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 ✓ Changing plans or excesses ✓ Adding and removing members ✓ Updating contact details ✓ Updating payment details	**Advisers** can download current renewal certificates, access digital copies of forms, brochures, policy documents etc via nib Adviser Access. **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)** 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)** adviser@nib.co.nz
Health Underwriting	✓ Underwriting enquiries ✓ Reviewing policy loading and exclusions	-	**0800 238 642 (press 3)** underwriting@nib.co.nz
Health New Business	✓ Confirm to issue ✓ Changes or enquiries for new policies on hold	-	**0800 238 642 (press 2)** newbusiness@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 1)** lifeservice@nib.co.nz
Commissions	✓ Commission enquiries	-	**0800 238 642 (press 5)** advisersupport@nib.co.nz
Life Underwriting	✓ Underwriting enquiries reviewing policy loadings and exclusions ✓ Pre-assessments		**0800 555 642 (press 3)** lifeunderwriting@nib.co.nz

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		Self Service	Advisers
Hours: Monday to Friday 8.30am – 5pm			
Life Claims	✓ New and existing claim enquires		**0800 555 642 (press 2)** lifeclaims@nib.co.nz
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.

Senior Adviser Partner Managers

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