



Meet the experts

This month we are pleased to feature Jessica Coltman, our Operations Manager.

Mother of three, Jess is well-acquainted with the complexities of managing a busy household, so when one of her family members falls ill and requires a medical insurance claim, she demands the claims process to be seamless.

Jess is readily available to assist and offer her guidance to help you navigate the claims process efficiently.

Did you know?

AIA recently released their New Zealand data for 2023 revealing that individuals aged between 50 to 59 had the highest number of accepted claims, accounting for over a quarter of their total claims. (Of the \$737.8 million that AIA paid out in total claims, \$197 million was attributed to the 50 – 59 age bracket)



To ensure a smooth claims process follow

Jess' Guidelines

- **Contact us First**

If you need to make a claim, please reach out to us.

- **Pre-approval Claims**

For pre-approval claims, contact us at least 5-7 working days prior to your appointment*.

For a seamless claim process or any inquiries, please pick up the phone or contact Jess on our new Claims Email claims@advicefinancial.co.nz

Contact an Adviser

*Subject to the respective turnaround times of the individual insurers

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Worry Less,
Rest Insured.**

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