

Schedule of Standard Fees and Charges

Terms and Conditions apply for all Service Members

Effective 2 July 2025 - All Prices include GST and are subject to change.

Charitable Services

Members pay a Membership and Service fee. This is linked to your MedicAlert® Indicia (ie: your MedicAlert Medical ID). It pays to operate the Foundation and its services, in accordance with the law. Your MedicAlert® Medical ID is a trademark protected Service Access Indicia.

Membership includes a 24/7 Hotline Service, a yearly clinical review process, unlimited health record updates, and other resources necessary and important to operate the Foundation and provide its Charitable Services. Payment options include monthly, annual and five yearly payments. Monthly Rates account for additional processing costs.

If you are on a low income or pension, **please ask your doctor to help you apply for a Disability Allowance**, if you qualify, MSD may pay some of your fees, or a dependant person's or child's fees. This helps provide funding to meet ongoing costs.

Standard Annual Fee Rates

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| <ul style="list-style-type: none"> ▪ Emergency Health Information Service (EHIS) Fees (required minimum).
Payment is due on the first day of your Rollover Month each year.
Rate Includes Membership Fee (\$25.00/ year) & Service Fee (\$45.00/ year) | <p>\$ 70.00/Year.
Mthly Rate \$6.80</p> |
| <ul style="list-style-type: none"> ▪ Advance Protection Service (optional upgrade).
Includes a \$10 addon to the EHIS Annual Fee for acquisition, handling, and electronic storage of vital personal documents.
Documents may include EPOA, Advance Directive, Emergency Action Plans, or other medical documents. | <p>\$ 80.00/Year.
Mthly Rate \$7.80</p> |

Discounts available on standard Annual Fee Rates (listed above)

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| <ul style="list-style-type: none"> ▪ Child and Foundation Member Discount - applies to payment rates for the Emergency Health Information Service for children under 16 and Members who enrolled prior to 1 July 2007. | <p>- \$ 15.00/Year.
- \$ 1.25 /Month.</p> |
| <ul style="list-style-type: none"> ▪ Medical ID Discount: Offer claimable only when paying an Annual Fee - applies to one Medical ID ordered and paid for at the same time as making an annual payment for fees. | <p>- \$ 20.00/Year.</p> |

5 Year Service Upgrade- Pay for four (4) years, get one-year FREE

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| <ul style="list-style-type: none"> ▪ 5 Year - Emergency Health Information Service | <p>\$ 280.00</p> |
| <ul style="list-style-type: none"> ▪ 5 Year - Advance Protection Service | <p>\$ 320.00</p> |

NB: Invoiced as 1 yr Fees, plus a separate invoice to pay for 3 years, get the fourth year free.

Discounts available on standard 5 Year Fee Payment Rates (listed above)

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| <ul style="list-style-type: none"> ▪ Foundation Member Discount - applies to Emergency Health Information Service 5-Year Fee only. | <p>- \$ 60.00</p> |
| <ul style="list-style-type: none"> ▪ Child Discount - applies to both 5-year fee payment plans | <p>- \$ 60.00</p> |

Other Charitable Services

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| <ul style="list-style-type: none"> ▪ Electronic connected health information data acquisition services
Subject to availability through your Health Service Provider (Doctors Practice) | <p>Recommended Donation
(No GST)</p> <p>\$10 to \$15 /Year.
or any other amount, as is affordable for you.</p> |
| <ul style="list-style-type: none"> ▪ MedicAlert® 24/7 Emergency Hotline Service
Provided by Wellington Free Ambulance Staff through the Wellington Emergency Ambulance Communications Centre. MedicAlert® donates to WFA each year. | |
| <ul style="list-style-type: none"> ▪ 24/7 Medical Alerting Clinical Management (MACM) - Emergency Service Access.
Emergency Access to your Information at any time in NZ or Overseas | |

Other Fees

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| <ul style="list-style-type: none"> ▪ Uneconomic Payments Fee: Processing uneconomic payments wastes valuable resources; this fee only applies when multiple uneconomic payments are received within a 6-month period and not stopped when requested. This Fee may be deducted before providing a refund for overpayments. Per Uneconomic Payment: \$2.00, Min Fee Applies: \$ 6.00 |
| <ul style="list-style-type: none"> ▪ Overdue/ Late Payment Fee:
Applied to recover additional costs created by an individual member, each time an overdue notice is issued. \$ 5.00 |

Charitable Supplies: Products, Part's, and Servicing

URGENT PROCESSING: All urgent processing requests incur an additional service charge. **\$ 25.00**

	NZ	Int'l
Minimum Freight/Courier and Handling Fee (Track and Trace Courier)	\$12.00	\$ 30.00
Minimum Product Servicing Fee applies for all maintenance and repair jobs. Includes labour, return freight & handling and/or engraving, excludes parts	\$30.00	\$ 60.00
Minimum Precious Metal Servicing Fee, requiring a Manufacturing Jeweller. Includes labour, return freight & handling and/or engraving, excludes parts	\$60.00	\$ 90.00
Precious Metal Soldering	Price on application	POA

Bracelet Safety Parts (<i>inserted to prevent wrist damage</i>)	per Jump Ring	per Clasp
Stainless Steel Product	\$ 2.50	\$ 5.00
Silver Product	\$ 5.00	\$ 10.00
Gold Product	\$ 10.00	\$ 25.00

MedicAlert Registered Senior Gold Card Holders may qualify for a minimum discount of 10% on a Medical ID Purchase (T&C's apply).

Warranties

Charities are exempt from the Consumer Guarantees Act 1993. The Foundation therefore voluntarily provides a Free One Year return to base product Warranty. (Please refer to CGA Part 5, Misc. Provisions, 41. Exceptions, Clause 7 (2))

Terms and Conditions for Charitable Supplies, including Discounts.

The Foundation provides its enrolled Members with supplies at rates which are reasonable for a Charity. MedicAlert® Indicia are a public facing tool that present information for Emergency Use. To enable a faster safer medical response, when you cannot speak for yourself, or have diminished competency. This may include when you are unconscious, or cannot remember your vital information due to concussion, shock, anxiety, pain, fear, confusion or even shyness and embarrassment.

For use of all Service Access Indica (Including Medical ID's and Wallet Cards)

- MedicAlert® Indicia are registered and custom engraved for use by Members only, they are not transferable.
- A minimum level of service is required for all Members, to ensure ongoing **compliance with the Health Information Privacy Code 2020, to protect your ongoing health, welfare, and safety.**
- Indica are supplied as a **tool to enable Emergency Access** to your **24/7 Stand Ready Services.**
- Every Indicia displays MedicAlert®'s Registered Trademark, its internationally accessible Hotline Service Number, and a Unique MedicAlert ID Number.
- In case of a Personal or Civil Defence Emergency, some high risk or life-threatening health information is provided on the Indicia, for access when systems fail, causing power, telephone, or digital services to be interrupted.
- Updating your Medical ID engraving and replacing your Wallet Card is recommended, as your information changes.
- Replacement Indica pricing is subject to the materials used. **Laser engraving is included in Medical ID pricing.**
- The Foundation does not trade or profit from the charitable supply of Membership Services or Indica to Non-Members, surplus revenue (if any) from Members Annual Fees, are kept and used to fund its future operation and endowment funds, in the interests of all Members.
- Royalties for ongoing Registered Trademark use and protection are included in Annual Fees.
- A free destruction and disposal service is provided to prevent invalid IDs being lost or worn by another person (safety).
- Discounts or free offers made online must be claimed by paying online.
- A Free Lost and Found Service is provided for Members, when an ID is returned to the Foundation, having been lost.
- Other Terms and Conditions may apply, including the Foundation's Common Service Terms and Conditions.

Retaining your Membership Services is extremely important, if you are experiencing payment difficulties, please let us know by emailing: Service@MedicAlert.nz, or call Free Phone 0800 840 111.

Prevent Harm | Protect Life

Important Legal and Constitutional Information

Last Reviewed: 21 May 2025

MedicAlert® Foundation is a registered Incorporated Society. Members control and operate the Foundation through an elected Voluntary Board of Governance, in accordance with its Government Registered Rules of the Society (Constitution). **The Foundation's Constitution also sets the rules for Membership of the Foundation for all Members.** The Foundation's work adds considerable value to its Members, Government, and the wider community, through public benefit, reduced harm, and reduced health service costs.

Member Terms Statement

It is extremely important you read and maintain your knowledge of the Foundations 'Member Terms Statement' <https://www.medicalert.nz/member-terms-statement>, on an annual basis.

The Member Terms Statement is subject to change. Changes may occur in the law, in the Constitution by Members, or to policies or determinations made by the Board of Governance (Management Committee, under the Incorporated Societies Act 2022).

As an Incorporated Society, the most current Government Registered Constitution, and corresponding Member Terms Statement ('MTS') applies to all Members, from the date of registration with the Companies Office.

Health Information Agency and MoH Connected NHI Services.

MedicAlert Foundation is a New Zealand Health Information Agency. It is listed by Government Regulation on Schedule 2 of the New Zealand Health Information Privacy Code 2020. The Foundation must maintain your information in accordance with the New Zealand Health Information Privacy Code 2020 (HIPC 2020). Rule 8, states: *'A health agency that holds health information must not use or disclose that information without taking any steps that are, in the circumstances, reasonable to ensure that the information is accurate, up to date, complete, relevant, and not misleading.'*

Annual Clinical Review Notice

The Foundation issues an Annual Clinical Review Notice every year (with your Annual Fees Invoice), to ensure ongoing compliance and your health, welfare and safety is protected. Please complete and return your Annual Review Form when any information has changed, including Emergency Identification details for yourself or other contacts.

Independent Economic Assessment

In 2018 PWC independently assessed the value of the Foundations Service Supported Medical IDs and reported on average, each member benefits by \$184.00 (excl. GST), every year. Therefore, for every \$1.00 a Member paid in Fees each year at that time, on average they benefited back by more than \$3.00 in reduced Health Service Costs. Cost of Health Services have increase significantly since 2018.

GST and Donations

Annual Fees include GST. It is therefore important that you know the Foundation cannot accept a Donation in lieu of payment for Annual Fees. Donations are treated separately to Fees and are Tax Deductible, if over \$5.00. Please request a receipt when making your donation, if required. Donations cover costs not met by Annual Fees.

Financial Hardship/ Payment Difficulties/ Pay it Forward Donations

If you believe you are experiencing **Financial Hardship**, please ask your Doctor to submit a Disability Allowance Application form to the Ministry of Social Development

If you do not qualify for Hardship Funding, but are experiencing temporary **Payment Difficulties**, please contact Membership Services and request payment support, several support options are available.

The Foundation receives '**Pay it Forward**' Donations which it allocates to Members who are typically children, seniors or are an Adult with a permanent Legal Guardian, due to disability. To be considered for 'Pay if Forward' Support please contact Membership Services Service@MedicAlert.nz or Free Phone: 0800 840 111.

Charitable Mission - Education

The Foundation engages in essential ongoing educational and awareness activities in accordance with its Charitable Objects, to ensure its Service Access Indicia (Medical ID's) are recognised and utilised correctly and in a timely manner. Personal medical incidents are never planned and can occur at any time, 24 hours a day. The Foundation supplies training resources to First Aid Training Providers, Health Providers and Emergency Services nationally. This cost is included in the Foundations Annual Fees and supported by donations.

New Member Enrolment Options

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Standard Enrolment Form

The following charges are advertised when enrolling using a standard printed Enrolment Form

- Enrolment Package (when joining): Track and trace courier is included **\$ 99.00**
- **Medical ID Pricing and option to choose a FREE ID** is included **Current Enrolment Form pricing applies**

Online or Medical e-Referral Enrolment

- **Package Deal Includes:** **\$ 99.00**
- Enrolment Processing, First Year Membership and Service Fees, option to choose a Free Medical ID (or upgrade to a Medical ID of your choice), Track and Trace Courier, Free phone access to Membership Services Support, online access to your MedicAlert account, including your medical information used when required in an emergency.
- Cost (if any) for supply of your health information by your health provider/ doctor is not included.
- Electronic access to update your health information by MedicAlert (if available) is included in your annual membership and service fees.
- **NB:** If upgrading your Medical ID, online advertised price applies.

Changing to Monthly or 5 yearly Payments

Any time after your first year of Membership, you may switch from paying your fees annually, to paying a smaller amount on a monthly basis by Direct Debit.

You can also switch from paying annually to paying a 5-Year Fee (pay for four years, get one free).

Many members are finding paying monthly is more manageable and avoids the inconvenience of a larger payment once a year. Others prefer to benefit from discounts and pay more up front.

The choice is yours; Members have requested different payment options to suit their personal circumstances.

Switching over to paying monthly, by Bank Direct Debit or online banking is easy.

[An online DD Form is available to print complete and return.](#) You may also email Service@MedicAlert.nz or Free Phone 080 840 111 to request a Direct Debit Form. Alternatively, you can also set up a monthly online payment through your bank account at any time, please include your member number and surname in the Reference Fields.

Once the completed DD form is received back, the form is processed, and the direct debits commence. Your first payment may need to be for more than one month, subject to the time which has elapsed since your rollover date.

Switching over to paying a 5-year fee is easy as well.

When you receive your Annual Fees Invoice, simply select and pay the 5-year fee option. At the end of the 5 year period your Annual Invoicing will resume. At which time, if you prefer to pay a 5-year fee again, you can.

New Online MedicAlert Workplace Health and Safety Training

The Foundations website includes a new Workplace Health and Safety Section that enables workplaces across the country to access resources and have their staff engage in training and assessment, to ensure they are prepared should a person with a MedicAlert® Medical ID experience an Accident of Medical Emergency in their workplace. Access to the information and an online assessment is provided free of charge. When an Assessment is completed with a 70% or better result, one can register and pay to receive a genuine MedicAlert® Certificate of Achievement'.

It is recommended Members complete the online training themselves, so they know what's involved and can proactively advocate for their Workplace to adopt the Workplace Policy for MedicAlert's Services and have appropriate staff trained to correctly recognise and utilise MedicAlert Services in the best interests of a person requiring a medical response.

Note: The Foundations Common Terms of Service apply for all transactions