

Key Contacts List



nib adviser line : 0800 238 642
nib customer line: 0800 123 642

Contact these departments for:

New Business

newbusiness@nib.co.nz - 0800 639 642

- Processing new applications
- Policy document issuing
- New business enquiries

Underwriting

underwriting@nib.co.nz - 0800 222 642

- Underwriting enquiries
- Reviewing policy loadings or exclusions

Claims

claims@nib.co.nz

- Existing claims enquires
- Claims pre-approvals
- Excess payments
- Claims payments

Policy Administration

advisers@nib.co.nz

- Adding or removing family members
- Changing excess levels
- Adding or removing cover options
- Policy migration

Client Services

advisers@nib.co.nz

- General enquiries on existing policies
- Updating client details

Group Health

grouphealth@nib.co.nz

- New group business quotations
- Contract renewals

Technical Support

0800 238 642

- Illustrator technical questions

Commissions

commissions@nib.co.nz

- Commission enquires

Sales Support

sales.support@nib.co.nz

- New agency applications
- Changes to existing agencies
- Agency enquiries

FidelityLife

Fidelity Life: 0800 88 22 88
Fidelity Life WGTN: 0800 955 433

Contact these departments for:

New Business

newbusiness@fidelitylife.co.nz - ext. 505
newbusinesswellington@fidelitylife.co.nz

- Processing new applications
- Policy document issuing
- New business enquiries

Underwriting Support

newbusiness@fidelitylife.co.nz - ext. 509

- Underwriting enquiries

Claims

claims@fidelitylife.co.nz - ext. 504

- Existing claims enquires
- Claims payments

Policy Services

admin.services@fidelitylife.co.nz - ext. 1021

- Policy ownership changes
- Lost policy document enquiries
- Altering existing policies
- Policy cancellations

Client Services

clientservices@fidelitylife.co.nz - ext. 503

- Policy enquiries
- Reviewing policy loadings or exclusions
- Updating client details
- Direct debit and credit card payment enquires

Group Risk

grouprisk@fidelitylife.co.nz - ext. 596

- Group new business quotes
- Group product enquiries
- Contract renewals

Adviser Technical Support

ext. 962

- e-App software assistance
- Apollo software assistance

Commissions

commissions@fidelitylife.co.nz - ext. 571

- Commission enquires

Sales Support

salesupport@fidelitylife.co.nz - ext. 507

- Agency enquires
- Technical help with quotations
- Policy ownership transfers

Key Contacts List



FidelityLife

The nib and Fidelity Life partnership means you have one Business Development Manager to help you grow your Health and Risk book. All Fidelity Life BDMs are trained to answer your questions on nib Ultimate Health, Ultimate Health Max and Easy Health products and will support you in promoting both Fidelity Life and nib health cover products.

PRODUCT & BDM SUPPORT

Find a Business Development Manager in your area.

Auckland

Phone: 0800 88 22 88

- Peter Warfield
Business Development Manager
027 603 0903
peter.warfield@fidelitylife.co.nz
- Cary Veenhof
Business Development Manager
027 577 8035
cary.veenhof@fidelitylife.co.nz
- Phil O'Keefe
Business Development Manager
021 190 4810
phil.o'keefe@fidelitylife.co.nz
- Danielle Diedericks
Business Development Manager
021 517 444
danielle.diedericks@fidelitylife.co.nz

nib COLLATERAL

nib collateral can be ordered online through Blue Star. Register with your UAN number. On the site, you'll find application forms, brochures and nib envelopes.

Web address:

https://www-ak.bspg.co.nz/login/nib_adviser

Hamilton and Tauranga

- Andrea Reid
Business Development Manager
027 837 4131 or 0800 343 354
andrea.reid@fidelitylife.co.nz
- Darron Connelly
Business Insurance Specialist
027 447 7906 or 0800 434 335 or (07) 579 5370
darron.connelly@fidelitylife.co.nz

Lower North Island & Wellington

Phone: 0800 955 433

- Willie Masters
Business Development Manager
027 687 5465
willie.masters@fidelitylife.co.nz
- Carol Saxton
Business Development Manager
027 422 3499
carol.saxton@fidelitylife.co.nz

Christchurch

Phone: 0800 900 167 | (03) 377 2323

- Nick Hau
Business Development Manager
027 545 1160
nick.hau@fidelitylife.co.nz
- Gary Binnie
Business Development Manager
021 976 121
gary.binnie@fidelitylife.co.nz

Dunedin

Phone: 0800 566 726

- Karl Moran
Business Development Manager
027 514 4495
karl.moran@fidelitylife.co.nz

FIDELITY LIFE COLLATERAL

Fidelity Life collateral can be ordered online through Centurion Print. Log in with your agency number. On the site, you'll find application forms, fact sheets and Fidelity Life envelopes.

Web address:

<http://www.premierprint.co.nz/login.asp>