



## HEALTH INSURANCE

# The easy way to pay

Corporate direct debit is a convenient payment option which eliminates the need for manual processing. It enables us to automatically deduct the total amount of premiums for your work scheme from your nominated bank account every month. Here is an overview of the process.

<b>Invoice</b> <i>18th of the month prior to the start of the payment period</i>	<b>Statement and adjustment note</b> <i>End of each month</i>	<b>Payment</b> <i>20th of the month following your invoice</i>
<ul style="list-style-type: none"> <li>the total amount of premiums for all policies within the work scheme</li> <li>a schedule that shows the premiums for that period and itemises the amount charged per policy</li> <li>a list of all policyholders in your work scheme, the number of members on each policy and the plan they are on</li> <li>an adjustment note detailing any credits or debits of new employees joining or leaving, or changes to policies made since the last statement was sent.</li> </ul>	<ul style="list-style-type: none"> <li>a statement showing the total balance due (payable by direct debit deduction on the 20th of the next month)</li> <li>an adjustment note detailing any credits or debits of new employees joining or leaving, or relevant changes to policies made since the last schedule was sent.</li> </ul>	<p>A direct debit deduction for the total amount due will be taken from your company account.</p>
<p>It is important to contact us if there are any discrepancies.</p> <p>You will receive your invoices via Work Scheme Gateway if you have registered and opted in for paperless communication.</p>	<p>You will receive your statements via Work Scheme Gateway if you have registered and opted in for paperless communication.</p> <p>If the total amount due becomes less than the amount on your statement, we will send you a notification via email of the revised amount that will be deducted. If it's higher, we will still deduct the original amount stated on your statement. The extra charges will be applied to your next invoice.</p>	<p>Note for wage deduction work schemes: you are responsible for collecting all payments due directly from your staff.</p> <p>Note for part-pay work schemes: any additional premiums not covered by your subsidy will be collected directly from individual members by Southern Cross via direct debit or credit card.</p>

You can specify your preferred payment period frequency – monthly, quarterly or 6-monthly. Note: For part-pay billing, only the monthly payment option is available.

### Can I change our nominated bank account?

If you wish to change your nominated bank account, you need to complete a new Corporate Direct Debit Authority form. Ask your Account Manager or Membership Administrator for a copy of the form.

The form will need to be completed and returned by post or by scanning and emailing it to your Membership Administrator.

### How can I stop my deduction?

If you wish to stop your deduction, you need to contact us during business hours (8am – 5pm) and by the last business day before your payment is due to be deducted.

If you make your request on the last business day before the deduction, we suggest you contact us by phone to ensure that the request is received and processed in time.

We will send you a confirmation email once we have cancelled your scheduled deduction.

**Contact your Adviser** to discuss corporate direct debit for your work scheme or for any billing enquiries.