

UAE direct debit



A smarter way to
pay your premiums





At Zurich we're committed to making life easier for you and we're delighted to offer you direct debit (DD) payment service. DD is an easy, convenient and reliable way to pay your regular premiums from your UAE bank account or credit card.

Why switch to direct debit

DD is an automated payment instruction which allows Zurich to collect your policy premiums directly from your bank account or credit card. You simply select the premium amount, frequency and the commencement date of your payment and your premiums will automatically be paid into your policy.

By signing up for DD, you can enjoy the benefits of having a seamless method to pay your Zurich policy premiums.



Saves you money

One-time set-up fee. All regular collections are free of charge.



Saves you time

Simple to set up and pay regular premiums on time



Payments are secure

Safe transactions and trusted payment method



Peace of mind

Automatic payments, so that you never miss a premium.

How to setup DD for your policy

STEP 1

Complete the DD form



You can set up DD using your online banking access (if offered by your bank).

Alternatively, you can complete a DD request form and send the original to us directly, or through your financial professional.

STEP 2

DD is set up



If you have set-up the DD using your online banking access, you can log in again and check the status of your request.

If you sent us the **DD request form**, we will send the form to your bank and setup the instruction for you.

STEP 3

DD is activated



In about seven working days, the DD will be activated and you will receive an email confirmation from Zurich.

Note:
Send us the original form as this is a requirement by the UAE Central Bank.

FAQ's

1. Can I set up a DD facility as soon as I purchase a Zurich policy?

Yes, you can and here's an example of what you would do.

- For your first policy premium, we recommend that you pay by cheque or telegraphic transfer.
- For the remainder of your regular premiums, select DD and send us a completed DD request form. This ensures your policy is issued promptly while your DD instruction is being set up by the bank.

2. How do I set up a DD?

You can set up DD using your online banking access (if offered by your bank).

Alternatively, you can complete the **'Direct debit request form'** and send the original form through your financial professional, or send the form directly to Zurich at the below address:

Zurich International Life Limited,
P.O. Box 50389,
The Gate Village Building 7, Level 3
Dubai International Financial Centre,
Dubai, United Arab Emirates.
Phone: +971 4 363 4567

3. How long will it take to activate my DD after application?

It takes up to seven working days for your DD to be activated. This is because the DD request has to be routed through the UAE Central Bank to your bank.

4. Can I use DD for all my Zurich policies?

You can use DD as the method of payment for all your Zurich regular premium policies.

5. What if I have multiple policies?

As per Central Bank guidelines, a separate DD request form must be submitted for each policy you hold.

6. Can I use DD for single premium payments?

No, DD is only available for regular premium payments.

7. What if my policy premiums are in US Dollars?

When you complete the DD form, you can convert your premium from USD to AED using the fixed rate of 3.677498.

When filling the form, mention the AED amount up to two decimal points using standard decimal rounding as mentioned in the examples below.

Fixed Collection Scenario - No decimal rounding

Monthly premium in USD	= \$38
Conversion rate (USD to AED)	= 3.677498
Monthly Premium in AED = 38 X 3.677498	= 139.744924
Option Type	= Fixed
Amount to be mentioned on DD Form	= 139.74

Fixed/Variable Amount	Fixed <input checked="" type="checkbox"/> ثابت	Variable <input type="checkbox"/>
Payment Frequency	<input type="checkbox"/> Daily <small>يومي</small> <input type="checkbox"/> Weekly <small>اسبوعي</small> <input checked="" type="checkbox"/> Monthly <small>شهري</small> <input type="checkbox"/> Quarterly <small>ربع سنوي</small> <input type="checkbox"/> Half Yearly <small>نصف سنوي</small> <input type="checkbox"/> Annually <small>سنوي</small>	
Fixed Amount 1 / Minimum Amount	- - - . - - - 1 3 9 . 7 4	
Fixed Amount 2 / Maximum Amount	- - - . - - - 1 3 9 . 7 4	

Fixed Collection Scenario - Decimal round up

Monthly premium in USD	= \$20
Conversion Rate (USD to AED)	= 3.677498
Monthly Premium in AED = 20 X 3.677498	= 73.54996
Option Type	= Fixed
Amount to be mentioned on DD Form	= 73.55

Fixed/Variable Amount	Fixed <input checked="" type="checkbox"/> ثابت	Variable <input type="checkbox"/>
Payment Frequency	<input type="checkbox"/> Daily <small>يومي</small> <input type="checkbox"/> Weekly <small>اسبوعي</small> <input checked="" type="checkbox"/> Monthly <small>شهري</small> <input type="checkbox"/> Quarterly <small>ربع سنوي</small> <input type="checkbox"/> Half Yearly <small>نصف سنوي</small> <input type="checkbox"/> Annually <small>سنوي</small>	
Fixed Amount 1 / Minimum Amount	- - - . - - - 7 3 . 5 5 If FIXED, Can be l	
Fixed Amount 2 / Maximum Amount	- - - . - - - 7 3 . 5 5 If FIXED, Can be l	

We strongly advise you to select variable payment option on DD Form and provide range (with AED 5 buffer) as mentioned in the below example to avoid any rejections which may occur due to exchange rate differences.

Variable Collection Scenario

Monthly premium in USD = \$38
 Conversion Rate (USD to AED) = 3.677498
 Monthly Premium in AED = 38 X 3.677498 = **139.744924**
 Option Type = Variable
 Amount to be mentioned on DD Form: Min Amount = **1.00**
 Max Amount = **145.00**

Fixed/Variable Amount	Fixed <input type="checkbox"/> ثابت	Variable <input checked="" type="checkbox"/> متغير
Payment Frequency	<input type="checkbox"/> Daily يومي <input type="checkbox"/> Weekly اسبوعي <input checked="" type="checkbox"/> Monthly شهري <input type="checkbox"/> Quarterly ربع سنوي	<input type="checkbox"/> Half Yearly نصف سنوي <input type="checkbox"/> Annually سنوي <input type="checkbox"/> One Time مرة واحدة <input type="checkbox"/> Others آخرون
Fixed Amount 1 / Minimum Amount	- - - , - - - , - - - 1 . 0 0 <div style="font-size: small; border: 1px solid black; padding: 2px;"> If FIXED, then a proper amount. Can be left blank if VARIABLE </div>	
Fixed Amount 2 / Maximum Amount	- - - , - - - , 1 4 5 . 0 0 <div style="font-size: small; border: 1px solid black; padding: 2px;"> If FIXED, then a proper amount. Can be left blank if VARIABLE </div>	

8. Can I have a DD set up from a foreign currency bank account?

The UAE Central Bank currently only allows this local DD facility to be set up on AED bank accounts.

9. Can I set up a DD for my credit card?

Yes, you can also setup DD on your credit card. Submit the instruction through your online banking access or send a completed DD request form to us and we'll set it up for you.

10. Can I place a DD payment on hold?

Yes, you just need to ensure that the request is sent to us at least five working days prior to the premium due date. You can email your request to us at helppoint.uae@zurich.com or call Zurich HelpPoint on +971 4 363 4567.

FAQ's (continued)

11. Can I cancel my DD?

Yes, you can cancel your DD by sending us a completed DD Cancellation Request form or by contacting your bank directly. It may take seven working days to deactivate the DD mandate.

12. Can the DD collection be rejected? If yes, is there a charge?

Yes, DD collection can get rejected for many reasons including if there are insufficient funds in your bank account. There may be a rejection charge from your bank.

This charge can be confirmed by your bank. Zurich does not charge you if the collection is rejected for any reason.

13. What if I change the regular premium amount?

You can change the premium amount by completing the DD amendment form.

Note: Initially when setting up the DD, if you enter the maximum amount based on how much you intend to increase your premiums in the future, you will not have to make amendments each time.

14. Can I switch to another payment method after subscribing to DD?

Yes, you can. Just complete a DD Cancellation Request form and a new Method of Payment form and send both of them by email to helppoint.uae@zurich.com.

15. If I leave the country, does my DD remain active?

Yes, the DD remains active as long as you have a valid bank account or credit card in the UAE with the necessary funding to pay your premiums.

16. Are there any charges to use DD?

There is a set up fee charged by your bank. The exact amount can be verified by your bank. Premium collection via DD is free of charge.

17. What if I change my account or credit card?

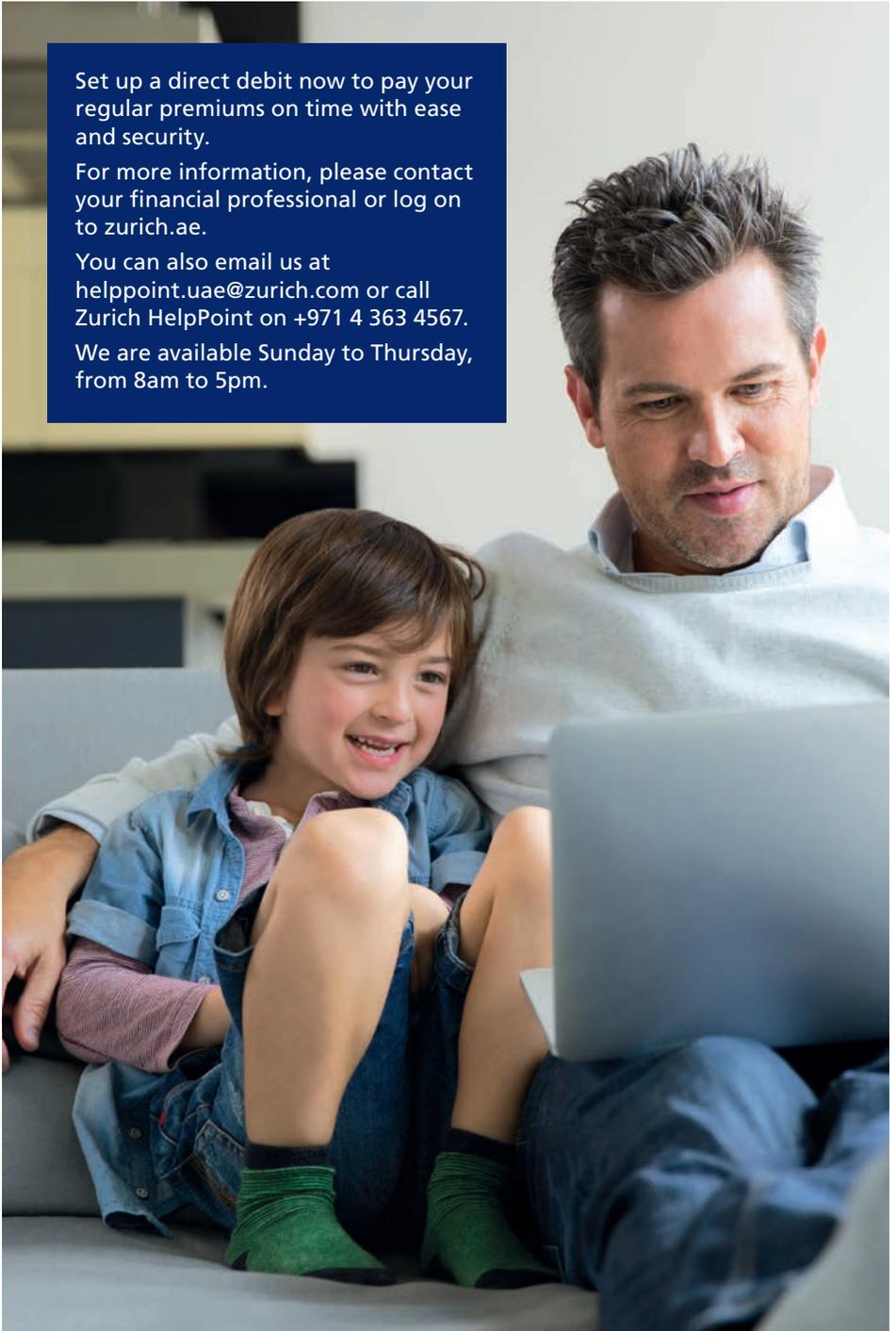
If you want to change the account or credit card from which you want to pay, you will need to cancel the existing instruction with your bank and set up a new one for your new bank account or credit card.

Set up a direct debit now to pay your regular premiums on time with ease and security.

For more information, please contact your financial professional or log on to zurich.ae.

You can also email us at helppoint.uae@zurich.com or call Zurich HelpPoint on +971 4 363 4567.

We are available Sunday to Thursday, from 8am to 5pm.



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