

Your Guide to Vhi's Premium Waiver



1.

Overview

Vhi will be waiving a proportion of premium for customers who are insured on one of our health insurance plans.

To be eligible to receive this premium waiver, you must be insured on a Vhi health insurance plan on **1st May 2022**.

Children who are covered free of charge are not eligible, as the premium waiver will only be payable for premium paid.

Customers who have paid more for their plan will be eligible to receive a higher premium waiver amount. You'll find details of your entitlement in the attached letter.



2. How you will receive your premium waiver

If we have your bank details

If you have already provided us with your bank details for the purposes of either receiving premium waiver payments or paying for your cover, there's no need to do anything, as we will automatically transfer your payment direct to your bank account.

Similarly, if you have provided us with your bank details for Snap & Send claiming within the **last 12 months**, we will automatically transfer the money direct to your bank account.

If we don't have your bank details

If we don't have your bank details on file, we will issue you with a cheque. If however, you would prefer your payment to be transferred direct to your bank account, you can quickly and easily provide your details through our safe and secure online portal MyVhi.

Simply register or log in at **Vhi.ie/myvhi**

To make it easier, we've included a step by step guide at the end of this document.





3. When your premium waiver will be issued

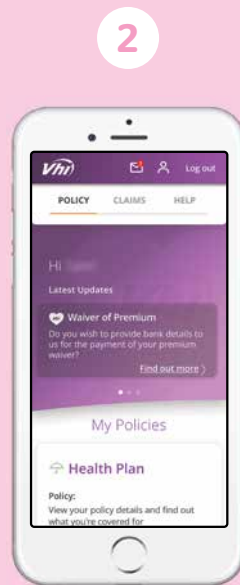
Payments will start to be issued from
2nd May 2022.



4. Step-by-step guide to uploading your bank details

To upload your bank details, you need to be registered for MyVhi. Once you've registered, simply log into MyVhi and follow the steps below.

- 1 Log into MyVhi.
- 2 You will see the Latest updates panel. Select **Find out more**.





3 Select “Add new” and enter your name, BIC and IBAN details.

4 Tick the box “I agree to Vhi using these bank account details to pay my premium waiver” and select the OK button.

5 You will see a message confirming your bank details have been submitted and your premium waiver will be transferred into your bank account.

3

Bank Details

Select: IBANXXXX-XXXX-1234

Add New

REFUND PAYMENT

First Name
Name here

Surname
Bloggs

BIC
98456794586749

IBAN
348534985729853

4

How to find your IBAN and BIC

Your IBAN and BIC can be found on your bank statement or through your online banking service. If you know your account number and sort code, you can generate your IBAN and BIC using the IPSO BIC and IBAN generator.

I agree to Vhi using these bank account details to pay my refund.

Vhi will hold your bank account details on file for the payment of this or future refunds due to you in relation to your policies. This does not affect how you pay your premium or the payment of claims. You can find more information here [Vhi Data Protection](#).

OK

5

Vhi

Log Out

MyVhi / My Policy / Refunds

Bank Details

Bank Account XXXX-XXXX-1234

Thank You

Your bank details have now been updated.

CLOSE