

Asteron Life Ltd Disclosure Statement

Contact details:

Full name: Asteron Life Limited
Trading name: Asteron
Address: PO Box 894, Wellington 6140
Level 13, Asteron Centre, 55 Featherston Street, Wellington
Telephone: 0800 808 800
Email: contactus@asteron.co.nz

It is important that you read this information

The information provided in this disclosure statement is important and should help you decide which financial adviser to choose.

What services can Asteron provide to you?

Asteron's product range of risk and investment products are distributed through external advisers that are registered or authorised in their own right (as appropriate). They are listed below:

Term life insurance
Trauma
Mortgage protection
Group risk
Income protection
Total and permanent disablement
Key person cover
Business expenses
Unit trusts (category 1)

Asteron is registered to provide the following financial services:

- Providing wholesale and/or generic financial adviser services
- An employer or principal of a financial adviser and/or Qualifying Financial Entity (QFE). As a QFE Asteron takes responsibility for the financial adviser services provided by its QFE advisers. These include Asteron employees, AA Life contact centre employees and AA Life advisers.
- Issuer of securities to the public
- Promoter of securities offered to the public
- Manager of participatory security or unit trust
- Acting as an insurer
- Keeping, investing, administering, or managing money, securities, or investment portfolios on behalf of other persons
- Providing credit under a credit contract service

Who regulates Asteron?

Asteron is licensed and regulated by the Financial Markets Authority (FMA) for its financial adviser services. You can obtain information about financial advisers from the FMA and report information about Asteron or its QFE advisers to the FMA.

Financial Markets Authority contact details:

PO Box 1179
Wellington 6140
Telephone: 0800 434 566
www.fma.govt.nz

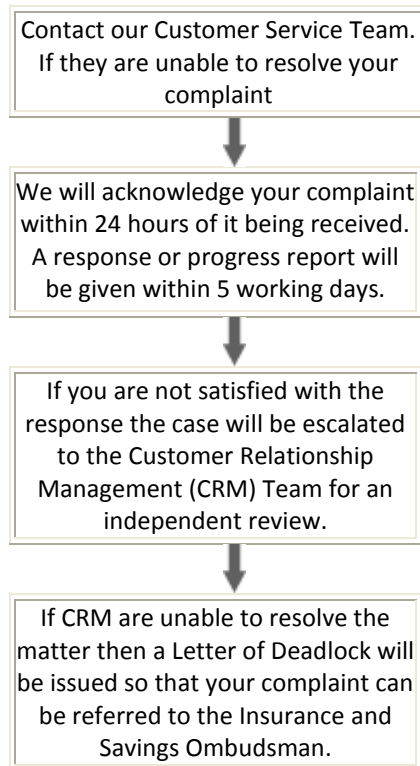
Asteron is registered on the Financial Service Providers Register. You can check the status of Asteron on the register at www.fspr.govt.nz

Our Complaints Management Process

We are committed to treating any complaint seriously and to putting things right as fairly and quickly as possible. If you would like to make a complaint, please contact us by either:

- Calling: Our Customer Service Team on 0800 808 800
- Writing to: Asteron Customer Care, PO Box 894, Wellington 6140
- Emailing: contactus@asteron.co.nz

Asteron has a formal complaints resolution process. You can expect the following steps to be taken:



Management Involvement

Our internal process requires that a manager is aware of all complaints under investigation. You can therefore be assured that staff with the appropriate level of authority are involved in your case. However, if at any time you are not satisfied with the resolution process, you can request that your complaint be escalated.

Claims complaints

There is a slightly different process for complaints relating to Claims decisions. If you are unhappy with a Claim payment decision the Claims Manager will review the claim and the outcome will be confirmed to you. You will be invited, if you remain unhappy, to write with your reasons for disagreeing, to the Asteron Claims Committee.

If the Claims Committee is unable to resolve your complaint, a Letter of Deadlock will be issued, so that the complaint can be referred to the Insurance and Savings Ombudsman (ISO). Please note that the ISO will not consider a complaint until a Letter of Deadlock has been issued and does operate within certain jurisdictional limits. Please refer to the ISO website for full details of this service: www.iombudsman.org.nz

Who is Asteron's External Dispute Resolution Provider?

Asteron has chosen the Insurance and Savings Ombudsman as our External Dispute Resolution Provider. They can be contacted at:

The Insurance and Savings Ombudsman Scheme
PO Box 10-845 Wellington 6143
Free phone: 0800 888 202
info@iombudsman.org.nz

Prepared as at: June 2011