

Fidelity Life

THE NEW ZEALAND LIFE COMPANY

10 November 2009

Dear Practice Manager

This letter is to confirm that we have engaged Konnect to manage our medical information requests including PMAR's, questionnaires, build exams and examinations.

All future requests will be sent to you electronically via the Konnect system on your desktop Practice Management System. We expect to be including all claims requests in the near future.

Moving forward all further communication, questions or queries should be directed to the Konnect helpdesk for assistance.

We are confident this new system will make the insurance process easier for your practice.

Yours sincerely,



Neil Prestwood
Underwriting Manager