



## A little help for customers impacted by the extreme weather event in Queenstown, Gore and Southland.

In light of the damage caused by this extreme weather event, we've developed a special relief package for existing Fidelity Life customers suffering from financial hardship as a result.

To help lighten the load and make things that little bit easier, we'd like to offer you a break from your insurance premiums while you get things back up and running, if you've been affected.

It means you will be able to apply to have your premiums temporarily waived without impacting your regular insurance protection.

**Terms and conditions apply. To take up the offer customers or advisers can call us on 0800 203 750 or email [assistance@fidelitylife.co.nz](mailto:assistance@fidelitylife.co.nz).**

### Terms and conditions.

1. Applications open to Fidelity Life customers from 3 October 2023 until end of November 2023.
2. To be eligible policies must have been in force for 12 months or more; and other options (i.e. payment plans / arrangements) must be explored in the first instance.
3. Offer not available for lapsed policies, or policies subject to cancellation requests.
4. Premiums can be waived for 3 months, with the potential to extend for a further 3 months (inclusive of any existing arrears). Premiums due during the agreed period will not need to be repaid when the waiver period ends.
5. The reason for the waiver request must be due to direct financial hardship from weather damage in Queenstown, Gore and Southland in September 2023.
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 (except contractual increases, including Future Insurability and CPI increases).