

Buy Now Pay Later Payment Terms

This agreement sets out the terms and conditions on which a Customer can pay for premiums due under a Zurich life insurance policy using Buy Now Pay Later (BNPL).

The Customer understands and agrees that:

- Usage of BNPL requires the Customer to establish and maintain a BNPL account (which is subject to the terms of an agreement between the Customer and the BNPL provider which include obligations to repay).
- By selecting to pay by BNPL, the Customer authorises and directs the BNPL provider to make payments to Zurich for the sum of the amounts due, on or before the due date for payment, for all specified policies, on an ongoing/recurring basis as specified.
- Zurich does not accept responsibility for BNPL not being available to a Customer (for example, due to the BNPL provider not approving any payment) or if Zurich does not receive the correct amounts (provided that Zurich has followed the set procedures agreed with the BNPL provider to process payment). Zurich may attempt to process payment a second time. Zurich will give the Customer reasonable notice to make alternate payment arrangements if no payment (or an insufficient amount) has been received by the agreed date.
- BNPL providers may charge fees for the use of BNPL (including Late Fees for late repayments) in accordance with its terms and conditions.
- Zurich will give the Customer at least 30 days' notice in writing if there are any changes to the terms of this service agreement for future payments, or if Zurich ceases to accept BNPL payments and terminates this agreement. If Zurich does either, it will give the Customer reasonable opportunity to make alternate payment methods.
- Zurich will, unless agreed with the Customer otherwise for a particular amount, pay any refunds payable from the policy, which relates to a period where the premium was paid using BNPL, back to the BNPL provider. The Customer agrees that receiving the refund is then subject to their agreement with the BNPL provider. If Zurich is unable to pay the refund via BNPL, such as if the BNPL provider does not accept the refund, Zurich will contact the Customer to arrange an alternative account to issue the refund.

Zurich agrees that:

- The Customer can cancel, change, defer or suspend payment by BNPL on a policy by providing notice to Zurich in writing, by email, or by telephone (or by such other means as we have stated). Please ensure notification is received by Zurich at least 14 days before the next payment date in order to process your instructions, otherwise the next payment may still occur. If Zurich receives new payment details from the Customer, Zurich will process a one-off payment, if required, to pay the policy up to date.
- Upon request, Zurich will forward a copy of the current terms of this Agreement by post, email or other agreed method.
- Zurich will provide payment details and history of transactions on request.

Disputes and Financial Hardship

If the Customer is experiencing financial difficulties or wishes to raise any dispute relating to the premium amounts, the Customer may raise such matters to Zurich. Zurich will respond within 7 working days of receiving such notice. Alternatively, the Customer can raise such matters with their BNPL provider where it relates to the arrangement between the Customer and BNPL – including issues relating to repayments under the Payment Schedule agreed with their BNPL provider.

Privacy

Information collected about you, the Customer, is subject to the *Privacy Act 1988* (Cth) and is for the purposes of administering and servicing the policy (which we may not be able to do if not provided), complying with our obligations and enhancing customer service or products. You consent that information may be disclosed to your or our service providers, advisers, government bodies, other external parties and our related entities where relevant to these purposes or otherwise as required by law. For more details of Zurich's Privacy Policy, information on accessing your personal information and a list of: service providers, laws under which we collect and use personal information, and countries where our data may generally be located, please visit our website at zurich.com.au or contact the Zurich Privacy Officer on 132 687 or at privacy.officer@zurich.com.au.

Notices to Zurich

The Customer may give notice to Zurich by telephone on 131 551 or by email at email@zurich.com.au. Alternatively, you may write to us at Locked Bag 994, North Sydney NSW 2059.