



COVID-19 SUPPORT PACKAGE

GU Health's and nib Corporate's COVID-19 Support Package

GU Health and the broader nib Group have devised a member and community support package in response to the COVID-19 pandemic.

As well as offering reassurance to our members regarding their health, we understand that many are confronted with the uncertainty and threat or reality of unemployment. That's why we're doing as much as we can to help them maintain their cover and more broadly, stay safe and healthy.

Beyond supporting members, the nib Group is committed to having a role in addressing COVID-19, looking to new initiatives and investments that could assist in containment and public health.

The support package includes:

For all members

- A postponement of the scheduled 1 April increase in health insurance premiums for a period of at least six months. Members don't have to do anything, this will be applied automatically.
- Expanded coverage* for chest, lung, kidney and bladder or other treatment related to COVID-19 across all levels of hospital cover (including Basic and Bronze where currently this is currently excluded) at no additional cost. This means members who would not have been able to access treatment for COVID-19 treatment will now be covered until the crisis passes.

- Ability for existing members who are experiencing financial hardship to access special premium relief*.
- Ability for existing members who are experiencing financial hardship to suspend* their health insurance policy and premium payments for up to six months, while remaining covered for COVID-19 related treatment.
- Our specialist health management and emergency assistance team (nib Assist) will be available 24/7 for all members who require COVID-19 medical and non-medical health support.
- Help for members navigating COVID-19 by publishing information about the impact on their cover across our various channels (including guhealth.com.au and nib.com.au).

For our valued corporate clients

The postponement of the scheduled 1 April increase in health insurance premiums for a period of at least six months will apply to all our corporate clients. We will work with you to determine what this means for your individual arrangement.

We also understand that during times of uncertainty a company's ability to adapt, to maintain the stability and security of their organisation and employees, is paramount.

There isn't always a one-size-fits-all solution. We pride ourselves on our ability to tailor to the circumstances of our corporate clients so we encourage you to reach out to us should you require any assistance in understanding the products and solutions we can offer.

For the community

- A \$1 million donation from nib foundation and nib to support charitable initiatives assisting the community during the pandemic.
- Exploring a range of clinical and community health initiatives to assist in the identification and treatment of those vulnerable or at risk to COVID-19.
- Offering up to two weeks paid special discretionary leave for all nib Group employees (permanent, fixed-term or casual) who are impacted by COVID-19. ●

**the support package will be available for existing nib members (as at 26 March 2020) to access for initially a 3-month period, with this to be reviewed prior to 30 June 2020. The postponement of rates will continue for a period of at least 6 months.*