



A helping hand.

Financial relief for customers impacted by North Island weather events.

Our thoughts are with those of you impacted by the recent weather events in Auckland, Northland, Tairāwhiti, Bay of Plenty, Waikato, Hawkes Bay and Tararua.

To support you during this time, we've developed a special relief offer for customers suffering from financial hardship.

What's available to you.

If you've been severely impacted by the recent weather events and can supply evidence, we'll waive your premium for up to 1-month whilst keeping your cover in place. For full details, read the terms and conditions below, or visit fidelitylife.co.nz.

Here when you need us.

For questions, or to apply, you or your adviser can reach us via assistance@fidelitylife.co.nz.

Terms and conditions.

1. The hardship offer applications are open to eligible Fidelity Life customers from 27 January 2023 until 30 April 2023.
2. To be eligible for the hardship offer Fidelity Life customers must:
 - a. hold an active Fidelity Life policy/ies as at 27 January 2023;
 - b. policy/ies must have been in force for twelve months or more,
 - c. live or work in one of the regions of the North Island weather events under a State of Emergency (Auckland, Northland, Tairāwhiti, Bay of Plenty, Waikato, Hawkes Bay or Tararua);
 - d. be severely impacted by the North Island weather events, Auckland floods and/or Cyclone Gabrielle and;
 - e. other financial support options (i.e. payment plans/arrangements) must be explored in the first instance.
3. Fidelity Life may request additional information from advisers or customers to support an application for the hardship offer. Fidelity Life at our sole discretion may decline an application if we reasonably believe that a customer does not meet the eligibility criteria.
4. All decisions made in relation to the hardship offer will be final and made by Fidelity Life at its sole discretion.
5. If an application is accepted, premiums can be waived for up to one month (Waiver Period). Premiums waived will not need to be repaid when the Waiver Period ends.
6. Regular premiums will recommence following the end of the agreed Waiver Period.
7. No alterations will be allowed to the policy during the Waiver Period.
8. Claims can be made during the Waiver Period.
9. Fidelity Life reserves the right to discontinue or amend the eligibility criteria and/or hardship offer terms and conditions at any time.
10. Fidelity Life collects, holds and uses your personal information in accordance with the Privacy Act 2020 and our Privacy Statement.