

DIRECT DEPOSIT REGISTRATION AND CHANGE FORM



GENERAL INFORMATION: (Please complete all sections.)

Name of plan member		Date		
*Email Address(required)				
Employer Name	Group Number	Certificate #	Home phone number ()	Work phone number ()

BANK ACCOUNT HOLDER INFORMATION: (If different than above. Please print.)

Bank account holder's name

ACTION REQUESTED: (Please check one of the following options)

Initial set up	Change*	Termination*	*Date of change or termination (for existing direct deposits only)
Check one box only			(YYYY-MM-DD)

DIRECT DEPOSIT AUTHORIZATION:

I hereby authorize Pacific Employee Benefits to credit my claim payments in Canadian dollars to the bank account identified below. This authorization may be cancelled at any time upon written notice by me.

Signature of plan member (as listed above) _____

BANKING DETAILS:

(Please attach a cheque marked "Void" in the space below. The cheque must be for the account in which you would like claim payments deposited.)

**ATTACH CHEQUE MARKED "VOID" HERE
OR, have your bank complete the following:**

Bank name: _____

Address: _____

Bank number: _____ Transit number: _____

Account number: _____

Teller stamp: _____

Mail completed form and attachments to:
Pacific Employee Benefits Box 3249, Smithers, BC V0J 2N0

Introducing Direct Deposit

for Pacific Employee Benefits claim payments

Direct deposit is a safe, fast and confidential way for you to receive your claim payments.

How does it work? After adjudicating a benefit claim, Pacific Employee Benefits simply sends an electronic message to your bank crediting your account with the amount your benefit plan will pay for the product or service.

It's fast

Through direct deposit you will receive your claim payments more quickly. No more waiting for the letter carrier to deliver a cheque. Money is available as soon as it is deposited, even if you are unable to get to the bank or are away from home on holidays.

It's safe

Although paper cheques may sometimes go astray or can be forgotten in a jacket pocket, payments made through direct deposit always reach their destination.

It remains confidential

Your information is safe with Pacific Employee Benefits. As a health organization, we regularly receive and process confidential information so our systems have been designed with your security and confidentiality in mind.

It's flexible

Registrations, changes to your bank information and cancellations can be submitted any time you choose. Simply complete a "Direct Deposit Registration and Change Form" and send it directly to Pacific Employee Benefits. These forms are available on our web site at www.pebplans.com or from our office.

Questions you may have

How will I know that my claim payment has been deposited?

First, your bank statement will indicate an electronic payment has been made to your account. Second, you will receive an email notification that your claim has been processed. You can view your EOB (explanation of Benefits) online.

How do I sign up?

Simply complete a "Direct Deposit Registration and Change Form" and send it directly to Pacific Employee Benefits. These forms are available on our web site at www.pebplans.com or from our office.

What happens if the direct deposit fails?

If a bank account is no longer open, or the account number we have on file is incorrect, the direct deposit procedure could fail. In this case we will notify you for a change form and issue a cheque.

Does Pacific Employee Benefits charge for this service?

Absolutely not. This convenient service is provided by Pacific Employee Benefits at no charge to you or your employer.

What if I have more than one plan with Pacific Employee Benefits?

• **If I am the cardholder under one plan, and my spouse is the cardholder for the other plan:** To protect the confidentiality and privacy of your information, each of you will need to arrange for direct deposit payments.

If I sign up for direct deposit, how can I be sure that no one else will have access to my account?

Your banking information is safe with Pacific Employee Benefits. As a health organization, we regularly receive and protect confidential information.

Our access to your account is limited solely to the depositing of claim payments. Only you can authorize withdrawals from your account.

Receiving your money through direct deposit is actually more reliable and confidential than being paid by cheque because fewer steps are involved in the delivery and deposit of your claim payment.

