



Direct Debit Request and Claims Benefit Form

I/We authorise nib health funds limited ABN 83 000 124 381, User ID number 000488 to arrange for funds to be debited from my/our nominated account via the Bulk Electronic Clearing System at the financial institution shown below according to the schedule specified below.

Your personal details

Member number

Date of birth

Title Given name/s Surname

Residential address in Australia

Suburb State Postcode

Pay your premium automatically (please choose one option below)

Automatic payments from your nominated bank account

Please note: if you choose direct debit you will receive a discount of up to 4% (discount does not apply to Ambulance Only cover).

Name of Bank, Building Society or Credit Union Account number BSB number

Account name First debit date

Payment frequency (please tick) Fortnightly Monthly Quarterly Half yearly Yearly

Please note: fortnightly premiums are only available Monday to Friday. All other options are only available from 1st to 27th of the month.

OR

Automatic payments from your nominated credit card

Please note: 4% discount does not apply to credit card payments.

Card number Expiry date

First debit date

Credit card type (please tick) Visa Mastercard American Express

Payment frequency (please tick) Fortnightly Monthly Quarterly Half yearly Yearly

Please note: fortnightly premiums are only available Monday to Friday. All other options are only available from 1st to 27th of the month.

Claims deposited directly into your bank account (please choose one option below)

Use the above bank account **or** Select a different bank account **Please provide details below**

Account number BSB number Account name

Account holders signature/s

To review the nib Direct Debit Request Service Agreement, refer to the Policy Booklet at nib.com.au or on the reverse side of this form.

Signature

Date



Direct Debit Request Service Agreement

“We”, “us” and “our” in this Direct Debit Request Service Agreement refers to nib health funds limited ABN 83 000 124 381.

Our commitment to you

- We will give you at least 14 days notice in writing if there are any changes to the details of your debit.
- Any information about your account will remain confidential, except where required to complete direct debits, or in connection with a claim with your financial institution.
- When the due date is not a business day, we will debit your account on the first working day after the due date.

Your commitment to us

It is your responsibility to:

- ensure your nominated account can accept direct debits;
- ensure there are enough funds available in your account to make the payment on the due date;
- if there are insufficient funds to make payment on the due date, you may be charged fees or charges at the discretion of your financial institution;
- tell us if your account details change, or if the account is closed;
- tell us if payment is to be made by someone else;
- arrange a different payment method if we cancel the debit arrangements;
- ensure all account holders of the nominated account sign the Direct Debit Request;
- tell us your new credit card expiry date.

Your rights

You can change the debit arrangements in line with the terms and conditions of your nib policy. You must tell us at least 7 working days before the next due date for any of the following:

- stopping a payment
 - deferring a payment
 - suspending any future payments
 - altering the Direct Debit nominated account details
 - cancelling the debit arrangement completely.
- Also, you may cancel, stop or dispute a drawing with your financial institution.

Enquiries and disputes

If you have any enquiries about your direct debit, or if you believe a debit has been made incorrectly, please contact us on **13 14 63**.



Other information

- We reserve the right to determine how you give instructions to stop or alter your direct debit details (e.g. written, verbal or electronic).
- We reserve the right to cancel direct debit arrangements if your financial institution dishonours debits, and to arrange a different payment method with you.
- The details of your direct debit arrangement are contained in your Direct Debit Request. We will rely on those details to process your payments until you tell us otherwise.
- Not all accounts held with a financial institution are available to be drawn on under the Bulk Electronic Clearing System. Ask your financial institution if you are unsure whether your account can accept direct debits.
- Before you complete your Direct Debit Request, it is best to check account details against a recent statement from your financial institution to ensure the details on your Direct Debit Request are completed correctly. Ask your financial institution if you are unsure about your account details.
- Please enquire of your financial institution, if you are uncertain when your financial institution processes an amount we draw under your Direct Debit Request on a day which is not a business day.


Privacy

For information on how we collect, use and disclose your information, and how you can make a complaint or access request, refer to the nib privacy policy at nib.com.au/privacy

Need help?

-  Call: **13 14 63**
Mon to Fri: 8am - 8:30pm Sat: 8am - 1pm (AEST)
-  Email: nib@nib.com.au

Please return your completed form via

-  Mail: **Reply Paid 62208, Locked Bag 2010,
Newcastle NSW 2300**
-  Email: nib@nib.com.au