

A world of new benefits

April 2018

nib
health cover





nib Ultimate Health Travel Insurance

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nib Ultimate Health Travel Insurance*

- Complementary cover
- For new Ultimate Health Max and Ultimate Health clients submitted from 21 April 2018
- Travel cover for all lives insured on the health insurance policy
- Annual multi-trip policy for trips of up to 38 days each, taken during a maximum 12-month insurance period.
- Travel cover policy documents and the COI will be issued via email, separate to the health cover documents

Note:

Policy owners are not automatically covered unless they are insured on an eligible nib health policy

* This product has different terms and conditions from "nib Travel Insurance" retail product. nib's Ultimate Health Travel Insurance product is arranged by nib Travel Insurance Distribution PTY LTD

A WORLD OF NEW BENEFITS

nib ULTIMATE HEALTH TRAVEL INSURANCE



Summary of benefits and limits

What's Covered	Single	Family
Medical Expenses Incurred Overseas ^{^*}	Unlimited	Unlimited
Emergency Dental	\$1,000 per trip	\$1,000 per person per trip
Cancellation Costs*	\$15,000 per trip	\$15,000 per trip
Additional Expenses/Medical Evacuation [^]	Unlimited	Unlimited
Travel Delay*	\$2,000 per trip	\$4,000 per trip
Special Events	\$2,000 per trip	\$4,000 per trip
Rental Vehicle Insurance Excess	\$4,000 per trip	\$4,000 per trip
Accidental Death*	\$25,000 per policy	\$50,000 per policy
Total Permanent Disability*	\$12,500 per policy	\$25,000 per policy
Luggage and Personal Effects*	\$12,000 per trip	\$12,000 per trip
Personal Liability	\$2,500,000 per policy	\$2,500,000 per policy

This table is a summary only of the benefits and limits available. Please refer to the Policy Document for specific conditions of cover and a detailed explanation of what is and what is not covered under each section.

[^] For up to 12 months after the sudden illness first appears or serious injury first occurs.

* sublimits apply (refer to the policy document for more information)
An excess of \$500 applies to most claims

Important things to know

- Travel cover commences (provided eligibility requirements have been met) on the latter of:
 - The completion of the health cover 14 day free-look period
 - Date of the health cover commencement
- Dependent children are only covered if they travel with an adult insured on the same policy. Insured adults are able to travel independently
- An excess of \$500 applies to most claims
- Some destinations, activities and existing medical conditions and other situations are not covered, including but not limited to:
 - The policy does not cover any snow sports and snow/ice related activities or some other high risk activities.
 - The travel cover approach to covering existing medical conditions is different from the approach used in the nib health cover policies; ensure the policy meets your requirements.
- The travel policy does not include any optional additions or variations to the cover terms



An added benefit for clients and advisers

Advisers

- A distinct point of difference, attractive to clients and adding value
- Another reason to ensure the whole family has nib health cover
- Helps you retain new clients – no need for them to shop for travel insurance and potentially replace the other insurance covers you put in place
- You are able to provide your clients with additional protection

Clients

- Cover with a range of benefits
- Family focused – everyone on the health policy is covered
- Reputable, experienced travel insurance supplier - nib Travel Insurance Distribution Pty Limited
- Convenience – travel cover without the need to activate
- Saving – the money you save can be spent on holiday

Travel cover information for clients (and advisers)

Go to nibultimatehealthtravel.co.nz

For:

- Travel policy summary information
- Travel policy document
- 24/7 emergency assistance number
- Claim form
- Travel warnings and alerts
- And more...

Notes:

- nib NZ will not hold information for the purposes of clients' travel policies or claims
- nib's Ultimate Health Travel Insurance product is arranged by nib Travel Insurance Distribution PTY LTD



A photograph of a family of four sitting on a couch. A woman is on the left, smiling. A young girl in a blue and white striped shirt is in the center, smiling. A man is on the right, smiling. The background is slightly blurred, showing a window with white frames.

Enhancements to: Ultimate Health Max Ultimate Health Easy Health

A world of new benefits

Health cover enhancements

Products

- Ultimate Health Max
- Ultimate Health
- Easy Health

(Enhancements differ between products)

Enhancements apply to new policies and are passed back to existing policies

Effective from 21 April 2018



Details - Ultimate Health Max and Ultimate Health

Benefit	Type	To	Prior to 21 April '18	From 21 April '18
Hospital surgical benefit	Increase	UHM UH	\$300,000	\$600,000
Hospital medical (non-surgical) benefit	Increase	UHM UH	\$200,000	\$300,000
Non-PHARMAC chemotherapy drug benefit	New	UH	No cover	Up to \$20,000
Medical tourism benefit	New	UHM	No cover	Up to 75% of UCR
Cover in Australia benefit	Increase	UHM UH	Up to 75% of UCR Up to 75% of EMP	Up to 100% of UCR Up to 100% of EMP
Funeral support grant	Increase	UHM UH	Up to \$3,000	Up to \$10,000 Up to \$5,000
Premium waiver	Increase	UHM UH	Up to age 65	Up to age 70
Premium waiver extension	Increase	UHM	Up to age 65	Up to age 70

Details - Ultimate Health Max and Ultimate Health

Benefit	Type	To	Prior to 21 April '18	From 21 April '18
Travel and accommodation benefit surgery & medical	Increase	UHM UH	Travel up to \$2,000	Travel up to \$3,000
Travel and accommodation benefit surgery & medical	Increase	UHM UH	Accom \$300/night up to \$3,000	Accom \$300/night, up to Hosp Surg or Med max
Travel and accommodation benefit; Cancer treatment	Increase	UHM UH	Accom \$300/night, travel + accom up to \$5,000	Accom \$300/night, travel + accom up to Hosp Surg or Med max
Obstetrics benefit	Increase	UHM	Up to \$2,000	Up to \$4,000
GP minor surgery benefit	Increase	UHM UH	Up to \$1,500 Up to \$750	Up to \$5,000 Up to \$1,500
Breast reconstruction / symmetry post mastectomy	Increase New	UHM UH	Loyalty - grant \$4,000 No cover	Up to Hospital Surgical benefit limit
Loyalty - bilateral breast reduction benefit	New	UHM	No cover	Up to \$10,000
Loyalty – bariatric surgery benefit	New	UHM	No cover	Up to \$10,000

Details - Easy Health

Benefit	Type	Prior to 21 April '18	From 21 April '18
Non-PHARMAC chemotherapy drug benefit	New	No cover	Up to \$20,000
Cover in Australia benefit	Increase	Up to 75% of EMP	Up to 100% of EMP
Funeral support grant	Increase	\$3,000	\$5,000
Premium waiver	Increase	Up to age 65	Up to age 70
Travel and accommodation benefit; Hospitalisation / chemotherapy treatment	Increase	Travel \$2,000 / hospitalisation or cycle	Travel \$3,000 / hospitalisation or cycle
Travel and accommodation benefit; Hospitalisation / chemotherapy treatment	Increase	Accom \$200 pn up to \$3,000 / hospitalisation or cycle	Accom \$200 pn up to \$5,000 / hospitalisation or cycle
Travel and accommodation benefit; Radiotherapy treatment	Increase	Accom \$200 pn, travel + accom up to \$5,000 / hospitalisation or cycle	Accom \$200 pn, travel + accom up to \$8,000 / hospitalisation or cycle

Details - Easy Health

Benefit	Type	Prior to 21 April '18	From 21 April '18
Medical misadventure	New	No cover	Up to \$30,000
Breast reconstruction / symmetry post mastectomy	New	No cover	Up to Hosp Surg max
GP minor surgery benefit	Increase	Up to \$750	Up to \$1,500



QPR Ratings*

Prior to the product enhancements total scores from Quality Product Research (as at 11 April 2018) were:

		Southern Cross Wellbeing	Accuro Smartcare	nib Ultimate Health	Sovereign Private Health	Accuro Smartcare+	Partners Life Private Medical	AIA Real Health	nib Ultimate Health Max
Base	Female	89.57	90.91	94.02	95.4	98.27	101.59	103.06	101.58
	Male	89.57	90.91	91.26	95.4	98.27	101.59	100.3	98.82
Base and Specialist	Female	99.9	101.71	104.64	103.04	107.56	110.58	109.79	111.23
	Male	98.1	99.4	101.88	102.12	105.16	107.82	107.03	108.47

Following and including the product enhancements total score from Quality Product Research (as at 5 May 2018) were:

		Southern Cross Wellbeing	Accuro Smartcare	nib Ultimate Health*	Sovereign Private Health	Accuro Smartcare+	Partners Life Private Medical	AIA Real Health	nib Ultimate Health Max*
Base	Female	89.57	90.91	95.36	95.4	98.27	101.59	103.06	102.57
	Male	89.57	90.91	92.6	95.4	98.27	101.59	100.3	99.81
Base and Specialist	Female	99.9	101.71	105.98	103.04	107.56	110.58	109.79	112.02
	Male	98.1	99.4	103.22	102.12	105.16	107.82	107.03	109.26

*Ratings are for male and female non-Smokers, aged 35 with a \$500 excess.

A photograph of three children jumping into a lake. One child in a black swimsuit is in mid-air at the top right. Another child in patterned shorts is jumping in the center. A third child is visible in the bottom right corner. The background shows a dense line of trees under a cloudy sky.

Premium Restructure: Policy fee Multi-life discount

From 1 July 2018

Premium restructure – advance notice

When

- Effective 1 July 2018

What

- Policy fee introduced - \$5.75 / month inc. GST – pro-rata to policy premium payment frequency
- Multi-life discount (2.5%) - withdrawn

'Who'

- New Ultimate Health Max, Ultimate Health and Easy Health policies (Does not apply to existing policies)

How

- The usual 1 July quarterly premium increase will apply to on-sale prices, with the resulting premium being inclusive of the policy fee.
- Apollo and Illustrator will be updated to include the policy fee
- Lives added to existing policies will be on the EXISTING PREMIUM STRUCTURE OF THE POLICY irrespective of whether added pre or post 1 July 2018
- Premiums will differ for pre/post 1 July policies with multiple lives with identical covers (due to their having different premium structures)
- The policy fee is not commissionable
- Further adviser communication prior to implementation

nib adviser portal

Launch mid 2018



nib adviser portal

Client portfolio access to information:

- “Agency Policy Listing” – including client’s email address (CSV / Excel format)
- “Weekly Adviser Policy Reports” – consolidated view (PDF format)

Individual client policy documents

- Policy documents and Certificates
- Search feature

Access

- Initially for advisers with ‘full agencies’ / ‘master agency’ status (not sub-agencies)

Benefit to advisers:




- Access when you need it - 24/7
- Current and historic information - in one place
- Access without telephone queues

Current status and timing



- Currently in development
- Launch mid-year

Adviser self-service portal

Agent Policy Listing

File name	Date	Description
 SHFS-a078.pdf	23/03/2018	FIA's customer list
 SHFS-a079.pdf	23/03/2018	Subadviser 1's customer list
 SHFS-a080.pdf	23/03/2018	Subadviser 2's customer list
View more ✓		

Weekly Adviser Policy Reports

File name	Date	Description
 SHFS-w023.pdf	23/03/2018	FIA's report
 SHFS-w024.pdf	23/03/2018	Subadvisor's report
View more ✓		

Client search

Show client info

**For more information and all the
resources you'll need for
conversations with your clients...**

Open the eDM sent by nib to advisers
21 April 2018

For more information about the nib health
cover enhancements, go to:

nibadviser.co.nz/documents

For more information about the nib
Ultimate Health Travel Insurance, go to:

nibultimatehealthtravel.co.nz

