

DIRECT DEBIT DEDUCTION FOR LIFE INSURANCE AND FAMILY TAKAFUL

Frequently Asked Questions (FAQs)

NO	QUESTIONS	ANSWERS
REGISTRATION		
1	What types of cards are eligible for auto debit recurring payments?	All credit cards or debit cards which carry the VISA / Mastercard mark.
2	Can I use my cards to register for auto debit recurring payments on behalf of other certificate/policy holders?	You can register for auto debit using your own card to pay for policies/certificates owned by yourself, spouse, children, parent/parent-in-law, or brother/sister.
3	Are overseas issued cards allowed for auto debit recurring payments?	All VISA or Mastercard cards are accepted for auto debit recurring payments, regardless of whether they are issued locally or overseas.
DURING REGISTRATION		
4	How do I know if the auto debit recurring payments are successful?	Upon a successful initial payment, which includes receiving an OTP code on the mobile number registered with the bank, the auto debit recurring payments will be activated for subsequent billings.
5	Will the auto debit recurring payments take effect immediately upon registration?	The auto debit recurring payments will be activated upon registration. There will be three (3) attempts of auto debit for the subsequent billings, i.e. 5th, 15th & 25th of every month.
6	What should I do if the registration of auto debit recurring payments are unsuccessful?	Please check with the respective issuing bank for your card or use a different card for registration of auto debit recurring payments.
7	Will I receive an SMS/email notification for every successful auto debit recurring payment?	An SMS will be sent to the mobile number that you have registered with us for every successful or unsuccessful payment during each billing.
AFTER REGISTRATION		
8	How can I terminate the auto debit recurring payments?	Download the Termination or Reactivation of Auto Debit Service Form (for life insurance) or Auto Debit Termination Form (for family takaful) from our Corporate Website. Complete the form and submit it via any of the following channels: <ul style="list-style-type: none"> i. Walk-in to your nearest Zurich branch ii. Email us at callcentre@zurich.com.my
9	Can I use a different card for future recurring payments?	With reference to the above, you will be required to terminate the registration of the current credit/debit card prior to registering a new card.
10	How do I know which card have I opted for recurring payments?	You may contact us via any of the following channels: <ul style="list-style-type: none"> i. Walk in to your nearest Zurich branch ii. Call us at 1-300-888-622
11	How can I view the record for my auto debit recurring payments?	For all types of payment made (either via cash over the counter, online payment or auto debit recurring payment) for the respective certificate/policy, you may login to our customer portal, i.e. MyPolicy (for life insurance policy) or MyAccount (for family takaful certificate) to view your payment record.
12	Is there any official receipt issued by Zurich if I opt for auto debit recurring payments?	No physical receipts are issued for auto debit recurring payments. In support of a greener earth, we would like to encourage you to login to our customer portals to view your payment record.