

Online Disclosure Statement

As at 1 September 2023

Full name: Chubb Life Insurance New Zealand Limited (Chubb Life)
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Victoria Street West
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Website: www.chubblife.co.nz

This disclosure statement is effective from 1 September 2023.

Important

This statement provides information about Chubb Life's online financial advice service. It is important that you read this so that you can determine whether this service is suitable for you.

Licensing Information

Chubb Life is a Financial Advice Provider ("FAP") for the purposes of the Financial Markets Conduct Act 2013 ("the Act").

Chubb Life holds a full FAP licence issued by the FMA under Section 398 of the Act to provide a financial advice service.

Chubb Life takes responsibility for the financial advice services provided by our online services.

Our products and services:

We offer a range of insurance products. These are pure risk insurance products that do not involve any form of savings or investments.

Products we offer, in relation to which advice is given, may be branded Chubb Life or branded with our affinity partners' names.

The products include

- › Term Life Insurance underwritten by Chubb Life

Nature and scope of the advice

On the Chubb Life website we do not offer financial advice services. Our product information pages and online calculators are intended to provide you with information to help you with your insurance choices. Advice tailored to your individual circumstances is not available through Chubb Life's website or online calculators and will require a referral to another advice service channel.

Duties

Chubb Life has duties outlined in sections 431I, 431K, 431L and 431M of the Financial Markets Conduct Act 2013 relating to the way advice is provided. We are required to:

- › Meet the standards of competence, knowledge and skill set out in the Code of Professional Conduct for Financial Advice Services (designed to make sure that we have the expertise needed to provide you with advice); and
- › Give priority to your interests by taking all reasonable steps to make sure our advice is not materially influenced by our own interests; and
- › Exercise care, diligence and skill when providing you with advice; and
- › Meet the standards of ethical behaviour, conduct and client care set out in the Code of Professional Conduct for Financial Advice Services (designed to ensure you receive suitable advice from us).

This is only a summary of the duties that we have. More information is available by contacting us or by visiting the Financial Markets Authority website at www.fma.govt.nz.

Fees

We do not charge fees, expenses or any other amount for the advice provided online.

Conflicts of interest and Commissions or other incentives

In some cases Chubb Life is paid a commission for sales through our affinity partners. Although Chubb Life is paid a commission, we have a duty to ensure that our customers come first. Our staff are trained on our Conflicts of Interest Policy and Code of Conduct to ensure that any potential conflicts of interest are managed appropriately.

If you have a problem

How to make a complaint

If you aren't happy with the advice or service we have provided, you can contact us to make a complaint:

- › By telephone to our Customer Care Team (0800 900 047)
- › By email at ChubbLifeComplaints.NZ@chubb.com
- › Through the online form on our website at www.chubblife.co.nz/contact-us

There is no requirement for a complaint to be in writing before we will investigate your concerns.

Overview of our internal complaints process

Chubb Life is committed to resolving complaints at the first point of contact, however we recognise that this is not always possible. In these circumstances, we follow a more formal internal escalation process where the complaint is passed on to our Customer Resolution Team.

Once a complaint is received, by one of the methods outlined above, we will formally acknowledge it within two business days and undertake an initial investigation into the concerns raised. We aim to resolve all complaints within 10 business days from the date that the complaint is received. Some complaints may be more complex and take longer to resolve. In these cases, we will keep you involved throughout the process. This includes providing an estimated timeframe for resolution.

Once we have completed our investigation and finalised the outcome in relation to each complaint, we will notify you of our findings, any actions taken, or that will be taken to rectify the situation and/or prevent recurrence.

You have a right to contact Chubb Life and request an update on the status of your complaint at any stage of the process until resolution.

Dispute Resolution Scheme

If our Complaints Resolution team can't resolve your issue through our internal complaints process, and no agreement is reached, you can contact the Insurance and Financial Services Ombudsman (IFSO).

IFSO is a free, independent dispute resolution service which Chubb Life is a member of. This service may help investigate or resolve your complaint. Chubb Life is bound by any decision made by IFSO.

IFSO contact details

Address:

PO Box 10 845
Wellington 6143

Phone:

0800 888 202

Email address:

info@ifso.nz

Who licenses and regulates Chubb Life

For the purposes of our adviser services and products, Chubb Life is licensed and regulated by the Financial Markets Authority (FMA). You can obtain information about financial advisers from the FMA; you can also report information about Chubb Life or its nominated representatives to the FMA:

Address:

Financial Markets Authority
PO Box 1179
Wellington 6140

Phone:

0800 434 566

Website:

www.fma.govt.nz

Chubb Life is registered on the Financial Services Providers Register. You can check our status on the register at

www.fspr.govt.nz