

Setting up your direct debit in My Southern Cross

The fastest way to set up your direct debit is through My Southern Cross – our secure, online service for members. If you haven't registered for My Southern Cross yet, you'll need to do this first – it's quick and easy.



What you'll need

Your Member card or Membership / Policy number **AND** an email address or phone number that matches our records



To register

1. Go to my.southerncross.co.nz and click 'Register now'.
2. Follow the on-screen prompts to complete your registration.

To set up your direct debit

1. Go to my.southerncross.co.nz and login.
2. Select 'What I pay' from the top menu. Click on the direct debit link under 'Payment options'.
3. Follow the on-screen prompts to set up your direct debit. You'll need to enter the work scheme code and frequency noted in our email.
4. You're all done! We'll write soon to confirm the date and amount of your first deduction.

More about My Southern Cross

Designed with members, for members – your new and improved My Southern Cross is a secure, online service that makes using your health insurance fast and easy.

- ✓ Make surgical and medical claims for faster reimbursement*
- ✓ Check and update payment details*
- ✓ View information about your cover and pre-existing conditions
- ✓ Request prior approval for upcoming treatment
- ✓ Check your policy benefits and remaining balances
- ✓ Update your profile details

*Policyholders only



Member discounts and offers

Save on everyday health and wellbeing services like eye tests, hearing tests, dental treatments and gym memberships. Members also get discounts on Southern Cross Travel Insurance, Pet Insurance and Life Insurance.

Find out more at southerncross.co.nz/memberoffers

We're here to help

If you have any problems call us on **0800 800 181** and we'll help set up your direct debit over the phone instead.

