MUTUAL & FEDERAL

Product Support Services

mf online

Rules for changing debit order details on mf online

Due to security concerns regarding a client's debit order details, specifically when debit order details need to be amended, we have introduced the following rules which must be followed without exception.

The client is required to sign a debit order authority form noting the new bank details. This is a legal requirement. This document is available on mf online, under "Documents and Links". Click the following link to view: **Debit Order Authority**.

The signed debit order authority form must be attached to the policy and the document must be uploaded via the policy summary. When uploading the document, please Save this as "Debit Order Authority".

Once complete, the debit order details can then be amended on the policy. This function can only be completed with "Processing" access.

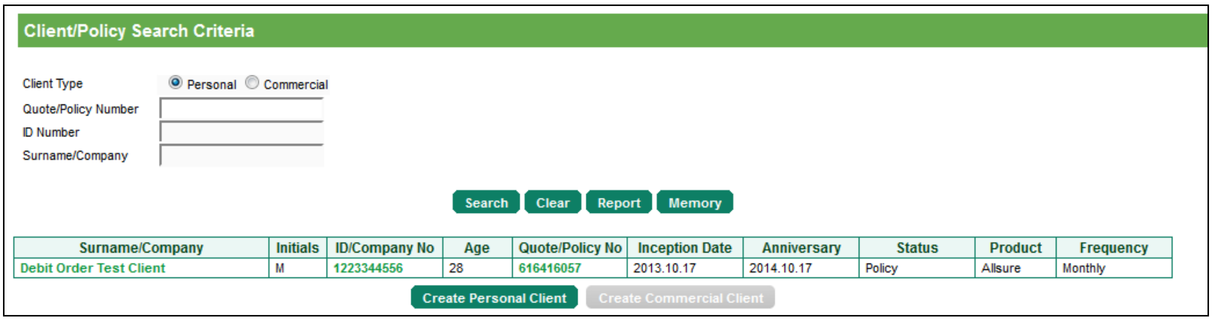
When the transaction is submitted, a referral will be created. Underwriters will then check that the signed debit order authority form has been uploaded to the policy. If so, the transaction will be authorised. If not, underwriters will contact you to verify the transaction and to ask you to upload the signed debit order authority form. Once this has been completed, the transaction will be authorised and the schedule and letter will be dispatched accordingly.

Note: - Please remember that due to system rules, debit order details cannot be changed when a policy is renewal active.

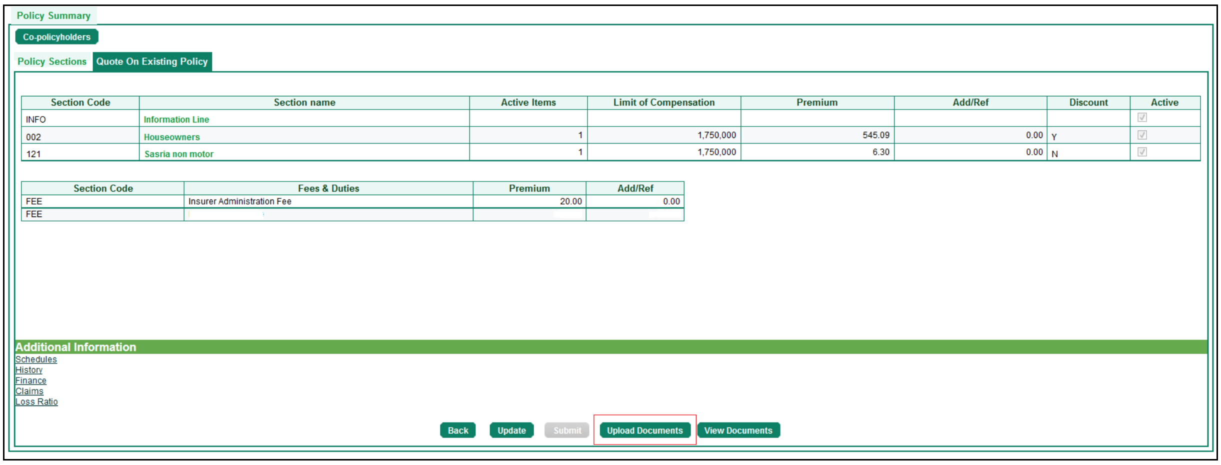
Below is a step-by-step guide of the process that needs to be followed:

Step 1. **How to Upload the Debit Order Authority Form**

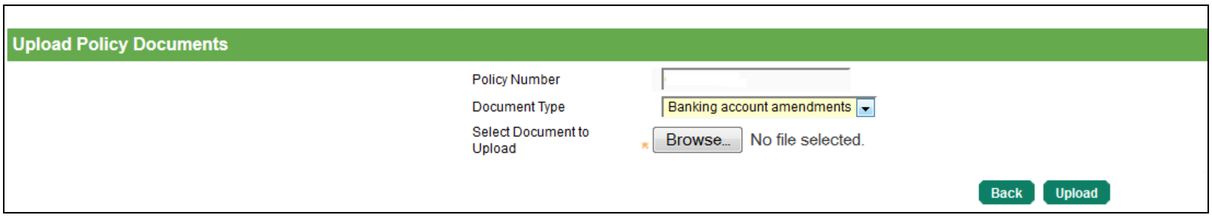
Capture the policy number into the Quote/Policy number field and click the "Search" button. Access the policy by clicking on the policy number.



Click on the "Upload Documents" button.



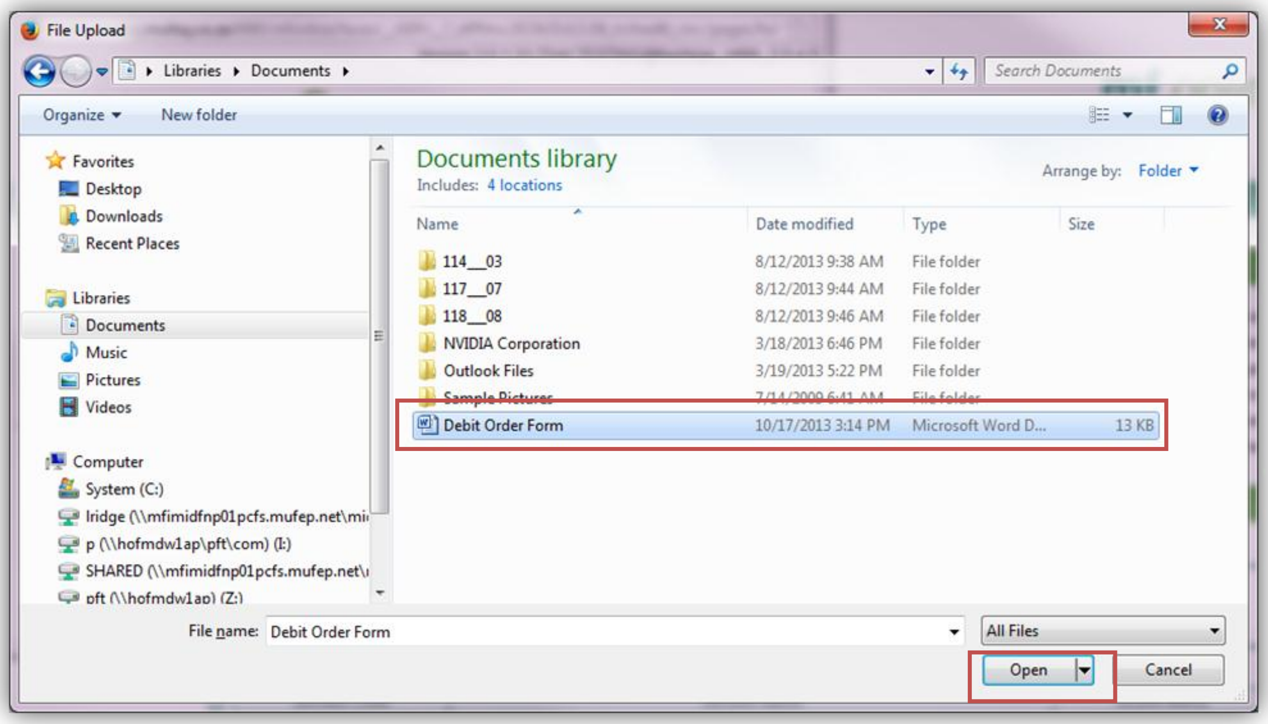
The "Upload Policy Documents" window opens. In the "Document Type" field, select "Banking Account Amendments" from the drop down list.



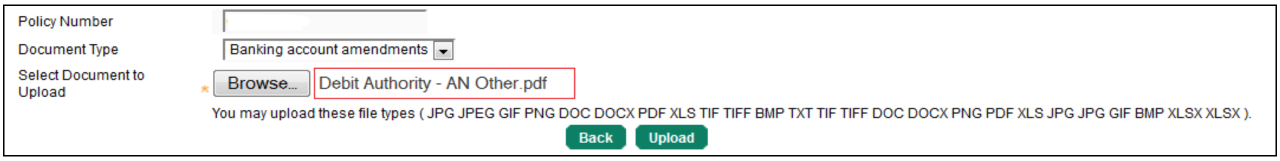
Click on the "Browse" button to find the signed document which would have been SAVED to the PC desktop. Select the saved Debit Order Authority document. It is important to save and name the document "Debit Order Authority".

Suggestion: When saving the document, include the Client Name and Policy number for ease of reference.

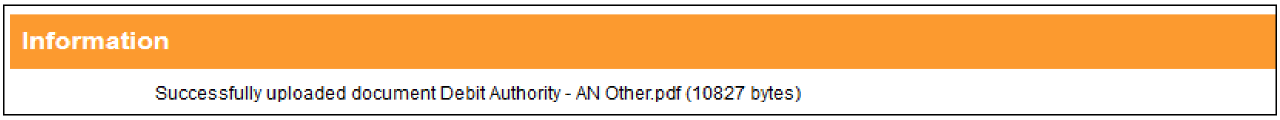
Choose the document to be uploaded and click the "Open" button. You may only upload files with these file extensions: - JPG, JPEG, GIF, PNG, DOC, DOCX, PDF, TIF, TIFF, BMP, TXT, XLS, XLSX.



The document name now displays next to the "Browse" button. Click the "Upload" button to save the document.

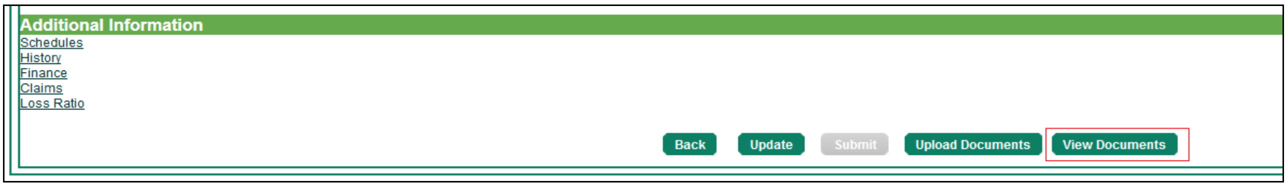


A message confirming that the document has been uploaded to the policy is displayed.

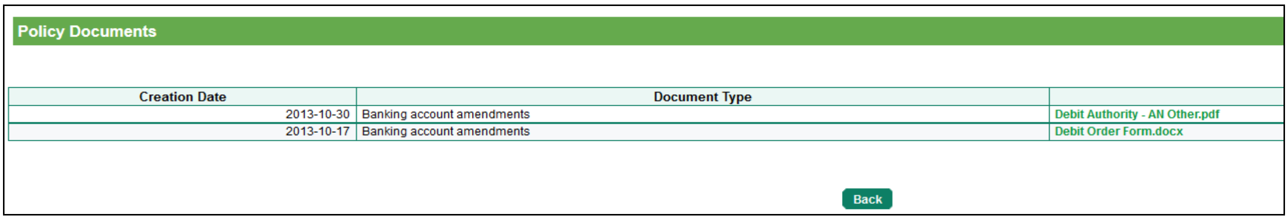


Click the "Back" button to close this window and return to the policy summary page.

To immediately view the document, click the "Back" button on the policy summary page to exit from the policy and then click on the policy number to open the policy again. The "View Document" button is now enabled. Click on the "View Document" button to open documents which may have been uploaded to the policy. NB – Once the document is uploaded, it takes roughly 5 or so minutes for the system to indicate that this can be viewed.

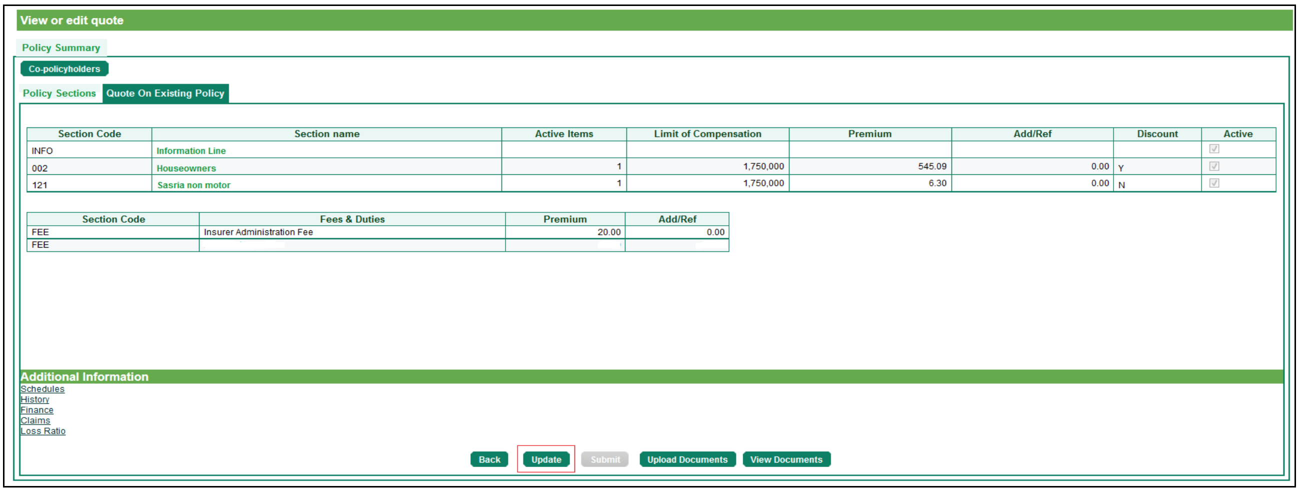


Click on the document name to open the document. Click the "Back" button to close the window.

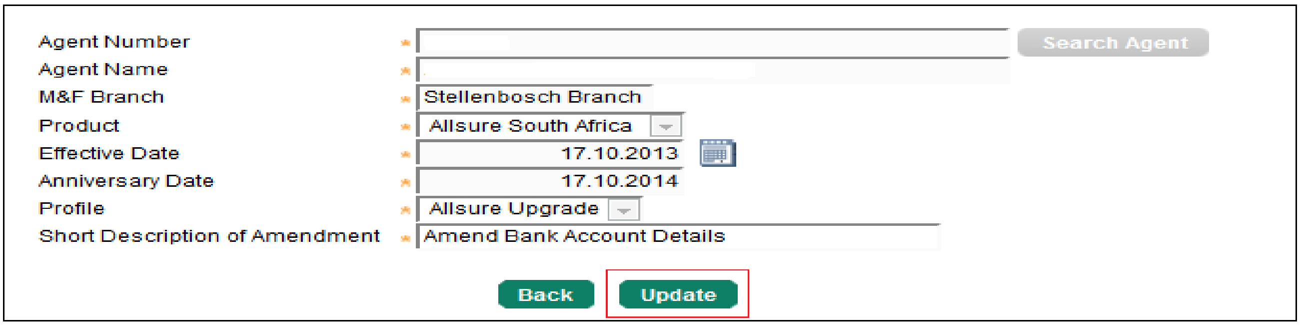


Step 2. **Amending the debit order details on the policy**

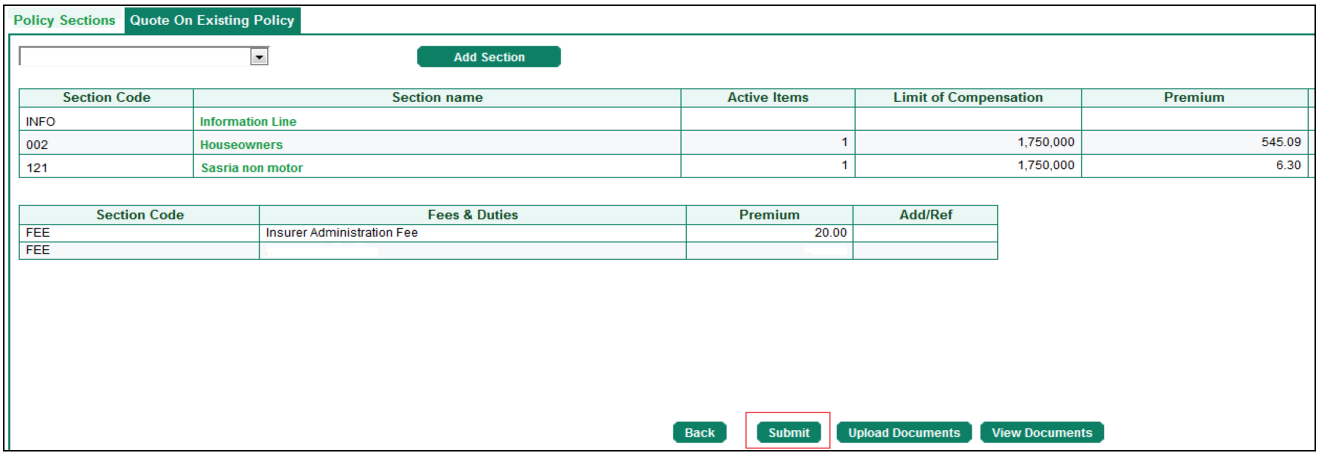
Open the policy and click the "Update" button.



Capture the effective date and Short Description of the amendment. Click the "Update" button.



The policy summary page is displayed. Click the “Submit” button.



Policy Sections | Quote On Existing Policy

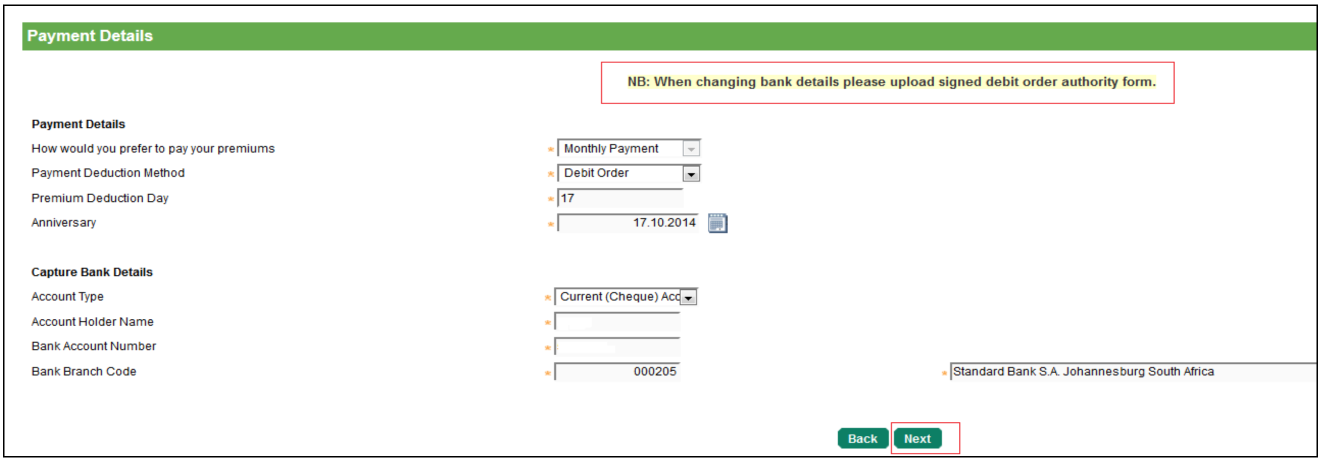
Add Section

Section Code	Section name	Active Items	Limit of Compensation	Premium
INFO	Information Line			
002	Houseowners	1	1,750,000	545.09
121	Sasria non motor	1	1,750,000	6.30

Section Code	Fees & Duties	Premium	Add/Ref
FEE	Insurer Administration Fee	20.00	
FEE			

Back | Submit | Upload Documents | View Documents

Capture the new banking details and click the “Next” button.



Payment Details

NB: When changing bank details please upload signed debit order authority form.

Payment Details

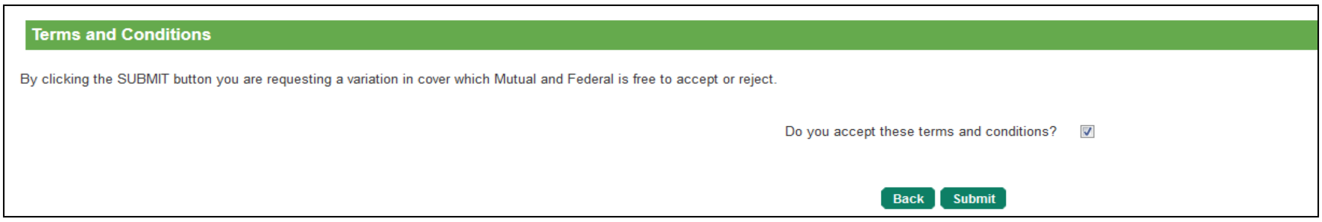
How would you prefer to pay your premiums	Monthly Payment
Payment Deduction Method	Debit Order
Premium Deduction Day	17
Anniversary	17.10.2014

Capture Bank Details

Account Type	Current (Cheque) Acc	
Account Holder Name		
Bank Account Number		
Bank Branch Code	000205	Standard Bank S.A. Johannesburg South Africa

Back | Next

Accept the terms and conditions requirements and click the “Submit” button.



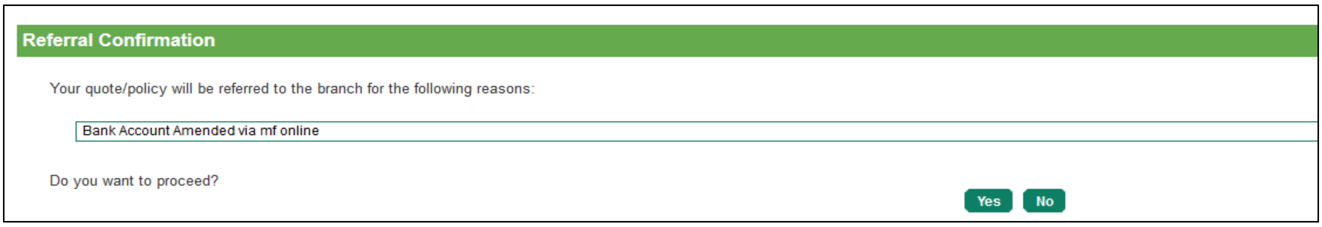
Terms and Conditions

By clicking the SUBMIT button you are requesting a variation in cover which Mutual and Federal is free to accept or reject.

Do you accept these terms and conditions?

Back | Submit

A referral is created for the change of bank details. Click the “Yes” button to accept the referral.



Referral Confirmation

Your quote/policy will be referred to the branch for the following reasons:

Bank Account Amended via mf online

Do you want to proceed?

Yes | No

The policy status indicates that the policy is incomplete due to the referral raised.

Client/Policy Search Criteria

Client Type ◉ Personal ○ Commercial
Quote/Policy Number
ID Number
Surname/Company

Search | Clear | Report | Memory

Surname/Company	Initials	ID/Company No	Age	Quote/Policy No	Inception Date	Anniversary	Status	Product	Frequency
Debit Order Test Client	M	1223344556	28		2013.10.17	2014.10.17	Policy Incomplete (Referrals)	Allsure	Monthly

Create Personal Client | Create Commercial Client

A confirmation email notification of the referral will be received.

Good day,

Your transaction for quote/policy - has been referred for following reasons -

1) 5081805 - Bank Account Amended via mf online

More details provided below -

Agent Number :
Agency Name :
PolicyHolder Name : Mfonline Debit Order Test Client
User Name :
Policy Number :
Effective Date : 2013.10.17