

Insurance online

Whether you're changing your current cover, or looking at something new, you can get most things done online.

You can get a quote at ami.co.nz for your car, house, contents, travel or business insurance.

You can manage your existing insurance including changing your address on a car or contents policy, adding or removing a driver on your car insurance, cancelling a policy or making a payment online.

Visit ami.co.nz/online for all the things you can do at the click of a button. And don't forget to check out all the great benefits of being an AMI customer, including Multi Policy discounts at ami.co.nz/benefits

My AMI

My AMI is our handy tool that lets you manage your insurance online*. You can view your policies, check when they're up for renewal, update your personal details, see your payment due date and make payments.



You'll also be able to view and manage a current claim and submit any new claims online for car, house and contents policies. You can even upload documents, pictures and files to assist with processing your claim.

If you haven't already signed up, head to ami.co.nz/online-account to register. Make sure you have your **policy number** handy as you'll need it to complete the registration.

*Only active vehicle, boat, home, contents or landlord policies can currently be used to register for an online account. At the moment, policies registered under a company name or trust names can't be used to register for an online account.

We've partnered with SeniorNet to provide extra support

SeniorNet is a network that supports and motivates Kiwis aged 50+ to use and enjoy technology in their everyday lives.

SeniorNet can help AMI customers navigate online insurance services like paying a bill, viewing an insurance policy or making a claim online.

To join SeniorNet simply visit your local SeniorNet learning centre or to contact them, visit seniornet.co.nz or free phone **0800 280 742**, 9am – 4pm Monday to Friday to find a location near you.

Let them know you are an AMI customer and we'll cover the annual membership fee if you sign up before 21 September 2021.

Talk to us about your insurance



Call us on
0800 100 200



Chat to us on
Facebook



Email us at
info@ami.co.nz

How to get things done with AMI.



Ways to pay

There are lots of different ways you can pay your premium:



Pay by direct debit: It's the easiest way to pay. To set up a monthly, quarterly or annual direct debit from your bank account, just fill in an online direct debit form at ami.co.nz/ways-to-pay. To set up instalments from your debit or credit card, give us a call on **0800 100 200**.



Pay online: Go to pay.ami.co.nz to pay using your credit or debit card – just remember to have your **policy number** handy.



Internet or phone banking: Set up AMI Insurance as one of your payees and use your **7-digit customer number** as the reference.



Phone: Call us on **0800 100 200** to pay over the phone with your credit or debit card number.



In-person at NZ Post: You can pay by cash, EFTPOS or debit card at one of the 240 NZ PostShops nationwide that offer the 'pay a bill' service.

There is no extra cost to customers to pay at a NZ PostShop. If you receive your documents by email, you will **not** be able to make payments at a NZ PostShop.

Please note that not all NZ PostShops accept bill payments. Check NZ Post website, nzpost.co.nz/tools/postshop-kiwibank-locator to confirm that your preferred NZ PostShop offers the pay a bill service. Remember to take your AMI payment advice for each policy with you.

Please note, you need to set up separate payments for each policy you hold with us. If you wish to pay monthly or quarterly a higher premium is charged than when you pay a lump sum annual premium.

For business customers, we have different ways to pay, find out how at ami.co.nz/ways-to-pay



Need help with doing things online?

Visit ami.co.nz/help for some handy 'How to' videos, like setting up a direct debit.

How to make a claim

If the unfortunate happens, we're here to help. There are a couple of ways to get started with your claim:



Online: You'll need to create a My AMI account, if you don't already have one. Go to ami.co.nz/online-account to get set up*. Once you've signed up, you can start your claim at ami.co.nz/claims



Phone: Call us on **0800 100 200** and we'll get your claim sorted.

Here are some handy tips should you need to claim:

- 1.** Try to prevent more damage if you can. Before spending any money to do so, give us a call first. If it's an emergency, keep the receipts so we can reimburse you.
- 2.** Call the police if it looks like there's been a burglary, theft or intentional act. They'll give you an incident reference number that you'll need to make a claim.