

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)	<ul style="list-style-type: none">✔ 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	<ul style="list-style-type: none">✔ 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	<ul style="list-style-type: none">✔ 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	<ul style="list-style-type: none">✔ Underwriting enquiries✔ Reviewing policy loading and exclusions	-	00800 238 642 (press 3) underwriting@nib.co.nz
Life Service	<ul style="list-style-type: none">✔ 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	<ul style="list-style-type: none">✔ Commission enquiries	-	0800 238 642 (press 5)
Life Underwriting	<ul style="list-style-type: none">✔ Underwriting enquiries reviewing policy loadings and exclusions✔ Pre-assessments		0800 555 642 (press 3) lifeunderwriting@nib.co.nz
Life Claims	<ul style="list-style-type: none">✔ New and existing claim enquires		0800 555 642 (press 2) lifeclaims@nib.co.nz

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			
Group Health	<ul style="list-style-type: none">☑ Group enquiries☑ Group policy administration	-	grouphealth@nib.co.nz
Group Health & Life	<ul style="list-style-type: none">☑ New group quotes & enquiries	-	groupquotes@nib.co.nz
nib Collateral	<ul style="list-style-type: none">☑ 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)	<ul style="list-style-type: none">☑ 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.

Andrew Hurley
 ☎ 021 804 689
 ✉ andrew.hurley@nib.co.nz

Sahil Sharma
 ☎ 022 014 3791
 ✉ sahil.sharma@nib.co.nz

National Manager – Adviser
 Paul Ryan
 ☎ 021 908 194
 ✉ paul.ryan@nib.co.nz

Arishma Singh
 ☎ 021 260 7687
 ✉ arishma.singh@nib.co.nz

Stacey Harland
 ☎ 022 187 0445
 ✉ stacey.harland@nib.co.nz

National Manager – Group
 Carla Crosby
 ☎ 022 021 2619
 ✉ carla.crosby@nib.co.nz

Bridie Gear
 ☎ 022 013 1647
 ✉ bridie.gear@nib.co.nz

Dilhara Balthazar
 ☎ 022 173 0075
 ✉ dilhara.balthazar@nib.co.nz

Group Business Development Manager
 Stan Bennetto
 ☎ 022 012 7311
 ✉ stan.bennetto@nib.co.nz

Blair Bisman
 ☎ 022 013 7022
 ✉ blair.bisman@nib.co.nz