

Private Medical Cover changes from 22 July 2025

partners life

FAQs for advisers

What's changing?

Private Medical Cover (including Specialists and Tests Option) premiums will increase by 2% on Tuesday, 22 July 2025 for new clients. This means for existing clients with anniversaries on or after 22 July 2025, the annual increase will be 20%.

What's the reason for this change?

Across the world and in New Zealand, the medical insurance industry is operating in a challenging environment. These are unprecedented times. Rising medical costs and an increased volume of claims are just some of the drivers putting pressure on pricing across the entire market.

Here are a few numbers to think about: During our 2024 financial year, around 16,000 new clients have chosen to take up our private medical cover and we've reported a 16% increase in the amount paid in health insurance claims compared to our 2023 financial year.

Medical costs including pharmaceuticals, specialist services and technology continue to add to the rising cost of claims. Contributing to this perfect storm, public health systems around the world and at home in New Zealand are struggling to cope so more people are taking the private healthcare option.

We're responding to these challenges by reviewing our pricing more frequently and making adjustments if required, so that we can continue to effectively service your clients' insurance needs.

Does this mean we can expect pricing changes more frequently?

We'll be reviewing our pricing regularly and we intend to apply smaller adjustments more frequently. This allows us to provide more accurate pricing that reflects the changing market we're operating in.

Will our clients receive more than one pricing change a year?

No, clients will only see one change to their pricing annually at their anniversary.

How will this pricing change be communicated to existing clients?

The premium increase will take effect on their next policy anniversary on or after 22 July 2025, as reflected in the client's anniversary letter advising of the new premiums payable.

The total change in premium payable from the prior year is calculated based on age-related premium changes, underlying premium rate changes, loyalty premium reductions and policy fee changes.

How will the pricing change show up in the quote system?

A banner on our quote system will alert you to the upcoming premium rate change. From 17 June 2025 until 22 July 2025, you'll have the option to use existing or new rates when you generate a quote.


From 17 June 2025 to 11 July 2025, the system will default to the existing rates.

To generate a quote using the new rates, you'll need to select the tick box.

 Medical rates change on this product on 22/07/2025. Check this box ON to generate a quote using the new rates. ☐

From 12 July 2025, the system will default to the new rates.

To generate a quote using the existing rates, you'll need to deselect the tick box.

 Medical rates change on this product on 22/07/2025. Check this box ON to generate a quote using the new rates. ☒

From 22 July 2025, the existing rates will be removed from the system.

All Private Medical Cover issued with a first premium due date on or after 22 July 2025 will be processed on the new rates.

How does this pricing change impact clients with anniversary dates prior to 22 July 2025?

Clients who have a policy anniversary prior to 22 July 2025 will only receive the previous increase of 18% at their next anniversary.

How does this pricing change impact clients with an anniversary date on or after 22 July 2025?

Clients who have a policy anniversary on or after 22 July 2025 will receive both increases on their anniversary – the previous 18% and the further 2%.