



## Adviser FAQ

### Free Child Cover Offer

**Important: A negative 100% loading will be applied for the free child. This loading does not appear on any member correspondence, however, on the Adviser Policy Acceptance Notice and Adviser Policy Information notice you will see that the child's Ultimate Health Max and Specialist Option products are both loaded -100%. You do not need to do anything to review this at renewal, it will automatically be removed.**

**Q: Is there a maximum number of free children on one policy?**

**A:** For every insured adult paying premium for Ultimate Health Max or Ultimate Health, they can add one child under the age of 21 to the same policy and receive 12 months free cover. Policy owners can add their natural or legally adopted children or family member to their policy. If a child is added to a policy (and their parent is not also insured on that policy), the advisor must obtain in writing that parent's consent to the inclusion of the child on the policy.

**Q: How do I quote for the offer?**

**A:** You will not be able to provide a quote showing the free child, however, when the policy is issued the Welcome Pack will include confirmation that the offer has been applied and the Acceptance Certificate will show which child has free cover.

**Q: How do I apply for the offer?**

**A:** The usual application process applies, including details for the free child. Just select Ultimate Health Max base cover with Specialist Option (nil Excess) for the free child and complete the medical history section in the usual manner. The nib New Business Team will apply the discount for the child for you.

**Q: How will commission be paid for these policies?**

**A:** Your usual commission rates will apply for those insured persons paying premiums. As the free child is not paying a premium, no commission is payable in the first 12 months. At renewal, the trail commission will take into account the premium the child will pay going forward.

**Q: Can my existing clients take up this offer, they would like to add their children to their current policy?**

**A:** The offer is only open to applicants joining on a new Ultimate Health Max or Ultimate Health policy between Thursday 6 December 2018 and Friday 1 March 2019. The offer is not open to any clients who had a policy in place between these dates.

**Q: I submitted my client's application before the promotion started, can I re-submit under this offer?**

**A:** If you have submitted a client application that is still going through the underwriting process, that has not yet been put in force, we would be happy to apply this offer to the policy – as long as the commencement of the policy is between the dates of the offer. You will not need to re-submit the offer – nib's New Business Team will apply this for you.

**Q: My client's Ultimate Health Policy was just issued in the last fortnight, can they get the offer?**

**A:** No. The offer is not available to policies that are already in force.

**Q: My client wants to take out an Easy Health policy, but have their child covered on Ultimate Health – do they still receive the offer?**

**A:** No. There must be one insured adult on the same policy as the child receiving free cover. Although you can mix and match levels of cover within the Ultimate Health range, you cannot add Easy Health cover to Ultimate Health cover. (If your client meets the terms of the Easy Health offers, they will be able to receive the 20% discount and/or the reduction from 3 years down to 2 years on the exclusion of qualifying pre-existing conditions).

**Q: Do I need to provide the medical history for the free child?**

**A:** Yes. The duty of disclosure and medical questionnaire still applies to all insured persons for this offer. Our Underwriting team will assess the application in the usual manner, and exclusions may be applied. An offer of terms will be issued to you, as per the current application process.

**Q: How will my clients know which child is free, as individual premiums do not show on Acceptance Certificates?**

**A:** Each insured child who is receiving the offer will have a concession on their Acceptance Certificate confirming this.

**Q: My client is adding more children to the policy than can get the offer, do I need to indicate which child should be free?**

**A:** No. The nib New Business team will process the application and apply the offer for you. As all children pay the same premium rate, this will not affect the overall premium.

**Q: My client wants to add a child who is currently 20, and will turn 21 during the first year. Will they be charged premium when this happens?**

**A:** No. The 20 year old will receive free cover for the 12 months period, and will not be charged premium until the first anniversary of the policy.

**Q: What happens if my clients want to add additional Options for the free child?**

**A:** This is fine. You should indicate on the application which options they are applying for. The premium for Ultimate Health Max base cover with Specialist Option (nil excess) will be waived for 12 months. Any other options will be charged at the normal premium rates.

**Q: What happens if my clients want their child to have an excess or remove the Specialist Option after the free period?**

**A:** This is fine. We have provided free cover for the child at the optimal level of cover. If your client wishes to add an excess or remove the Specialist Option when the free period is over – just contact nib customer care within 30 days of the renewal, and we can make the changes for you.

**Q: Can a client lose the offer in the first 12 months?**

**A:** Yes. If the adult(s) cancel their policy the child's cover will not continue for free. There must be one insured adult on the policy paying premium, per each free child for the offer to continue.