

## Helpful Hints for Completing the Direct Debit Agreement

### What does ACH stand for?

ACH stands for Automated Clearing House. It is a banking term used to automated processes, such as direct debit from your bank account.

### Can I authorize payment for more than 1 month at a time?

It is not possible to authorize deductions for more than 1 month at a time. If you wish to pay for multiple premiums at once, you will need to submit payment by credit card, check or money order instead.

### What is the Transit/ABA No.?

The Transit/ABA No. refers to your bank's routing number. The routing number is normally 8 digits long. You can find the routing number in the bottom most left hand side of your checks. You can also contact your bank for assistance.

### Can I use either a Checking or Savings account?

Yes, you have the option to indicate whether your designated bank account is a checking or savings account. It is very important to mark this box on the Agreement.

### What should I enter when prompted for the Amount?

You should enter the monthly amount you are currently paying. After every Annual Enrollment, you will receive an Election Summary of your insurance coverage and related insurance premium costs for the benefit plan year that begins September 1. You should expect to pay this monthly amount over the span of the entire plan year. You will not have to submit another Agreement every year. Your Agreement will remain active until you submit a cancellation request in writing.

### How should I complete the Agreement if mine is a joint account?

As the UT retiree, please fill in your name as the Account Holder. Please indicate the other person on your account on the line Joint Account Holder's Name.

### Can I use someone else's bank account to pay for my premiums?

Yes, your premiums can be debited from another person's account with their permission. That person will need to be sure to complete the Depository Information section of the Agreement. Please note: your information still belongs in the Retiree Information section of the Agreement.

### Which box should I check?

#### **"Create a new Direct Payment via ACH Authorization":**

Any previous authorizations held with the UT institution you retired from are no longer valid. This new agreement will authorize UT System to debit your voluntary retiree insurance premiums from your designated bank account.

#### **"Change an existing Direct Payment via ACH**

**Authorization":** This applies when you are already enrolled in the Direct Debit Payment option and you wish to submit a change to your banking information.

#### **"Terminate an existing Direct Payment via ACH**

**Authorization":** It is possible to opt out of the Direct Debit Payment option at any time. The written request to terminate the Direct Debit payment option should be in our office no later than the 15th of a month. The effective date of the termination for Direct Debit Payment option would be the 1st of the following month. For example: *If the written request to terminate the Agreement arrives in our office on April 10 you can expect to see no Direct Debit occur on May 5.*

#### **Should I sign the Agreement on the second page?**

A signature is necessary for the processing of your Agreement. Without a signature, we are not allowed to process the Agreement.

#### **Do I need to include a VOIDED check?**

Submitting a VOIDED check is encouraged as it will be a source of reference should the bank have any questions regarding your routing and/or account numbers. However, a VOIDED check is not necessary to process the Agreement.

#### **Is there a deadline to submit the form?**

We must have the Agreement in our office no later than the 15th of each month. You should have a zero balance by the 15th of the month as well. The effective date of your Direct Debit cycle will be the 1st of the next month. For example: *We receive your Agreement in our office by April 10. Your payment for the April premium is posted at the bank by April 10. Your Direct Debit Agreement becomes effective May 1. You should expect to see your first Direct Debit occur on May 5.* In this example, if the Agreement is received after April 15, and/or if the payment was received after April 10, the processing of the Agreement would be delayed until June.

#### **How do I get the form to your office?**

You can mail the completed form to UT Benefits Billing – the correct mailing address is on the 2nd page of the Direct Payment/Debit Authorization Agreement.

You can fax the form to **512-499-4338**. This is a secure, private fax number.

You could scan and email the form to our secure email address: **utbenefitsbilling@utsystem.edu**.

**PLEASE NOTE:** *Your monthly premium payment should not be included with the Direct Debit Agreement. The payments should go to the UT System Lockbox. Be sure to use the pre-printed envelope with the UT System Lockbox address enclosed with your billing statement.*