

# Direct payment options



Please set up your payment options in your Member Portal, or complete and return this form to Defence Health. **Please use a black/blue ballpoint pen to fill in this form.**

**Privacy note:** We need this information for our service providers to arrange direct debit payment of your premiums. There's more about how we manage your personal information in our Privacy Policy on our website. It also explains how you may access and correct your personal information and make a complaint.

## Member details

Member number	<input type="text"/>									
Title or Rank	First name				Last name					
Home address					Suburb	State	Postcode			
Mobile phone				Email address						

## 1. Direct debit request for premiums

### Direct Debit from my bank, building society or credit union account

I/We request and authorise Defence Health (ID 3478) to debit funds from my/our nominated account according to the details specified below through the Bulk Electronic Clearing System (BECS).

Account holder name

Name of financial institution

BSB number  -  Account number

I would like my deductions to occur:

<input type="checkbox"/>	Fortnightly	<input type="checkbox"/>	Half yearly
<input type="checkbox"/>	Monthly	<input type="checkbox"/>	Yearly
<input type="checkbox"/>	Quarterly	Beginning on	<input type="text"/> / <input type="text"/> / <input type="text"/> Choose 1-28 of month

### Direct Debit from my credit card

Payment by credit card can be set up in your Member Portal or by calling us on 1800 335 425.

Please note that credit or debit card payments incur a payment processing fee between 0.03% and 0.57% (depending on card type).

Credit card payments are made on the 15th day of the month in which they are due.

#### Direct Debit authorisation

I have read and understood the Direct Debit service agreement. I understand the first deduction after joining or changing cover may include the premium for the nominated payment frequency plus a pro-rata amount. If a deduction falls on a non-business day, it will be debited from my account on the next business day. I authorise Defence Health to alter the amount of the deduction, if the premium for my policy changes. I understand that it is a condition of my membership that premiums are paid in advance. Any changes to my direct debit must be requested at least 2 days prior to the next deduction.

Account/Card holder(s) signature – if joint account, both required

<input type="text"/>	Date	/	/
<input type="text"/>	Date	/	/

## 2. Direct payment of claims

Defence Health deposits your benefit payments directly into your nominated bank, building society or credit union account. Please nominate the account for direct claims payment. Please note: Benefits cannot be paid to a credit card account.

I authorise Defence Health to pay this membership's claims benefits directly into my nominated account. I acknowledge that the claims payments for this membership will continue to be paid to my nominated account until I register a new account.

My nominated account details are in section 1

My nominated account details are on the right

### Nominated account for benefit payments (If different to section 1)

Name of financial institution

Account holder name

BSB number  -  Account number

# Direct debit service agreement

## Our commitment

We undertake to automatically deduct your health insurance premiums from your nominated account in accordance with your signed authority to direct debit through the Bulk Electronic Clearing System (BECS). If the payment date falls on a non-business day, we will debit your account on the next business day. We will give you at least 14 days notice when we intend to make changes to the initial terms of the arrangement.

If your payment fails, we may try the deduction again or notify you of alternative arrangements. Any transaction fees or interest may be passed on to you. If consecutive debits fail, the debit facility may be withdrawn.

All personal information held by us will remain confidential except for information that may be provided to our financial institution to initiate the drawing from your nominated account, or information which may be disclosed to a third party as required by law. Direct debit through BECS may not be available on all accounts.

## Your rights and responsibilities

It is your responsibility to:

- check with your financial institution that your account details are correct and that direct debit deductions are allowed on the account you have chosen
- make sure that you have enough money in your account to cover your payment when due. Your bank or financial institution may charge a fee if the payment cannot be met
- advise Defence Health if your chosen account is transferred or closed.

If you want to make changes to direct debit deductions, please notify us at least two business days prior to your next debit date. These changes may include deferring the debit, altering the debit dates, stopping an individual debit, suspending the direct debit arrangement or cancelling the direct debit completely.



### Any queries?

If you have any questions or believe there has been an error in debiting your account, please call us on 1800 335 425. We'll investigate any disputed transactions and notify you of the finding, the reasons behind it and the action required. If an incorrect debit occurred we'll arrange with your financial institution to adjust your account (including interest and charges). We undertake to respond to queries concerning disputed transactions within five working days of notification. You may also contact your financial institution directly.

**Please retain this page for your records**