

Change of customer details

Insuranceline

Need any help completing this form? Call us on 1300 880 750 8am-8pm AEST

Policy Owner

Policy Number

Signature

Part A – Change of address

Old Address

suburb:

state:

postcode:

New Address

suburb:

state:

postcode:

Email Address

Part B – Change of phone number

Old Phone Number

(H)

(W)

(Mob)

New Phone Number

(H)

(W)

(Mob)

Part C – Change of banking details

Payment Frequency

Fortnightly on

Mon ☐

Tues ☐

Wed ☐

Thurs ☐

Fri ☐

starting from

Monthly on the

of each month (enter a date between 1st and 28th of the month)

Payment Method

Card type

Debit ☐

Credit Card ☐

I authorise the debit of my premium from my:

Visa ☐

Mastercard ☐

Expiry Date

Account Name

Card Number

Direct Debit Request

I request and authorise TAL Life Limited (User Number: 245 397) to arrange, through its own financial institution, a debit to the account nominated below of any amount TAL Life Limited has deemed payable by me.

BSB Number - (Branch Number)

Name and address of Bank/Financial Institution

Account Name

Account Number

I authorise TAL Life Limited (user number 245397) to debit my premiums from either my credit card or through the Bulk Electronic Clearing System, according to whichever authorisation I have completed above. If using the direct debit system, I confirm that I have read the Direct Debit Request Service Agreement printed over the page. **For joint accounts, if required, both account holders must sign below.**

Sign here:

Date: dd / mm / yy

Sign here:

Date: dd / mm / yy

Direct debit request

Service agreement

Insuranceline

Please phone 1300 880 750 if you have any questions

Insuranceline

Reply Paid GPO Box 5380, Sydney NSW 2001

Customer Care 1300 880 750

customerservice@insuranceline.com.au

This Agreement is issued by TAL Life Limited (TAL), to enable you to understand your rights and responsibilities when making premium payments by direct debit. It allows TAL to debit your nominated account to meet the premiums for your policy. Please keep this Agreement in a safe place for future reference.

TAL send the request to debit your account to your nominated financial institution on the day you have specified. It may take your financial institution 1 - 3 business days to process this request and physically withdraw the funds from your account, please ensure that you leave funds in your account until the deduction has cleared to avoid incurring a dishonour charge from your financial institution.

How To Make Changes

Please give us at least 2 business days notice before your next premium due date for either:

- altering any of your direct debit or financial institution details, or
- delaying, stopping or suspending any debits, or cancelling the Agreement completely. If you do any of these, you will need to make alternative arrangements for future premiums to continue your policy.

Our Commitment To You

We will ensure that we:

- will give you at least 14 days written notice if there are any changes to the terms of this Agreement, and
- will keep all information relating to your nominated financial institution account confidential, except where required for the purposes of conducting direct debits with your financial institution, or otherwise as required by law.

Your Commitment To Us

Please ensure that:

- the account you have nominated can accept direct debits through the Bulk Electronic Clearing System (this is not an option on all accounts),
- all account holders for this nominated account agree to this Agreement, and
- that there are sufficient funds available in the nominated account, on the due dates, to cover the premiums. If you are unsure about this, please check a recent statement issued by your financial institution or contact them directly. If there are insufficient funds in your account, you may incur dishonour fees from your financial institution and your policy may lapse. Dishonour fees will not be charged by TAL.

If a premium due date falls on a weekend or a public holiday, we will automatically debit the payment on the next business day.

If you are unsure about which day your account has or will be debited, you should ask your financial institution. If you want to change or cancel this agreement, or dispute a debit, please contact our Customer Care team on **1300 880 750**.

This Service Agreement is administered by Insuranceline on behalf of the product issuer, TAL Life Limited.

How to return your documents

Please return this form in the Reply Paid envelope provided, or mail to FREE Post Reply Paid GPO Box 5380, Sydney NSW 2001