

# Asteron Life's Tele-Interview Service



At Asteron Life, we've made the application process easier by introducing a tele-interview service. This allows you to complete the majority of your application over the phone, at a time that suits you.

With less paperwork, you've got more time to talk to your adviser about what's really important – protecting yourself and your family.

## What is a tele-interview?

Asteron Life's tele-interview service is a more convenient way to complete your insurance application. Instead of filling out your health and wellbeing questionnaire with your adviser, an Asteron Life interviewer will call you for a one-on-one discussion.

All medical and health information you provide during this conversation is confidential, and is treated in accordance with the Asteron Life privacy policy. Your adviser will be sent a copy of the interview information to help them provide ongoing advice to you. You will be asked in your interview if you are happy for this adviser copy to be sent or not.

## How does it work?

### Step 1 – Date and time

You'll advise a time to be contacted between 9am – 6pm, Monday to Friday.

### Step 2 – Talk to Asteron Life

We will call you at the agreed time to collect all the health and lifestyle information needed for your insurance application. The checklist below lists what you'll need for the interview.

### Step 3 – Check your answers

Once your telephone interview is completed, we will send you a copy of your answers to double-check.

## Your tele-interview service checklist

To help make the telephone interview process faster and easier for you, please have the following information ready for your phone call:

- Details of your regular doctor, the date, reason and results of last consultation.
- Your height and current weight.
- Details of diagnosis, treatment or test results of any medical conditions you may have – including when symptoms started, severity, area affected and, if applicable, when the condition stopped. You will also need each treating doctor's details.
- Information on any time you've taken off work due to any medical conditions.
- Provide names and dosages of any medication currently or previously being taken, and dates treatment ceased (if applicable).
- Health history of immediate family members, including any conditions, and date of diagnoses.
- Visa entry details if you are not a New Zealand citizen.
- Any potentially hazardous activities that you may take part in (e.g. motor racing, hang gliding, flying, etc.).
- Any upcoming travel or work plans.

## What happens after your interview?

At the end of the interview, your interviewer will let your adviser know if your application has been accepted or needs further review. Your adviser will then contact you.

## Want to know more?

For more information, please contact your adviser or our Customer Service Team:

Phone 0800 737101

Email [contactus@asteronlife.co.nz](mailto:contactus@asteronlife.co.nz)