

## Letter 1 – Renewal reminder



Customer ID: [REDACTED]

Mr [REDACTED]  
[REDACTED]

Blockhouse Bay  
Auckland 0600

6 December 2018

Dear [REDACTED]

### **Your Supporter Scheme membership is due to expire, please renew before 12 April 2017**

Based on the details overleaf, I'd recommend the **Household Scheme** for the next 12 months.

By renewing your membership you'll continue to receive free ambulance services in a medical emergency. Plus it's great to know that any excess funds from the scheme will be used to buy new equipment and vehicles for our ambulance service.

**You can renew online at [www.stjohn.org.nz/renewal](http://www.stjohn.org.nz/renewal)**

Please note: From February 2019, St John will operate from the following bank account number for Supporter Scheme payments. Please ensure you use this account: 12 3244 0023915 50. Please check your details before you renew. If your circumstances have changed you may wish to select a different plan. See overleaf for renewal options.

### **St John 111 Clinical Hub is now nationwide**

Improvements we've made to the 111 ambulance service are now running around the whole country. If you need an ambulance urgently, we'll get one to you as soon as possible. If you don't, we'll find the best treatment for you through our 111 Clinical Hub. Registered nurses and paramedics can carry out detailed clinical assessments and advise the best treatment plan over the phone.

If you have any queries please call us on **0800 ST JOHN (0800 785 646)**.

Yours sincerely

Pip Waters  
National Supporter Scheme Manager



### **Through your support:**

- > St John Youth Programmes provided first aid, health care, leadership and life skills to young people aged 6–18
- > our Caring Callers service provided daily telephone calls to those who are housebound or live alone
- > volunteers provided non-medical comfort and support to patients and their families in hospitals.

**Thank you from all those who needed your help.**

## Letter 2 – Subscription expiry with remittance

Customer ID: [REDACTED]  
[REDACTED]  
[REDACTED]

Waitakere 0614

6 December 2018

Dear Brooke

**Your annual subscription to the St John Supporter Scheme is now overdue**

I've recently noticed that your Supporter Scheme subscription has expired. This may be a simple oversight but I'd like to remind you how to pay your subscription.

**It's easy to renew your subscription**

To check your details and find out how you can renew your subscription please read the information attached. If you don't need to update your details the easiest way to renew is at [www.stjohn.org.nz/renewal](http://www.stjohn.org.nz/renewal)

**You'll receive free emergency ambulance cover again**

Once you renew your Supporter Scheme, you will once again get the peace of mind knowing that if you do need our help in a medical emergency St John is here for you, and any part charges are taken care of. With this in mind I'd strongly recommend you renew your subscription in the next 7 days.

**Your support is critical to help people in your community**

As you know, St John is a charity and relies on the Supporter Scheme and donations to keep helping those in life or death situations. Hopefully you won't need to use our ambulance service, but by renewing your subscription it's good to know you are helping us buy new ambulance equipment and vehicles, and provide essential services to your local community.

**If you'd like any help to renew your Supporter Scheme or have any questions please call us on 0800 ST JOHN (0800 785 646). Our team is available Monday to Friday, 7.30am to 5.00pm.**

Yours sincerely



Pip Waters  
National Supporter Scheme Manager



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**St John**  
Here for Life

██████████  
██████████  
Waitakere 0614

#### SUBSCRIPTION NOTICE

GST Number: 10-686-539  
Supporter No: ██████████  
SJ ID No: ██████████  
Date: 6 December 2018

Your annual Joint subscription to the St John Supporter Scheme is overdue.  
Payment of your subscription will restart your Supporter Scheme benefits.

**The annual fee is \$65.00 for the next 12 months from the date we receive payment.**

Your Joint subscription covers the following people: (Please list all supporters)

| Title      | First name | Surname    | Date of Birth |
|------------|------------|------------|---------------|
| ██████████ | ██████████ | ██████████ | ██████████    |
| ██████████ | ██████████ | ██████████ | ██████████    |

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The subscription amount below, and any donation you may choose to make, can be paid using one of the payment options listed below.

**Privacy policy:** St John is concerned with protecting the privacy of your personal and health information. Our privacy policy is available at [www.stjohn.org.nz/privacypolicy](http://www.stjohn.org.nz/privacypolicy)  
**Supporter Scheme terms and conditions:** Please see [www.stjohn.org.nz/supporter-terms](http://www.stjohn.org.nz/supporter-terms)

|       |         |
|-------|---------|
| Fee   | \$56.52 |
| GST   | \$8.48  |
| Total | \$65.00 |



#### REMITTANCE ADVICE

St John Northern Region  
St John, Freepost 246812, Private Bag 14902, Panmure, Auckland 1741

Name: ██████████  
Supporter No: ██████████  
SJ ID: ██████████  
Payment Due: **\$65.00**

Payment enclosed for:  
Subscription Payment \$ \_\_\_\_\_  
My Donation is \$ \_\_\_\_\_  
Total Payment Enclosed \$ \_\_\_\_\_

#### PAYMENT MADE EASY

- Credit Card** - Pay online by going to [www.stjohn.org.nz/renewal](http://www.stjohn.org.nz/renewal) or call 0800 ST JOHN (0800 785 646)
- Internet Banking** - Please use the following bank account: **12 3244 0023915 50** and include your customer number ██████████ and ID: ██████████
- New Zealand Post** - present this notice at any local PostShop for an easy payment option
- Cheque** - please make a cheque payable to: St John and return with this remittance advice.

Please tick if receipt is required ☐



STJAC 1055138897000000000000

## Letter 3 – NEW Membership



PO BOX 575  
Whangarei 0112

7 December 2018

Dear [REDACTED]

### Thank you for your membership

I'd like to say thank you for paying your St John Sup membership. Together we can ensure people in your community continue to get the care they need.

Supporter no: [REDACTED]  
Membership type: **Individual**

If you have any queries please call us on 0800 ST JOHN (0800 785 646).

Thank you again for supporting St John.

Yours sincerely

Pip Waters  
National Supporter Scheme Manager

Your **Supporter Scheme card** is designed to last many years.

You do **not** need to present your card in a **medical emergency**, it is purely just as a reference to your details should you need them.



### As a Supporter you will now receive:

- > free medical emergency attendance if required
- > free emergency ambulance transport to hospital or emergency medical clinic if required
- > free attendance in an emergency and transport to hospital or emergency medical clinic, if required, for accident related injuries more than 24 hours old (ACC may cover those less than 24 hours old).



20 November 2018

Receipt no: [REDACTED]

Supporter no: [REDACTED]

Charity no. CC46726

Mr Frank Geddes

PO BOX 575  
Whangarei 0112

Thank you for continuing your membership and kind donation

**Total**

\$50.00

\$8.80

**\$58.80**



Gary Connolly  
CFO St John NZ

Supporter Scheme membership fees are not tax deductible. All donations over \$5.00 made on top of your membership are tax deductible and exempt from GST.

The Order of St John Freepost 246812,  
Private bag 14902, Panmure, Auckland 1741  
T 0800 ST JOHN (0800 785 646) F 09 526 0557  
W [www.stjohn.org.nz](http://www.stjohn.org.nz)

## St John Supporter Scheme terms and conditions

Effective 1 July 2016

These terms and conditions describe the relationship between St John and subscribers to the St John Supporter Scheme ("the Scheme").

### 1. Background

- 1.1. By buying a Scheme membership, Individual, Joint or residential household subscribers (referred to as "Customers") can benefit from free ambulance cover in a medical emergency or accident related injury that is more than 24 hours old.
- 1.2. If you are treated by an ambulance officer and/or transported in an ambulance because of a medical emergency, there is normally a part charge you have to pay. A medical emergency means, among others, events such as a collapse, asthma attack or heart attack. A part charge normally also applies for an accident related injury that is more than 24 hours old.

### 2. Scheme benefits

- 2.1. Customers do not have to pay any part charge where they are treated by an ambulance officer and/or transported because of a medical emergency, anywhere in New Zealand that St John ambulance operates.
- 2.2. Customers do not have to pay any part charge where they are treated for an accident related injury that is more than 24 hours old or where the injuries do not meet ACC criteria.
- 2.3. The following are not included in the Scheme:
  - a. **Customers are not given priority over any other patients calling 111 in a medical emergency or requiring ambulance treatment or transport.**
  - b. Joining the Scheme does not guarantee that St John will send an ambulance if you call 111. If you require assistance, St John organises the most appropriate help. This could be an ambulance, paramedic, another emergency service or expert advice.
  - c. **Customers will not receive free ambulance transport under the Scheme where the ambulance has been arranged or called by a medical alarm provider or is as a result of a medical alarm activation. This includes alarm services provided in retirement homes and villages.**
  - d. Customers will not receive free ambulance transport where an ambulance has been called and the patient does not require clinical assessment or treatment and St John deems the call out to be neither of a medical or emergency nature. St John may charge Customers the full cost for providing ambulance services in these circumstances (visit [www.stjohn.org.nz/part-charges](http://www.stjohn.org.nz/part-charges) for details of ambulance private hire charges).
  - e. Customers will not receive free ambulance transport to or from clinical appointments, from one hospital to another or transport on discharge from hospital following treatment, including from the emergency department.

### 3. Customer obligations

- 3.1. The annual Scheme subscription must be paid in full to qualify for free emergency ambulance cover.
- 3.2. Scheme subscriptions are not transferable or assignable.
- 3.3. For the joint and household subscription the additional customer/s must live permanently at the same residential household address and be listed on the subscription form.
- 3.4. Residents of a household, who are not listed on the form or advised to St John, are not covered by the benefits of the Scheme. The exception to this is that all Schemes cover new-born babies living permanently in the same household as the principal Customer for the remainder of the subscription year. When applying for a joint or household subscription the applicant must include the name of the principal Customer who purchased the subscription.
- 3.5. The principal Customer must notify St John of any relevant changes to the additional Customers listed on the joint subscription; or additions to or other relevant changes to Customers listed on the household subscription. If changes are not notified to St John, an individual living at a principal Customer's address who is not listed on the subscription form by the principal supporter will need to pay the part charge for any emergency ambulance attendance and/or transport.

- 3.6. The principal Customer must notify St John of any changes to the subscription in advance of any intended use.

### 4. Rates and payment

- 4.1. Subscription rates are available for Individual, Joint and residential households. Current rates are available at [www.stjohn.org.nz](http://www.stjohn.org.nz).
- 4.2. Any changes in rates will be notified to the principal Customer one month before the current subscription expires.
- 4.3. Subject to these conditions, payment of the Individual, Joint or household subscription will provide cover for 12 months from the date payment is received by St John.
- 4.4. For continuous cover, renewal of the full subscription amount must be paid before the current paid subscription period ends.
- 4.5. There is no life subscription equivalent of the Scheme.

### 5. Cancellation

- 5.1. A Customer may cancel their subscription at any time in writing. Cancellation will take effect at the end of the subscription year. If a subscription is cancelled part way through the subscription year, St John does not refund the remaining subscription fee.
- 5.2. St John may, at its discretion, decline any Scheme application or subscription renewal, or cancel any current subscription on written notice to a Customer if:
  - a. the Customer or an individual living in a Customer household or prospective Customer household is indebted to St John (or to any assignee of such debt if it has been assigned by St John); or
  - b. St John determines, acting reasonably, that the Customer or a member of a Customer household is acting contrary to these terms and conditions or abusing the scheme; or
  - c. the application or renewal has been made without the express authority of the person named as the applicant.

### 6. Exclusions

- 6.1. St John does not provide emergency ambulance services in Wellington and Wairarapa.
- 6.2. To join the scheme you need to be a citizen or permanent resident of New Zealand, or eligible for free public healthcare in New Zealand in accordance with Ministry of Health policy.
- 6.3. Residents of rest homes, private hospitals or other commercial residential facilities are not eligible to subscribe to the Scheme. Residents of retirement villages, who are in independent living accommodation, are eligible to subscribe to and benefit from the Scheme subject to the medical alarm activation exclusion in clause 2.3 c.
- 6.4. St John Medical Alarm Customers are not eligible to join the Scheme. The cost of emergency ambulance call outs, whether as a result of an alarm activation or not, is already covered by St John for St John Medical Alarm Customers.
- 6.5. Group or company participation in the Scheme is at the discretion of St John and is evaluated on a case by case basis.

### 7. Privacy

- 7.1. St John is concerned with protecting the privacy of your personal and health information. Our privacy policy is available at [www.stjohn.org.nz/privacypolicy](http://www.stjohn.org.nz/privacypolicy)

## Help your community. Become a St John Volunteer.

- > Ambulance volunteer
- > Caring Caller volunteer
- > Event volunteer
- > Health Shuttle volunteer
- > Area Committee (appointed member)
- > Friends of the Emergency Department volunteer
- > Youth programme leader

**For more details please call 0800 ST JOHN (0800 785 646)  
or visit [www.stjohn.org.nz/volunteer](http://www.stjohn.org.nz/volunteer)**





## Letter 4 – Replacement card



■■■■■■■■■■  
■■■■■■■■■■  
Napier 4112

6 December 2018

Dear ■■■■■■■■■■

Thank you for getting in touch with us about your  
Supporter Scheme. As requested here is your  
Supporter Scheme card.

**Your Supporter Scheme card** is designed to  
last many years.

**You do not need to present your card in a  
medical emergency**, it is purely just as a  
reference to your details should you need them.



If you have any queries please call us on 0800 ST JOHN (0800 785 646).

Thank you again for supporting St John.

Yours sincerely

Pip Waters  
National Supporter Scheme Manager



### As a St John Supporter you receive:

- > free medical emergency attendance if required
- > free emergency ambulance transport to hospital or emergency medical clinic if required
- > free attendance in an emergency and transport to hospital or emergency medical clinic, if required, for accident related injuries more than 24 hours old (ACC may cover those less than 24 hours old).



Mr [REDACTED]  
[REDACTED]  
[REDACTED]  
Kaitia 0481

7 December 2018

Dear [REDACTED]

### Thank you for your continued membership

I'd like to say thank you for renewing your St John Supporter Scheme again this year and kindly making a donation. Your membership is really appreciated. Together we can ensure people in our local community continue to get the care they need.

### Encourage your friends to support St John

As someone who understands the value of being a St John Supporter I'd like to ask you to join with other advocates of St John and tell your friends and family members about our Supporter Scheme. A leaflet is enclosed to help you get started. If you require additional leaflets please let me know. Encouraging more people to become St John Supporters is vital in helping us provide essential services to your local community.

Please note, your existing Supporter Scheme membership card is still valid. If you require a new card for any reason please contact our customer service team on **0800 ST JOHN (0800 785 646)**.

Thank you again for supporting St John.

Yours sincerely

Pip Waters  
National Supporter Scheme Manager

P.S. Did you know you can also buy a subscription for your friends or family? To buy a subscription simply call **0800 ST JOHN (0800 785 646)** with their name, address and date of birth details.

19 October 2018

Receipt no: [REDACTED]

Supporter no: [REDACTED]

Charity no. CC46726

Mr [REDACTED]  
[REDACTED]  
[REDACTED]  
Kaitia 0481

Thank you for continuing your membership  
and kind donation

|       |                                     |
|-------|-------------------------------------|
| Total | \$65.00<br>\$2.00<br><b>\$67.00</b> |
|-------|-------------------------------------|



Gary Connolly  
CFO St John NZ

Supporter Scheme membership fees are not tax deductible. All donations over \$5.00 made on top of your membership are tax deductible and exempt from GST.

The Order of St John Freepost 246812,  
Private bag 14902, Panmure, Auckland 1741  
T 0800 ST JOHN (0800 785 646) F 09 526 0557  
W [www.stjohn.org.nz](http://www.stjohn.org.nz)



Mr [REDACTED]  
[REDACTED]  
[REDACTED]  
Kaitia 0481

7 December 2018

Dear [REDACTED]

### Thank you for your continued membership

I'd like to say thank you for renewing your St John Supporter Scheme again this year and kindly making a donation. Your membership is really appreciated. Together we can ensure people in our local community continue to get the care they need.

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Thank you again for supporting St John.

Yours sincerely

Pip Waters  
National Supporter Scheme Manager

P.S. Did you know you can also buy a subscription for your friends or family? To buy a subscription simply call **0800 ST JOHN (0800 785 646)** with their name, address and date of birth details.

19 October 2018

Receipt no: [REDACTED]

Supporter no: [REDACTED]

Charity no. CC46726

Mr [REDACTED]

[REDACTED]

[REDACTED]

Kaitia 0481

Thank you for continuing your membership  
and kind donation

|       |                                     |
|-------|-------------------------------------|
| Total | \$65.00<br>\$2.00<br><b>\$67.00</b> |
|-------|-------------------------------------|

Gary Connolly  
CFO St John NZ



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W [www.stjohn.org.nz](http://www.stjohn.org.nz)



Customer ID: 1300977



28 February 2019



**Your annual subscription to the St John Supporter Scheme is now overdue**

I've recently noticed that your Supporter Scheme subscription has expired. This may be a simple oversight but I'd like to remind you how to pay your subscription.

**It's easy to renew your subscription**

To check your details and find out how you can renew your subscription please read the information attached. If you don't need to update your details the easiest way to renew is at [www.stjohn.org.nz/renewal](http://www.stjohn.org.nz/renewal)

**You'll receive free emergency ambulance cover again**

Once you renew your Supporter Scheme, you will once again get the peace of mind knowing that if you do need our help in a medical emergency St John is here for you, and any part charges are taken care of. With this in mind I'd strongly recommend you renew your subscription in the next 7 days.

**Your support is critical to help people in your community**

As you know, St John is a charity and relies on the Supporter Scheme and donations to keep helping those in life or death situations. Hopefully you won't need to use our ambulance service, but by renewing your subscription it's good to know you are helping us buy new ambulance equipment and vehicles, and provide essential services to your local community.

**If you'd like any help to renew your Supporter Scheme or have any questions please call us on 0800 ST JOHN (0800 785 646). Our team is available Monday to Friday, 7.30am to 5.00pm.** If you'd like to see us in person or drop off a payment, pop down to St John Bream Bay, 4 Tamingi Street, Ruakaka 0116.

Yours sincerely



Pip Waters  
National Supporter Scheme Manager



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**St John**

Here for Life

The contact and supporter details below are used for our ambulance records, so please ensure they are correct. **To update any details please call us on 0800 ST JOHN (0800 785 646).** If you'd like to see us in person or drop off a payment, pop down to St John Bream Bay, 4 Tamangi Street, Ruakaka 0116.

**Contact details**Address: **4 Gannet Place, One Tree Point 0118**Contact Tel: **094327066**

Email: Please call us to update if relevant

**Supporters who benefit from this subscription**

| Title | First name | Surname | Date of Birth |
|-------|------------|---------|---------------|
| Mrs   | Carole     | Lawson  | On file       |
| Mr    | James      | Lawson  | On file       |

**IMPORTANT:** From February 2019, St John will operate from the following bank account number for Supporter Scheme payments. Please ensure you use this account: 12 3244 0023915 50

**Privacy policy:** St John is concerned with protecting the privacy of your personal and health information. Our privacy policy is available at [www.stjohn.org.nz/privacypolicy](http://www.stjohn.org.nz/privacypolicy)  
For Supporter Scheme terms and conditions see [www.stjohn.org.nz/supporter-terms](http://www.stjohn.org.nz/supporter-terms)



If you don't need to update any details above, simply cut here and return this section of the form.

**Joint subscription renewal details (SJID: 552341006)**Principal name: **Mrs Carole & Mr James Lawson**Supporter No: **2332501**Expiry: **11/04/2019****Step 1. Choose your Supporter Scheme**

- ☐ \$50 – Individual supporter subscription  
covers only 1 person
- ☐ \$65 – Joint supporter subscription  
covers only 2 people living permanently at the same address
- ☐ \$80 – Household supporter subscription  
covers 3+ people living permanently at the same address

**Step 2. Make a donation**

I would also like to make a donation to help St John continue to deliver its lifesaving work. Please accept my donation of:

☐ \$25 ☐ \$50 ☐ \$100 \$ \_\_\_\_\_ (my choice)

Donations of \$5 or more are tax-deductible and a receipt will be sent to you. Membership subscription fees are for a service and not tax-deductible.

**Step 3. Work out the total payment**

\$ \_\_\_\_\_ **Total payment** (Subscription fee + donation)

Please do not send cash in the post.

**Renew before 11 April 2019  
and you will continue to  
receive:**

- > free medical emergency attendance if required
- > free emergency ambulance transport to the nearest hospital or emergency medical clinic if required
- > free attendance in an emergency and transport to hospital or emergency medical clinic, if required, for accident related injuries more than 24 hours old (ACC may cover those less than 24 hours old).

Did you know it costs us on average \$615 per ambulance call-out? The part charge for non-members is \$98 per call out, so your annual membership offers great value.

**Renewal options**

If you don't need to update any details you can simply renew your subscription;

**CREDIT CARD / ONLINE**

- > [www.stjohn.org.nz/renewal](http://www.stjohn.org.nz/renewal)
  - > via Internet banking
- Account: 12-3244-0023915-50  
Particulars: 2332501  
Code: 552341006

**CHEQUE**

Please make a cheque payable to: St John.  
Post to: St John, Freepost 246812, Private Bag,  
Panmure, Auckland 1741

**VIA NZ POST**

Take this form and pay at your local PostShop

**For membership updates and all  
other enquiries please call us on  
0800 ST JOHN (0800 785 646)**



STJAC 405523410069000000000000



## Supporter Scheme Fees Summary

AC No. SA8XX

St John Area Committee

November 2018

| Category                   | Qty       | Amount<br>(GST excl) |
|----------------------------|-----------|----------------------|
| Individual                 | 11        | \$430.43             |
| Joint                      | 6         | \$339.13             |
| Household                  | 5         | \$271.30             |
|                            | <b>26</b> | <b>\$1,040.87</b>    |
| Total Scheme Fees          |           | \$104.09             |
| Received by Area Committee |           | \$56.52              |
| <b>Total Payout</b>        |           | <b>\$47.56</b>       |



## Supporter Scheme Fees Details

AC No. SA8XX

St John Area Committee

November 2018

### Household

| Member ID | Status               | Amount<br>(GST excl) | Donation Received with<br>Payment | Money Received In. | Promo Code | Members in<br>Scheme | Complimentary<br>Code |
|-----------|----------------------|----------------------|-----------------------------------|--------------------|------------|----------------------|-----------------------|
| STJ123457 | New                  | \$0.00               | \$0.00                            | National           | -          | 3                    | Plunket               |
| STJ123458 | New                  | \$62.61              | \$20.00                           | National           | RGPromo    | 7                    | -                     |
| STJ123459 | New                  | \$69.57              | \$0.00                            | National           | -          | 3                    | -                     |
| STJ123460 | Renewed              | \$69.57              | \$10.00                           | National           | -          | 6                    | -                     |
| STJ123461 | Renewed After Lapsed | \$69.57              | \$0.00                            | National           | -          | 4                    | -                     |