

RESIDENTS' POLICY

Purpose

1. This Residents Policy of Metlifecare Limited ("Metlifecare") summarises Metlifecare's relationships with residents of Metlifecare's villages.

Objectives

2. Metlifecare respects the importance of its residents as stakeholders, as distinct from its shareholders.
3. Metlifecare actively seeks to fulfil its obligations to its residents through the provision of quality products and services that are delivered in a manner that:
 - respects and upholds residents' rights as established by the Retirement Villages Act 2003, associated regulations and the Retirement Villages Code of Practice 2008;
 - delivers to residents the products and services purchased in a manner that enhances the quality of their experience; and
 - recognises and respects the residents' right to be involved as members of a community within their village.
4. Metlifecare understands the importance of communicating with its residents.
5. This policy supplements and is to be read together with Metlifecare's Shareholder Communications Policy. Metlifecare recognises that while residents may not necessarily be shareholders, all the communications to shareholders are available to residents as members of the public through Metlifecare's website, www.metlifecare.co.nz.

Obligations to Residents

6. Metlifecare respects the rights and interests of residents as they are set out in the contracts with residents and all relevant legislation.

Retirement Villages Association

7. Metlifecare is an accredited member of The Retirement Villages Association of New Zealand Incorporated.
8. Retirement Village Association members are required to comply with the Association's Code of Practice. This specifies and protects the rights of residents and sets out the obligations of retirement village operators with regard to the operation of retirement villages and the care of residents.

Board Monitoring

9. The Board regularly monitors, with the assistance of reports from senior management, issues raised by residents.

Review

10. The Board annually reviews this policy.

Publication

11. This Residents' Policy is available on the Company's website, www.metlifecare.co.nz.