

## Frequently Asked Questions on E-Payment

### **“WHY YOU SHOULD CHOOSE TO RECEIVE CLAIM PAYMENTS VIA DIRECT DEPOSIT INTO YOUR BANK ACCOUNT (E-PAYMENT)”?**

**1. Why should I choose to receive funds via e-payment?**

- **Faster** - funds are available on the same day or latest by the following day of payment date
- **Convenient** - removes the need to travel and deposit the cheque at the bank as payments are credited directly into your bank account
- **Safer** - misplaced, lost, fraud or expired cheques will no longer be an issue

**2. Will there be any registration fee imposed if I want to use e-payment?**

No, you can enjoy the service free of ANY charges.

**3. What do I have to do to receive funds via e-payment?**

You are required to complete the ePayment Authorization Form which will be provided to you together with the offer letter if your claim is approved and provide the required supporting documents.

**4. What are the required supporting documents if I choose to receive e-payment?**

The following original documents are required for verification:

- copy of NRIC or Passport, or other acceptable identification documents; and
- A (a) bank statement; OR (b) bank account passbook; OR (c) bank slip; (d) details of your account printed from your bank’s website that has been certified by your bank; OR (e) letter from your bank confirming your bank account details.

**5. Is there any restriction on the type of bank account that can be assigned for e-payment?**

You can assign any of your existing active saving or current account held under your name or in the case of a joint account that has your name as one of the accountholders. The saving or current account must be maintained with one of the financial institutions offering MEPS Inter-Bank GIRO (IBG) service.

Please refer to the following website for a current list of IBG members <http://www.myclar.org.my/faqs/interbank-giro-faqs/>

**6. Can I change my bank account information?**

Yes, you are allowed to change your bank account details by submitting the relevant prescribed form together with the required supporting documents substantiating your request to us. No cost will be charged for this purpose.

**7. When will my bank account be credited?**

Payment will be made electronically into your bank account after we received your acceptance of offer and duly completed e-payment authorized form. Generally, funds will be made available in your bank account within the same day of payment. However, depending on the processes adopted by your bank, you may receive the payment on the same day or a day after.

**8. Will I be notified once the insurance company has made the payment?**

Yes, a notification letter will be sent to you once your claim payment has been made and an email will be also be sent to you once the payment has been made. Therefore, you are required to provide your email address for receiving electronic notification in the e-Payment form.

**9. How will my bank account information be used and will it remain confidential?**

Your bank account details and other related information:

- \_ Will be used solely for the purpose of enabling payments to be credited directly into your bank account; and
- \_ Is protected under the Financial Services Act (FSA) 2013 that strictly prohibits the disclosure of such information to any person unless customer or his personal representative has given written permission. It should be noted that by signing the relevant form to provide your bank account information, you will be authorising the disclosure of your bank account information to parties' necessary to effect a payment to you e.g. insurance company, financial institutions.

**10. What will happen to funds that cannot be credited into my bank account?**

If funds cannot be credited into your bank account due to, for example, incorrect bank account number, closed or inactive bank account, we will contact you to validate your bank account details. However, this may lead to unnecessary delay to the payment process.

To avoid this issue, please ensure that your bank account is correct and active upon providing such information to us. Otherwise, arrangements will be made to remit the payment to you via cheque.

**11. Do I need to provide my bank account information separately for e-payment for each of my policy if I have more than one policy?**

If you want all your payments to be paid to the same bank account, you need to indicate so to us at the point of acceptance of offer.

**12. What if I die before the insurer pays out my claims proceeds and the bank has frozen my account. Where does the money go then?**

All monies due to a policyholder in the event of his death will go to the administrators of his estate or his named beneficiaries.

**13. I have previously claimed from RHBI and already provided my bank details. Do I need to re-submit all the bank supporting details to RHBI every time I submit a claim?**

No. However, you must always remember to update your account details if there are any changes.

**14. Is it compulsory for me to reveal my banking details – how do I get paid?**

E-payment is the most efficient and safest mode of payment. However, in the event you do not wish to receive payments directly to your bank account, you need not provide your bank account details. Payments will still be made to you in the form of cheques or bank drafts.