

UniCare - Frequently Asked Questions

I am not able to log in because my password is incorrect. How do I change it?

You can reset your password on the login page by clicking 'Don't remember your password?'. Once you have entered your email address, we will send you an email so that you can reset your password. If you have not received the email, check your spam folder.

I didn't receive a confirmation email when I created a policy.

Confirmation emails will be sent when an application is created and when a policy is issued. Please check your spam folder in case it is there. If this is your first time, then we might need to adjust your preferences. We can either send all confirmations to you, direct to the customer or to both.

I need to cancel a policy as the customer is no longer coming.

If the policy has not been paid yet, then you will have the option to lapse from the policy detail screen. Once you lapse the policy it will be void and you will not be invoiced or charged for it. If the policy has been paid, we need to check no claims have been submitted and the cancellation rules (as per the policy wording) will apply. Please contact us by email mp@uni-care.org with the policy details.

What if I made a mistake and I need to change a policy?

You can search for the policy and have the option to 'Edit Policy'. Depending on the status you will be able to make certain changes. If it is an application or unpaid, you can change most things. But once paid and commenced you are limited to changes to customer contact details. You can contact us by email mp@uni-care.org with the policy details if you need help.

My customer doesn't have a New Zealand address yet, what should I enter?

The address and phone number fields are not mandatory so you can leave these blank if you do not have them. An email address is mandatory so we can send them their documentation.

How do I get a quote?

You can save a policy as an application. You will receive a confirmation email and be able to edit and purchase later when you are ready to.

I have a monthly invoice arrangement, when will I received that?

This will be sent to the accounts email you specified on the 1st of the month.

Can I pay with the customer's credit card?

The amount that we charge is the invoice amount only which does not include any commission. The system is designed to collect the net premiums only so that you can collect the total premium from your customer.

I've run into another issue, what should I do?

Please get in contact with us by either email mp@uni-care.org or calling +64 9 362 4039.