

AUTO DEBIT SERVICE UPDATE

FREQUENTLY ASKED QUESTIONS (FAQ)

- 1. What do I need to do to enable the weekly billing?**
No action is required. The system will auto-select policy based on the due date for the billing.
- 2. Will the system initiate 2 successful deductions to my existing auto debit registered prior to 1st September 2021?**
There are no changes on successful deduction to the auto debit registration made prior to 1st September 2021.
- 3. How to enable the 2 successful deductions to my existing Auto Debit registered prior to 1st September 2021?**
The weekly billing initiation will be based on prospective approach. To allow 2 successful deductions, the existing registration must be terminated and re-registered.
- 4. Will the 2 successful deductions apply for the future due date?**
The successful deduction will be for the current month due. There will be no billing on future due date. There will be only 1 successful deduction for policy with current due date.
- 5. What will happen to my Auto Debit exceeding 3 rejects count prior to 1st September 2021?**
The housekeeping will be performed to update the rejects count to 6. No billing will be initiated on the policy.
- 6. What do I need to do to enable the billing to my Auto Debit exceeding 3 rejects count prior to 1st September 2021?**
Reactivation form must be submitted to mya.auto.debit.finance@zurich.com.my to reset the reject count to zero. The billing will be initiated subsequently.
- 7. Will the system bill policy due with 2 rejects count registered prior to 1st September 2021?**
Yes. The system will bill up to 6 consecutive rejects before it turns to inactive status and reactivation will be required.
- 8. Are there any other possibilities that billing will not be initiated on the policy even if it is inforced or insufficient?**
Any inforced or insufficient policy within 40 days from due date (Ordinary Life) and insurance charges due date (Investment-linked) will only be selected during billing initiation. This is to avoid any lapsation occurs before the billing returned file is updated in our system.
- 9. Will there be any notification sent after any deductions attempt?**
Yes. SMS will be sent within 2 working days to policyholder after the payment status is updated in the system for both successful and unsuccessful deductions. However, agent will only receive SMS notification on unsuccessful deduction.
- 10. Will the system select for billing if payment is made in advance using other payment methods?**
No billing will be initiated if all dues are paid up to date.
- 11. When will the auto debit billing be performed and when will it be updated?**
Auto Debit billing will be performed on every Monday or next working day should it falls on holidays based on T+7. The payment will be updated on T+1 for Easy Pay and T+3 for PayNet Direct Debit. For example, if Billing is on 4th October 2021 (Monday), the system will select all policies with due date up to 11th October 2021.

12. How about the billing in last week of December as it will cross the year?

The billing will select any policy with due date up to 31st December 20XX only and no billing will be performed on policies with following year due date.

13. Which email address can I use for any enquiry related to Auto Debit service?

You may email any related enquiry to mya.auto.debit.finance@zurich.com.my