Life insurance is important but can sometimes be complex, so we’re simplifying it.

Simplifying the claims process
Get an overview of what to do if you need to claim. Some of the trickier terms will be explained, and you’ll learn what can affect claims.

How do I make a claim?
For all claims, give us or your Adviser a call as soon as you can and let us know what’s going on. We can confirm how much cover you have, what’s involved, and what documentation we require.

We’ll ask you for a few documents in addition to the completed claim form. We can send this form to you, or you can find it online here: www.sovereign.co.nz/claims.

Depending on the claim and the type of policy you have, these can include the original policy document and:

- A death certificate
- A will
- Proof of identify and age
- Proof of income
- A medical certificate
- Some or all of your medical records

Important
These documents need to be certified copies. These are copies of the original documents that have been certified as true copies by a Justice of the Peace, lawyer or other person who is legally qualified to certify documents.

Your family or dependents should know where these documents are kept if they need to source them on your behalf.

We’ll check everything, and once we’ve got all the info we need, we can approve and pay your claim.

Sometimes we need a bit more information to assess and process a claim, and if this happens we may ask you to have some medical tests, or we might get in touch with your doctor, your employer, ACC or other government departments.

Speed up the processing of your claim.
You can help keep your claim moving by emailing relevant documents in with your claim form and making sure that whoever owns the policy signs the claim form.

There are a couple of places to sign – so it’s good to check you’ve got them all covered.

We also have a national service called HealthScreen for those who may need extra help. This is a free and confidential service offered exclusively by Sovereign, where a nurse can visit your home to assist you with completing claims documentation, in addition to verifying your identity and other details we need for the claim.

Life assured, policy owner... what does it all mean?
There are few terms to get your head around when claiming, so here’s the rundown...

The life assured is the person whose life is insured. Claims are paid on a policy if something happens to the life assured which qualifies for a claim payment.

The policy owner is the person who is entitled to receive the money once the claim is accepted.

If you’re the life insured but someone else owns the policy (i.e. if your partner owns a policy where you’re the life assured), you can still pay the insurance premiums but you can’t cancel or change the policy. You also won’t be entitled to receive any claim payments, as they’ll go to the policy owner.

You can be both the life assured and the policy owner on your policy. Policies can also be jointly owned by two or more people, like a husband and wife.

All information about the insurance policy is sent to the policy owner, and only the policy owner can make changes to the policy or cancel it.

TALK TO AN EXPERT 0800 500 108
Why are some claims declined?

95% of all Sovereign claims are paid. If your claim is declined, it might be because:

> You didn’t meet the **policy criteria** (you can read these criteria in your policy document).
> There’s an **exclusion** in your policy relating to your claim.
> You’re still in your **stand-down period** (time period after taking out cover where you aren’t covered for certain medical conditions or events which occur in that time).
> It could also be due to **non-disclosure**.

If there’s something important you haven’t told us while applying for cover, like your correct age, medical history, occupation or lifestyle details, we may alter or cancel your policy.

How long does it take to get paid?

Claims on life insurance can be paid within 24 hours of approval (although if the claim is being paid to an estate, there can often be delays while legal matters are finalised). With other claims like permanent disability, it can take longer because there’s a bit more involved. We sometimes need documents from a number of organisations like your GP or specialist.

Once we have all the documentation in one place we can get straight into the assessment and processing of your claim. So lodge your claim as soon as you can, and we’ll help you through the claims process.
GLOSSARY

Advisers
Advisers are expert financial service providers. They can help with anything from financial advice and investment recommendations to insurance.

Certified Copy
These are copies of original documents (e.g. a passport) that have been certified as true copies by a Justice of the Peace, lawyer or other person who is legally qualified to certify documents.

Exclusions
Special terms in your policy document that detail any conditions you may not be covered for, and/or exclusions of cover for all conditions relating to a certain part of your body.

HealthScreen
This is a free and confidential service offered exclusively by Sovereign, where a Registered Nurse completes a medical assessment at a time and place that suits you. Check out if they service an area near you: www.sovereign.co.nz/About-us/Pages/HealthScreen-service.aspx.

Insurance Premiums
How much you pay on a recurring basis to keep your insurance cover.

Life Assured
This is the person whose life and health is insured. Claims are paid on a policy if something happens to the life assured which qualifies for a claim payment, based on the type of insurance taken out.

Non-Disclosure
This is failure to disclose information about you which may be relevant to the terms of your insurance. This can include medical, occupational, lifestyle or other personal information. It also includes providing incorrect or incomplete information in response to any question on an application.

Policy Criteria
Policy criteria are conditions applied by an insurance provider that define who they can and can’t issue with cover.

Policy Document
These are the standard terms and conditions which apply to the insurance products you take out with Sovereign. This sets out all the key terms and conditions of your cover including what is and isn’t covered, how premiums work, what we will pay you in the event of a claim, and when and how to make a claim. Your policy document is subject to the terms of your schedule and any special terms.
**Policy Owner**
This is the person who is entitled to be paid once a claim is accepted.

**Stand-Down Period**
Some types of insurance include a “stand-down period” for certain medical conditions or claim events. This is a defined time period after you take out your cover. If something related to one of the specified medical conditions or claim events (or any underlying signs or symptoms of them) happens in this time period, you won’t be covered.

**Will**
A will is a legal document where you can designate what you want to happen with your property and/or dependents after you pass away, and names one or more persons to oversee this.