

Terminal Illness Benefit

Privacy Statement

Notice under the Privacy Act 1993 and The Health Information Privacy Code 1994

'We', 'us' and 'our' refers to WeProtect Limited (WeProtect) and Fidelity Life Assurance Company Limited (Fidelity Life) and 'you' and 'your' refers to the Policy Owner and the Life Insured.

We collect personal information about you. The personal information and any additional information obtained, (including medical information or financial information if required) will be used by us and our officers to assess and administer the claim. The information may also be used for statistical purposes provided you are not identified.

WeProtect and Fidelity Life, their subsidiaries, advisers, reinsurers and any agents appointed by us collect from, use, and disclose to any third party, your information that is reasonably necessary to assess, administer and manage the claim. Those third parties include (but are not limited to): advisers, agents, health service providers including recognised private and public hospitals, registered medical practitioners and specialists, medical authorities, Accident Compensation Corporation, therapists, insurers and reinsurers, and any other individual organisation where the collection/disclosure is required or permitted by law.

The information may also be disclosed between us, outside of WeProtect or Fidelity Life where the disclosure is necessary for one or more purposes for which the personal information was collected, to agents, representatives, organisations, or contractors who provide services to us in connection with the administration of products or services, for the purpose of customer satisfaction surveys, or where permitted by law.

We will take all reasonable steps to keep the information secure and ensure it is accurate, complete and up to date.

Under the Privacy Act 1993 you have the right of access to and correction of the information that we hold about you. We will rely on you to keep us informed of any changes to your information.

The NZ Cover Direct Privacy Policy is available at www.nzcoverdirect.co.nz. If you have any query in relation to your privacy please contact NZ Cover Direct:

Phone: 0800 894 504 (Mon to Fri, 9am - 8pm NZST)

Email: customerservice@nzcoverdirect.co.nz

Mail: Claims Manager, NZ Cover Direct, PO Box 99892, Newmarket, 1149

Completion instructions

Step 1: As the Policy Owner, you should first check your most recent policy schedule to make sure that the life insurance (including terminal illness) cover is in place and current for the terminally ill Life Insured. Then complete **Section 1: Parts A to C**. Note that once the claim is approved, the claim payment will be made to you.

Step 2: The Life Insured who is suffering the terminal illness must complete **Section 2: Parts D to H**. If you are both the Policy Owner and Life Insured, then you must complete **all Parts A to H**. Our assessment is based on the details provided here and the details provided by the Life Insured's Medical Specialist.

Step 3: Once Sections 1 and 2 have been **fully completed**, please forward this form to the Medical Specialist who is predominantly attending to the terminally ill Life Insured, to complete **Section 3: Part I**. Once your Medical Practitioner has completed **Section 3: Part I** please send the whole completed form back to NZ Cover Direct.

Section 1: Policy Owner's details

Only to be completed if the Policy Owner is not the Life Insured. If the Policy Owner and the Life Insured are the same please go to Section 2.

Part A: Policy Owner's details

Policy Owner:	Policy number:	
Address:		
Suburb:	State:	Postcode:
Phone (H):	Phone (W):	Phone (M):
Email:		

Please indicate your preferred method of communication with an asterisk (*)

Part B: Policy Owner's Payment Authority

Once the claim has been accepted the benefit will be credited to the account below.

Name of bank:	Name of account holder:
Account number: <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/>	

Part C: Policy Owner's declaration

I have read and carefully considered the questions on this document and all the responses are true and correct in relation to the claim.
I acknowledge that the making of a false statement may invalidate this claim, that if I fail to provide all or part of the information Fidelity Life requires to assess this claim, it will not be assessed and processed.
I have read and consent to the Privacy Statement above.

Policy Owner's signature: _____ Date: / /

Section 2: Life Insured's details

To be completed in full when the Policy Owner and Life Insured are the same individual.

Part D: Life Insured's details

Title:	First name:	Surname:
Date of birth:	□□ / □□ / □□□□	
Address:		
Suburb:		Postcode:
Phone (H):	Phone (W):	Phone (M):
Email:		

Please indicate your preferred method of communication with an asterisk (*)

Part E: Life Insured's Terminal Illness claim

1.	What condition are you claiming for? (Please give as many details as you can.)
2.	What treatment have you received for your condition?
3.	Date the symptoms first began: □□ / □□ / □□□□
4.	Please provide details of the doctor you are predominantly consulting with about your terminal illness:
Doctor's name:	
Address:	
Suburb: Postcode:	
Phone:	
Date of first consultation: □□ / □□ / □□□□ Date of last consultation: □□ / □□ / □□□□	
5.	Have you ever had similar symptoms prior to this period? Yes <input type="checkbox"/> No <input type="checkbox"/> If 'yes', please give details and dates of the doctor or hospital that treated you:
Doctor's name:	
Address:	
Suburb: Postcode:	
Phone:	
From: □□ / □□ / □□□□ To: □□ / □□ / □□□□	

Part E: Life Insured's Terminal Illness claim (continued)

6.	Please give details of your usual doctor:	
	Doctor's name:	
	Address:	
	Suburb:	Postcode:
7.	Please give details of all other doctors you have consulted for your current condition.	
(i)	Doctor's name:	
	Address:	
	Suburb:	Postcode:
	Dates of consultation:	
(ii)	Doctor's name:	
	Address:	
	Suburb:	Postcode:
	Dates of consultation:	
(iii)	Doctor's name:	
	Address:	
	Suburb:	Postcode:
	Dates of consultation:	

Part F: Life Insured's authorisation to share information about this claim

The details regarding your claim are considered to be private and cannot be disclosed to any other party other than as set out in our Privacy Policy or unless we have your express consent.

If you wish to nominate a party of your choice that we can share information about your claim with, please complete the information below.

First name:	Surname:
Relationship to you:	
Policy Owner/Life Insured's signature:	Date: <input type="text"/> / <input type="text"/> / <input type="text"/>

Part G: Life Insured's consent to obtain a medical report

I hereby consent to Fidelity Life and WeProtect being provided with medical information, including copies of any medical reports, clinical reports or otherwise, from any Medical Practitioner who at any time has attended me concerning anything which affects my physical or mental health, and I agree that a copy of this consent shall have the validity of the original.

First name:	Surname:
Date of birth:	<input type="text"/> / <input type="text"/> / <input type="text"/>
Policy Owner/Life Insured's signature:	Date: <input type="text"/> / <input type="text"/> / <input type="text"/>

Part H: Life Insured's declaration

I have read and carefully considered the questions on this document and all the responses are true and correct in relation to the claim. I acknowledge that the making of a false statement may invalidate this claim, that if I fail to provide all or part of the information Fidelity Life requires to assess this claim, it will not be assessed and processed. I have read and consent to the Privacy Statement above.

Policy Owner/Life Insured's signature:	Date: <input type="text"/> / <input type="text"/> / <input type="text"/>
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Please have the treating Medical Practitioner complete part I on the following pages.

Section 3: Medical details

This section (Part I) is to be fully completed by the registered treating Medical Specialist.

Part I: Confidential Medical Report - Terminal Illness benefit

Please note that the information required to be completed in this document is in relation to the insured person (patient).

Please note that it is the insured person's responsibility for the payment of all fees associated in the completion of this document.

In order to ensure that the claim may be assessed fully, and to avoid any delays to this process, please ensure that all the items in this document are fully addressed and answered.

If for any reason there is not enough room on this document to provide the details being requested please attach a separate piece of paper and provide the details on this, and also make reference to which item on this document you are addressing.

1. Patient's details	
First name:	Surname:
Address:	
Suburb:	Postcode:
2. Medical details	
a.	Are you the patient's usual Medical Specialist? Yes <input type="checkbox"/> No <input type="checkbox"/> If no, please provide details of usual doctor:
	Doctor's name:
	Address:
	Suburb: Postcode:
	Phone:
b.	What is the diagnosis of the condition? Please fully describe the patient's terminal illness and expected quality and time of remaining life. (Please attach copies of any test results confirming the diagnosis and severity.)
c.	On what date did the current condition commence? <input type="text"/> / <input type="text"/> / <input type="text"/>
d.	Date of the first consultation in connection with the current condition: <input type="text"/> / <input type="text"/> / <input type="text"/>
e.	Provide the dates and results of any X-rays, ECG, blood pressure or other tests performed. Alternatively please supply a complete copy of your patients clinical notes, test results, reports.
	Date: Test: Results:
	<input type="text"/> / <input type="text"/> / <input type="text"/>
	<input type="text"/> / <input type="text"/> / <input type="text"/>
	<input type="text"/> / <input type="text"/> / <input type="text"/>
	<input type="text"/> / <input type="text"/> / <input type="text"/>
f.	What treatment is currently being given, including surgery and medication, if any:

Part I: Confidential Medical Report - Terminal Illness benefit (confidential)

g.	Please provide the names and addresses of other consulting specialist(s) or medical services the patient has been referred to.		
	Name:		Speciality or medical service:
h.	If the patient has been hospitalised, provide the following details.		
	Admission date:	Discharge date:	Name of hospital:
	□□ / □□ / □□□□	□□ / □□ / □□□□	
	□□ / □□ / □□□□	□□ / □□ / □□□□	
	□□ / □□ / □□□□	□□ / □□ / □□□□	
i.	Have you ever treated the patient before for any condition? Yes <input type="checkbox"/> No <input type="checkbox"/> If 'yes', please supply details. Alternatively please supply a complete copy of your patients clinical notes.		
	Date consulted:	Nature of the condition:	
	□□ / □□ / □□□□		
	□□ / □□ / □□□□		
	□□ / □□ / □□□□		
j.	Please provide details if the patient has a previous history of the current condition, or any impairment likely to be connected with the current condition. Include dates and which doctors attended for each previous episode. Alternatively please supply a complete copy of your patients clinical notes.		

Please return the completed form to NZ Cover Direct. You can either:

1. Scan and email to customerservice@nzcoverdirect.co.nz (please put 'CONFIDENTIAL, Policy Owner's surname, Policy Number' in the subject line); or
2. Mail to Claims, NZ Cover Direct, PO Box 99892, Newmarket, 1149 (please mark the envelope as CONFIDENTIAL).

This cover is insured by Fidelity Life Assurance Company Limited NZBN 9429040548623 and is subject to the terms and conditions as set out in the Policy Wording which was current at the Acceptance Date.