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Kia ora

## **Cigna NZ is now Chubb Life**

On 1 July 2022 Chubb bought Cigna Life Insurance New Zealand Limited's (Cigna) life insurance business in New Zealand.

We're writing to let you know that Cigna has formally changed its company name to Chubb Life Insurance New Zealand Limited (Chubb Life).

The Chubb name will now appear on all emails, letters, forms and on our website. Some of our contact details and other information have changed too, please read below for more details.

### **Who is Chubb?**

Chubb Limited, the parent company of Chubb Life, is the world's largest publicly traded property and casualty insurance company. Chubb provides a range of products including life, property and casualty, accident and health insurance to customers worldwide.

### **What happens to my policy?**

This change will not impact the terms and conditions of your existing policy, coverage or premiums. You will continue to receive the same claims and customer service experience that you have come to expect.

### **What else has changed?**

If you pay by direct debit or credit card, Chubb Life will now appear on your direct debit or credit card statement, instead of Cigna NZ. Going forward, any communications relating to your policy will be from Chubb Life.

The way you get in touch with us may have changed. Our phone number remains the same, but our email and website details have changed:

- Telephone: 0800 658 585
- Email: [Getintouch.NZ@chubb.com](mailto:Getintouch.NZ@chubb.com)
- Website: [chubblife.co.nz](http://chubblife.co.nz)
- Mail: Chubb Life Insurance New Zealand Limited  
Private Bag 92131  
Victoria Street West  
Auckland 1142

We've also taken this opportunity to update our Privacy Statement (previously our Privacy Policy). We recognise the importance of protecting your privacy. We have updated our Privacy Statement to make it clearer and easier to understand how Chubb Life collects, holds, uses and discloses your personal information. You can find the new Privacy Statement at [chubblife.co.nz/privacy](http://chubblife.co.nz/privacy)

Otherwise, it's business as usual. Your cover, the way we look after you and the people you deal with, will be exactly the same.

This change does not impact the relationship you have with your Adviser in any way.

## What do I need to do?

Take note of our new name and contact details. You may like to keep this communication with your policy documents, in case you want to get in touch in the future.

If you have any questions, you may find we have answered them in the enclosed Frequently Asked Questions section or at [chubblife.co.nz/FAQs](http://chubblife.co.nz/FAQs). If you would like more information please get in touch with your Adviser or us on 0508 464 999 and [Getintouch.NZ@chubb.com](mailto:Getintouch.NZ@chubb.com)

Yours sincerely

A handwritten signature in black ink, appearing to read 'Gail Costa', with a long horizontal line underneath it.

**Gail Costa**  
Chief Executive Officer  
Chubb Life Insurance New Zealand Limited (Chubb Life)

Policy number <xxxx>

## Frequently Asked Questions - The move to Chubb Life

### What has changed?

In 2021, Chubb agreed to buy Cigna's life insurance business in New Zealand. The sale was completed on 1 July 2022. This means our life insurance business in New Zealand is now part of Chubb.

### Is Cigna's company name changing?

Yes. We've changed our company name from Cigna Life Insurance New Zealand Limited to Chubb Life Insurance New Zealand Limited (Chubb Life).

### Is Cigna's logo changing?

Yes. You'll notice that our logo, email addresses, forms and website have changed from Cigna to Chubb.

### How can I get in touch with Chubb Life?

The way you get in touch with us may have changed.

- Email: [Getintouch.NZ@chubb.com](mailto:Getintouch.NZ@chubb.com)
- Website: [chubblife.co.nz](http://chubblife.co.nz)
- Mail: Chubb Life Insurance New Zealand Limited  
Private Bag 92131  
Victoria Street West  
Auckland 1142

Phone numbers remain unchanged.

You'll continue to be supported by the same great team of people who are committed to offering support and service of the very highest quality.

### Will the terms and conditions of my policy be affected by the name change?

No. All Chubb Life policies stay the same without any changes to the current terms and conditions.

### Do I need to change the details of my premium payments?

This depends on how you pay your premiums. The sale does not affect payment details for the majority of existing policies and they should continue to be paid as they are now. However, you'll notice that Chubb Life will now appear on your Direct Debit or Credit Card statement, rather than Cigna NZ (unless you have a credit card repayment insurance policy these statements don't change).

If you make manual payments to us then payment details will change. If you currently pay to Cigna A, you will now pay to Chubb Life A. If you pay to Cigna B, you will now pay to Chubb Life B. If you pay to Cigna C, you will now pay to Chubb Life C.

### **Does a change in ownership affect my service?**

No. The team has not changed and our service to you will not be interrupted. You'll still deal with the same team however our main email address will change to [Getintouch.NZ@chubb.com](mailto:Getintouch.NZ@chubb.com)

If you have an Adviser, they will continue to be your point of contact for expert advice or information about your cover.

### **I have a claim in progress, what should I do?**

We understand this may be a difficult time for you, please be assured your claim won't be affected in any way. You can continue to talk to your claims consultant who will support you through the process.

### **What should I do if I have a claim to submit?**

Making a claim often comes at a challenging time. If you need to make a claim please talk to your Adviser (if you have one), alternatively you can call or email us.