



COVID-19 Update – 2 April 2020

Dear Member,

We hope you're managing with the COVID-19 lockdown and have good preventative measures in place to protect your health and wellbeing.

UniMed is here for you. Keep talking to us and let us know anything that's worrying you.

By way of reassurance, I would like to reiterate some really important messages.

Plan coverage

UniMed's plans do not have any general exclusions for COVID-19. If a Member meets the eligibility requirements of their plan, you will be able to make a claim. New Zealand's public healthcare system provides acute care for all New Zealanders and treatment of COVID-19 will be managed by the public healthcare system. UniMed's plans complement the public healthcare system. This means, there is no cover for acute care but, depending on your plan and your particular medical situation, you may have cover for conditions that develop as a result of COVID-19.

Telemedicine

To limit the risk of infection, most GPs and health professionals are understandably now carrying out their consultations over the phone, or via Zoom, Facetime or Skype. This is for both routine health consultations and consultations related to COVID-19. UniMed will cover these as an exception until further notice and treat them as a standard consultation in line with your policy benefit maximums. That applies to all the health professionals that you're covered for under your policy.

Financial hardship

We have put plans in place to assist members who have been made redundant or are suffering extreme financial hardship for other reasons. Please contact us at members@unimed.co.nz or 0800 600 666 to discuss your situation with us.

Mail

We're still receiving mail. All our mail bags sit in quarantine for seven days and are then distributed to our staff to action. Please rest assured that all mail is secure and will be processed as soon as possible.

Keep up to date with your claims

If you have extra time on your hands, make sure all your claims are up to date – we're here to help. The quickest way to lodge your claims is by visiting the website and following the online claiming process. <https://www.unimed.co.nz/contact-us/make-a-claim/> Claims lodged this way are not caught up in the quarantine delay and can be quickly and easily processed. You can also contact the Claims Team if you need to. claims@unimed.co.nz

Wellbeing

We Kiwis are renowned for our resourcefulness. It's what makes us so great.

Below are some free resources that you might find useful to help map your way through the next few weeks. These are just a few of many that are available – no doubt you will have some favourites too. Let us know what they are and we might be able to add them to the mix. members@unimed.co.nz

1. The Ministry of Health has put this information sheet together to help your wellbeing. It includes some great advice for daily life at the moment and useful links to additional resources if you need them.
<https://www.health.govt.nz/ourwork/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novelcoronavirus-health-advice-general-public/covid-19-wellbeing-alert-level-4>
2. Les Mills is running a free exercise session every weekday morning on TVNZ at 9am. You can also view them on TVNZ on Demand.
<https://www.tvnz.co.nz/shows/lesmills-ondemand>
3. There's also something for the kids. <https://www.tvnz.co.nz/shows/les-mills-bornto-move>
4. Here's another one for the kids too. This is a printable diary by a Christchurch artist that offers daily activities for children and is a way for families to keep a positive record of their experiences during this time.
<https://www.mylockdowndiary.com/>
5. Edible fun for the kids. <https://www.stuff.co.nz/life-style/wellgood/120665567/coronavirus-edible-fun-for-locked-down-kids>
6. Craft activities for the kids. <https://www.stuff.co.nz/life-style/wellgood/120668436/5-simple-pen-and-paper-crafts-to-do-with-kids>

7. Age Concern is offering some good advice
https://drive.google.com/file/d/1IOFVinVJJvbjJS80_tlcO5Y8lke96Pk/view

8. Supermarket shopping for people over 70 years of age.
https://shop.countdown.co.nz/shop/content/priority-assistance?_ga=2.194960749.1556442761.1585717025-128255019.1584947678 and
https://www.newworld.co.nz/covid-19/online-shopping?_ga=2.136624752.1318225534.1585717122-1311513654.1585717122

Please keep an eye on our website for other updates and additional information.

<https://www.unimed.co.nz/>

We can get through this together. Please stay in touch with us and let us know how UniMed can help. We're here for you.

We'll be in contact again shortly.

A handwritten signature in black ink, appearing to read 'Dermot Martin', with a horizontal line underneath it.

Dermot Martin

Chief Executive



COVID-19 Update - 24 March 2020

We want to keep you informed about COVID-19, and our response.

Our priority is our Members' health, and the health of our UniMed team.

We are here to give Members information and support. This is a rapidly evolving situation. Things can change quickly. Please check our [website](#) regularly for updates.

Plan coverage

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Service to Members

UniMed's Membership Services Team is here to help, and answer any questions.

If Members have any queries about their cover, they should read their Benefit Schedule, Membership Certificate and Conditions of Membership for the full policy terms and conditions. They can find the [Conditions of Membership here](#). They can also log onto their on-line portal My UniMed. For any other questions, Members can contact us at;

Membership Services team members@unimed.co.nz

Claims Team claims@unimed.co.nz

Accounts Team accounts@unimed.co.nz

Or send us a message via the website. As our team will be working from home, our quickest point of contact will be by email or via our website.

Did you post something to us?

NZ Post will **not** be delivering mail to UniMed Head Office and this will be held for at least 4 weeks or until deliveries are able to resume. Please rest assured that all mail is secure and will be processed as soon as they are released to UniMed.

Should you need to submit another claim, please visit the website and follow through the claiming process. If you posted a cheque for your premium, please email accounts@unimed.co.nz

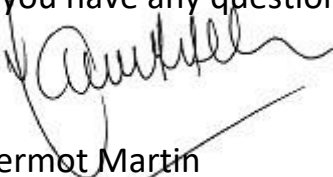
Health advice

Please check the New Zealand Ministry of Health website <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19novel-coronavirus>) for more information on prevention and treatment of COVID-19. That website also contains details of a dedicated 0800 number for COVID-19 health advice and information.

UniMed's approach to COVID-19

In these strange times, we at UniMed will be doing everything we can to provide support and assistance to our members. Our service levels may however be not quite as prompt as you are used to, but we will be working hard to support members.

If you have any questions, please contact us via www.unimed.co.nz



Dermot Martin
Chief Executive



COVID-19 Update - 20 March 2020

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For any other questions, Members can contact our Membership Services team on 0800 600 666 or members@unimed.co.nz, or send us a message via the website.

If needed, our team can still meet with Members in person. We will ask some questions before the meeting, to ensure the safety of our Members and our people. If you would prefer to have the meeting by phone, please let us know and we can arrange that. Our offices are still open, with extra hygiene measures in place to protect the safety of our people and Members who visit us. If that changes, we have the systems in place to continue providing service to our Members.

Health advice

Please check the New Zealand Ministry of Health website (<https://www.health.govt.nz/ourwork/diseases-and-conditions/covid-19-novel-coronavirus>) for more information on prevention and treatment of COVID-19. That website also contains details of a dedicated 0800 number for COVID-19 health advice and information.

UniMed's approach to COVID-19

UniMed is taking a number of steps to ensure the wellbeing of our people:

- We have briefed our people on what precautions they need to be taking, including not coming into the office if unwell.
- We have introduced additional hygiene measures and screening measures to ensure any face-to-face contact is safe.
- We have reviewed our business continuity plans, and work continues to ensure our people are safe and well prepared.



Dean Munt
General Manager - Customer