

Asteron Life's Fair Conduct Programme

At Asteron Life we are guided by the fair conduct principle to make sure we are here to help our customers build bright futures and protect what matters most.

The fair conduct principle applies when we provide our customers with insurance products.

Asteron Life as a licensed New Zealand Insurer has a fair conduct programme in place. Our fair conduct programme, effective 31 March 2025, is approved by our Board and made up of policies and processes that help us comply with the fair conduct principle. Our fair conduct programme is reviewed annually to ensure it remains fit for purpose.

What is the Fair Conduct Principle?

The fair conduct principle applies to how we design and sell our products, how we support you in managing your insurance, how we interact with you, and how we deliver on our commitment to be there for our customers when it matters most.

The fair conduct principle ensures we treat customers fairly by:

- **Acting ethically, transparently and in good faith**
- **Assisting you to make informed decisions**
- **Paying due regard to your interests**
- **Ensuring that our products and services meet the requirements and objectives of consumers**
- **Safeguard you from unfair pressure or undue influence**

How we comply

We have a Fair Conduct Programme that covers all the ways we work to support you and helps make sure we act in accordance with the fair conduct principle.

The policies and processes that make up our Fair Conduct Programme outline how we design and develop products and services, how we make those products and services available to you, and how we manage good conduct in line with the fair conduct principle. We strive to train our employees to assist customers with empathy and respect and engage with and oversee our distributors.

Following our Fair Conduct Programme helps us treat customers fairly and comply with the fair conduct principle.

A high-level summary of what we do to comply with the fair conduct principle is set out below:

Our Products and Distribution

- We design our products with a focus on our customers' needs
- We review our products regularly to ensure they are fit for purpose and meeting our customer's needs.
- Asteron does not sell insurance products directly to customers. Asteron provides insurance contracts to customers and employers via Independent Advisers and other distributors.
- We work closely with Independent Advisers and other distributors by providing training and support to ensure you are treated fairly.
- Product information and support materials are available to help customers to make informed decisions, and their Advisers, on request.

Our communications with you

- We use plain language across our communications on our website and in our current policy wordings.
- We are committed to communicating with you in a timely, clear and effective manner and supporting you to make informed decisions.
- You can contact us to request product information support and copies of your policy documents by email to contactus@asteronlife.co.nz or by phone on 0800 737101 or +64 4 495 8700.

Our interactions with you

- We are here to help you every step of the way – you can call, email or write to us at Asteron Life PO Box 894, Wellington., New Zealand 6140.
- We train our people so they can provide support for our customers including customers experiencing vulnerability.
- Complaints processes ensure complaints are managed in a fair efficient and effective manner.
- We are a member of Financial Services Council of New Zealand and adhere to the FSC Code of Conduct

Our People

- We train and supervise our people to ensure they know and understand our services and products well, so they can effectively support you with empathy and respect.
- Asteron Life adheres to our Code of Conduct that reflects our aim to deliver the best possible outcomes for our customers sets out our principles to support fair customer outcomes.

Understanding our complaints process

Asteron Life's Fair Conduct Programme is designed to make sure you are treated fairly in all your interactions with us, our products and our services, including if you have had a poor experience and would like to make a complaint.

We value your feedback, and we will strive to carefully consider your feedback and to improve your experience with us.

Make a complaint

Customer Service is at the heart of our business. We are committed to treating any dissatisfaction seriously and to putting things right as fairly and as quickly as possible. You can be assured that you will be listened to and be treated with respect at all times. Your feedback challenges us to continually improve our service.

You can

- Make a complaint online on our website at www.asteronlife.co.nz
- Call us on 0800 737 101
- Email us: complaints@asteronlife.co.nz
- Write to us at: Asteron Life Customer Care
PO Box 894, Wellington 6140

Our Complaints Management Process

1. Let us know about your complaint

Our team will do everything they can to resolve it. You can tell them about your complaint while you are on the phone, or you can email complaints@asteronlife.co.nz.

2. If you're unhappy with our response

Please let us know, we'll ensure a manager is involved in the review of your case. If more time is needed, we'll talk to you about this and keep you informed along the way.

3. Internal complaints resolution team

If you remain unhappy with the outcome, your complaint will be referred to our internal complaints resolution team. We will keep you informed and let you know the outcome of an independent review.

4. The Insurance and Financial Services Ombudsman (IFSO)

The Insurance & Financial Services Ombudsman (IFSO) is an independent complaints resolution scheme that can review insurance disputes. We will do everything we can to

resolve your complaint internally but, in some circumstances, this may not be possible. If you're not happy with the outcome of Asteron Life's independent review (and if it is within the jurisdiction of the IFSO) then Asteron Life will issue a letter of deadlock. You will have three months to refer your complaint to the Insurance & Financial Services Ombudsman, should you wish. We will abide by any decision made by the Insurance & Financial Services Ombudsman and there's no charge for you to use this service. Of course, you can also choose to seek a resolution elsewhere. You can contact the Insurance & Financial Services Ombudsman below:

Call 0800 888 202

Visit www.ifso.nz/complaints

Mail to: Insurance & Financial Services Ombudsman, PO Box 10 845, Wellington 6143

Our responsibilities and timeframes

We promise to:

- acknowledge receipt of your complaint within five business days.
- give you the name and contact details of the person handling your complaint.
- have someone experienced, who has not been handling your case, fully investigate your complaint if you request it.
- respond to your complaint within 10 business days once we have all the information we need.
- if we need more time or additional information, we'll keep you updated at least once every 20 business days, or another timeframe we agree with you, until your complaint is resolved.
- if we can't resolve your complaint within two months from the date it was first made, we'll offer you a letter of deadlock, or you'll have the option to keep working with us.