

Changing your Insurance Policy

What to consider when changing your insurance policy

As your circumstances change over time, so do your insurance needs. Likewise, insurance policies are constantly evolving, with companies introducing new terms, definitions, coverage and pricing.

That's why we encourage you to review your insurance regularly with your adviser to ensure your cover is continually meeting your needs and budget.

Often, it can mean some minor adjustments to your existing policy and on some occasions, it may make sense to completely replace your policy. If you are considering replacing your policy there are a number of things you should consider before giving up your existing cover to ensure you are making an informed decision.

Is replacement right for you?

If you are advised or encouraged to replace your policy, either with a new Chubb Life policy or with another insurer, you need to be sure that this is the right decision for you both now and in the future.

Here are some key things you need to be aware of and take into consideration when thinking about replacing your insurance policy.



1. Your health

Since you first took out your insurance policy, have there been any changes to your health?

If yes, when you take out a new policy, any medical condition you have developed since you first took out the original policy could be considered a "pre-existing condition" now. This means that your new policy may not cover any pre-existing conditions or you could end up paying a higher premium to cover it.



2. The cost

Your new policy may be cheaper now, but how does it compare with your current policy over time?

While it would seem a simple exercise to compare the pure cost of one policy versus another, there are a few things to consider before you make the decision to switch, such as whether the premiums are fixed (i.e. they don't change over time) or variable (i.e. they increase with age). So, don't just make a decision on cost today, make sure you consider the cost over time.



3. Your cover

Will your new policy give you the same (or more) cover as your current policy?

It's important that you fully understand what your existing policy covers you for. We recommend you seek assistance from your adviser to help you compare the level of cover and benefits you receive on your existing policy with the policy you are thinking about switching to.



4. Insurance definitions

Have you read and understood the fine print?

Definitions (e.g. medical conditions, employment, occupation, income etc.) are an important aspect of any insurance policy and need to be carefully considered.

There are often subtle differences between policies – sometimes they can work in your favour and sometimes they can work against you.



5. Financial strength

Do you trust the insurer to be there for you if you ever need to make a claim?

An insurer's financial strength rating is a measurement that summaries the risk of an insurer defaulting on its obligation to pay claims. It's important to know about the financial strength rating of all insurance providers so that you can make an informed decision.



6. Cancelling your policy

Has your insurer accepted your new policy?

If you have made the decision to replace your policy, either with Chubb Life or with another insurer it is important not to cancel your existing policy until your new policy has been accepted by your insurer. Cancelling your existing policy too early could mean you are at risk of not being covered during the period of your policies transitioning.

Seek expert advice

When it comes to protecting your life and lifestyle we strongly believe that your decisions should be based on professional advice, because at claim time you want your insurance policy to do what you'd expect it to do.

Your adviser will help you choose the right course of action for your personal situation.

Here are some of the things your adviser will provide you with when reviewing your insurance cover:

- › A copy of their Disclosure Statement – a document detailing information about the adviser, which could include how they are paid and what you can do to resolve any issues or disputes that may arise.
- › A review of your circumstances and plans to ensure that you remain on track to achieve your goals.
- › If replacing a policy, an explanation of the features gained and lost between the existing and proposed policies, and the reasons why replacement (or not) is your best option.
- › A written recommendation including the reasons behind their recommendation.

We're here to help

For more information about reviewing your insurance needs contact your adviser or us on 0508 464 999.

Important information

This brochure is for information purposes and is a summary only. The content is intended to be of a general nature, does not take into account your financial situation or goals, and is not a financial advice service. It is recommended you seek financial advice which takes into account your individual circumstances before you acquire or cancel a financial product. This brochure is based on information current as April 2021 and is subject to change.

Chubb Life Insurance New Zealand Limited (Chubb Life)

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