal, using the "Service Request" tab. Simply enter the relevant details in the request and our adviser care team will process.

Alternatively, you can contact our adviser care team on 02 9995 2981.

5. Will a client's refund (if applicable) be processed automatically after cancelling in the portal?

Any applicable refund due to cancellation of the policy will be returned to the original payment method immediately, excluding payments that are still within the dishonour period, which is within 5 days of the collection date. In this instance, refunds will be processed once the funds have been confirmed as cleared.

If the policy is owned by OPC or Brighter super, the refund will be returned to the client's superannuation fund.

6. Can I cancel multiple policies at once in the portal?

Yes, multiple policies can be cancelled in one request, provided the other policy is related to the one selected, however the system won't allow multiple cancellations in one transaction across multiple client policies.

If you don't wish to cancel a related policy, you will instead need to alter the policy via the alterations page, opting to remove the covers from one of the policies instead of cancelling both.

7. What happens to a client's coverage after I cancel their policy in the portal?

When you cancel a client's Zurich or OnePath policy through the Adviser Portal, their cover will cease from the paid to date.

Note that clients will not be able to make claims for events or conditions that arise after the paid to date.

8. Can I reinstate a client's policy after cancelling it through the portal?

Yes, reinstatements will be available for eligible policies via the portal, as was already the case prior to this process enhancement.

You can view the eligible products and their respective terms via our Adviser Guide by selecting the respective Zurich and OnePath links.

9. What correspondence will be sent to my client when the policy is cancelled in the portal?

Upon submitting the cancellation request, clients will immediately be sent an SMS advising them of the request, provided there is a mobile number listed on file for your client.

If there is no number listed, there won't be an SMS sent, however once the cancellation is processed, the client will receive cancellation confirmation communications within 5 business days.

10.Am I required to provide written client authority as part of the cancellation process?

Following the cancellation enhancement, you no longer need to provide Zurich written authority from the client to submit a cancelation.

Please be aware you must however continue to keep a copy of the client authorisation as part of their record keeping as we might ask you for this in the future.

11. As a third-party authority (TPA), can I cancel a client's policy through the Adviser Portal if I'm not the servicing adviser and the policy isn't visible to me in the portal?

Yes, you can cancel a policy as a third-party authority via the portal, however the process is slightly different.

As you're not listed as the servicing adviser, the policy won't appear in the portal, however our team will still process the request when submitted as a service request via the service request tab, or when submitted via email.

Simply submit a service request providing all relevant details, and our adviser care team will process. A signed authority is not required when submitting this way, however you must keep a copy of the client's authorisation on record as we might ask you for this in the future.