

## **DIRECT DEBIT FOR MEMBERS**

Pay the easy way. Direct Debit is a convenient, no fuss option so you don't run the risk of missing a payment. You'll also save on cheque fees, stamps and the time it takes to write out a cheque and mail your payment.

## **HOW DOES DIRECT DEBIT WORK?**

With your authority, your insurance premiums are deducted fortnightly, monthly, or annually from your bank, building society, credit union or credit card account (MasterCard or Visa). You can even arrange your payments to coincide with your pay day or pension day. Only the amount required to cover your premium will be transferred to HBF.

## **IS THERE A COST TO ME?**

We suggest you contact your bank, building society or credit union regarding any possible charges, as some financial institutions may apply transaction fees. A 10% premium loading is applied by HBF for all General Insurance fortnightly and monthly Direct Debit payments\*\*.

## **HOW DO I ARRANGE FOR DIRECT DEBIT?**

Firstly, you need to have either a cheque, savings or credit card account with a bank, building society or credit union. Simply call HBF on 133 423 with your BSB/Financial Institution number and account number.

We'll do the rest. Your payments will be automatically debited according to your chosen frequency.\*

## **A FEW GUIDELINES TO REMEMBER**

Please ensure that there are sufficient funds in your account to cover the specified deductions and that your deductions are correctly debited from the account. In the event that three consecutive deductions (for the same payment period) are not met, HBF will cancel the Direct Debit Authority with your financial institution.°

If rates alter or a change is made to your policy, HBF will adjust the deductions accordingly.†

## **TO FIND OUT MORE ABOUT DIRECT DEBIT**

If you would like more information about Direct Debit or would like to set up this convenient payment option, please call us on 133 423 or visit your nearest Service Centre.

\*\*Except in the event Direct Debit fees are waived as part of a promotional offer.\* Please note that your initial deduction may include an adjustment to ensure your policy is financial or to coincide with your nominated date. °Any fees or charges incurred as a result of insufficient funds will be the responsibility of the account holder. †The Direct Debit Authority authorises your bank to deduct the amounts required to cover your policy payments, which may alter from time to time.

1. HBF Insurance Pty Ltd ABN 11 009 268 277 User ID No. 15702 ("Debit User") will initiate Direct Debit payments in the manner referred to in the Agreement and shown on your Policy Schedule.
2. Debit payments will be made when due. HBF will not issue individual confirmation of payments made.
3. HBF will give the member at least 14 days written notice if HBF proposes to vary details of this Agreement, including the amount and frequency of payments.
4. If the member wishes to defer any payment or alter any of their account details, the member must contact HBF at least 48 hours prior, via telephone on 133 423 or write to HBF at GPO Box N1060, Perth WA 6809.
5. Any queries concerning disputed debit payments must be directed to HBF in the first instance. Members may obtain details of the Direct Debit process by contacting HBF on 133 423 or in writing to GPO Box N1060, Perth WA 6809.
6. Direct Debiting is not available on the full range of accounts at all financial institutions. If in doubt, the member should check with their financial institution before requesting to pay by Direct Debit.
7. The member should ensure that the account details provided are correct by checking them against a recent statement from the financial institution at which the account is held.
8. By requesting Direct Debit payments, the member warrants and represents that he/she/they is/are authorised to request the debiting of payments from the specified account.
9. It is the responsibility of the member to have sufficient cleared funds available in the account to be debited to enable debit payments to be made in accordance with their Direct Debit Request.
10. If a debit payment falls due on any day which is not a business day, the payment will be made on the second available business day.
11. If a debit payment is returned unpaid, HBF will automatically attempt to debit the account again. The member may be charged a fee for each unpaid item by your financial institution.
12. Members wishing to cancel their Direct Debit Authority or to stop individual debit payments must contact HBF by telephoning an HBF Member Service Advisor on 133 423 or by writing to HBF at GPO Box N1060, Perth WA 6809, at least 48 hours before their payment is due to be debited.
13. Except to the extent that disclosure is necessary in order to process debit payments, investigate and resolve disputed transactions or is otherwise required by law, HBF will keep details of the member's account and debit payments confidential.

**Important Information.** This is an important document as it explains the terms and conditions of Direct Debit payments with HBF Insurance Pty Ltd. It is important that you understand the terms and conditions, and keep this brochure in a safe place for future reference. Should you require clarification of any of the terms or conditions, or if you have any other questions please contact us on 133 423.