

Guide to Managing your WorldPay Account

Unilife does not request or store any debit or credit card details of any of our customers. We have partnered with WorldPay to provide a simple recurring premium collection solution for our customers. WorldPay is a global payment processing company which processes over 30 million transactions each day, with reliable advanced data security and fraud protection tools to ensure our customers' card details remain secure at all times.

When you first set up your recurring premium mandate for your policy, you would have received **two emails** from shopper@worldpay.com each referencing your "Agreement ID" number which would have looked similar to these examples:

WorldPay Login Details ×

From: shopper@worldpay.com>
Date: 1 January 2020
To: john_smith@gmail.com
Subject: WorldPay Login Details

FuturePay Agreement ID(s): 52121212

Your new login details are:
Username: john_smith
Password: will be sent to you in a separate email

NOTE: The username and password are case-sensitive, so you need to type them in exactly as shown. If you have any difficulty getting them accepted, copy them from this email and paste them into the relevant fields.

We strongly advise you to change these details to something easier for you to remember. To do this:

1. Go to the WorldPay Shopper Help page at <http://www.worldpay.com/shopper>
2. Using your new details, login to the Shopper Management System.
3. Click the 'edit details' button.
4. Change your login details.

Thank you for using WorldPay.

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From: shopper@worldpay.com>
Date: 1 January 2020
To: john_smith@gmail.com
Subject: WorldPay Login Details

FuturePay Agreement ID(s): 52121212

Your new login details are:
Username: will be sent to you in a separate email
Password: jR4aeio9?Uis




NOTE: The username and password are case-sensitive, so you need to type them in exactly as shown. If you have any difficulty getting them accepted, copy them from this email and paste them into the relevant fields.

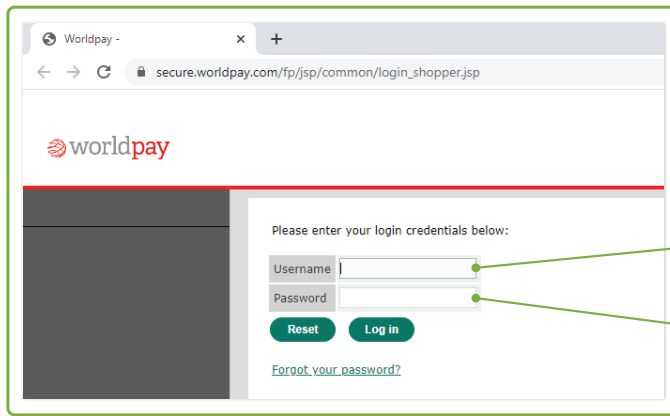
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4. Change your login details.

Thank you for using WorldPay.

These emails contain (separately) your Username and Password as well as a link to [WorldPay's FAQ](#) page where you can read how to:

-  [Change Your Login Details](#) to something easier to remember (strongly recommended)
-  [Change Your Payment Details](#) if your debit or credit card expires or you wish payments to be made from a different card
-  [Change Your Contact Details](#) if your billing or email address changes



Maintaining your Account

If you need to need to update your contact details, update your debit or credit card details, or if you wish payments to be made from a different card please [click here](#) to Login.

- Enter the Username you received from WorldPay via email or the Username you chose for your account
- Enter the Password you received from WorldPay via email or the Password you chose for your account