

AUTO DEBIT SERVICE UPDATE (EASYPAY) FREQUENTLY ASKED QUESTIONS (FAQ)

- 1. What do we need to do to enable the daily billing?**
No actions required. The system will automatically select the policy/policies 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 daily 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. Will it be two (2) consecutive days deduction for those having pending payment and register after 1 September 2021?**
The 2nd attempt will only be initiated a week after the 1st deduction is successful.
- 6. What will happen to my Auto Debit exceeding 6 rejects count prior to 22nd August 2022?**
The housekeeping will be performed to update the rejects count to 45. No billing will be initiated on the policy.
- 7. What do I need to do to enable the billing to my Auto Debit exceeding 6 rejects count prior to 22nd August 2022?**
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.
- 8. Will the system bill policy due with 5 rejects count registered prior to 22nd August 2022?**
Yes. The system will bill up to 45 consecutive rejects before it turns to inactive status and reactivation will be required.
- 9. 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.
- 10. 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.
- 11. 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.
- 12. When will the auto debit billing be performed and when will it be updated?**
Auto Debit billing will be performed on every working day. The payment will be updated on the same day.

13. 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

14. Why is the billing based on T+2?

The billing is billed based on T+2 to cater those policies due date that fall on weekend, Saturday or Sunday.

15. 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