

Talk to us about	What we can help with	Self-service option	Email	Advisers	Members	Hours
Agency support	<ul style="list-style-type: none"> New agency applications Changes or updates to existing agencies nib adviser access registration and queries Member listings report System support 		advisersupport@nib.co.nz	0800 238 642		Mon-Fri: 8.30am – 5pm
Adviser support	<ul style="list-style-type: none"> Member correspondence Queries around quoting Request for policy information Policy and member enquiries 	adviser.nib.co.nz	adviser@nib.co.nz	0800 238 642		Mon-Fri: 8am – 6pm
Claims	<ul style="list-style-type: none"> Existing claim and excess enquiries Questions about pre-approvals or claims 	Members can make a claim anytime online at nib.co.nz/mynib or via the my nib NZ mobile app	claims@nib.co.nz		0800 123 642	Mon-Fri: 8am – 6pm
New business and policy changes	<ul style="list-style-type: none"> Policy document issuing New business enquiries Changing plans or excesses Adding and removing members 		newbusiness@nib.co.nz	0800 639 642		Mon-Fri: 8am – 5.30pm
		Members can submit a request online at nib.co.nz/contact-us			0800 123 642	
Underwriting	<ul style="list-style-type: none"> Underwriting enquiries Reviewing policy loading and exclusions 		underwriting@nib.co.nz	0800 222 642		
Commissions	<ul style="list-style-type: none"> Commission enquiries 		commissions@nib.co.nz			Mon-Fri: 8am – 5.30pm
Group Health	<ul style="list-style-type: none"> New group quotes Contract renewals 		grouphealth@nib.co.nz	0800 287 642		Mon-Fri: 8am – 5.30pm
nib Collateral	<ul style="list-style-type: none"> Register with your UAN number. On the site, you'll find application forms, brochures and nib envelopes. 	www-ak.bspg.co.nz/login/nib_adviser				

nib's Adviser Partner Managers - Supporting Advisers and Business Development

nib's Adviser Partner Managers are dedicated to helping you build a larger, more resilient business. They'll help you understand how the nib solutions will meet the health insurance needs of your clients, engage in more healthy client conversations and bring the nib proposition to life.

Contact the nib Adviser Partner Manager for your region.

Auckland and Northland

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