



## DEBIT ORDER PROCESS – SADTU VOLUNTARY FUNERAL POLICIES

### ***For continuous cover, ensure that your debit order deduct from your bank every month.***

Kindly note that if your debit order deduction is rejected by your bank. No premium will be received by us.

Please read the below information and make sure to make urgent payment arrangements if your bank rejected your payment or if you had insufficient funds available.

### **\*DEBIT ORDER RETURNED DUE TO INSUFFICIENT FUNDS:**

#### **1<sup>ST</sup> UNPAID DEBIT ORDER**

- Two deductions will automatically be submitted the following month on the same date and banking details.
- Please notify us urgently if you're banking details or deduction date has changed.

#### **2<sup>nd</sup> UNPAID DEBIT ORDER**

- In the event of a double deduction also being dishonoured, your policy will lapse.
- You need to complete and submit a NEW debit order Instruction Form.
  - ❖ Your waiting periods will start over again and the policy will commence again on receipt of the next successful premium.
- Notify us urgently if you're banking details or deduction date has changed.
- Contact us for special arrangements before the 30 days grace period is over.

### **\*DEBIT ORDER DISPUTED OR OTHER REASONS THAN INSUFFICIENT FUNDS:**

Dispute/Unpaid errors:

1. Debit not allowed to this account
2. Payment stopped by account holder
3. Bank account frozen
4. Account in sequestration
5. Account closed
6. Bank details incorrect/ no such account
7. No authority to debit
8. Authorisation cancelled
9. Premium reversed at the bank

IF any of the above applies it will cancel the authority that we had to deduct from your account and a NEW Debit Order Instruction Form MUST be completed and submitted again.

Submit the new Debit Order Instruction form to [info@phakama.co.za](mailto:info@phakama.co.za)

### **It will be your responsibility to:**

To provide us with a new Debit Order Instruction Form.

**OR**

Contact Phakama offices for a payment arrangement before the 7<sup>th</sup> of the following month to avoid your policy from lapsing.

## **IT IS IMPORTANT TO FAMILIARISE YOURSELF WITH THE FULL TERMS & CONDITIONS**

### **ADMINISTRATOR DETAILS:**

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