

Summary

Insurance COVID-19 Hardship Response

The following matrix details the **high-level** information that Insurance Providers offer as assistance for COVID-19.

The following information is a high-level overview of the Life Insurance Companies Hardship provisions. It does not constitute full and detailed terms, conditions and policy wordings. Please review the full FAQ's on their company websites and review the relevant Policy wording.

A representative from each company met for the **Bring in the experts** seminar series. To listen to this audio, please click on the following link and select Webinar 8 <https://financialadvice.nz/bring-in-the-experts-webinar-series/>

Insurer	Product	Details	Contact & FAQ's
	Product type:	Cover provided:	
	Life	Lump sum payment if the Life Assured dies, becomes terminally ill, or is diagnosed with a medical condition specified in the policy wording.	
	Trauma	Lump sum payment if the Life Assured suffers one of the specified critical conditions specified in the policy wording.	
	Income Protection	Provides a monthly benefit payment if the Life Assured is unable to work due to illness or injury.	
	Total Permanent Disablement	Provides a lump sum payment if the Life Assured is so incapacitated that it is unlikely that they'll ever be able to work in their own or any occupation.	
	Health	Cover for private surgery, medical hospitalisation, cancer treatment, specialist consultations, diagnostic testing, and other specified medical treatments.	
	Redundancy	Provides a monthly benefit payment if the Life Assured is made redundant.	
Insurer	Product	Details	Contact & FAQ's

Updated 19 May 2020

<p>AIA*</p> <p>Contact 0800 500 108</p> <p>Have doubled their vitality points for your clients who do more than 7500 steps or 30 minutes.</p> <p>Relying on GP notes where medical tests can't be done.</p> <p>Health screen nurses assisting with phone underwriting.</p> <p>Completing video conference between specialists and customers on Income Protection claims as part of</p>	<p>AIA Living, Sovereign TotalCare Max, ASB Lifestyle Security Plan</p>	<p>AIA Insurance products do not contain exclusions for pandemics</p> <p>Temporary Enhancements to Premium Suspension Benefits:</p> <p>Until further notice, if your clients hold any of the above products and they are made redundant or are on leave without pay, they will be eligible to suspend their cover for a nominated fixed suspension period of less than 12 months after which your cover will re-activate, under the temporary enhancements to the Suspension of Premium Benefit.</p> <p>Your clients will be able to extend their nominated suspension period up to 12 months (in total) by phoning AIA before the end of the suspension period. This also applies if they are self-employed and experiencing financial hardship.</p> <p><u>Please note if your clients suspend their cover due to redundancy or leave without pay they will not be able to re-activate their cover before the nominated suspension term.</u> This measure is required to enable AIA to manage increased selection risk – e.g. customers reinstating their cover once they develop a medical condition.</p> <p>Please note your clients will not be able to make a claim during the suspension period.</p>	<p>If your clients need to make a claim related to COVID-19, as with any other claim, they will simply need to meet the eligibility requirements for their type of cover</p> <p>Policy wordings</p> <p>AIA's on-sale product range is AIA Living (on market from 5 August 2019). There are a number of past products that are no longer available for sale but continue for existing customers.</p> <p>AIA Living policy wordings can be located here.</p> <p>Older product wording (Sovereign Total Care Max and AIA Real) can be located here.</p> <p>https://www.aia.co.nz/en/covid19.html</p> <p>https://www.aia.co.nz/en/covid19/our-products.html#</p> <p>https://www.aia.co.nz/en/covid19/our-service.html</p>
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<p>rehabilitation process.</p>		<p>Your clients may lose their Multi Benefit discount if the policy doesn't have sufficient remaining eligible benefits to support the discount.</p> <p>Your clients can suspend their policy if they aren't working but have received the government subsidy.</p> <p>AIA will consider 3 month payment plans.</p> <p>Agreed value underwriting will be more comprehensive with clients needing to provide a forward view on their business, provide a business plan and detail an industry outlook.</p>	
	<p>AIA Real and other AIA risk policies issued since June 2001 (excluding AIA Real Health and AIA Superior Health)</p>	<p>If your clients hold an AIA Real product and have been made redundant or are on leave without pay, the existing Suspension of Premium Benefit allows them to suspend their cover for up to six months.</p> <p>Until further notice, AIA have extended the maximum suspension term to 12 months (in total), including if your clients are self-employed and experiencing financial hardship.</p> <p>If your clients suspend their policy, they can re-activate their cover at any time by contacting AIA. They can also extend the suspension period for up to 12 months (in total).</p>	<p>If your clients need to make a claim related to COVID-19, as with any other claim, they will simply need to meet the eligibility requirements for their type of cover</p> <p>Policy wordings</p> <p>AIA's on-sale product range is AIA Living (on market from 5 August 2019). There are a number of past products that are no longer available for sale but continue for existing customers.</p> <p>AIA Living policy wordings can be located here.</p>

		<p>No cover during suspension.</p> <p>In line with the existing terms and conditions of the Suspension of Premium Benefit, your clients will not be able to make a claim in respect of any events, symptom or condition which first manifested itself during the period of premium suspension.</p> <p>Your clients will lose the Multi-benefit discount if the policy doesn't have eligible benefits to support the discount. Your clients can suspend their policy if they aren't working but have received the government subsidy</p> <p>AIA are able to make 3 month payment plans.</p>	<p>Older product wording (Sovereign Total Care Max and AIA Real) can be located here.</p> <p>https://www.aia.co.nz/en/covid19.html</p> <p>https://www.aia.co.nz/en/covid19/our-products.html#</p> <p>https://www.aia.co.nz/en/covid19/our-service.html</p>
	<p>All other AIA and Sovereign risk and health policies (including AIA Real Health and AIA Superior Health), and ASB Easy Life and Living, ASB Flexilife, ASB MyLife and all ASB health policies</p>	<p>Until further notice, the following Suspension of Premium provision based on the AIA Living product range will apply to all other AIA and Sovereign risk and health policies, and ASB Easy Life and Living, ASB Flexilife, ASB MyLife and all ASB health policies.</p> <p>This provision applies in addition to any other provisions that may appear in your clients policy:</p> <p>If a life assured goes on parental leave, leave without pay for any reason, becomes redundant, or experiences financial hardship whilst self-employed, they may suspend cover</p>	<p>If your clients need to make a claim related to COVID-19, as with any other claim, they will simply need to meet the eligibility requirements for their type of cover</p> <p>Policy wordings</p> <p>AIA's on-sale product range is AIA Living (on market from 5 August 2019). There are a number of past products that are no longer available for sale but continue for existing customers.</p> <p>AIA Living policy wordings can be located here.</p> <p>Older product wording (Sovereign Total Care Max and AIA Real) can be located here.</p>

		<p>under this Benefit for up to 12 months for the life assured provided that:</p> <ul style="list-style-type: none"> • They notify AIA within three months from the commencement of leave and provide evidence to AIA; and • AIA acknowledges in writing receipt of that notification. <p>Cover for the life assured will be suspended from the date set out in AIA’s written acknowledgment.</p> <p>No premium will be payable during the period that the cover is suspended.</p> <p>No claim under this Benefit will be payable for any claim event that occurs during the period that the cover is suspended.</p> <p>Cover under this Benefit may be reinstated after the nominated suspension period without the need to provide further medical evidence, provided that your client notifies AIA to reinstate this benefit.</p> <p>If AIA does not receive notification to reinstate the suspended benefit before the end of your nominated suspension term, the benefit will be automatically reinstated for the life assured. Cover for the life assured will be reinstated from the date set out in AIA’s written acknowledgement.</p>	<p>https://www.aia.co.nz/en/covid19.html</p> <p>https://www.aia.co.nz/en/covid19/our-products.html#</p> <p>https://www.aia.co.nz/en/covid19/our-service.html</p>
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		<p>The premium payable for the reinstated benefit will be based on AIA's premium rates at the time of the reinstatement.</p> <p>Your clients will lose the Multi-benefit discount if the policy doesn't have eligible benefits to support the discount.</p> <p>Your clients can suspend their policy if they aren't working but have received the government subsidy</p> <p>AIA are able to make 3 month payment plans.</p>	
<p>AIA's arrears management process: In addition to AIA premium suspension options, your clients can retain their cover for up to three months without paying premiums by following AIA's standard arrears management process.</p> <p>If your clients wish to retain their cover but are unable to afford your insurance premiums, they can miss up to two months on AIA Real and older AIA products and up to three months on AIA Living, Sovereign and ASB products without their policy lapsing.</p> <p>At the end of the period (two months on AIA Real and older AIA products and up to three months on AIA Living, Sovereign and ASB products), they can either pay all outstanding arrears and their policy will continue or they can contact AIA and we will work with them on a flexible repayment plan. Alternatively, at the end of the period, they can suspend their cover for up to twelve months in line with AIA's Premium Suspension Benefit and organise a repayment plan for the missed premiums at the end of the suspension period. If your clients do not contact AIA at the end of the period to arrange either a repayment plan or the Premium Suspension Benefit, their policy will lapse.</p> <p>Update 19 May 2020 – Are claims being paid out during suspension period? No claim is payable for any claim event that occurs during the suspension period. See example below</p>			

	<p><u>Life Cover customer</u> A customer holding life cover is diagnosed with terminal cancer during the suspension period. Once cover is reinstated, a terminal illness claim is not payable but a death claim would be payable, i.e. the terminal illness claim event arose during the suspension period but the death claim event arose after reinstatement</p> <p><u>Income Protection Customer</u> A customer holding income protection cover is diagnosed with cancer during the suspension period. If the customer met the criteria for an IP claim during the suspension period and was not working ordinary (i.e. pre-disability) hours when the cover was reinstated, there is no claim. However, if a customer was working ordinary hours when cover was reinstated and subsequently suffers a recurrence of the cancer, we will consider the IP claim. In this case, the claim event is Total Disability or Partial Disability</p> <p><u>Trauma Insurance Customer</u> Scenario A If a customer holding trauma cover is diagnosed with a carcinoma in situ during the suspension period, there is no claim under the Carcinoma-in-Situ or Early Cancer Upgrade Benefit. If the cancer subsequently metastasises after cover is reinstated, a claim could be payable under the Malignant Tumours benefit if the customer first meets this definition after reinstatement</p> <p>Scenario B A customer holding trauma cover has a biopsy during the suspension period. After cover is reinstated the customer receives a histology report confirming a diagnosis of Carcinoma-in-Situ. A claim could be payable under the Carcinoma-in-Situ benefit if the customer is meeting this definition for the first time</p>

Insurer	Product	Details	Contact & FAQ's
<p>Asteron*</p> <p>There are no specific exclusions related to Coronavirus / COVID-19</p> <p>We're continuing to consider applications for mental illness cover for new and existing policies, subject to our usual underwriting criteria.</p> <p>Covid-19 special hardship offers available until 31 July 2020. Ongoing covid-19 impacts will be reviewed again following this.</p>	<p>Lump Sum Cover:</p> <ul style="list-style-type: none"> • Life Cover • TPD Cover 	<p>Premium holidays up to 6 months available to be applied for. Maximum 3 months per request.</p> <p>Premium waived. Cover retained – claims can still be made.</p> <p>19 May 2020 update- Regarding claims if the client has taken a premium holiday which can apply for up to 6 months then claims can be made. Premium holidays apply to lump sum type covers only</p> <p>Normal stand down period waived for any cover which was applied for prior to 16 March 2020.</p> <p>Premium Holidays extended to Business Insurance, SmartBusiness and for 2nd use for up to 3 months holiday.</p> <p>Premium Freeze available to lock in current premium level with cover decreasing over time.</p>	<p>Where advice is required, Asteron is channeling customer calls back to you as the Adviser</p> <p>There is a simplified process for hardship applications – form available from your BDM</p> <p>Whether a client is experiencing redundancy, bankruptcy or financial hardship, they can apply for Premium Holiday for lump sum cover</p> <p>There is no requirement to pay back any premiums waived during 'holiday' period.</p> <p>There is also a changed process for "signing" policies as a work around for physical signatures</p> <p>https://www.asteronlife.co.nz/coronavirus.html</p> <p>If you have any further questions, please don't hesitate to get in touch with your Business Development Manager or call the Adviser Support line on 0800 808 106.</p>

Updated 19 May 2020

<p>Infection with COVID-19 is not a specified condition covered by trauma cover.</p> <p>However, it's possible complications of COVID-19 could lead to a trauma event that would be covered such as intensive care, coma or chronic lung failure. In those cases, Asteron would check claim criteria under the relevant cover and take into account any special terms and conditions applied to your clients individual policy. Covid-19 special hardship offers available until 31 July 2020. Ongoing covid-19 impacts will be reviewed again following this.</p>	<p>Lump sum cover:</p> <ul style="list-style-type: none"> • Trauma Cover 	<p>Premium holidays up to 6 months available to be applied for. Maximum 3 months per request.</p> <p>Normal stand down period waived for any cover which was applied for prior to 16 March 2020.</p> <p>Premium Holidays extended to Business Insurance, SmartBusiness and for 2nd use for up to 3 months holiday.</p> <p>Premium Freeze available to lock in current premium level with cover decreasing over time.</p> <p>Further premium relief could be considered by restructuring Trauma Recovery Cover to include or increase the portion that is Major Trauma Cover.</p>	<p>Where advice required, Asteron is channeling customer calls back to you as the Adviser</p> <p>There is a simplified process for hardship applications – form available from BDM</p> <p>Whether a client is experiencing redundancy, bankruptcy or financial hardship, they can apply for Premium Holiday for lump sum cover</p> <p>There is no requirement to pay back any premiums waived during 'holiday' period.</p> <p>There is also a changed process for "signing" policies as a work around for physical signatures</p> <p>https://www.asteronlife.co.nz/coronavirus.html</p> <p>If you have any further questions, please don't hesitate to get in touch with your Business Development Manager or call the Adviser Support line on 0800 808 106.</p>
<p>There are no specific exclusions related to Coronavirus / COVID-19</p> <p>Mental health support</p>	<p>Monthly benefit:</p> <ul style="list-style-type: none"> • Income Protection • Mortgage & Living • Workability • Business Disability 	<p>Premium & Cover suspension for up to 12 months available to be applied for.</p>	<p>Where advice required, Asteron is channeling customer calls back to you as the Adviser.</p> <p>There is a simplified process for hardship applications – form available from BDM</p>

Updated 19 May 2020

<p>We're continuing to consider applications for mental illness cover for new and existing policies, subject to our usual underwriting criteria.</p> <p>Agreed value policies continue to be applied for and issued, considering every application case-by-case for new and existing policies, subject to our underwriting criteria</p>	<ul style="list-style-type: none"> • Farmers Disability • Business Expenses 	<p>Premium waived.</p> <p>Cover suspended – No claims can be made while suspended, reinstated with no further underwriting.</p> <p>20 May 2020 - If they take a premium suspension which applies to DI covers then no claim can be made during the suspension period which is up to 12 months.</p> <p>No claims can be made related to conditions (incl. signs and symptoms) experienced when cover reinstated.</p> <p>Normal stand down period waived for any cover which was applied for prior to 16 March 2020.</p> <p>Premium & Cover suspensions extended to all disability insurance covers and for 2nd use for up to 12 months suspension.</p>	<p>Whether a client is experiencing redundancy, bankruptcy or financial hardship, they can apply for Premium Holiday for lump sum cover.</p> <p>There is no requirement to pay back any premiums waived during 'holiday' period.</p> <p>There is also a changed process for "signing" policies as a work around for physical signatures</p> <p>https://www.asteronlife.co.nz/coronavirus.html</p> <p>If you have any further questions, please don't hesitate to get in touch with your Business Development Manager or call the Adviser Support line on 0800 808 106.</p>
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There are no specific exclusions related to Coronavirus / COVID-19	Redundancy	Issuing new cover and increases to existing cover has been suspended.	If you have any further questions, please don't hesitate to get in touch with your Business Development Manager or call the Adviser Support line on 0800 808 106.
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Insurer	Product	Details	Contact & FAQ's
<p>Cigna*</p> <p>Cigna may be able to offer solutions outside policy on a case by case basis</p>	<p>Lump sum cover:</p> <p>Life</p>	<p>Your clients may be eligible for Cigna's COVID-19 Hardship Policy.</p> <p>19 May 2020 - Update This policy could provide your clients a premium relief for up to 4 months if they are able to prove a 20% reduction in income.</p> <p>Premium holidays are for 1 month with cover still in place. Limitations on the cover. This can be then followed by the premium suspension</p> <p>Premium suspension is for 3 months with <u>no cover</u> during suspension</p> <p>Deferred payments up to 3 months with a repayment plan</p> <p>If your clients have a policy which has Life Cover (such as Cigna LifeOne, Assurance Extra Life & Life Income Cover), their family may be able to make a claim if they get sick with COVID-19 and pass away.</p>	<p>Business hours: 8am - 6pm Free Phone: 0800 900 047 or 0800 881 675 for Travel Overseas: 0064 4 931 9772 Fax: 0064 4 470 9151 Email: contactus.nz@cigna.com</p> <p>https://www.cigna.co.nz/coronavirus</p>

		<p>Cigna Life Cover policies don't have any pandemic exclusions and they won't exclude COVID-19 as a cause of claim.</p> <p>Your clients claim will be paid provided they fully disclosed any pre-existing conditions at the time of application and all terms and conditions have been met.</p> <p>19 May 2020 update –Are claims being paid out during suspension period? - Yes to a claim during Hardship but no to one for a reason that's arisen during suspension.</p>	
	<p>Monthly benefit: Income Protection</p>	<p>19 May 2020 update - Your clients may be eligible for Cigna's COVID-19 Hardship Policy.</p> <p>This policy could provide clients a premium relief for up to 3 months if they are able to prove a 20% reduction in income.</p> <p>Premium suspension is for 3 months with no cover during suspension</p> <p>19 May Update - Clients have an additional option to defer</p>	<p>Business hours: 8am - 6pm Free Phone: 0800 900 047 or 0800 881 675 for Travel Overseas: 0064 4 931 9772 Fax: 0064 4 470 9151 Email: contactus.nz@cigna.com</p>

		<p>payments up to 3 months with a repayment plan</p> <p>If your clients have a policy which has Income Cover (such as Assurance Extra Income Cover or Cigna Bill Cover), and they are self-isolating because they are sick and medically certified as being unable to work, they may be able to make a claim provided they meet the required claims criteria.</p> <p>Most of Cigna's Income Cover policies have wait periods which is the period of time your clients need to wait until your claim may be payable. Please check the policy document for details on what the wait period is before any claim may be payable for their particular policy.</p> <p>Cigna have made some changes to how they deal with income protection cover. Their current priority is assessing applications for people working in an essential business as defined by the NZ Government. Those not working in essential</p>	
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		business will be given individual consideration.	
	Redundancy Cover	<p>If your clients already have Redundancy Cover accepted by Cigna and in place, your clients will still be able to claim in line with the terms and conditions of your policy, provided their redundancy, or notice of potential redundancy, was after your stand down period ended.</p> <p>For new applications, Cigna are continuing to accept applications for policies that include redundancy cover, however, due to the current economic environment the assessment of the redundancy portion on the policy will be deferred for three months.</p>	<p>Business hours: 8am - 6pm Free Phone: 0800 900 047 or 0800 881 675 for Travel Overseas: 0064 4 931 9772 Fax: 0064 4 470 9151 Email: contactus.nz@cigna.com</p>
	Lump Sum: Funeral Cover	<p>If your clients have had Funeral Cover for more than 24 months, their policy will cover for if they were to pass away due to COVID-19.</p> <p>If they have had Funeral Cover for less than 24 months, the policy's 24 month stand-down period for death by natural causes will apply. This means Cigna will refund all the premiums they paid towards</p>	

		their policy to your clients family.	
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Insurer	Product	Details	Contact & FAQ's
<p>FidelityLife*</p> <p>Current policies with FidelityLife do not have an exclusion for Covid-19. This means existing customers' coverage isn't impacted by Covid-19.</p>	<p>Lump Sum cover:</p> <p>Life Funeral</p>	<p>Expected to be updated shortly – 19 May 2020</p> <p>Provided your clients meet the terms and conditions of their policy, they will be able to make a claim.</p> <p>Following discussions with Fidelity's reinsurers, they have now introduced some new underwriting guidelines to ensure they are consistent, particularly with disability cover and with individuals, occupations and industries impacted by Covid-19.</p> <p>The guidelines include:</p> <ul style="list-style-type: none"> • postponing certain new business applications • limiting maximum cover levels • reintroducing an underwriting questionnaire <p>Fidelity are unsure how long they will need to keep these guidelines in place but they will continuously review their position and let you and your clients know as soon as anything changes.</p> <p>Read the full details.</p> <p>Lockdown relief package Available from 7 April 2020</p> <p>Key points:</p> <ul style="list-style-type: none"> • 90 days' premium relief 	<p>If your clients need help understanding the terms and conditions of their policy please discuss the details with them or they can contact Fidelity on 0800 203 750 or assistance@fidelitylife.co.nz – we're here to help</p> <p>https://www.fidelitylife.co.nz/coronavirus/</p>

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		<ul style="list-style-type: none"> • No premiums paid during this time • Cover remains in place during this time • Prior to the end of the premium relief period Fidelity will contact the customer to discuss next steps based on their individual circumstances. These include paying off the premiums from the 90 day relief period in full or over 12 months (in addition to the regular premium), or other options such as temporary hold <p>How it works: Available from 7 April 2020 Customer simply needs to make a request to our team on 0800 203 750 or assistance@fidelitylife.co.nz No twelve month stand down requirement</p> <p>Eligible policies: Premium relief is available for all Fidelity Life policies except:</p> <ul style="list-style-type: none"> • Tower Funeral Plan / Funeral Cover • Investment policies e.g. Gold Medal Plan • Some older income protection policies with premium payback option <p>For full FAQ go to https://advisers.fidelitylife.co.nz/news/media/coronavirus-all-you-need-to-know/</p>	
	Trauma / Multi trauma	<p>While Covid-19 isn't listed as a specified condition, some policies may provide cover if your clients have ongoing complications resulting from Covid-19.</p> <p>If, as a result of Covid-19, they meet the terms and conditions of their policy they will be able to claim.</p>	If your clients need help understanding the terms and conditions of their policy please discuss the details with them or they can contact Fidelity on 0800 203 750 or assistance@fidelitylife.co.nz – we're here to help.
	Income Protection	Customers will only be able to claim if they're medically certified as unfit to work, for example if they've contracted	If your clients need help understanding the terms and conditions of their policy please

		<p>Covid-19 and are not well enough to work, and otherwise meet the terms and conditions of their policy.</p> <p>They won't be able to claim if they're put in quarantine, for example, or unable to attend their place of work, or can't work because they're looking after someone else who has contracted Covid-19.</p>	<p>discuss the details with them or they can contact Fidelity on 0800 203 750 or assistance@fidelitylife.co.nz – we're here to help</p>
	Total and Permanent Disability Cover	<p>The definition of 'totally disabled' will be specific to the type of TPD cover your clients have but can include:</p> <ul style="list-style-type: none"> • unable to ever do their own occupation, or any occupation; • unable to complete activities of daily living. <p>In general, if as a result of Covid-19 your client meets the TPD definition and the terms and conditions of their policy, they will be able to claim.</p>	<p>If your clients need help understanding the terms and conditions of their policy please discuss the details with them or they can contact Fidelity on 0800 203 750 or assistance@fidelitylife.co.nz – we're here to help</p>
	Redundancy cover	<p>Applications for redundancy cover are no longer being accepted.</p> <p>It's become clear the impact of Covid-19 on the economy will be significant. Its Fidelity's view this is likely to lead to an increase in redundancy-related claims.</p> <p>Therefore, Fidelity won't be accepting any new applications for redundancy cover under their Mortgage Protector suite effective from 18 March 2020. This also applies to applications to add redundancy cover to existing policies.</p> <p>Existing customers with redundancy cover are unaffected.</p>	<p>If your clients need help understanding the terms and conditions of their policy please discuss the details with them or they can contact Fidelity on 0800 203 750 or assistance@fidelitylife.co.nz – we're here to help</p>

Insurer	Product	Details	Contact & FAQ's
<p>Partners Life*</p> <p>All products provide guaranteed terms and conditions, meaning existing clients maintain their current coverage irrespective of the impact of COVID-19.</p> <p><u>Potential new clients</u> New Applicants with health issues that would make them particularly susceptible to serious consequences resulting from a viral illness (including but not limited to COVID-19) might not be accepted during the underwriting process for coverage under Partners Life benefits.</p> <p>Partners Life encourages advisers and their clients take a very cautious approach if considering moving existing cover from their current insurer to another at this time. It is important to avoid the chance that COVID-19 may not be fully covered under any replacement</p>	<p>Partners Protection Plan:</p> <p><u>Lump Sum Covers:</u></p> <p>Life Cover, Life Income Cover Accidental Death Cover and Terminal Illness Cover</p> <p>Total and Permanent Disability Cover</p> <p>Trauma Cover and Severe Trauma Cover</p> <p>Specific Condition Cover</p> <p><u>Medical Covers:</u></p> <p>Private Medical Cover and Hospital Cash Cover</p> <p><u>Monthly Disability Covers:</u></p> <p>Income Cover, Mortgage Repayment Cover, Household Expenses Cover and Premium Cover</p> <p>Also applies to all Business Protection Plan covers</p>	<p>Partners Life have created a special COVID-19 Premium Holiday benefit.</p> <p>Full cover with no need to repay premiums .</p> <p>Clients who have been significant financially affected by COVID-19, or the government measures put in place to stop it's spread, may be able to access this benefit allowing them to keep their cover in full, without paying Partners Life premiums for up to 6 months.</p> <p>Potential to consider a further 12 months as a Policy Suspension benefit in certain circumstances.</p> <p>If your clients are on a period of Premium Holiday, they remain completely covered and will be able to make claims just the same as if you were not on Premium Holiday. This means that if they have coverage which would otherwise pay for</p>	<p>Client enquiries channeled back to Adviser at first instance</p> <p>Partners Life has created a special claim form to complete, which can be found below. To qualify for the COVID-19 Premium Holiday benefit, your clients will need to demonstrate to us that their income has reduced by 20% or more as a result of either the COVID-19 pandemic and/or the associated government restrictions put in place to combat it. Please complete the claim form and email it to claims@partnerslife.co.nz</p> <p>https://www.partnerslife.co.nz/news-and-views/faqs-on-covid-19</p>

<p>benefits which are to be issued during this pandemic.</p>	<p>Life Cover</p> <p>Total and Permanent Disability Cover</p> <p>Trauma Cover and Severe Trauma Cover</p> <p>Business Hybrids – Debt Protection Cover – Permanent Loss of Key Person Cover – Ownership Buy-out Cover</p> <p>Loss of Revenue Cover and Variable Loss of Revenue Cover Business Premium Cover</p> <p>Business Protection Plan:</p> <p>Life Cover</p> <p>Total and Permanent Disability Cover</p> <p>Trauma Cover and Severe Trauma Cover</p> <p>Business Hybrids – Debt Protection Cover – Permanent Loss of Key Person Cover – Ownership Buy-out Cover</p>	<p>Cancer diagnosis or treatment, they will absolutely still be able to make a claim.</p> <p>12 May 2020 Updated - The withdrawal of its Covid-19 premium holiday for new claims from Monday 18 May 2020.</p> <p>The holiday was introduced on 17 March as a result of the country-wide Alert Level 4 lockdown. any clients who have already applied to the insurer for a Covid-19 premium holiday, or are already claiming under the benefit, will continue to be assessed.</p> <p>For are clients looking for affordability support from this date [18 May] – they will be required to meet the definitions of standard premium holiday or policy suspension benefits</p> <p>19 May 2020 Update – Are claims paid out during</p>	
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Updated 19 May 2020

	Loss of Revenue Cover and Variable Loss of Revenue Cover Business Premium Cover	suspension period? No claims payable under suspension but can resume cover without underwriting. Suspension is up to 12 months	
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