

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 UAE 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

No set-up fee* and 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.

* Zurich does not charge any DD set-up fee, however there may be a charge by your bank.

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 ten 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 setup the instruction via your online banking. Alternatively, you can send us an original completed DD request form. This ensures your policy is issued promptly while your DD instruction is being set up by your bank.

2. How do I set up a DD?

You can set up DD using your online banking access (if offered by your bank) from your UAE bank account or credit card.

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,
Unit 601, Floor 6, Building 6,
Emaar Square,
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 ten 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 must be set-up 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 **0.271924**.

When filling the form, mention the **AED amount** by rounding **up** any decimal points to the next whole number as shown in the example below.

We recommend you to select **variable payment** option on DD Form and provide a range from AED 1 to the max amount depending on your premium. Refer to the below example showing the calculation, 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)	= 0.271924
Monthly Premium in AED = $38 \div 0.271924$	= 139.744928
Option Type	= Variable
Amount to be mentioned on DD Form:	Min Amount = 1.00 Max Amount = 140.00

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"/> Worthly 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	<input type="text" value="-"/> <input type="text" value="-"/> <input type="text" value="-"/> <input type="text" value="."/> <input type="text" value="1"/> <input type="text" value="0"/> <input type="text" value="0"/> <small>If FIXED, then a proper amount. Can be left blank if VARIABLE</small>	
Fixed Amount 2 / Maximum Amount	<input type="text" value="-"/> <input type="text" value="-"/> <input type="text" value="1"/> <input type="text" value="4"/> <input type="text" value="0"/> <input type="text" value="."/> <input type="text" value="0"/> <input type="text" value="0"/> <small>If FIXED, then a proper amount. Can be left blank if VARIABLE</small>	

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. The easiest way is to set-up the instruction through your online banking access.

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

FAQ's (continued)

11. Can I cancel my DD?

Yes, if you had set-up your DD via online banking you can cancel your DD online or by contacting your bank. If you had set-up using the DD form, you will need to send us a completed DD Cancellation Request form. It may take up to ten 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 using your online banking if you set-up the DD online. If you used the DD form then please complete 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. You will need to cancel the DD (refer to FAQ 11) and send us a new Method of Payment form by email to helppoint.uae@zurich.com.

15. Does my DD expire? What happens if I leave the country?

The DD remains active as long as you have a valid bank account or credit card in the UAE and your premiums will continue to be collected until the DD expiry date provided by you.

16. Are there any charges to use DD?

Zurich does not charge any set-up fee and premium collection is free of charge. There may be a set up fee charged by your bank. You can contact your bank to verify if its free or if they charge you.

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

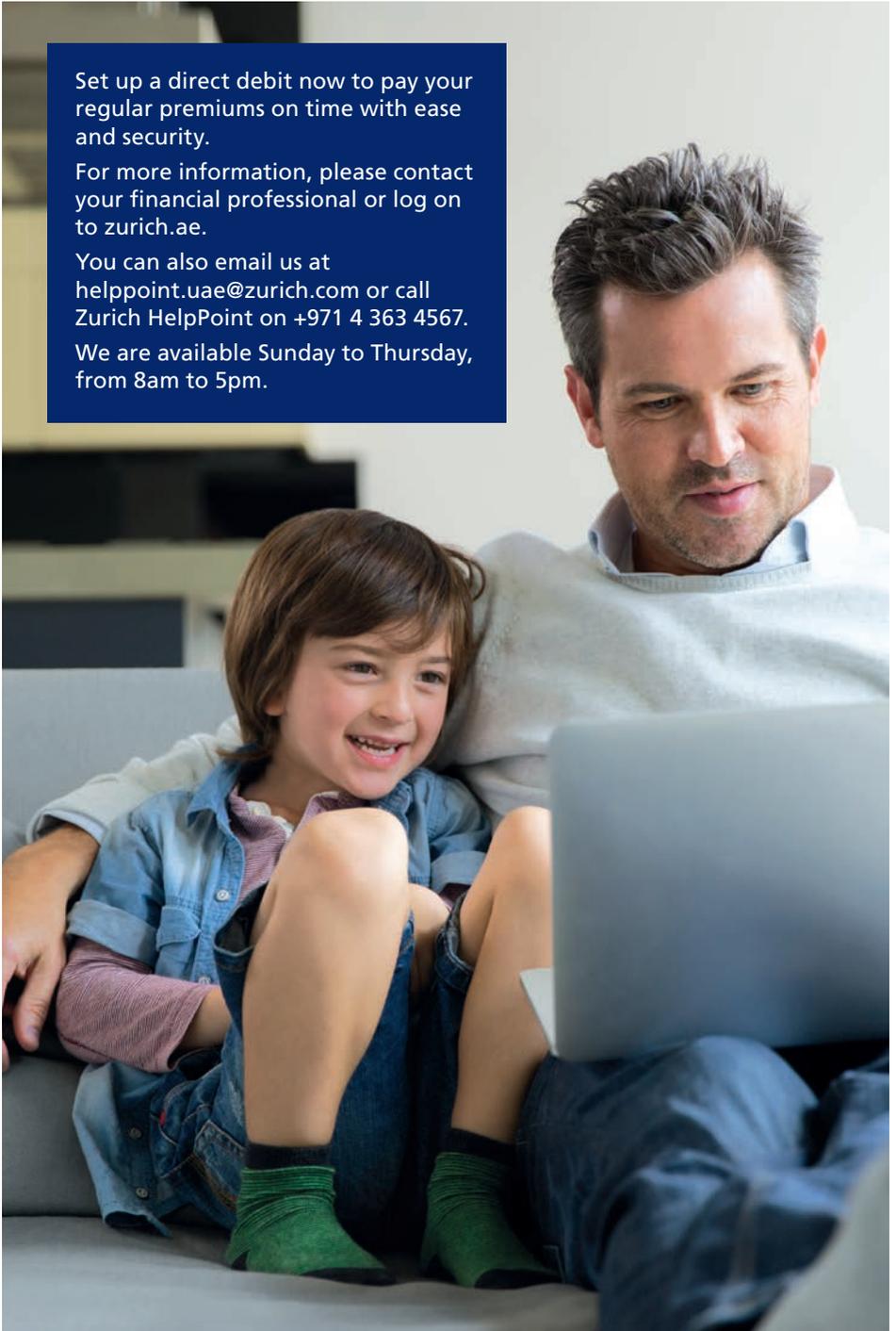
If you want to change the account or credit card from which you want to pay, you will need to cancel the existing instruction with your bank and set up a new one for your new bank account or credit card.

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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Telephone +44 1624 662266 Telefax +44 1624 662038
www.zurichinternational.com