

Cancellation made easy in 4 steps

To request a cancellation and refund of your CTP premium, you must return this form fully completed with any supporting documentation to Youi via email or post.

If you've recently sold a vehicle that's currently registered, the registration and CTP Green Slip insurance will be transferred across to the new owner. In this scenario, the CTP policy cannot be cancelled and there is no refund due.

Please note this form **MUST** be completed by the policyholder or a person who is authorised on the policy. Any cancellation requests made by an unauthorised person cannot be processed.

If the details provided in this form do not match what's on your policy, we may need to speak with you to complete the cancellation.

1. Your details

Please provide contact details for us to use to get in touch with you. Contact details provided below will not be used to update any contact information held against your policy.

Full name

Company contact name (if applicable)

Preferred contact number

Email address

Vehicle registration number (plate number)

Policy number (OA-----)

Postal address (include state and post code)

2. Reason for refund

Option 1: Partial refund

Cancellation requests for registrations cancelled part-way through the registration period can only be submitted after the vehicle registration has been cancelled and the number plates have been handed in at Service NSW.

Please select the reason for cancellation:

- The vehicle has been written off.
- The vehicle has been re-registered interstate.
- The vehicle has been de-registered.

Please attach a copy of the registration cancellation letter from Service NSW or the plate surrender receipt from the interstate registry or your new interstate registration.

Option 2: Full refund for unused policies

This is only for policies where the Green Slip was not used for vehicle registration.

Please select the reason for cancellation:

- The vehicle registration use-by date has passed and the policy has expired.
- The vehicle has already been registered with a different Green Slip policy.
- The vehicle will remain unregistered in NSW.

NSW CTP Policy Cancellation and refund request form



3. Refund account information

Please select where you would like your refund to go.

Option 1: Refund to the original credit card used to purchase the policy

This option is only available if you originally purchased the CTP policy.

If you select this refund option, for security and fraud protection, you will need to supply one of the following:

- Attach the bank statement with the payee and payment details for the CTP policy; OR
- Attach the original Youi receipt of payment. This will be in your original welcome documents; OR
- Provide the first 6 and last 3 digits of the credit card that was used to pay for the policy below:
____-__XX-XXXX-X____

Option 2: Refund to a bank account

Please note:

The account holder name **must match** either the policyholder name, authorised person's name or the company name.

Bank name

BSB

Account number

Account name

I hereby authorise Youi Insurance Pty Ltd to direct credit the above account with my refund.

Signature of the policyholder or authorised person

Date

4. Send the paperwork

Please send this completed form and the supporting documentation to us via email or post.

If the supporting documentation is not received, we will not be able to process your request.

Email:

You **MUST** include your policy number (OA-----) in the email subject line for your request to be processed.

- Subject line contains policy number (OA-----)
- Supporting documentation attached.

nswctprefunds@youi.com

Post:

Youi Insurance – CTP refunds
PO Box 849
Buddina QLD 4575

Once we've received your request, we may contact you to confirm details as required.

Please allow up to 20 business days for the refund to be processed.

Need help? Call us.

Our CTP Team is available on 1300 004 007 during business hours.

Privacy

Your privacy is important to us. We are committed to protecting and handling your personal information in a responsible manner in accordance with our privacy policy available at www.youi.com.au/privacy-policy