A woman with dark hair, wearing a white collared shirt, is looking down at a purple smartphone she is holding in her hands. The background is blurred, suggesting an indoor setting. The overall image has a blue border.

# DebiCheck

**GOOD NEWS** 1Life has also implemented DebiCheck.

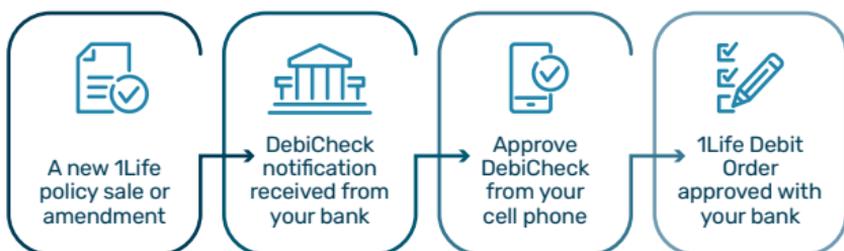
- You enjoy better protection against fraud
- Your family benefit from a more secure policy
- You enjoy debit order protection

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**1Life**

Changing Lives

# How it works



## FAQs

### What is DebiCheck?

DebiCheck is a type of debit order where you get to confirm and approve your new debit orders, electronically on a once-off basis at the start of your new contract before it is processed off to your bank. Many companies or service providers have chosen to go the DebiCheck route and will continue to do so over time. Therefore, not all new debit orders will be affected at the same time, and not all debit orders will be a DebiCheck debit order.

### Is DebiCheck safe for use?

Yes, DebiCheck is secure, widely adopted by our banking system and prescribes to industry standards. Your bank will communicate how you can securely and electronically confirm any DebiCheck transaction. Therefore, you must ensure that your bank has your updated contact details and cell phone number.

### Do I have to confirm my DebiCheck every month?

No, only at the start of your policy contract or, if you make amendments to your policy that affects the debit order amount.

### How do I confirm my DebiCheck debit order?

You can visit your bank branch, but it's easier to confirm DebiCheck electronically. You simply confirm the details of your debit order on an electronic device such as a cell phone, your bank app, your personal computer or an ATM, dependent on your bank's instructions.

### How will 1Life DebiCheck my debit order?

1Life will make use of the electronic confirmations from your bank. You need to confirm your DebiCheck debit order via your bank's preferred method of transaction, and it must be done within your bank's communicated time frame.

### What does this mean for my 1Life policy?

Your premium will not be affected and 1Life charges no additional fee for the use of the DebiCheck service.

**Please note:** DebiCheck is currently being implemented in a phased approach, and you may not be impacted immediately. Your bank as well as 1Life will be able to assist you with any questions you may have. You can also visit [www.debichack.co.za](http://www.debichack.co.za) for more information.

1Life Insurance Ltd is an authorised Life Insurer and Financial Services Provider (FSP 24769).