



Dec 10, 2021

Tahi update.

Hi there,

On Monday 15 November we launched our new policy management system (Tahi) for new business.

We're now taking the next step in the roll-out which involves moving a portion of Platinum Plus, Platinum Plus Level Term and Mortgage Protector policies with a May anniversary to Tahi. Moving a smaller subset of policies in the first instance will give us an opportunity to check all is running as expected, and ultimately ensure a seamless experience for you and customers.

In January, we'll then move more of Platinum Plus, Platinum Plus Level Term and Mortgage Protector policies over to Tahi. We'll give you more detail on that before it happens.

So, what does this mean for you?

Policies moving to Tahī.

From 13 December the majority of existing policies with an anniversary date of May will have been moved to Tahī except for the following:

- Policies that are paid from a consolidated direct debit.
- Policies with direct debit or credit card payments due 8 – 13 December.
- Policies with applications or alterations in progress.
- Policies on claim.
- A small number of other policies for various reasons.

The reason the above are being excluded is to ensure pending applications, alterations and payments are processed without delay to ensure the customer is not impacted.

Viewing policy details under the Tahī tab.

Under the Tahī tab in Adviser Centre there's a policy/customer report where you'll be able to see the details of your policies that have been moved to Tahī. Simply click on the policy number in the report to see a summary of the policy, including details of the customer.

We'll give you more info about the updated reports in January.

Product changes.



A reminder that following the launch of our product changes on 15 November, the last date we'll be accepting applications for covers that are no longer on sale will be 15 December 2021.

Need a refresher?

[See product changes](#)

If you have any questions or need help navigating Adviser Centre, please get in touch with your Business Manager.

Cheers,



Bronwyn Kirwan

Chief Sales and Service Officer



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