





1.	Why is nib implementing this Product Refresh?	nib is making these changes to deliver enhanced protection and value to many of your clients. The changes will provide many nib members with improved cover and more easily understood cover terms, while also enabling more streamlined business processes (e.g. claims approval).
2.	Which nib products are changing as a result of the health Product Refresh? Will any of nib's health products remain unchanged?	<p>Almost all nib on-sale and legacy, retail and group health products will be changing as part of the Product Refresh, however the extent of the changes will vary between the products.</p> <p>The products that will not be changing are Major Medical (ex OnePath) and some products developed for particular groups.</p>
3.	What in summary is the Product Refresh all about?	<p>The product refresh comprises five interrelated parts:</p> <ol style="list-style-type: none"> 1. Standardisation of benefit terms to match the equivalent Ultimate Health term* - creating simplicity and in many cases more favourable cover. 2. Alignment of benefit maximums for legacy products to match an equivalent on-sale product – providing cover levels consistent with contemporary products. 3. Refreshed policy documents and other brochures - to make it easier for you and your clients to understand and get value from their cover. 4. Streamlining and automation of business processes - setting nib up to provide faster processing times in the future. 5. Improved client self-service through the updated mynib portal and app. <p>More information about each is included in the following questions.</p> <p>*Note that Ultimate Health Max policy terms, which include guaranteed wordings, are not being standardised to those of Ultimate Health and products that don't have equivalent benefits to Ultimate Health are not having new benefits added.</p>
4.	What approach is nib taking when standardising the policy terms?	<p>The terms of many of your clients' health insurance benefits are being aligned to the equivalent terms of nib's on-sale Ultimate Health cover.</p> <p>These 'standardised' benefit terms will in many cases result in increased benefit maximums or more favourable cover terms. This is particularly the case for your clients with legacy products.</p>

<p>5. For each of the products, what exactly are the benefit terms and benefit maximums being aligned to?</p>	<p>The benefit terms and benefit maximums are being aligned to those of existing on-sale products as detailed in the tables below:</p> <div style="background-color: #e6f2e6; padding: 10px; margin-bottom: 10px;"> <p>Retail products - alignment of benefit terms and benefit maximums...</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #2e7d32; color: white;"> <th>Products</th> <th>Benefit terms</th> <th>Benefit maximums</th> </tr> </thead> <tbody> <tr style="background-color: #e0e0e0;"> <td colspan="3">On-sale Retail Products</td> </tr> <tr> <td> <ul style="list-style-type: none"> • Ultimate Health Max • Ultimate Health </td> <td>Minor enhancements</td> <td>No change</td> </tr> <tr> <td> <ul style="list-style-type: none"> • Easy Health </td> <td>Aligned to Ultimate Health</td> <td>No change</td> </tr> <tr style="background-color: #e0e0e0;"> <td colspan="3">Legacy Retail Products</td> </tr> <tr> <td> <ul style="list-style-type: none"> • Easy Care </td> <td>Aligned to Ultimate Health</td> <td>Aligned to Easy Health</td> </tr> <tr> <td> <ul style="list-style-type: none"> • Other legacy retail products (Premier Health, Health Plus, Parent Plan, Hospital Cover 1-4, Hospital Cover Plus, Hospital Cover National Bank, Hospital Cover EBS) </td> <td>Aligned to Ultimate Health*</td> <td>Aligned to Ultimate Health</td> </tr> </tbody> </table> <p>• Where legacy products have a benefit that is not included in Ultimate Health, the most favourable terms for that benefit across the various products being 'aligned' will be adopted.</p>  </div> <div style="background-color: #e6f2e6; padding: 10px;"> <p>Group products - alignment of benefit terms and benefit maximums...</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #2e7d32; color: white;"> <th>Products</th> <th>Benefit terms</th> <th>Benefit maximums</th> </tr> </thead> <tbody> <tr style="background-color: #e0e0e0;"> <td colspan="3">On-sale Group Products</td> </tr> <tr> <td> <ul style="list-style-type: none"> • Premier Health Business • Private Hospital Silver & Gold </td> <td>Aligned to Ultimate Health</td> <td>No change</td> </tr> <tr style="background-color: #e0e0e0;"> <td colspan="3">Legacy Group Products</td> </tr> <tr> <td> <ul style="list-style-type: none"> • Health Plus Business • StayWell Classic & Worksite • Bank Health care </td> <td>Aligned to Ultimate Health*</td> <td>Aligned to Premier Health Business</td> </tr> </tbody> </table> <p>• Where legacy products have a benefit that is not included in Ultimate Health, the most favourable terms for that benefit across the various products being 'aligned' will be adopted.</p>  </div>	Products	Benefit terms	Benefit maximums	On-sale Retail Products			<ul style="list-style-type: none"> • Ultimate Health Max • Ultimate Health 	Minor enhancements	No change	<ul style="list-style-type: none"> • Easy Health 	Aligned to Ultimate Health	No change	Legacy Retail Products			<ul style="list-style-type: none"> • Easy Care 	Aligned to Ultimate Health	Aligned to Easy Health	<ul style="list-style-type: none"> • Other legacy retail products (Premier Health, Health Plus, Parent Plan, Hospital Cover 1-4, Hospital Cover Plus, Hospital Cover National Bank, Hospital Cover EBS) 	Aligned to Ultimate Health*	Aligned to Ultimate Health	Products	Benefit terms	Benefit maximums	On-sale Group Products			<ul style="list-style-type: none"> • Premier Health Business • Private Hospital Silver & Gold 	Aligned to Ultimate Health	No change	Legacy Group Products			<ul style="list-style-type: none"> • Health Plus Business • StayWell Classic & Worksite • Bank Health care 	Aligned to Ultimate Health*	Aligned to Premier Health Business
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<p>6. What self service capabilities are being implemented?</p>	<p>nib will also be introducing capabilities so that your clients can log into the member portal or the mynib app to make simple changes to things like their contact details. This will be quicker than doing so through the contact centre and leave contact centre staff free to respond to more complex enquiries.</p>																																				
<p>7. What will the refreshed policy documents look like?</p>	<p>There will be six changes to the policy documents. They will be:</p> <ul style="list-style-type: none"> • Incorporating the existing non-PHARMAC Plus Option in policy wordings (except Ultimate Health). 																																				



		<ul style="list-style-type: none"> • Restating the policy documents in plain English - to make them easier to understand. • Reordering the benefits - to follow a client's typical treatment journey. • Removing, or moving online, a number of the product terms to reduce some of the more administrative information. • Changing the exclusions, to create more alignment across nib products. • Incorporating nib's recently refreshed brand style. <p>The product brochures have also been refreshed at the same time.</p>
8.	Will there be any downgrading of policy benefits?	Overall, the impact of the Product Refresh will be positive across most products through the higher benefit limits and enhanced cover terms. (A small increase in anticipated claims costs is indicative of this). However, for some product benefits there will be some narrowing of benefit terms and changes to exclusions resulting from the alignment to Ultimate Health. All the key changes will be detailed in the "Change Summary" provided to your clients.
9.	What benefit will there be to me as an adviser from the Product Refresh?	Overall, the 'standardisation' of benefits should make it easier for you to remember product terms and to talk about nib health cover and the benefits it provides. It will also be easier to compare nib products and explain nib health cover using the refreshed brochures and policy wordings.
10	Where can I find detailed information about the Product Refresh?	Information about the Product Refresh, including these FAQs, is available by logging into nib Adviser Access adviser.nib.co.nz clicking the Public Documents tab and looking in the Product Refresh section.
11	I have other questions not covered in the available resources and links. Who can I contact for assistance?	Contact your Adviser Partner Manager for more information.
12	What if my client has questions about their policy that I can't answer?	<p>We've created a Member FAQs with answers to many of the questions your clients may have. These are also available in nib Adviser Access. Members can access these FAQ via www.health.nib.co.nz/policyupdate.</p> <p>If there are further questions that you can't answer, please get in touch with your nib Adviser Partner Manager.</p>



13	When will updated product brochures, forms and collateral be available?	Updated product collateral for you to use in client meetings and your advice process is available in soft copy via adviser.nib.co.nz or nibadviser.co.nz and in printed form from Bluestar from 14 th December 2023.
14	How will the changes affect my clients who currently have a pre-approval for a treatment and are receiving the treatment for a benefit that will change?	<p>If there is a pre-approval in place, nib will honour it up to its validity period. This is typically three months.</p> <p>If the treatment takes place after your client has moved to the Product Refresh policy terms, but within three months of the pre-approval issue date, then nib will stand by the original approval or re-assess in line with the Product Refresh terms, whichever provides your client with the more comprehensive cover.</p> <p>If their treatment is planned more than three months after the pre-approval was issued, then the Product Refresh policy terms will apply, and your client will need to apply for a new pre-approval.</p>
15	What if my clients have questions about their current / in-progress pre-approvals or claims?	Please direct your clients to the Member FAQs .
16	If my clients do not like the Product Refresh changes, what are their options? Can they opt out of the changes?	<p>No, your clients cannot remain on the current policy terms. When their policy renews, the Product Refresh terms and benefits will apply automatically.</p> <p>It's important you help your clients understand the benefits of the Product Refresh. The Change Summary included with their renewal pack outlines the key changes to their policy.</p>
17	What if my client wants to modify their current policy (e.g. change their Options etc) between receiving renewal comms (with the Product Refresh information) and their upcoming renewal? What terms will apply to the addition?	Any changes made to your client's policy will apply from their next billing date and be on the policy terms that apply on that date.
18	Does the Product Refresh and the	No. Your clients will continue to have the same policy type as they hold today. However, where your client's current cover has a benefit for which there is a



	<p>associated standardisation of benefit terms mean that my client's existing nib health cover is being replaced with nib Ultimate Health cover?</p>	<p>comparable benefit in Ultimate Health, the benefit terms will be changed to be the same as those of Ultimate Health and the benefit maximums for legacy products will be matched to those for the equivalent on-sale product – this does not always mean that the benefit limits now match the Ultimate Health limits. If your client's current policy does not have a benefit that Ultimate Health does have, this benefit is NOT being added to your client's cover.</p> <p>If your client's current policy has a benefit that is not available under Ultimate Health, it will be compared to similar benefits in other products and upgraded (if appropriate) to match the 'best of the best' of these benefits.</p>
19	<p>Can I apply to have my client's cover replaced with Ultimate Health (separate of anything to do with the Product Refresh)?</p>	<p>Yes. This will follow nib's usual migration pathways and require a new application and underwriting process. Depending on your client's health and health history, exclusions or loadings may apply. A change to premiums should also be anticipated.</p>
20	<p>Will premiums increase as a result of the Product Refresh changes?</p>	<p>There will be no impact to your clients' premiums this policy year as a result of the Product Refresh changes.</p>
21	<p>When and how will my clients be informed about the Product Refresh and how it impacts them?</p>	<p>The Product Refresh changes will affect your current clients with nib retail health cover from their next policy renewal from 1 February 2024 onwards. nib will explain the Product Refresh in the policy renewal information sent to members at least 30 days before their renewal. This means that the Product Refresh will occur for different clients at different times, starting with clients with renewals on 1 February 2024 and ending with clients whose renewals are to occur in January 2025.</p>
22	<p>What information will my clients receive when their policy anniversary is about to occur?</p>	<p>Your clients will receive:</p> <ul style="list-style-type: none"> • A cover letter, which will include summary information about the Product Refresh • A Change Summary, which outlines the Product Refresh changes specific to their particular product. • An updated policy document / policy wordings. • A policy renewal certificate relating to their policy and the people covered under it.



		Members will also be able to access this information through the nib member portal and member app mynib.
23	Will I as their adviser be copied into this information?	Yes, nib will copy you on the same information as your clients receive where we currently copy you on information for that client. Advisers will be able to access this information by logging into the nib adviser portal and going to the Member documents tab.
24	If a policy has several lives insured on it, each with a different join date, will the Product Refresh be implemented for all of them at once or separately as their join date anniversary arises?	The Product Refresh changes are triggered by the policy renewal, not an individual member's join date anniversary.
25	Do I or my clients need to take any specific action to accept the Product Refresh changes?	No, the changes will be applied automatically.
26	How and when do I incorporate Product Refresh related information into my advice process for new nib members (taking out a new policy) and when will the Product Refresh apply initially to these new members?	<p>The policy terms that will initially apply for new nib members will depend on the date you submit their application and the start date of their policy.</p> <p>Applications submitted after 14 December 2023:</p> <ul style="list-style-type: none"> • With a policy start date on or after 1 February 2024 will have Product Refresh policy terms from when the policy cover begins. • With a policy start date before 1 February 2024 will have policy cover with current policy terms until their first policy renewal, at which time the Product Refresh terms will kick in (with information sent in the pre-anniversary renewal comms).

		You will need to discuss this with your clients when applying for cover for them and specifying a cover start date. (Note that irrespective of what their policy start date is, the Product Refresh terms will, in time, be applied to all new policies so your client wont 'miss out').
27	How and when will my group clients (who provide a group health scheme) be informed about the Product Refresh and how it impacts them?	The Product Refresh will be incorporated into the current process for managing each scheme prior to its renewal. This typically commences 3 months before the group renewal date.
28	How and when will my group scheme clients be informed about the Product Refresh and how it impacts them?	<p>Once the scheme has been renewed, each of the clients covered under it will be informed about the Product Refresh with their group's renewal (approx. 30 days prior to their policy renewal).</p> <p>Each client will receive:</p> <ul style="list-style-type: none"> • A Renewal Letter, which will include summary information about the Product Refresh and the URL for the Member FAQ's. • A Change Summary listing the changes arising from the Product Refresh specific to their nib health insurance policy. • An updated Policy Document. • A policy Renewal Certificate relating to their policy and the people covered under it. <p>Members will also be able to access this information through the nib member portal and member app mynib.</p>
29	Some of my clients have cover under both a group scheme and retail cover. Which cover terms will apply if one has had the Product Refresh terms applied to	For any clients with two or more policies, we encourage you to discuss the client's coverage and ensure they do need all policies to remain in force.



	it and the other hasn't?	
30	What cover terms will apply to new employees who join an existing group scheme?	New employees will be covered under the policy terms current at the time they join.