

QFE Disclosure Statement

nib nz limited

Date: 12 December 2016

nib nz limited (“nib”) is a Qualifying Financial Entity (“QFE”) under the Financial Advisers Act 2008 (“FAA”). That means we take primary responsibility for the financial adviser services provided by our employees who are “QFE advisers” under the FAA.

It is important that you read this information. It should help you to compare financial advisers and decide whether to use our QFE advisers and whether to follow their advice.

Name of QFE: nib nz limited

Trading name: nib

Address: 48 Shortland Street
Auckland

Phone: 0800 123642

Email: contactus@nib.co.nz

Our QFE advisers can give you advice about insurance products underwritten, provided or approved by nib. It’s important to us that you’re happy with your policy and our service. But should you have a problem, please let us know so we can fix the situation quickly and fairly. To make a complaint please follow the steps below:

1. Talk to the person who handled your enquiry or claim
2. Talk to a Team Leader or Manager
3. Write to our Complaints Committee at:

nib Complaints Committee
P O Box 91 630
Victoria Street West
Auckland 1142
complaints@nib.co.nz

If we can’t find a way to fix the issue, you can also contact the Insurance & Financial Services Ombudsman, who may be able to help. You can contact the IFSO at:

Office of the IFSO
PO Box 10-845
Wellington 6143
info@ifso.nz
0800 888 202

nib is licensed and regulated by the Financial Markets Authority (“FMA”). You can obtain information about financial advisers from the FMA. You may also report information to the FMA about nib and its QFE advisers at:

Financial Markets Authority
PO Box 1179
Wellington 6140
0800 434 566

You can check our status as a QFE at any time on the register of financial service providers at www.fspr.govt.nz.