



[www.maritimett.com/pay](http://www.maritimett.com/pay)

## FREQUENTLY ASKED QUESTIONS (FAQs)

The following is a list of frequently asked questions about S.A.F.E Pay. If after reviewing this document, we have not addressed your questions, feel free to send us an email at [email@maritimefinancial.com](mailto:email@maritimefinancial.com), we'll be happy to assist. Please note that S.A.F.E Pay applies to payments made via the online system.

1. **Q:** Can I pay with a credit card online?

**A:** Refer to the table below.

Product/ Policy Type	Credit Card	Direct Debit
Life insurance (whole life, term life, ADmed, TRIflex and annuities)	Yes	Yes
General insurance (motor and home insurance)	Yes	No
Fidelity Finance (loans and premium financing instalments)	Yes	Yes

2. **Q:** Can I make a payment with a foreign credit card online?

**A:** Yes, we accept international credit cards, however, if you encounter a problem, you would need to notify your bank.

3. **Q:** Is it safe to make payments on the S.A.F.E Pay Online Platform?

**A:** Payments are facilitated through First Atlantic Commerce, a leading online payment, fraud and data management solutions provider. Card details are entered by the cardholder and your details are not recorded nor seen by any maritime personnel.

4. **Q:** Once I make a payment online, how long does it take to process the payment?

**A:** Payments are not instantly processed. Pay close attention to the processing time for each type of policy below to ensure that your policy does not lapse.

Product/ Policy Type	Processing time in working days	
	Credit Card	Direct Debit*
Life insurance (whole life, term life, ADmed, TRIflex and annuities)	2	2
General insurance (motor and home insurance)	2	N/A
Fidelity Finance (loans and premium financing instalments)	3	3

*\*Note: processing time is dependent on the verification of bank information*

5. **Q:** Why can't I find my policy in order to make a payment online?

**A:** Life insurance policies- You will only be able to make payments on active policies where payments are due within 25 days

General insurance policies - You will only be able to make payments on renewals within 60 days after the renewal date

Fidelity Finance - You will only be able to make payments on loans, mortgages and premium financing.

6. **Q:** Can I set up automatic monthly recurring payments for my policies online?

**A:** Yes, recurring payments can be set up for life insurance policies and Fidelity Finance loans and premium financing instalments. Recurring payments cannot be set up for motor and home insurance renewals.

7. **Q:** Can I pay for a new policy online?

**A:** Currently only existing policies can be paid online.

8. **Q:** Can I pay my loans on the S.A.F.E Pay Online Platform?

**A:** Yes, Fidelity Finance instalments, Automatic Premium Loan (APL) payments and policy loan payments can be paid on the S.A.F.E Pay Online Platform

9. **Q:** Can I make additional payments on my policies online?

**A:** Yes, additional payments can be paid on the following products:

- Triflex Insurance
- Triflex Annuity
- REAP
- Pension Plus

10. **Q:** How do I make a Life Insurance payment online?

**A:** Making a payment is secure, quick and easy. Follow the steps below:

- Go to the S.A.F.E Pay Platform: <https://www.maritimett.com/pay/>
- Click on Life Insurance
- Enter your Maritime Life policy number *(If you do not know your policy number call 674-1617 or WhatsApp 727-3672 for assistance)*
- Enter your normal payment amount  
Or answer two additional verification questions if you don't know the payment amount
- Add to cart and checkout

11. **Q:** How do I make a Fidelity Finance payment online?

**A:** Making a payment is secure, quick and easy. Follow the steps below:

- Go to the S.A.F.E Pay Platform: <https://www.maritimett.com/pay/>
- Click on Fidelity Finance Payments

- Enter your Fidelity Finance account number *(If you do not know your policy number call 674-1617 or WhatsApp 727-3672 for assistance.)*
- Enter your normal payment amount  
Or answer two additional verification questions if you don't know the payment amount
- Add to cart and checkout

12. **Q:** How to renew my House Insurance online?

**A:** Making a payment is secure, quick and easy. Follow the steps below:

- Go to the S.A.F.E Pay Platform: <https://www.maritimett.com/pay/>
- Click on home renewal
- Enter your renewal code (your renewal code will be found on your renewal notice)  
If you do not have the renewal code, select “click here” and follow the instructions
- Enter policy or telephone number  
Or answer two additional verification questions if you don't know your policy number
- Add to cart and checkout
- Upload forms and one valid photo ID (National ID, Driver's Permit or Passport)

13. **Q:** How to renew my Motor Insurance online?

**A:** Making a payment is secure, quick and easy. Follow the steps below:

- Go to the S.A.F.E Pay Platform: <https://www.maritimett.com/pay/>
- Click on motor renewal
- Enter your renewal code (your renewal code will be found on your renewal notice)  
If you do not have the renewal code, select “click here” and follow the instructions
- Enter policy or vehicle number  
Or answer two additional verification questions if you don't know your policy number
- Add to cart and checkout
- Upload forms and one valid photo ID (National ID, Driver's Permit or Passport)

14. **Q:** After I pay for my motor insurance policy online, when will I be able to collect my insurance certificate?

**A:** Insurance certificates can either be collected at a branch convenient to you within three working days or you can select the option on the check out screen to have your certificate delivered to your address via TTPost. To ensure that the certificate has been delivered, a signature is required upon receipt.

Note: When motor renewal payment is made online, an electronic copy of your motor certificate will be emailed to you.

15. **Q:** Can I make a payment online towards my life insurance policy if it is on Automatic Premium Loan (APL) or if it has lapsed?

**A:** Payment can be made towards a life policy once the policy is active or on APL. You cannot make a payment towards a policy that has lapsed.

16. **Q:** Can I make partial payments towards my general insurance online?

**A:** Currently, this option is not available.

17. **Q:** Can I make partial payments towards an Automatic Premium Loan (APL) on my life insurance policy online?

**A:** Yes, you can pay any amount between \$10 and the total outstanding APL.