

nib Key Contacts



Talk To Us About	What We Can Help With	How We Can Help	
		Self Service	Advisers
Hours: Monday to Friday 8.30am – 5pm			
Adviser Service Team (Provides ongoing operational assistance for advisers, assisting with policy and member-related enquiries)	✔ Member correspondence ✔ Queries around quoting ✔ Policy and member enquiries ✔ Request for policy information	Advisers can download current renewal certificates, access digital copies of forms, brochures, policy documents etc via nib Adviser Access .	0800 238 642 adviser@nib.co.nz
Health Claims	✔ Existing claim and excess enquiries ✔ Questions about pre-approvals or claims	Policy holders can submit claims and pre-approvals or view claims history, status and documentation anytime online at mynib.co.nz or via my nib NZ app . Advisers can view the latest claims status updates for their clients via nib Adviser Access .	0800 238 642 (press 1)
Health Policy Changes	✔ Changing plans or excesses ✔ Adding and removing members ✔ Updating contact details ✔ Updating payment details	Policy owners can submit a query, change request or update their contact details anytime online at mynib.co.nz or via my nib NZ app .	0800 238 642 (press 2) nib.co.nz/contact-us
Health Underwriting	✔ Underwriting enquiries ✔ Reviewing policy loading and exclusions	-	0800 238 642 (press 3) underwriting@nib.co.nz
Life Service	✔ New business enquiries ✔ Policy document issuing ✔ Policy maintenance ✔ Changing cover	Policy owners can submit a query, change request or update their contact details anytime online at mynib.co.nz or via my nib NZ app .	0800 555 642 (press 3) lifeservice@nib.co.nz
Commissions	✔ Commission enquiries	-	0800 238 642 (press 5)
Life Underwriting	✔ Underwriting enquiries reviewing policy loadings and exclusions ✔ Pre-assessments		0800 555 642 (press 3) lifeunderwriting@nib.co.nz
Life Claims	✔ New and existing claim enquires		0800 555 642 (press 2) lifeclaims@nib.co.nz

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Group Health	☑ Group enquiries ☑ Group policy administration	-	grouphealth@nib.co.nz
Group Health & Life	☑ New group quotes & enquiries	-	groupquotes@nib.co.nz
nib Collateral	☑ Physical application forms, brochures and nib envelopes	Advisers can order physical forms, brochures, and envelopes from Blue Star . Register with your UAN number.	-
Adviser Support Team (Provides support for agency and adviser set-up, agency changes and system access)	☑ New agency applications ☑ Changes or updates to existing agencies including contact details, bank accounts, GST/IRD, transfers and terminations ☑ Persistency rate data, alterations, adhoc reports ☑ Commission changes ☑ nib Adviser Access registration and related inquiries	Advisers can obtain a Member listings report via nib Adviser Access . Master agencies can also download Commission Statements, Commission Listings and Policy Listings.	Contact the team via advisersupport@nib.co.nz

Contact your Adviser Partner Manager

If you need to escalate an urgent query, please contact your Adviser Partner Manager. They will manage this for you until resolution.

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