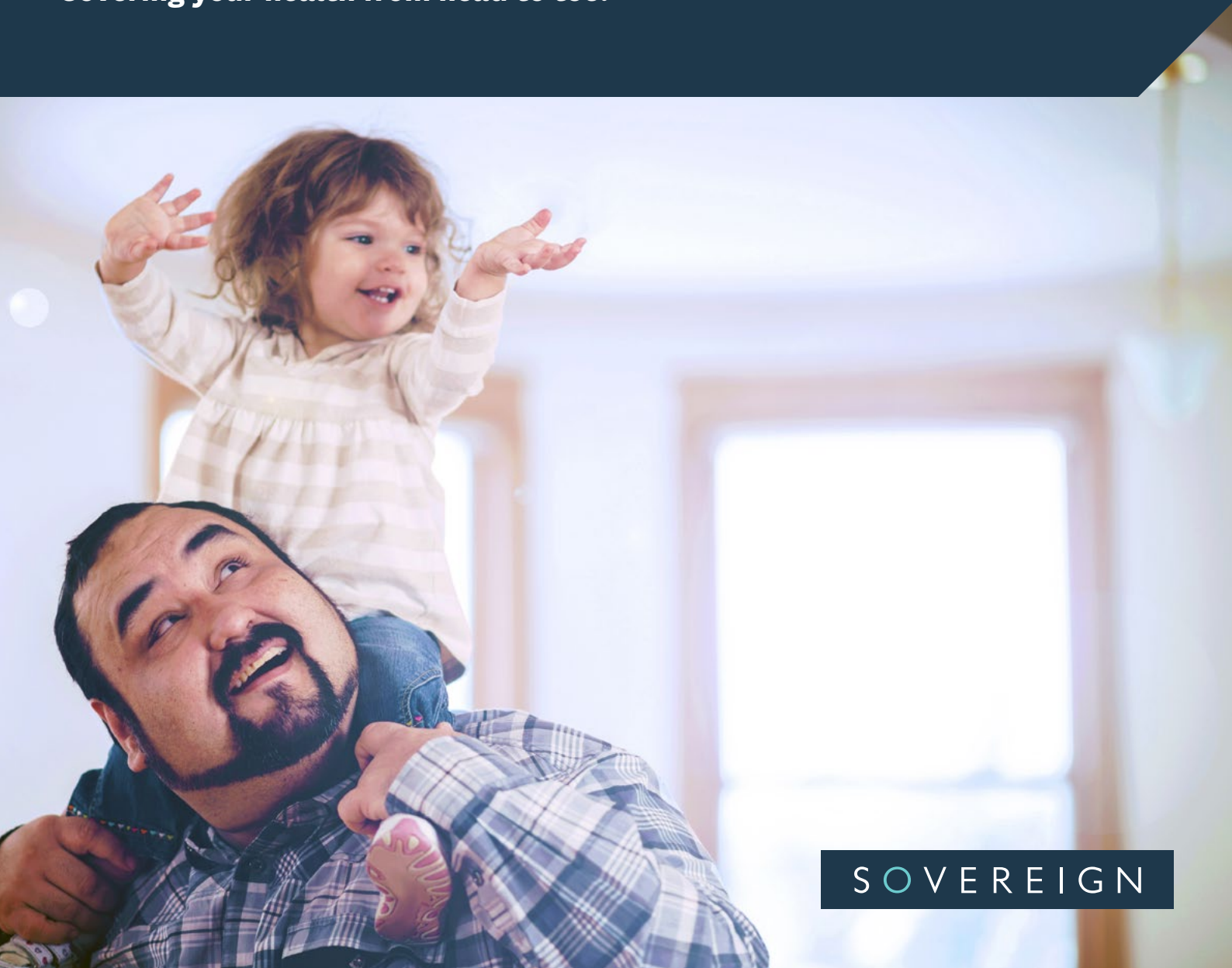


# PRIVATE HEALTH

## Health Insurance

Covering your health from head to toe.



# HEALTH INSURANCE MAKES SENSE

## Take charge of your health

Your health is the most valuable thing you have. So prepare yourself for things you can't control by taking care of things you can.

ACC does a great job supporting people who have accidental injuries. However many health issues Kiwis face are not accidental and can cost thousands. Also the older you get, the more your health can change. So cover yourself now and you'll be sorted whatever the situation.

### Choose the fast lane

Waiting lines in New Zealand's public health system can be unpredictable. With health insurance you'll have access to faster treatment and be able to start your recovery sooner.

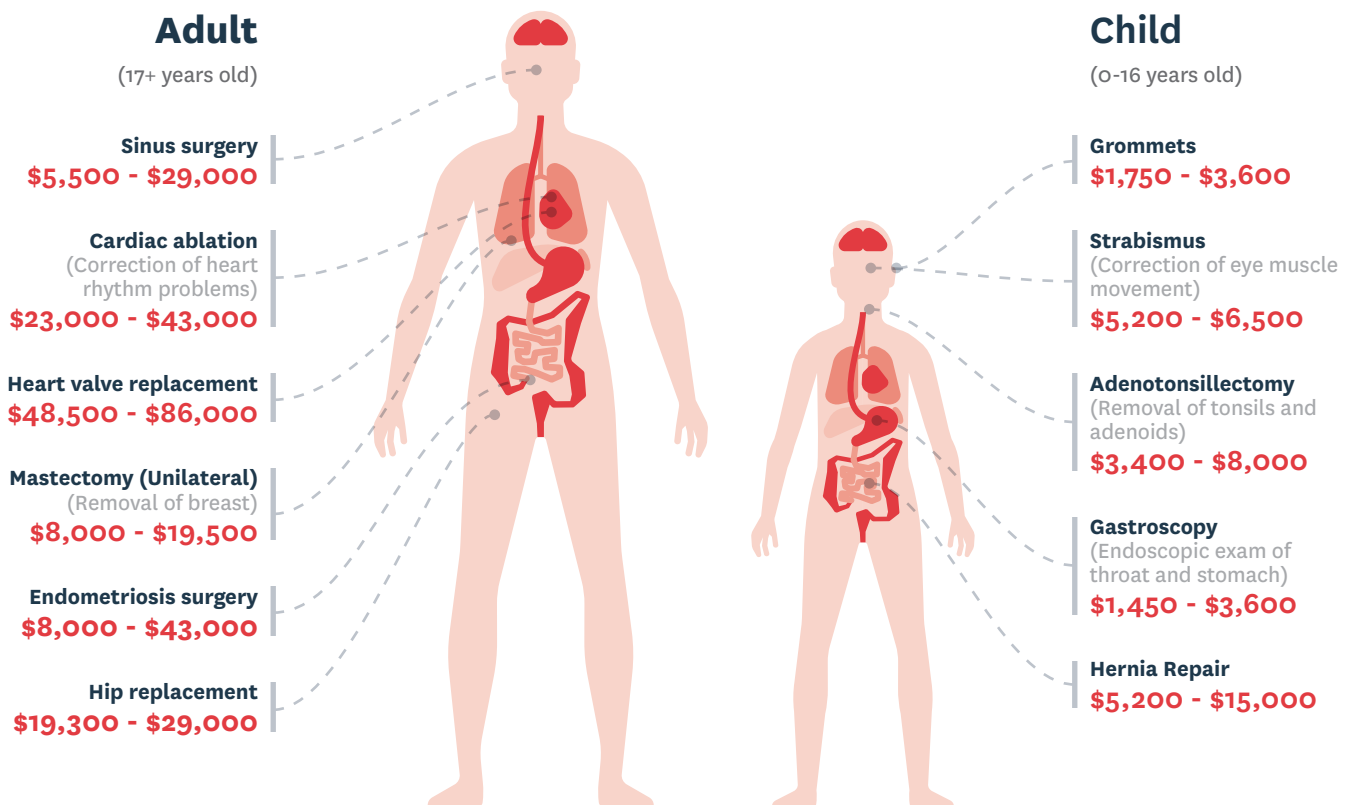
### Get rid of financial stress

Healthcare costs can add up quickly. Stay on top of these with health insurance so you can get the treatment you need, no matter the cost.

### Early cover, less exclusions

We insure people of all ages, starting as early as birth. Health insurance doesn't cover you for things you already have, so the younger you are when you sign up, the more you'll be able to get cover for.

## Common treatment costs



Source: Sovereign Health Claims Data, 1 July 2016– 30 June 2017.

# WHY CHOOSE SOVEREIGN?

## More than just great health insurance

Helping Kiwis' look after their lives and have the right insurance in place has always been important to us, and we've been doing it for over 25 years. We're always here for you. Whether your problem is big or small, our insurance is flexible, comprehensive and easy to understand. And importantly, we make it easy for you to claim.



### We make claim time simple

This is where we really shine. You can choose how to lodge your claim, either via your Adviser, over the phone, or online - whichever is convenient for you. We have the largest life and health claims team in the country with extraordinarily over 300 years of experience between them, who are dedicated to making the claims process as simple and quick as possible. And we pay 94% of all the claims we receive, so money is the last thing you need to worry about.



### We're with you all the way

Paying claims is only part of what we do. We genuinely care about supporting Kiwis when they need us. For our health insurance customers, we help you get the care you need, when and where you need it. Our dedicated support teams also work with our life and disability insurance customers to build an end-to-end care and treatment plan, helping you take control.



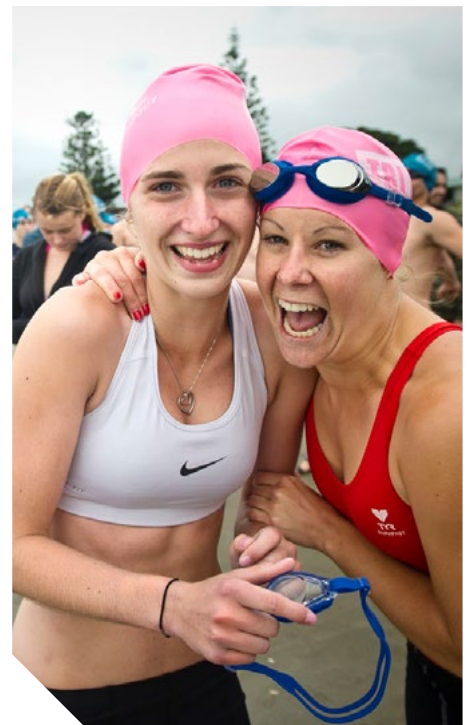
### We let you choose

Some health insurers only let you go to medical providers they choose. We let you choose where you go and who you speak to. Because it's your health after all.



### We look after our new and existing customers

With you in mind we started the Sovereign Guaranteed Enhancement benefit. It's our commitment that if we upgrade any of our TotalCareMax life insurance products, the upgrade will automatically be available for existing customers too. The needs of Kiwis continue to evolve so we regularly review our products to make sure they're relevant.



You can trust our ability to pay claims.

We have an **A+ (superior) financial strength rating.**

**A+**  
(SUPERIOR)  
RATING

Sovereign has an A+(Superior) financial strength rating from A.M. Best Company Inc of New Jersey, United States of America. A.M Best is an approved insurance rating agency in terms of the Insurance (Prudential Supervision) Act 2010. A copy of the ratings scale, of which this rating forms part, is available from Sovereign offices or at [sovereign.co.nz](http://sovereign.co.nz).

# OUR INSURANCE IS THE BEST CHOICE

**Sovereign is one of New Zealand's leading health insurers. Here's what makes our Private Health insurance the best choice.**



## Comprehensive cancer care

Private Health includes extensive cancer cover all in one product:

- > We're there for you at every stage, from diagnosis, to treatment and recovery
- > We cover chemotherapy drugs for cancer that Pharmac doesn't fund, which could otherwise cost thousands



## Access treatment overseas

If the treatment you need isn't available in New Zealand or your support network is overseas, we can help. Our insurance comes with options to have treatment in Australia or beyond depending on your situation.

If you'd prefer to have treatment overseas close to your loved ones, in Australia we will cover up to 100% of reasonable charges. Outside of Australia we can pay up to 75% of reasonable charges.



## We've got children covered

Your kids' health will always be important to you, no matter how old they get. So we've got two easy ways to make sure they're looked after:

1. Your children are automatically accepted for health insurance in the first three months after they're born, without needing to be underwritten.
2. If your child is under 16 years old, they can be the sole life assured on any health policy you choose.



## Unlimited surgery cover

There is no annual limit on the amount you can claim for surgeries under our Private Health insurance.

So there's no need to worry about the cost of what you need, we'll take care of it.



## Working with ACC

ACC is there for treatment and rehabilitation for accidental injury, but they don't cover everything.

If ACC declines your claim, we'll take care of your eligible treatment costs. Our **ACC Advocacy** service can then review your case and work with ACC to get the best outcome for you. This could result in your excess being refunded or not having a claim against your insurance. Either way – you'll be covered.

# PRODUCT OVERVIEW

Our comprehensive **Private Health Cover** takes care of all the big things like cancer and surgeries. For even more, **Private Health Plus** includes everything that Private Health Cover does, but also covers specialists, tests and reproductive health.

BENEFITS*		MAXIMUM LIMIT	PRIVATE HEALTH COVER	PRIVATE HEALTH PLUS
Surgery	Inpatient treatment costs including surgeons' fee	Unlimited	✓	✓
	Access to pre and post-surgery support services like consultations, physiotherapy and prescription drugs			
	Minor surgical procedures performed by a GP	\$500 per procedure, up to \$1,000 per policy year	✓	✓
Cancer care	Oncologist consultations	\$300,000 per policy year	✓	✓
	Non Pharmac cancer drugs (that are MedSafe indicated)			
	Radiotherapy			
	Breast reconstruction following mastectomy	\$1,000 per policy year	✓	✓
	Any support services you need following cancer procedures			
Palliative and respite care	\$1,500 per policy year	✓	✓	
Overseas treatment	Voluntary treatment in Australia	100% of the reasonable charges payable in New Zealand	✓	✓
	Treatment worldwide where the waiting period in New Zealand in the private health system is greater than six months			
	Voluntary treatment beyond New Zealand and Australia	75% of the reasonable charges payable in New Zealand	✓	✓
	Where the treatment is not available in New Zealand	\$30,000 per policy year	✓	✓
Health support	Medical hospitalisation costs	\$300,000 per policy year	✓	✓
	Waiver of Premium on death	One year's free cover (policy)	✓	✓
Specialists and tests	Additional specialist consultations	\$10,000 per policy year		✓
	Additional diagnostic imaging and tests which are not related to treatment or surgery, as long as referred by a registered medical practitioner or specialist	\$100,000 per policy year		✓
Reproductive health	Pregnancy, Maternity and infertility allowance including infertility diagnosis	\$750 per policy year (after three years)		✓
Health screening	Health screening allowance including bone, bowel, breast, heart and skin screening	\$500 per each three year period (after three years)		✓

\*Please note that this is illustrative only. Limitations and exclusions may apply to these benefits. Please refer to the policy document to ensure you have a complete understanding of benefits, limitations and exclusions.

# FINANCIAL OPTIONS TO SUIT YOU

## Have certainty and choice

When it comes to money, it's always good to know you're in control. We know everyone's situation is different, so we give you options to help keep your cover affordable. The higher the excess you choose, the lower your premium will be.

Here's the type of discount you could get with each excess option:

	Excess option	Accumulated discount
PRIVATE HEALTH COVER	Nil	0%
	\$250	17%
	\$500	26%
	\$750	32%
	\$1,000	40%
	\$2,000	55%
	\$4,000	70%
PRIVATE HEALTH PLUS	Nil	0%
	\$250	Up to 17%

## Keep covered if you can't work

Choose to add our optional Waiver of Premium benefit.



Not being able to work could put unnecessary stress on you and your family.

That's why we offer you our optional Waiver of Premium benefit.

Then, if you become totally disabled and unable to work, we'll waive the premiums on your Private Health insurance for up to two adults and all children aged under 21 years old until you can return to work, or until you turn 65 – so you can keep your insurance in place. Which is one less thing to worry about.

For full details, have a look at the Waiver of Premium policy document.

## A Sovereign customer story\*

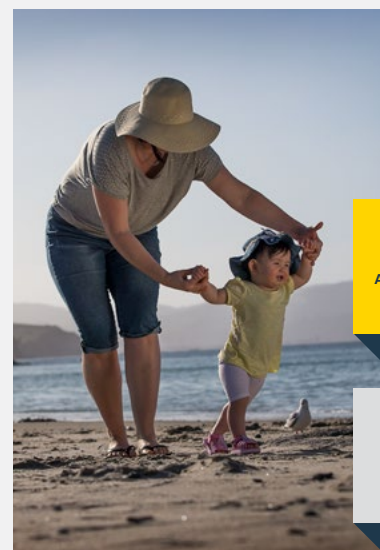
### Meet Joan

Joan is married with children. At 46 years old, Joan submitted a claim on her Sovereign health insurance for her diagnosed rare cancer. Joan's Private Health insurance took care of her ongoing extensive medical costs.

Our claims team cross checked her other policies with Sovereign to make sure we were doing all we could. Fortunately, Joan also had trauma insurance (our Living Assurance insurance) which meant she was entitled to a lump sum payment of over \$200,000. This could be used immediately for anything, like compensating for her and her husband's time off work or covering their mortgage payments.

We were glad we could help Joan make this tough time for her family a little easier.

\* The individuals and events depicted in this customer story are true examples. All names and images have been changed to protect the identity of the customers and their families.



LIVING ASSURANCE

PRIVATE HEALTH



## A Sovereign customer story\*

### Meet Sean and Mary

Sean and Mary have had Sovereign health insurance for 17 years. Sean experienced some chest pain and was referred to a Cardiologist to have a cardiac stress test, resulting in him urgently needing a coronary angiography. A very emotional Mary called Sovereign and submitted an urgent pre-approval claim for the surgery, scheduled to take place the next day.

Our claims team worked fast and the claim was approved that day, ready for Sean to have the operation.

A grateful Mary let us know that if we hadn't approved the claim as quick as we did, Sean wouldn't be with us today. If the operation had been delayed by even two days, Sean may not have survived. Without Sovereign health insurance Sean would've relied on the public system which could only do the operation in two weeks' time.

\* The individuals and events depicted in this customer story are true examples. All names and images have been changed to protect the identity of the customers and their families.

# SOME HEALTH FACTS

In FY16, Sovereign paid  
**94%** of its health claims<sup>1</sup>

Around **120K**  
NZ Women are  
affected by  
endometriosis<sup>4</sup>

Each year over  
**130**  
Kiwi kids rely on us  
to cover the cost of  
their grommets<sup>2</sup>

Waiting times  
for hospital  
procedures<sup>5</sup>:  
**Public**  
**144 DAYS**  
**Private**  
**45 DAYS**

**25%**  
of all our claims  
payments in FY16  
were for cancer<sup>2</sup>

Nearly every  
day, one of our  
customers claims  
over  
**\$20K**<sup>2</sup>

Most common claims<sup>2</sup>:

#### Males

> At any age is for  
musculo-skeletal issues.

#### Females

> Under 35 years old is for  
gynaecological issues.

> Over 35 years old is for  
cancer.

**250+**  
Kiwis are diagnosed  
with cancer every  
day<sup>3</sup>

In FY16 we helped  
**14,500+**  
Kiwis cover their  
healthcare costs<sup>2</sup>

Nearly  
**70,000**  
New Zealanders get  
skin cancer each  
year<sup>6</sup>

1. Sovereign Actuarial June 2016

2. Sovereign health claims data July 2015 – June 2016

3. <http://www.health.govt.nz/publication/new-cancer-registrations-2014> This includes skin cancer of which only Melanoma is routinely notified in the general cancer reporting

4. <http://www.nzendo.org.nz/about-endometriosis>

5. Wellington: Ministry of Health. 2016. Privately funded hospital discharges – 1 July 2013 to 30 June 2014. Publicly funded hospital discharges – 1 July 2013 to 30 June 2014.

6. <http://sunsmart.org.nz/skin-cancer/facts-and-figures>

# LIFE. TAKE CHARGE.



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SOVEREIGN

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