

What to expect when you make a claim on your Fidelity Life policy

- ▶ Please familiarise yourself with Fidelity Life's claims process, which we've shown below.
- ▶ In most cases, the whole process only takes a few days, but please be aware that it can take as long as several weeks (depending on individual circumstances).
- ▶ To ensure that your claim goes through swiftly and smoothly, please supply any required documents to us as quickly possible.

Six steps to claiming with Fidelity Life:

- 1** You or your adviser report a claim to Fidelity Life.
- 2** Your assigned Claims Assessor will call you to discuss your claim.
- 3** Forms will be sent to you, if considered necessary.
- 4** When we have received your completed forms, your Claims Assessor will start assessing your claim.
- 5** Additional information may need to be requested. You may be requested to see an independent medical examiner at Fidelity Life's expense.
- 6** When all the requirements have been received, the outcome of your claim will be advised to you and your adviser.

Any questions?

If you have any more questions about how Fidelity Life's claims process works, talk to your adviser or contact our Claims Department on 0800 88 22 88 or email: claims@fidelitylife.co.nz

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