

How to make a claim

A step-by-step guide



Start by getting in touch

Here's how you or your beneficiary can contact Asteron Life.



Phone

0800 874 444



Asteron Life Cover

PO Box 894
Wellington 6140



Email

claims@asteronlife.co.nz

We're here to help in any way we can. If you have a question, please feel free to call us from 8am to 6pm on **0800 874 444**

AA Life Insurance is proudly underwritten by Asteron Life, and it is Asteron Life who will work with you or your loved ones during the claim process



Making your claim

Below is a guide of what information will need to be included in your claim but there may be other things Asteron Life will need depending on your situation



Cancer care

It's important to advise Asteron Life of any cancer diagnosis as soon as possible. Any delays in letting them know may affect our ability to assess your claim.



Life, Funeral or Accidental Death cover



Print and complete the Claim Form



Please attach Death Certificate or Will



Remember to stop the premium payments



Return your Claim Form



Email
claims@asteronlife.co.nz



Mail
198921
PO Box 894
Wellington
6140



Now Asteron Life will make their assessment.

They try to assess and pay claims promptly. They will be in touch, usually within 5 days of claim submitted.

Claim does not meet criteria

Good news! Claim approved



Claim paid out

We're proud that Asteron Life (as the underwriter of AA Life Insurance policies) has paid out 99% of the claims reviewed and assessed in 2020