E-BUSINESS QUICK GUIDES



Changing client bank details & updating direct debit authorisation

Login to c.change From WriteNow tab, s	select Find a Policy	
home writenow claim	write writepay help admin complaint	quick inquiry
 > transactions > find n policy > port b search > premium pool > view > my customised home 	welcome If you wish to emulate what an Intermediary would view in this area field below and click on the Submit button. Then when you click on any of the areas around the outside, you w data as if you were that Intermediary.	, select them in the vit vill view the same my new cl
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my business		my activity ale

Stage 2. Enter the policy number

- Key in Policy Number
- Select Submit

Inquiry

For a policy search, enter the effective date, and either the policy number, business or surname, or registration number. For a claim search, enter either the claim number or surname.

Policy Search		Claim Search
Effective Date:	1/5/2008 dd/mm/yyyy	
Only show policies in force at the e And enter either:	effective date	Enter officer
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n Business / Commence		or
business / Surname:		Business / Surname:
First Name Initial:		First Name Initial:
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Dr		and
Registration Number: (Motor policy types only)		Source of Business Code:
Dr.		
License Number: (Builders warranty policy types only)		
and		
Source of Business Code:		



Stage 3. Navigate to the payments screen

- Select Policy Options
- Click on Client Bank Account/Credit Card

Recent C	laims				
Claim No.	Risk	Policy Sect	ion Description	Date of Loss	Amt Incurred Status
No claims	found		Policy Options		
			Client Bank Account/Credit Card		
			Certific D of Currency		
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Risks		-	Premium Transactions		
Section	Risk	Location/Ty	Policy Schedule	Co	mmenced Terminated
Liability	0001	90 KYEEMA C	Policy Details	20	/09/2007
			Edit Options		
			Endorse Policy		
<			Cancel Policy		>
		P	olicy Uptions Claim Uptions	Notify Me	

Stage 4. Enter new bank account / credit card information

- Select Payment Method, as required (i.e. bank account or credit card)
- Update Client's Bank Account details, as required
- Click on Update

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Stage 5. Confirm that you want to complete the direct debit authorisation

- If the bank details have been changed a prompt will be displayed
- To complete the direct debit authorisation (DDR), click **OK**
- If you click cancel at this point, the DDR will be suspended until you complete the authorisation to complete later, click "Complete DDR" and resume from stage 6 below

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Stage 6. Check the new details and confirm that you agree

- Check the bank account information you've entered is correct before finalising
- To confirm the online authorisation: click "lagree"

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2	on the dates	set out in the contract	or insurance.					
(b)	have the nece	ssary and appropriate	authority to enter in	nto this Direct Debit Ser	nce Agreen	nent.		
(c)	acknowledge	and agree that the DD	R authorisation is g	overned by the terms ar	d condition	s of		
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Stage 7. Options to print and/or save an electronic copy of the authority

- The completed DDR will display for printing
- An electronic version can be saved for future verification of the online authority, or to email to the client for their records
- This file had an added benefit in that it also includes a copy of the direct debit service agreement that should be supplied to a client whenever they take out an instalment policy

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Stage 8. Finalise your changes

- After completion of the DDR click on "Update" to finalise the authorisation
- If you do not complete this final step the changes will not be saved

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