

Updates from ACC

03 May 2019

Important updates from ACC regarding changes to self-employed invoices. Also what you need to know about coverplus extra invoices.

CoverPlus Extra (CPX) Invoices are currently being sent out

What you need to know

- Invoicing started April 1st and will continue right through to until April 30th. If you haven't received a customer's expected invoice by May 1st, please let us know.
- As this product has a strict cancellation policy we will be sending text and email prompts to customers who haven't paid or set up a payment plan just before their due date. Please update your clients' information to include an email address and mobile phone number otherwise they may not receive a reminder. Reminders will not be sent by mail.
- Having your customers on a payment plan ensures their policy won't be cancelled. Payment plans can be set up through MyACC for Business or by giving us a call on 0800 227 776 once the invoice has been received.
- For new customers please use the online CPX application form [here](#).

What you need to do

- It's very important payment is made by the due date on CPX invoices to avoid your customers policy being cancelled. Cancellation will result in your customer reverting to a standard policy.
- Self-employed invoice changes (those customers not on CPX)
- One of the outcomes of last year's levy consultation was the decision to change the way we invoice self-employed customers. From 1 April 2019, we will now be invoicing customers in arrears rather than in advance.

Self-employed invoice changes (those customers not on CPX)

What you need to know

- Most self-employed customers will not receive an invoice in the 2019/2020 year.
- The next self-employed invoices will be sent in the 2020/2021 year (approx. July-August 2020).
- These invoices cover the 2019/2020 year and are calculated using the 2019/2020 year's actual earnings filed from Inland Revenue.

What you need to do

- Nothing unless your client is no longer in business. If they have ceased trading in the last year let us know as they may be due a refund.