

# 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			
Agency Maintenance	<ul style="list-style-type: none"><li>✔ New agency applications</li><li>✔ Changes or updates to existing agencies</li><li>✔ System support</li><li>✔ nib adviser access registration and queries</li></ul>	Advisers can obtain a Member listings report via <a href="#">nib Adviser Access</a> .	Contact your Adviser Partner Manager <a href="mailto:advisersupport@nib.co.nz">advisersupport@nib.co.nz</a>
Adviser Support	<ul style="list-style-type: none"><li>✔ Member correspondence</li><li>✔ Queries around quoting</li><li>✔ Policy and member enquiries</li><li>✔ Request for policy information</li></ul>	Advisers can download current renewal certificates, access digital copies of forms, brochures, policy documents etc via <a href="#">nib Adviser Access</a> .	0800 238 642 <a href="mailto:adviser@nib.co.nz">adviser@nib.co.nz</a>
Commissions	<ul style="list-style-type: none"><li>✔ Commission enquiries</li></ul>	-	<a href="mailto:commissions@nib.co.nz">commissions@nib.co.nz</a>
Health New Business	<ul style="list-style-type: none"><li>✔ New business enquiries</li><li>✔ Policy document issuing</li></ul>	Advisers can get fast quotes and sign up clients to nib via <a href="#">nib Adviser Access</a> .	0800 639 642 <a href="mailto:newbusiness@nib.co.nz">newbusiness@nib.co.nz</a>
Health Claims	<ul style="list-style-type: none"><li>✔ Existing claim and excess enquiries</li><li>✔ Questions about pre-approvals or claims</li></ul>	<p>Policy holders can submit claims and preapprovals or view claims history, status and documentation anytime online at <a href="http://mynib.co.nz">mynib.co.nz</a> or via <b>my nib NZ app</b>.</p> <p>Advisers can view the latest claims status updates for their clients via <a href="#">nib Adviser Access</a>.</p>	
Health Policy Changes	<ul style="list-style-type: none"><li>✔ Changing plans or excesses</li><li>✔ Adding and removing members</li><li>✔ Updating contact details</li><li>✔ Updating payment details</li></ul>	Policy owners can submit a query, change request or update their contact details anytime online at <a href="http://mynib.co.nz">mynib.co.nz</a> or via <b>my nib NZ app</b> .	0800 238 642 <a href="http://nib.co.nz/contact-us">nib.co.nz/contact-us</a>
Health Underwriting	<ul style="list-style-type: none"><li>✔ Underwriting enquiries</li><li>✔ Reviewing policy loading and exclusions</li></ul>	-	0800 222 642 <a href="mailto:underwriting@nib.co.nz">underwriting@nib.co.nz</a>
Life Service	<ul style="list-style-type: none"><li>✔ New business enquiries</li><li>✔ Policy document issuing</li><li>✔ Policy maintenance</li><li>✔ Changing cover</li></ul>	Policy owners can submit a query, change request or update their contact details anytime online at <a href="http://mynib.co.nz">mynib.co.nz</a> or via <b>my nib NZ app</b> .	0800 555 642 <a href="mailto:lifeservice@nib.co.nz">lifeservice@nib.co.nz</a>

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Life Underwriting	<ul style="list-style-type: none"><li>✔ Underwriting enquiries reviewing policy loadings and exclusions</li><li>✔ Pre-assessments</li></ul>		<b>0800 555 642</b> <a href="mailto:lifeunderwriting@nib.co.nz">lifeunderwriting@nib.co.nz</a>
Life Claims	<ul style="list-style-type: none"><li>✔ New and existing claim enquires</li></ul>		<b>0800 555 642</b> <a href="mailto:lifecclaims@nib.co.nz">lifecclaims@nib.co.nz</a>
Group Health	<ul style="list-style-type: none"><li>✔ Group enquiries</li><li>✔ Group policy administration</li></ul>	-	<a href="mailto:grouphealth@nib.co.nz">grouphealth@nib.co.nz</a>
Group Health & Life	<ul style="list-style-type: none"><li>✔ New group quotes &amp; enquiries</li></ul>	-	<a href="mailto:groupquotes@nib.co.nz">groupquotes@nib.co.nz</a>
nib Collateral	<ul style="list-style-type: none"><li>✔ Physical application forms, brochures and nib envelopes</li></ul>	<b>Advisers</b> can order physical forms, brochures, and envelopes from <a href="#">Blue Star</a> . Register with your UAN number.	-

## nib's Adviser Partner Managers

nib's Adviser Partner Managers are dedicated to helping you build a larger, more resilient business.

They'll help you understand how the nib solutions will meet the health and life insurance needs of your clients, engage in more healthy client conversations and bring the nib proposition to life.

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

## Contact the nib Adviser Partner Manager for your region

**Auckland and Upper North Island**  
 Andrew Hurley  
 ☎ 021 804 689  
 ✉ [andrew.hurley@nib.co.nz](mailto:andrew.hurley@nib.co.nz)

**Auckland and Upper North Island**  
 Arishma Singh  
 ☎ 021 260 7687  
 ✉ [arishma.singh@nib.co.nz](mailto:arishma.singh@nib.co.nz)

**Central and Lower North Island**  
 Bridie Gear  
 ☎ 022 013 1647  
 ✉ [bridie.gear@nib.co.nz](mailto:bridie.gear@nib.co.nz)

**South Island**  
 Blair Bisman  
 ☎ 022 013 7022  
 ✉ [blair.bisman@nib.co.nz](mailto:blair.bisman@nib.co.nz)

**National Strategic Alliance Manager**  
 Gavin Neal  
 ☎ 022 013 2277  
 ✉ [gavin.neal@nib.co.nz](mailto:gavin.neal@nib.co.nz)

**Group Business Development Manager**  
 Stan Bennetto  
 ☎ 022 012 7311  
 ✉ [stan.bennetto@nib.co.nz](mailto:stan.bennetto@nib.co.nz)

Our team of Adviser Partner Managers are supported by our phone based team of Adviser Service Managers located in Auckland and serving our key adviser relationships throughout New Zealand.

