

# Q&A

## INSTALMENT PAYMENTS



### APPLICATION FORM

#### Q. How do I complete this form?

A. All sections marked \* must be completed.

#### Q. Which form should I choose?

A. You should choose the "Personal" form if the bank account to be used is a personal account. If the bank account is in your business/trading name, then you should choose the "Business" form. You'll then need to know the legal status of your business.

#### Q. I am a sole trader, which form do I fill in?

A. Choose the "Business" form and from there you will have the option to choose sole trader.

#### Q. I'm completing the form for our Group policy – what name should I put under "Applicant Name"?

A. In the "Applicant" field, please use the name of whichever Group company will be making the payments, so that the applicant name is the same as the bank account name.

#### Q. I'm managing a property on behalf of the policyholder – how do I complete the form?

A. As you are administering a bank account and money on behalf of our policyholder, you need to complete the application with your details.

As these details may be different from the policyholder's, please ensure you enter the policy details. If you don't have the policy number, please complete the policyholder name in the "Policy reference" field.

#### Q. I've not been given the policy number by my broker. How do I fill in this part?

A. If you don't have the policy number to hand you can still go ahead and we'll find it for you when we get the application.

#### Q. I'm insuring a property I own, but this isn't my main occupation. What form do I complete?

A. You should complete the "Personal" form.

#### Q. The policy is in the names of individual(s) but our business will be paying. How do we complete the form?

A. You will need to complete the "Business" form in the name of the payer, but it might be a good idea to phone us on 0330 102 1820, or discuss the arrangement with your broker first.

#### Q. I want my payment frequency to be bi-monthly/quarterly – how do I arrange this?

A. This option is not available through the online application process. Please contact Allianz Instalments by email at [Creditapplication@Allianz.co.uk](mailto:Creditapplication@Allianz.co.uk). We will send you a form to complete, and send back to the address given on the form.

#### Q. I have an overseas account; can you accept payments from this?

A. No, we can only accept payments from bank accounts based in the UK.

#### Q. I already pay for another policy through Allianz Instalments. Do I need to complete another application?

A. Yes, your policies might have different start dates and we'll need to set up your Credit Agreements independently.

### LATE APPLICATIONS

We collect monthly payments in advance. This may mean that where there is a delay in setting up the Premium Instalment Plan, or your application is received after your policy start date, any missed payments will be rolled up and collected together in one instalment.

### CONFIRMATION

#### Q. What are the next steps after this form?

A. You'll receive a confirmation email once your application has been received and we'll contact you again once your application has been processed. We aim to do this within SEVEN working days.

## PAYMENT

### Q. What reference number do I use when I make the deposit payment?

A. Use the instalment agreement number that was quoted on your confirmation email, for example, DA/000000000.

### Q. How much deposit do I need to pay?

A. The amount to be paid is 10% of the total premium; however, Allianz reserves the right to request a higher deposit, based on the result of any credit checks that may be undertaken.

### Q. When will my first payment be taken?

A. It depends on your policy start date. We'll send you a letter once the deposit payment has been cleared.

**Deposit paid by Direct Debit:** We'll send a letter letting you know when your first payment is due, approximately ten days after receiving the application. Once this has been collected, you'll receive your Credit Agreement giving details of future payments at least one week before the next payment date.

#### Deposit paid by other means:

Provided the deposit clears and there is no problem with the direct debit set-up, you'll receive your Credit Agreement giving details of future payments at least one week before the next payment date.

### Q. What is the service charge you're charging for paying by instalments?

A. Please refer to your broker for confirmation.

### Q. How is the service charge calculated?

A. The service charge is calculated on the total premium where the deposit is paid by Direct Debit; whereas if the deposit payment is made by cheque, credit card or debit card, the charge is calculated on the net balance.

### Q. What is my APR?

A. Your credit intermediary should provide you with a representative example and full details will be sent to you with your Credit Agreement.

### Q. When will the payments be taken from my account?

A. Our standard is the policy start date; however, you can choose a different day on the direct debit mandate. We'll send you a Credit Agreement detailing the payment date once accepted.

### Q. Can I specify when the deposit payment will be collected by direct debit?

A. No this is decided automatically.

### Q. Can I pay my outstanding balance early?

A. You'll need to call us on 0330 102 1820 and we will advise you how to make an early settlement payment.

## ADDITIONAL PREMIUMS AND RETURNS

Additional and return premiums (for example, from your adding or amending) will be included and set out in a revised Premium Instalment Plan showing the revised amount of the Direct Debit before any amended instalment is collected.

The revised payments will be shown on the Credit Agreement that will be sent to you five working days before the next payment is due.

## RENEWING THE PLAN

When you renew your policy(ies) we will send you a new Premium Instalment Plan and continue to collect the payments by Direct Debit unless you inform us to the contrary.