



redefining / standards

29 July 2010

Collection of medical information via SureMed

Dear Practice Manager

This letter is to confirm that we have engaged Konnect Net Limited ("Konnect") to manage AXA New Zealand medical information requests through their SureMed service, including PMARs and medical questionnaires.

We are confident that SureMed will make the process easier for your practice and for AXA New Zealand. We have been advised by Konnect that it has taken all reasonable steps to assure the confidentiality and security of personal medical information provided to Konnect. In addition, we are comfortable that Konnect have worked closely with the Privacy Commissioner's office in relation to its processes and procedures relating to personal medical information.

Under this arrangement, Konnect will pay medical fees for AXA New Zealand requests delivered and completed through the SureMed service, and will respond to queries and manage follow-up contact with practices through a dedicated SureMed support team.

If you have any questions, please contact our Customer Services team on 0800 106 652.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'N. Hogg', written in a cursive style.

Nicola Hogg
GM Operations