Payment Request Form

Please use for all encashment and surrender requests on savings and investments policies.

By completing and returning the attached form, you are instructing Zurich Life Assurance plc to make a full or partial payment from your policy. Below we provide guidance on the documentation required in order for us to make a payment to you.
If you have any additional queries, please do not hesitate to contact our Customer Service team on 01 799 2711 or email customerservices@zurich.com

Important details

- Anti-Money Laundering documentation is required for all policy payments. If these documents have not been submitted previously (for example at application stage), they will need to be sent to us so we can efficiently process your payment. Where a policy is jointly owned, Anti-Money Laundering documentation is required for both policy owners.
- In some cases, we will be required to seek additional Anti-Money Laundering documentation.
- It is important to note that early payment from your policy may attract a penalty.
- The proceeds of your policy may be subject to tax.
- A partial payment may reduce your sum insured by the partial encashment amount, excluding any bonus, if applicable to your policy.
- A partial payment may result in a premium increase at the next policy review - if applicable to your policy.
- Once your policy has been fully encashed you will lose any valuable life assurance protection (if applicable) and you may not restart this policy. As you get older taking out a new life assurance protection policy (if applicable) is likely to be more expensive.

Verifying and protecting your identity

Why do we need to verify your identity?

The Criminal Justice (Money Laundering and Terrorist Financing) Acts require Zurich Life to collect documentation to verify our clients' identity and their residential address. This means that we must identify our customers and appropriately verify each customer's identity (including the beneficiary and beneficial owner where applicable). For saving and investment products this is done via proof of identity and proof of address.

When do we need to verify your identity and current residential address?

Usually this is done at application stage or if you notify us of a subsequent change of address. However, if we do not already have proof of identity and proof of address for you, we will verify this information when you apply for a full/partial payment.

What can you use to verify your identity?

To verify your identity you should send us a certified copy of one of the following documents:

- Current passport
- Current driving licence
- Current national identity card

These documents must be current (i.e. not expired), valid and the photograph and dates must be clearly legible.

Documentation that CAN'T be used to verify your identity:

- Out of date photo IDs
- Garda National Immigration Bureau Cards
- College IDs
- Garda Age Cards
- Employer IDs including state agencies, eg. Army
- Marriage, Birth or Baptismal Certificates

What can you use to verify your current residential address?

To verify your current address you should send us a certified copy of one of the following documents:

- Utility bill, e.g. electricity bill where the supply and billing address are the same, or
- Bank statement or credit card statement, or
- Building Society statement, or
- Health insurance statement referencing the individual's policy, name and address, or
- Revenue or Tax Certificate, or
- House or motor insurance certificate from a company regulated by the Central Bank of Ireland, referencing an individuals' policy, name and address, or
- Government issued payslip, issued to public servants, or
- Instrument of a Court Appointment (e.g. a Grant of Probate), or
- Other documentation issued by a Government Body (e.g. Department of Social Welfare), such as child benefit or confirmation of State pension letters.

These documents must be current i.e. no more than six months old. The above list of documents is not exhaustive and other documents may be acceptable. Please contact your Financial Advisor for further guidance on acceptable documentation.

Documentation that CAN'T be used to verify your current residential address:

- TV Licence
- EFlow Statement
- Mobile Phone bill
- Invoices, eg. Invoice for Oil
- Motor Tax online renewal notice
- Store Cards or Catalogue Statements

How to certify your documents

Anti-Money Laundering documents can be certified by any of the individuals listed below. When certifying the original documents, the person must print their name, provide their phone number, sign and date the copy and state "I certify this is a true copy of the original document".

Who can certify your documents?

Any of the following people can certify that the copy of the document you are sending to us is the same as the original:

- Financial Advisor
- Garda
- Accountant
- Solicitor
- Persons in regulated financial or credit institutions, eg, banks
- Medical Professional

Policies that are assigned to a third party

If your policy is assigned to a third party, the request to fully or partially pay this policy should be authorised by the assignees. The Payment Request Form should be stamped or signed by or on behalf of the assignees. The original Deed of Assignment should be forwarded with the Payment Request Form.

We will require a certified copy of proof of identity and current address for the assignees unless the policy is assigned to a bank/financial institution.

Once the payment has been processed by Zurich Life, the payment will be made to the assignees. The payment will only be made to the policy owner(s) where Zurich Life is specifically requested to do so by the assignees. If this is the case we will also require a certified copy of proof of identity and current address for the policy owners.

If your policy is assigned and you wish to instruct a payment, the assignee must first send a notification back to us releasing their interest in the policy. In this case we will also require a certified copy of proof of identity and current address for the policy owners.

Further Anti-Money Laundering documentation may be required where the assignee is not a legal entity.

Please complete the Payment Request Form and return it, along with Anti-Money Laundering requirements if applicable to:

By post

Zurich Life Assurance plc

Zurich House
Frascati Road
Blackrock
Co. Dublin
A94 X9Y3

By email

customerservices@zurich.com

Payment Request Form

Please use for all encashment and surrender requests on savings and investments policies

Please read this form carefully and seek advice from your Financial Advisor, if required.

Note:
Please complete in BLOCK CAPITALS.

Step 1: Your policy details

Policy number	
Name of policy owner(s)	
Name of Trustee(s) (if applicable)	
Name of Assignee(s) (if applicable)	
Contact number for enquiries	

Note:
If you are currently paying by direct debit we will automatically pay into this account unless otherwise specified.

Step 2: Payment details

Please complete option 1 **or** 2 below.

1. Full payment ○ I instruct Zurich Life to fully pay the value of my policy(ies).

OR

2. Partial payment ○

I instruct Zurich Life to make a partial payment to the value of € from my policy.

Amount in words (if partial payment)	

Note:
If Zurich Life has not previously made a payment to the bank account noted above or we have not previously deducted premiums from the bank account specified, we will require verification of the account name and account details e.g. in the form of a bank statement.

Step 3: Payee details

Zurich Life will make the payment to policy owner(s), Trustee(s) or Assignee(s) as applicable.
Please note if payment to a third party is required then we may need to carry out additional checks including self-certification under Foreign Account Tax Compliance Act (FATCA) regulations and request further Anti-Money Laundering documentation.
Please pay the following:

Name of payee(s)	

Payment Details

Please complete so that your payment can be paid by Electronic Fund Transfer (EFT)

Account holder name(s)

Name of Bank/Building Society

IBAN

Note:
All policy owners must sign this form. If the policy(ies) are assigned, the assignees must sign and stamp the form. If the policy(ies) is in trust, then the trustees must sign the form.

Note:
Electronic signatures are not permitted. All Encashments require a wet ink signature in order to be processed.

Policy owner(s) (Trustee/Assignee, if applicable)
Please sign and date.

Assignee, (if applicable):
Please stamp and date.

Step 4: Declaration

I/We wish to surrender the policy(ies) detailed in Step 1 in accordance with the terms and conditions outlined in my policy documentation and I/we acknowledge that payment will be made to the extent indicated and specified above.

I/we confirm that I/we are the beneficial owner(s) of the policy(ies).

Except where the policy proceeds are being paid to a financial institution as assignee, I/we confirm that I/we have not assigned or transferred ownership of my/our policy(ies) to any bank, financial institution or any other party and I/we indemnify Zurich Life Assurance plc against any claims, losses and damages incurred by Zurich Life which arise from any other party making a claim in relation to this policy.

Signature
X

Date

Signature
X

Date

Stamp
X

Date

IMPORTANT

Step 5: Payment requirements checklist

Please ensure that the following checklist is completed and returned. Please note, once we receive all requirements listed on this form, as applicable, we will proceed with your request.

Please tick ✓

- Have you fully completed, signed and dated this request form?
- Have you enclosed, if required, all the Anti-Money Laundering documentation?
  - Certified copy of current photo ID for all policy owners; or all trustees and policy owner(s) if the policy(ies) is in trust.
  - Certified copy of current utility bill, for example, for all policy owners; or all trustees and policy owner(s) if the policy(ies) is in trust.
- Have all policy owners/trustees signed the request?
- If the policy is assigned this Payment Request Form should also be stamped or signed by the assignees.
- If the policy is assigned, have you enclosed the Deed of Assignment?
- For Child Savings Plus policies only – please submit a copy of the child's birth certificate.
- Have you completed the payment details section to enable your payment to be made by EFT?
- If you would like your payment to be lodged to a specified bank, we must receive a bank statement from this account with the account holder(s) name / address / BIC and IBAN, dated in the last 6 months, if not already on file or if we have not previously deducted premiums from it.

Please note we may ask for further documentation to protect your policy and assets.

Zurich Life Assurance plc
Zurich House, Frascati Road, Blackrock, Co. Dublin, A94 X9Y3, Ireland.
Telephone: 01 283 1301 Fax: 01 283 1578 Website: www.zurich.ie

Zurich Life Assurance plc is regulated by the Central Bank of Ireland.

The information contained herein is based on Zurich Life's understanding of current Revenue practice as at February 2025 and may change in the future.

Intended for distribution within the Republic of Ireland.

GR: 9306 Print Ref: ZURL IP 8624 0325

ZURICH®