



**Important changes**  
to your ASB Insurance Policy

› [asb.co.nz](https://www.asb.co.nz)

**ASB**

**iag**

## › What do you need to do?

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This summary is designed to provide an overview of the most important changes to your policy, which include a number of new benefits as well as updated terms and conditions. These changes will take effect from your next policy renewal date on or after 1 July 2018.

As every change isn't listed here, we strongly recommend that you take the time to read through your new policy document, so you understand exactly what you're covered for and the exclusions and limitations that apply. You can find this at [asb.co.nz/insurance-policy](https://www.asb.co.nz/insurance-policy).

If you have any questions about your cover, please contact us on **0800 200 252** - we'll be happy to help.

The availability of insurance cover is subject to your application being approved. Terms, conditions and exclusions apply. For full details, refer to the Policy Document which is available from ASB Bank Limited. The insurance premium discounts do not apply to GST, government levies or optional extensions. This insurance is underwritten by IAG New Zealand Limited (IAG).





## › Contents

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## Summary of key changes

### Cover for methamphetamine contamination

#### Methamphetamine contamination benefit

Provides up to \$30,000 to help clean up damage to your home caused by methamphetamine contamination, where the damage exceeds current standards.

An excess of \$2,500 applies to each claim.

Covers tenanted properties, as well as owner-occupied and holiday homes. Some cover is available for short-term rentals, however different conditions and limitations apply.

If you're a landlord, you must meet the 'Landlord's obligations' policy condition, as outlined below.

#### Landlord's obligations condition

The 'Landlord's obligations' policy condition has been modified to reflect the increased standard of care required of landlords. To make a valid claim on a tenanted property, you'll need to have fulfilled these obligations. There are updated inspection and monitoring requirements that you must meet from when your Home policy renews. The updated tenant-vetting requirements will apply only to new tenancies that commence after your Home policy renews, not to your existing tenants.

#### Unlawful substances exclusion

Clarification that there's no cover for contamination in connection with any 'controlled drug' as defined in the Misuse of Drugs Act 1975.

The exclusion doesn't apply to damage caused by the accidental spread of fire or explosion, or to cover provided under the new 'Methamphetamine contamination' benefit, or updated 'Alternative accommodation' or 'Loss of rent' benefits.

The exclusion also doesn't apply to liability for accidental damage to someone else's property caused in connection with the ownership of your home, provided you meet the updated landlord's obligations and test for methamphetamine contamination between tenancies.

*Previously there was cover for contamination damage to a rental property caused by a methamphetamine lab, provided the landlord met specified tenancy obligations.*

*There are new definitions relating to methamphetamine cover, as well as other new and updated definitions - see your policy wording for details.*

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Exclusions that apply to all parts of this Home Insurance  
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### Other changes

#### New benefits

##### Electronic programs

If your electronic equipment suffers loss or damage covered by the Home Insurance, you're also covered for the reasonable cost of restoring, re-setting or re-programming programs, software and other coded instructions necessary to operate that equipment. There's no cover for any data that may be stored on that equipment.

##### New building work

Provides cover for defined perils (specified events only) of up to \$10,000 per annual period for a new structure valued at \$10,000 or less being built at the home, including any materials for it being kept at the home. If a new structure is worth more than this amount, you'll need to contact us to arrange separate cover.

##### Sustainability upgrade

If we accept a claim for the total loss of your home and it is your principal residence, we'll pay up to \$15,000 in addition to the sum insured to upgrade it with approved sustainable products when you rebuild the home.

Part one - automatic additional benefits  
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## Summary of key changes

### New optional landlord's benefit available to purchase

#### Landlord's protection

This optional benefit covers:

- loss of or damage to landlord's contents at your rental property, including where this was caused by methamphetamine contamination, up to \$10,000
- hidden gradual damage to your rental property, up to \$3,000 per annual period
- loss of or damage to your rental property due to an intentional act by your tenant or their guest, up to \$25,000 (this amount includes up to \$10,000 for landlord's contents at the property)
- loss of rent following:
  - an intentional act by your tenant or their guest, up to 52 weeks' rent
  - the eviction of your tenant for not paying rent, up to 12 weeks' rent
  - your tenant vacating the property without notice, up to 6 weeks' rent
  - your tenant legally not paying rent due to prevention of access or failure of public utilities, up to 6 weeks' rent

A maximum of \$20,000 applies.

The optional benefit also extends your cover for legal liability to include cover for liability in connection with your landlord's contents.

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### Updated benefits

#### Alternative accommodation

Extended to cover temporary alternative accommodation where your home can't be lived in due to methamphetamine contamination covered by the Home Insurance. The maximum amount payable has increased from \$12,500 to \$20,000 for up to 12 months. Clarification that the benefit only applies to your principal residence. If you have other alternative accommodation cover with us, the most we will pay for any claim under all benefits in total is the highest applicable limit.

#### Hidden gradual damage

Clarification that the maximum amount payable of \$5,000 for hidden gradual damage to your home applies per annual period. Where the damage is caused by an internal tank, the tank must be plumbed into the water reticulation system and permanently used to store water.

#### Keys and locks

Clarification that the maximum amount payable for your home's keys and locks of \$1,000 applies per annual period, and that this limit applies across all keys and locks cover you may have under this or any other policy with us.

#### Landscaping

Extended to cover the restoration of your gardens and lawns (as well as trees, shrubs and hedges) and the maximum amount payable has increased from \$2,000 to \$2,500. The benefit applies where a claim is payable for damage to your home, and the damage to the garden occurred either in the same event or during the subsequent repair of the home.

#### Loss of rent

Extended to cover loss of rent where your home can't be lived in due to methamphetamine contamination covered by the Home Insurance. The maximum amount payable has increased from \$12,500 to \$20,000 for up to 12 months. If you have other loss of rent cover with us, the most we will pay for any claim under all benefits in total is the highest applicable limit.

#### Stress payment

The amount payable for stress following the total loss of your home for which a claim is payable has increased from \$1,000 to \$2,000. If you have other stress cover with us, this is the most we will pay for any event under all policies in total.

#### Water or sewage pipe blockage

The maximum amount payable for clearing a blocked underground water or sewage pipe at your home has increased from \$125 to \$500 and clarification that this applies per annual period.

Part one - automatic additional benefits  
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## Summary of key changes

### Updated clauses

#### The most we will pay

##### Reduction and reinstatement of sums insured

Following damage to your home for which a claim's payable under the Home Insurance or by the Earthquake Commission, the sums insured are reduced from the time of the loss by the amount required to repair the loss. When payments are applied to the repair of the home, the sums insured are reinstated.

##### Legal liability

Extended to cover your legal liability for another person's accidental death or bodily injury in connection with your home. The maximum amount payable is \$1,000,000. Defence costs you necessarily and reasonably incur with our prior approval are covered on top of this limit.

##### Reparation

Extended to cover your legal liability to pay court-ordered reparation to a victim who has suffered accidental property loss or damage, or accidental death or bodily injury in connection with your home. You must notify us as soon as possible if you're charged with any such offence and we must give our approval before any offer of reparation is made.

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Part two - your legal liability  
*What you are covered for*  
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### New exclusions

#### Causes of loss not covered

- Clarification that there's no cover for damage from water in any form (including hail and snow) entering your home because any roofing material, exterior cladding, window or door has been removed by you or someone else with your permission
- Clarification that there's no cover for damage from insects, rodents and vermin other than possums, or a tenant's pet. This exclusion only applies to property directly affected - you're covered for resultant sudden and accidental loss to other parts of your home.

#### Intentional or reckless acts

Clarification that there's no cover for loss or damage resulting from an intentional or reckless act or omission by anyone covered under the policy.

Part one - cover for your home  
*What you are not covered for*  
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Policy exclusions that apply to all parts of this policy  
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### Updated exclusions

#### Vacant homes

If your home's vacant for more than 60 days, cover continues but only for damage caused by fire, explosion or lightning, or damage covered under the 'Natural disaster' automatic additional benefit.

*Previously all cover was suspended unless you notified us and we agreed that it may continue.*

#### Causes of loss not covered

Damage to your swimming pool or spa pool from hydrostatic pressure is no longer excluded where this is a result of earthquake, storm or flood.

#### Legal liability

- The exclusion for liability for loss of or damage to property of family living with you has been removed
- Clarification that there's no cover for punitive or exemplary damages or fines
- Clarification that the exclusion for liability in connection with a business:
  - doesn't include where you're renting out the home as a residence
  - does include sponsorships.

Clarification that there's no cover for liability in connection with:

- any electric wheelchair or golf cart (as these items aren't covered under Home Insurance)
- seepage, pollution or contamination, unless it occurs during the period of insurance and is caused by a sudden and accidental event that occurs during the period of insurance.

#### Excess

If we insure both your home and contents at the same address and you make a claim under both for loss or damage caused by the same incident, you'll only need to pay one excess, being the highest applicable.

*Previously this extended to vehicle and boat claims as well, however it was restricted to claims under this policy only and didn't apply if there was a voluntary or imposed excess in place.*

Part one - cover for your home  
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Part two - your legal liability  
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Exclusions that apply to all parts of this Home Insurance  
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## Summary of key changes

### Updated claim requirements

#### What you must do

- Let us examine the insured property before any repair work is started
- Tell us straight away if you're charged with an offence that resulted in loss or damage to another person's property, or death or bodily injury to another person.

#### What you must obtain our agreement to do

- Get our agreement before you negotiate, offer to pay or pay any reparation.

How to claim under all parts of this policy  
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### Updated definition

#### 'home'

- Domestic outbuildings that may have incidental rural lifestyle use are no longer excluded
- You now have automatic cover for:
  - bridges, culverts, fords and dams with a replacement cost of \$15,000 or less
  - private utility plants with a replacement cost of \$10,000 or less
  - wells or bore holes and their pumps with a replacement cost of \$10,000 or less
 Items of a higher cost may be specified.

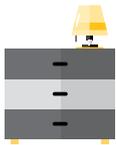
*There are a number of other new and updated definitions - see your policy wording for details.*

Definitions that apply to all parts of this Home Insurance  
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### Removed condition

#### Burglar alarm system

If we've given you a discount for having a burglar alarm, the requirement to regularly test and maintain the alarm and ensure that it's activated while the home's unattended is no longer included in the policy wording as a condition. However, this is recommended as best practice. The discount will continue to apply.



# Contents Insurance

## Classic Cover



### Summary of key changes

#### New benefits

Your contents are covered in transit from the place where they were acquired to the home, while they are in the possession of you or your partner, or a family member that lives with you.

#### Credit cards

Provides cover of up to \$1,000 per annual period if your lost or stolen credit or debit card is used fraudulently, provided the person responsible isn't a relative, living with you or covered under the Contents Insurance.

#### Contents in storage

Provides cover for loss of or damage to your contents stored in a safe deposit box at a bank or commercial vault. Otherwise, as long as we've given prior approval, your contents in storage are covered for defined perils (specified events only).

#### Contents in transit

Provides cover for defined perils (specified events only) where your contents are being moved between permanent homes.

#### Electronic data and programs

Clarification that you're covered for your licensed computer software, programs and digital data on your storage device that suffer loss or damage in an event covered by the Contents Insurance. There's no cover for re-installing, re-setting or recreating the software, programs or data, or for loss or damage caused by a computer virus.

#### Frozen food

If your freezer or fridge suddenly breaks down or the power's accidentally disconnected, you're covered for the reasonable cost to replace any perished food and any resultant damage it causes to contents.

#### Natural disaster

Clarification that you're covered for natural disaster as defined in the policy wording. Any Earthquake Commission cover must be used first.

#### Overseas travel

Provides cover of up to \$5,000 for loss of or damage to clothing, personal effects, suitcases, bags, jewellery and watches while you and your family travelling with you are in transit to and from and travelling in Australia or the South Pacific Islands, provided the trip is of no longer than three weeks' duration.

#### Contents covered for sustainability upgrade

If we replace your whiteware that's less than 10 years of age, we'll pay for a comparable model with more energy-efficient features, if available.

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Part one - automatic additional benefits  
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Part one - cover for your contents  
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#### Updated benefits

##### Alternative accommodation

The maximum amount payable for temporary alternative accommodation has increased from \$12,500 to \$20,000 for up to 12 months. Clarification that the benefit only applies if the home is your principal residence.

If you're a tenant, you're covered if the home you're renting is damaged by an insurable event until the end of your tenancy agreement or you move to another rental home, whichever is the earlier.

If you have other alternative accommodation cover with us, the most we will pay for any claim under all benefits in total is the highest applicable limit.

Part one - automatic additional benefits  
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## Summary of key changes

### Children living away from home

Extended to cover the contents of family members living away from home attending a school where they're not in tertiary accommodation (as well as where they are in tertiary accommodation, as before). If they're not living in accommodation run by the school or institute then the maximum amount payable is \$1,000 per item and \$5,000 in total, and there's no cover for lost items, or stolen items unless theft occurs following the break-in of a building.

### Fatal injury

Clarification that fatal injury as a result of home invasion is covered (as well as fatal injury as a result of fire, burglary and theft, as before). Extended to family permanently living with you or living away from home for study.

*Previously this benefit covered you and your partner only.*

### Hidden gradual damage

Clarification that the maximum amount payable of \$5,000 for hidden gradual damage to your contents applies per annual period. Where the damage is caused by an internal tank, the tank must be plumbed into the water reticulation system and permanently used to store water.

### Home office

The maximum amount payable for loss of or damage to home office furniture and equipment used for earning income has increased from \$1,000 to \$10,000 for items at your home or \$1,500 for items temporarily removed from the home.

*Previously the cover for business contents wasn't limited to home office furniture and equipment, and there was no requirement for items to be either at the home or temporarily removed from the home.*

### Keys and locks

Clarification that the maximum amount payable for keys and locks of \$1,000 applies per annual period and that this limit applies across all keys and locks cover you may have under this or any other policy with us.

### Spectacles, contact lenses, hearing aids and dentures

If you're 55 years of age or over, all claims solely for spectacles, contact lenses, hearing aids and dentures are paid on a replacement value basis (no excess applies and your no-claims discount won't be affected).

*Previously only the first claim in any period of insurance was settled on replacement value.*

### Stress payment

The amount payable for stress following the total loss of your contents for which a claim is payable has increased from \$1,000 to \$2,000. This limit applies across all stress payment cover you may have under this or any other policy with us.

## Updated clauses

### Maximum payment for specific types of contents

- For all parts and accessories not in or attached to any motor vehicle, trailer, caravan or aircraft/aerial device, the maximum amount payable has increased from \$1,000 to \$2,500
- For parts and accessories not in or attached to watercraft, the maximum amount payable has reduced from \$3,000 to \$2,500 for all parts in total
- For all money, bullion, unset precious stones, and stamps not part of a collection, the maximum amount payable has increased from \$300 to \$500
- Paddleboards and kite surfers are covered under watercraft, with a limit of \$3,000
- Remotely piloted aircraft (e.g. drones) are covered, with a limit of \$3,000.

### Legal liability

Extended to cover you, your partner and your family who live with you (including children living away from home for study) for liability for causing accidental death or bodily injury, up to \$1,000,000. Defence costs necessarily and reasonably incurred with our prior approval are covered on top of this limit. Where your contents are being carried by ship and are being moved between permanent homes, you're also covered for any liability to pay General Average or salvage charges.

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Part two - your legal liability  
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## Summary of key changes

### Reparation

Extended to cover you, your partner and your family who live with you (including children living away from home for study) for liability to pay court-ordered reparation to a victim who has suffered accidental property loss or damage, or accidental death or bodily injury. You must notify us as soon as possible if you're charged with any such offence and we must give our approval before any offer of reparation is made.

### New exclusions

#### Causes of loss not covered

There's no cover for damage:

- connected in any way with structural additions or structural alterations to the home, unless we've been notified beforehand and have agreed in writing to cover this
- from water in any form (including hail and snow) entering the home because any roofing material, exterior cladding, window or door has been removed by you or any other person acting on your authority
- from insects, rodents or vermin other than possums

The above exclusions only apply to contents directly affected. They do not apply to resultant sudden and accidental damage to other contents

- caused by natural disaster, except for that provided under the 'Natural disaster' automatic additional benefit.

There's no cover for:

- any kind of consequential loss or damage, other than as expressly provided under the 'Alternative accommodation' automatic additional benefit
- subsidence or erosion, or settling, warping or cracking caused by earth or other movements. This exclusion doesn't apply to loss or damage covered under the 'Natural disaster' automatic additional benefit
- remotely piloted aircraft (drones) used outside of Civil Aviation Authority rules.

#### Electronic data and programs

There's no cover for loss or damage connected in any way with electronic data, including that which results from a computer virus. This exclusion doesn't apply to resultant damage to other insured property or where cover is expressly provided under an additional benefit.

#### Intentional or reckless acts

Clarification that there's no cover for loss or damage resulting from an intentional or reckless act or omission by anyone covered under the policy.

### Updated exclusions

#### Vacant homes

If your home's vacant for more than 60 days, cover continues but only for damage caused by fire, explosion or lightning, or damage covered under the 'Natural disaster' automatic additional benefit.

*Previously all cover was suspended unless you notified us and we agreed that it may continue.*

#### Types of loss not covered

Clarification that damage due to the breakdown, failure or wearing out of any mechanical or electrical equipment or their parts isn't covered unless burning out occurs as a result of an accidental and external force.

#### Legal liability

Cover extends to liability in connection with any:

- mobility scooter or children's motorbike not exceeding 50cc used only off road (along with any domestic garden appliance, electric wheelchair or golf cart, as before)
- remotely piloted aircraft, as long as you comply with the Civil Aviation Authority rules
- paddleboard or kite surfer (along with a surfboard, windsurfer, surf-ski, kayak, dinghy or canoe, as before).

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Policy exclusions that apply to all parts of this policy  
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Part two - your legal liability  
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## Summary of key changes

Clarification that there's no cover for any liability in connection with:

- a sponsorship (along with any business, trade or profession, as before)
- seepage, pollution or contamination, unless it occurs during the period of insurance and is caused by a sudden and accidental event that occurs during the period of insurance
- punitive or exemplary damages or fines.

The exclusion for liability for loss of or damage to property of family living with you has been removed.

### Excess

If we insure both your contents and home at the same address and you make a claim under both for loss or damage caused by the same incident, you'll only need to pay one excess, being the highest applicable.

*Previously this extended to vehicle and boat claims as well, however it was restricted to claims under this policy only and didn't apply if there was a voluntary or imposed excess in place.*

### Unlawful substances

There's no cover for contamination from a controlled drug as defined under the Misuse of Drugs Act 1975. This exclusion doesn't apply to damage caused by the accidental spread of fire or explosion.

*Previously there was cover for contamination damage to a rental property caused by a methamphetamine lab, provided the landlord met specified tenancy obligations.*

Exclusions that apply to all parts of this Contents Insurance  
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## Updated claim requirements

### What you must do

- Let us examine the insured property before any repair work is started
- Tell us straight away if you're charged with an offence that resulted in loss or damage to another person's property, or death or bodily injury to another person.

### What you must obtain our agreement to do

- Get our agreement before you negotiate, offer to pay or pay any reparation.

How to claim under all parts of this policy  
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## New condition

### Cancellation

Clarification that if we pay a total loss claim, your Contents Insurance will be automatically cancelled with no premium refund.

Condition that applies to all parts of this Contents Insurance  
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## Removed conditions

### Burglar alarm system

If we've given you a discount for having a burglar alarm, the requirement to regularly test and maintain the alarm and ensure that it's activated while the home's unattended is no longer included in the policy wording as a condition. However, this is recommended as best practice. The discount will continue to apply.

### Clasps and settings

The 'clasps and settings' condition for specified jewellery no longer applies automatically - this may be added to your individual policy by way of endorsement.

### Inflation protection

Your sum insured will not be automatically adjusted for inflation. However, we may adjust your sum insured when your policy renews to reflect changes in the cost of items typically covered by contents policies.



## Summary of key changes

### New definitions

#### 'replacement cover item'

- Cover has changed from replacement to present value for:
  - watercraft and its parts and accessories
  - parts and accessories of any motor vehicle, trailer, caravan, aircraft/aerial device
- Drones over 2 years old are covered for present value.

#### 'watercraft'

- Covers paddleboards and kite surfers (as well as surfboards, windsurfers, surf skis, dinghies, kayaks or canoes, including their parts and accessories, as before). Includes other watercraft powered by motor or sail with a present value of \$2,000 or less, including its parts and accessories.

Definitions that apply to all parts of this Contents Insurance  
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### Updated definitions

#### 'contents'

- Floor coverings included are mats, rugs and runners.  
*Previously there was cover for all carpet and floor coverings not glued in place (all fitted floor coverings are now covered under Home Insurance)*
- Contents used for earning income are excluded, unless covered under the 'Home office' automatic additional benefit
- Covers any gift being kept at the home that belongs to someone else.  
*Previously there was cover for wedding or Christmas gifts only*
- Covers remotely piloted aircraft as defined by the Civil Aviation Authority
- Covers watercraft as defined in the policy wording.

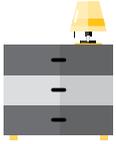
#### 'you'/'family'

The definition of 'you' means you and your partner. 'Family', which means family either permanently living with you, or living away from home for study in any type of accommodation, is referred to where applicable.

*Previously 'you' meant you and your partner, and family either permanently living with you, or living away from home for study in accommodation provided by the education institute.*

*There are a number of other new and updated definitions - see your policy wording for details.*

Definitions that apply to all parts of this Contents Insurance  
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# Contents Insurance

## Basic Cover



### Summary of key changes

#### New benefits

Your contents are covered in transit from the place where they were acquired to the home, while they are in the possession of you or your partner, or a family member that lives with you.

Part one - cover for your contents  
*What you are covered for*  
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#### Natural disaster

Clarification that you're covered for natural disaster as defined in the policy wording. Any Earthquake Commission cover must be used first.

Part one - automatic additional benefits  
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#### Updated benefits

##### Alternative accommodation

The maximum amount payable for temporary alternative accommodation of \$5,000 is payable for up to 12 months. Clarification that the benefit only applies if the home is your principal residence.

If you're a tenant, you're covered if the home you're renting is damaged by an insurable event until the end of your tenancy agreement or you move to another rental home, whichever is the earlier.

If you have other alternative accommodation cover with us, the most we will pay for any claim under all benefits in total is the highest applicable limit.

Part one - automatic additional benefits  
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#### Updated clauses

##### Maximum payment for specific types of contents

- Paddleboards and kite surfers are covered under watercraft, with a limit of \$1,000
- Remotely piloted aircraft (e.g. drones) are covered, with a limit of \$1,000.

Part one - cover for your contents  
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##### Legal liability

Extended to cover you, your partner and your family who live with you (including children living away from home for study) for liability for causing accidental death or bodily injury, up to \$1,000,000. Defence costs necessarily and reasonably incurred with our prior approval are covered on top of this limit. Where your contents are being carried by ship and are being moved between permanent homes, you're also covered for any liability to pay General Average or salvage charges.

Part two - your legal liability  
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##### Reparation

Extended to cover you, your partner and your family who live with you (including children living away from home for study) for liability to pay court-ordered reparation to a victim who has suffered accidental property loss or damage, or accidental death or bodily injury. You must notify us as soon as possible if you're charged with any such offence and we must give our approval before any offer of reparation is made.

#### New exclusions

##### Causes of loss not covered

There's no cover for damage:

- connected in any way with structural additions or structural alterations to the home, unless we've been notified beforehand and have agreed in writing to cover this
- from water in any form (including hail and snow) entering the home because any roofing material, exterior cladding, window or door has been removed by you or any other person acting on your authority
- from insects, rodents or vermin other than possums

The above exclusions only apply to contents directly affected. They do not apply to resultant sudden and accidental damage to other contents

- caused by natural disaster, except for that provided under the 'Natural disaster' automatic additional benefit.

Part one - cover for your contents  
*What you are not covered for*  
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## Summary of key changes

There's no cover for contents used for earning income.

*Previously there was up to \$1,000 for business contents - please contact us if you require separate cover for such items.*

There's no cover for:

- any kind of consequential loss or damage, other than as expressly provided under the 'Alternative accommodation' automatic additional benefit
- subsidence or erosion, or settling, warping or cracking caused by earth or other movements. This exclusion doesn't apply to loss or damage covered under the 'Natural disaster' automatic additional benefit
- remotely piloted aircraft (drones) used outside of Civil Aviation Authority rules.

### Electronic data and programs

There's no cover for loss or damage connected in any way with electronic data, including that which results from a computer virus. This exclusion doesn't apply to resultant damage to other insured property.

### Intentional or reckless acts

Clarification that there's no cover for loss or damage resulting from an intentional or reckless act or omission by anyone covered under the policy.

## Updated exclusions

### Vacant homes

If your home's vacant for more than 60 days, cover continues but only for damage caused by fire, explosion or lightning, or damage covered under the 'Natural disaster' automatic additional benefit.

*Previously all cover was suspended unless you notified us and we agreed that it may continue.*

### Types of loss not covered

Clarification that damage due to the breakdown, failure or wearing out of any mechanical or electrical equipment or their parts isn't covered unless burning out occurs as a result of an accidental and external force.

### Legal liability

Cover extends to liability in connection with any:

- mobility scooter or children's motorbike not exceeding 50cc used only off road (along with any domestic garden appliance, electric wheelchair or golf cart, as before)
- remotely piloted aircraft, as long as you comply with the Civil Aviation Authority rules
- paddleboard or kite surfer (along with a surfboard, windsurfer, surf-ski, kayak, dinghy or canoe, as before).

Clarification that there's no cover for any liability in connection with:

- a sponsorship (along with any business, trade or profession, as before)
- seepage, pollution or contamination, unless it occurs during the period of insurance and is caused by a sudden and accidental event that occurs during the period of insurance
- punitive or exemplary damages or fines.

The exclusion for liability for loss of or damage to property of family living with you has been removed.

### Excess

If we insure both your contents and home at the same address and you make a claim under both for loss or damage caused by the same incident, you'll only need to pay one excess, being the highest applicable.

*Previously this extended to vehicle and boat claims as well, however it was restricted to claims under this policy only and didn't apply if there was a voluntary or imposed excess in place.*

### Unlawful substances

There's no cover for contamination from a controlled drug as defined under the Misuse of Drugs Act 1975. This exclusion doesn't apply to damage caused by the accidental spread of fire or explosion.

*Previously there was cover for contamination damage to a rental property caused by a methamphetamine lab, provided the landlord met specified tenancy obligations.*

Definitions that apply to all parts of this Contents Insurance  
**Page 35**

Exclusions that apply to all parts of this Contents Insurance  
**Page 34**

Policy exclusions that apply to all parts of this policy  
**Page 58**

Part one - cover for your contents  
*What you are not covered for*  
**Page 29**

Part two - your legal liability  
*What you are not covered for*  
**Page 33**

Exclusions that apply to all parts of this Contents Insurance  
**Page 34**



## Summary of key changes

### Updated claim requirements

#### What you must do

- Let us examine the insured property before any repair work is started
- Tell us straight away if you're charged with an offence that resulted in loss or damage to another person's property, or death or bodily injury to another person.

#### What you must obtain our agreement to do

- Get our agreement before you negotiate, offer to pay or pay any reparation.

How to claim under all parts of this policy  
**Page 59**

### New condition

#### Cancellation

Clarification that if we pay a total loss claim, your Contents Insurance will be automatically cancelled with no premium refund.

Condition that applies to all parts of this Contents Insurance  
**Page 35**

### Removed conditions

#### Burglar alarm system

If we've given you a discount for having a burglar alarm, the requirement to regularly test and maintain the alarm and ensure that it's activated while the home's unattended is no longer included in the policy wording as a condition. However, this is recommended as best practice. The discount will continue to apply.

#### Clasps and settings

The 'clasps and settings' condition for specified jewellery no longer applies automatically - this may be added to your individual policy by way of endorsement.

#### Inflation protection

Your sum insured will not be automatically adjusted for inflation. However, we may adjust your sum insured when your policy renews to reflect changes in the cost of items typically covered by contents policies.

### New definitions

#### 'watercraft'

- Covers paddleboards and kite surfers (as well as surfboards, windsurfers, surf skis, dinghies, kayaks or canoes, including their parts and accessories, as before). Includes other watercraft powered by motor or sail with a present value of \$1,000 or less, including its parts and accessories.

Definitions that apply to all parts of this Contents Insurance  
**Page 35**

### Updated definitions

#### 'contents'

- Floor coverings included are mats, rugs and runners.  
*Previously there was cover for all carpet and floor coverings not glued in place (all fitted floor coverings are now covered under Home Insurance).*
- All contents used for earning income are excluded
- Covers any gift being kept at the home that belongs to someone else.  
*Previously there was cover for wedding or Christmas gifts only.*
- Covers remotely piloted aircraft as defined by the Civil Aviation Authority
- Covers watercraft as defined in the policy wording.

Definitions that apply to all parts of this Contents Insurance  
**Page 35**

#### 'you'/'family'

The definition of 'you' means you and your partner. 'Family', which means family either permanently living with you, or living away from home for study in any type of accommodation, is referred to where applicable.

*Previously 'you' meant you and your partner, and family either permanently living with you, or living away from home for study in accommodation provided by the education institute.*

*There are a number of other new and updated definitions - see your policy wording for details.*



## Summary of key changes

### Updated clauses

#### Accidental loss

Clarification that your vehicle's covered while in transit between places in New Zealand and that usage outside New Zealand is not covered.

#### Wheels and tyres

If we replace your wheel or tyre with a new one, we may ask you to contribute towards this.

#### Amount payable for a claim for bodily injury and property damage

The most we'll pay in total for liability for property damage and bodily injury or death resulting from the same event is \$20,000,000.

Part one - cover for your car  
*What you are covered for*  
**Page 38**

Part one - cover for your car  
*What we will pay*  
**Page 39**

Part two - legal liability  
*What we will pay*  
**Page 45**

### New benefits

#### Repair guarantee

We'll give you a quality guarantee on all repair work we pay for through our Approved Repairer Network, for as long as you own the vehicle.

#### Electrical or electronic hardware or system

Following damage to any electrical or electronic hardware or system of your vehicle, we'll pay for the necessary and reasonable cost of restoring, re-setting or re-programming:

- software, programs and other coded instructions to restore manufacturer's settings
- where work's required on any hardware or system as part of repairing other parts of the vehicle.

There's no cover for data stored on any hardware or system.

#### Methamphetamine contamination

Provides cover for methamphetamine contamination damage to your vehicle if it occurs while it's stolen or illegally converted.

Part one - cover for your car  
*What we will pay*  
**Page 39**

Part one - automatic additional benefits  
**Page 40**

### Updated benefits

#### Accidental death and permanent disablement

Cover for accidental death and permanent disablement as a result of loss or damage covered under the Motor Vehicle Insurance is available only if you have Full Cover. The benefit extends to family permanently living with you.

*Previously the benefit was also available to Third Party, Fire & Theft, but covered only you and your partner.*

#### Accommodation costs

The maximum amount payable for temporary accommodation if your vehicle can't be driven following loss or damage covered under the Motor Vehicle Insurance has increased from \$500 to \$750 and the benefit extends to any passengers, including domestic pets, and any location.

*Previously the benefit covered only you and family members travelling with you, and the loss or damage must have occurred more than 100 kilometres from your home.*

#### Excess and claim-free discount protection

If your vehicle's damaged by an at-fault, identifiable third party, there's no excess to pay and your claim-free discount won't be affected. Available only if you have Full Cover.

*Previously the benefit was also available to Third Party, Fire & Theft.*

#### Keys and locks

We'll pay the reasonable cost for loss of or damage to your vehicle's keys and locks. For a claim of \$1,000 or less, there's no excess to pay and your claim-free discount won't be affected.

*Previously the benefit was limited to \$500.*

Part one - automatic additional benefits  
**Page 40**



## Summary of key changes

### Medical expenses

Cover for medical expenses as a result of loss or damage covered under the Motor Vehicle Insurance is available only if you have Full Cover. The benefit extends to any passengers.

*Previously the benefit was also available to Third Party, Fire & Theft, but covered only you and your partner.*

### Protection against uninsured drivers

If you have Third Party, Fire & Theft or Third Party Only you're covered for up to \$3,000 for damage to your vehicle caused by an at-fault, identifiable, uninsured third party.

*Previously the benefit extended to other costs incurred to take care of the vehicle and accessories.*

### Replacement vehicle

The automatic cover for 30 days for a replacement vehicle now excludes replacement vehicles with a purchase price of over \$100,000. Available only if you have Full Cover.

### Restricted and excluded drivers

Clarification that if the schedule shows that only specified named drivers are covered and/or drivers under 25 years of age are excluded, these restrictions won't apply to loss or damage caused by fire or theft, or while your vehicle's being used in the course of professional vehicle servicing, a commercial 'dial a driver' or valet service, or a medical emergency.

### Road clearing costs

We'll pay the reasonable cost to remove debris from a road or adjacent area following loss or damage covered under the Motor Vehicle Insurance. This benefit is available to all cover types.

*Previously the benefit was only available to Full Cover and was limited to \$1,000.*

### Temporary repairs

Clarification that the benefit covers repairs to make your vehicle roadworthy so you can get to your destination or to a repairer following damage covered by the Motor Vehicle Insurance. Available only if you have Full Cover.

*Previously the benefit was also available to Third Party, Fire & Theft.*

### Transport costs

Cover for transport costs if your vehicle can't be driven following loss or damage covered under the Motor Vehicle Insurance is no longer limited to transport by rail or bus. The benefit extends to all passengers, including domestic pets.

*Previously the benefit only covered you, your partner and family living with you.*

### General Average

Cover for General Average or salvage charges is extended to ships travelling between places anywhere in New Zealand and to all cover types.

*Previously the benefit only covered ships travelling between the North and South Islands and didn't apply to Third Party Only.*

### Manslaughter defence costs

The maximum amount payable to defend a charge of manslaughter, dangerous driving causing death or careless driving causing death has increased from \$1,000 to \$10,000.

Part two - legal liability  
What you are covered for  
**Page 44**

Part two - automatic  
additional benefits  
**Page 45**

## New exclusions

### Electronic data and programs

There's no cover for loss or damage connected in any way with electronic data, including that which results from a computer virus. This exclusion doesn't apply to resultant damage to other insured property or where cover is expressly provided under an additional benefit.

Policy exclusions that apply  
to all parts of this policy  
**Page 58**

### Unlawful substances

There's no cover for contamination from a controlled drug as defined under the Misuse of Drugs Act 1975. This exclusion doesn't apply to cover provided under the 'Methamphetamine contamination' automatic additional benefit.

Exclusions that apply to all  
parts of this Motor Vehicle  
Insurance  
**Page 46**



## Summary of key changes

### Updated exclusions

#### When cover does not apply

Use of the vehicle in connection with the following occupations is no longer excluded (unless it's in connection with another excluded occupation):

- Commercial traveller
- Inspector or assessor
- Manufacturer's agent.

Use of the vehicle in the following circumstances is now excluded:

- In connection with the occupation of commission agent
- Driving on a race track
- Towing for financial gain.

*Please see the policy wording for all the types of usage that isn't covered.*

#### Breakdown or failure not covered

Clarification that the exclusion for damage that's mechanical, electrical or electronic doesn't apply when that damage results from fire, collision, overturning, immersion in water, flood, malicious damage, theft or illegal conversion, earthquake, volcanic eruption, hydrothermal activity or tsunami (or to the extent cover is provided under the 'Electrical or electronic hardware or system' automatic additional benefit or 'Roadside Rescue' optional additional benefit).

#### Tyres

Clarification that the exclusion for damage to tyres caused by braking, or punctures, cuts or bursts to tyres doesn't apply when that damage results from fire, collision, overturning, malicious damage, theft or illegal conversion, or natural disaster as defined in the policy wording.

Clarification that there's no cover for liability connected with:

- any contract or agreement, unless you would've been liable without it
- seepage, pollution or contamination, unless it occurs during the period of insurance and is caused by a sudden and accidental event that occurs during the period of insurance.

#### Excess

Clarification that an excess applies to each incident, unless stated otherwise under an additional benefit. Where there is more than one vehicle covered under the Motor Vehicle Insurance, the excess applies to each vehicle.

#### Modified vehicle

Clarification that there's no cover if your vehicle's been modified, unless we've agreed to those modifications in writing.

#### Unlicensed drivers

Clarification that there's no cover if the vehicle's driver isn't permitted to drive in New Zealand. *Previously there was an exception made for drivers who didn't hold a licence but were able to get one without a further driving test.*

Use of your vehicle  
*When cover does not apply*  
**Page 37**

Part one - cover for your car  
*What you are not covered for*  
**Page 38**

Part two - legal liability  
*What you are not covered for*  
**Page 44**

Exclusions that apply to all parts of this Motor Vehicle Insurance  
**Page 46**

### Updated condition

#### Total loss

Following the total loss of your vehicle for which a claim is payable, we'll credit any unused premium towards insurance you take out with us on a replacement vehicle.

*Previously no refund was payable.*

Conditions that apply to all parts of this Motor Vehicle Insurance.  
**Page 47**

### Removed condition

#### Security system discount

If we've given you a discount for having a security system, the requirement to keep it maintained in good working order and activated while your vehicle's unattended, is no longer a condition in the policy wording. However, this is recommended as best practice. The discount will continue to apply.



## Summary of key changes

### Updated clauses

#### Repairable damage

Clarification that if your craft is economic to repair, we'll either:

- pay to repair it to substantially the same condition as it was in prior to the damage, or
- pay you our assessor's estimate of the cost of repairs.

#### Total loss

In the event of a total loss, we'll either:

- pay you the sum insured, or
- if it's less than 3 years since you purchased the craft new, pay to replace it with a new, similar craft, provided:
  - it's available in New Zealand
  - it's not custom-built
  - it costs no more than \$1,000,000 to replace.

#### Sails, outboard motors and protective covers

Outboard motors, sails and protective covers are covered for replacement value if they're 3 years old or less, otherwise present value. The maximum amount payable is the sum insured.

*Previously the maximum amount payable for an outboard motor was \$1,125, unless it was specified in the schedule with a separate sum insured.*

Any auxiliary dinghy is covered within the sum insured for the craft.

*Previously the maximum amount payable for an auxiliary dinghy was \$1,125, unless it was specified in the schedule with a separate sum insured.*

#### Recreational gear

Fishing, diving and water skiing equipment need to be specified in the schedule with a separate sum insured.

*Previously these items were covered up to the sum insured.*

#### Your legal liability

Clarification that cover for your legal liability extends to when you're using another craft for pleasure purposes, provided you had the owner's permission to use their craft. There's no cover if the craft is under hire purchase to you or hired or leased by you, and there's no cover for loss of or damage to that craft.

#### Other person's liability

Legal liability cover extends to another person using your craft with your permission, provided their liability isn't covered under any other insurance.

#### Amount payable

The maximum amount payable for your legal liability including defence costs for any event has increased from \$1,000,000 to \$5,000,000.

Part one - cover for your craft  
*What we will pay*  
**Page 51**

Part two - your legal liability  
*What you are covered for*  
**Page 54**

Part two - your legal liability  
*What we will pay*  
**Page 55**

### New benefits

#### Additions

We'll cover any additional property you purchase for the craft for up to 25% of the sum insured or \$25,000, whichever is the lesser. You'll need to let us know prior to the next renewal date and give us the receipts and invoices.

#### Replacement craft

If you buy a replacement craft of a similar type for \$1,000,000 or less, we'll cover it automatically for the purchase price for 30 days. You'll need to pay any additional premium required.

Part one - automatic additional benefits  
**Page 52**



## Summary of key changes

### Rescue costs

You're covered for the reasonable cost of rescuing anyone on your craft in New Zealand. The maximum amount payable for any event is \$25,000. This is in addition to any other payment under the Pleasurecraft Insurance. No excess applies.

### Social yacht racing

Your craft is covered while it's being used for social yacht racing. Social yacht racing means that the use of a spinnaker or extras isn't permitted and the race distance is no more than 25 nautical miles.

### Temporary accommodation

We'll pay up to \$2,000 per event for the reasonable cost of temporary accommodation for you, your partner, your family living with you and domestic pets, if you're unable to get home following loss of or damage to your craft covered by the Pleasurecraft Insurance. No excess applies.

### Wreckage removal

If we pay a claim for the total loss of your craft, we'll also pay the reasonable cost to remove the wreckage from a place you own or occupy in New Zealand to a landfill or similar disposal site. The maximum amount payable for any event is 10% of the sum insured. This is in addition to any other payment under the Pleasurecraft Insurance. No excess applies.

### Raising or removing the craft

We'll pay the necessary and reasonable cost to raise or remove your craft, where you're instructed to do so by a legally authorised statutory authority.

Part two - automatic additional benefit  
**Page 55**

## Updated benefits

### Additional expenses

The maximum amount payable for expenses for you, your partner or family permanently living with you to attend any court proceedings or statutory enquiry in connection with an event covered under the Pleasurecraft Insurance has increased from \$100 per day for up to 15 days, to \$250 per day up to \$10,000 per annual period. No excess applies.

### Emergency towing

The maximum amount payable for any event for emergency towing following mechanical or electrical breakdown of your craft is \$2,000 per event, up to \$4,000 per annual period. Clarification that the breakdown must occur while the craft is afloat.

*Previously the limit was the sum insured.*

### Medical expenses

Medical expenses following accidental death or bodily injury occurring on your craft are now covered if there's no other insurance for this, up to \$5,000 for any event for all passengers in total. No excess applies.

*Previously only death or specified total disablement conditions were covered, with a maximum amount payable of \$10,000 in total.*

### Personal effects

Clarification that personal effects include clothing, watches, cameras, binoculars and possessions normally used on a craft. Personal effects don't include money, travellers' cheques, papers and documents, jewellery or fashion accessories. We'll pay the lesser of the present value or the sum insured and the maximum amount payable for any event is \$10,000.

*Previously there was cover up to the sum insured.*

### Prevention of loss to your craft

The maximum amount payable for any event for reasonable costs incurred in trying to prevent or minimise imminent loss or damage covered by the Pleasurecraft Insurance, including refilling or replacing safety flares or fire extinguishers, is 25% of the sum insured. This is in addition to any other payment under the Pleasurecraft Insurance. No excess applies.

*Previously there was cover for reasonable costs, up to the sum insured.*

### Salvage costs

Any payment we make for salvage costs is in addition to any other payment under the Pleasurecraft Insurance. No excess applies.

*Previously payment was included within the sum insured.*

Part one - automatic additional benefits  
**Page 52**



## Summary of key changes

### Transportation costs

If your craft can't be used following loss or damage covered by the Pleasurecraft Insurance, we'll pay for the reasonable cost of transportation for you, your partner, your family living with you, and domestic pets in the craft, to your home or nearest destination. The maximum amount payable for any event has increased from \$250 per person up to \$1,000 in total, to \$500 per person or pet up to \$2,000 in total. This is in addition to any other payment under the Pleasurecraft Insurance.

*Previously you were covered to get home only.*

### New exclusions

#### Liability and costs not covered

There's no cover for legal liability for loss of or damage to property:

- in your care or in the care of anyone else covered under the Pleasurecraft Insurance, except for:
  - a craft being towed without charge by your craft
  - clothing, personal effects and luggage being carried by and belonging to any passenger on your craft.

There's no cover for legal liability for loss of or damage to property:

- being carried by, loaded into or unloaded from your craft or any dinghy or similar craft that's attached to your craft, except for clothing, personal effects and luggage being carried by and belonging to any passenger on your craft.

There's no cover for legal liability in connection with:

- your craft in transit by road while attached to a vehicle
- a contract or agreement, unless you would've still been liable without it
- seepage, pollution or contamination, unless it occurs during the period of insurance and is caused by a sudden and accidental event that occurs during the period of insurance.

There's no cover for legal liability for accidental death or bodily injury to:

- you, your partner or family permanently living with you
- any other person covered under the Pleasurecraft Insurance.

Part two - your legal liability  
*What you are not covered for*  
**Page 54**

### Removed exclusions

#### Liability and costs not covered

- The exclusion for legal liability for loss of or damage to personal effects of family living with you has been removed
- The exclusion for liability to any employee has been removed.

Part two - your legal liability  
*What you are not covered for*  
**Page 54**

### Updated exclusions

#### Excess

As before, only one excess applies per incident under Pleasurecraft Insurance. However, where a single incident results in claims under different sections of the policy, an excess applies to each claim.

*Previously where a single incident resulted in claims under different sections of the policy only one excess applied, provided there was no voluntary or imposed excess in place.*

#### Electronic data and programs

There's no cover for loss or damage connected in any way with electronic data, including that which results from a computer virus. This exclusion doesn't apply to resultant damage to other insured property.

#### Theft of unsecured property

Clarification that you're only covered for the theft of property on your unattended craft if the property is securely locked in the craft, securely attached to the craft or stored in a locked and secure vehicle or building.

#### Breakdown or failure not covered

While mechanical or electrical breakdown or failure is excluded, the exclusion does not apply:

- to resultant damage to other parts of your craft, or
- if it's a result of fire, collision or impact to your craft, or a malicious act.

There's no cover for damage to the motors or electrical equipment of 'personal watercraft' as defined in the policy wording (i.e. jet ski) caused by water ingestion.

Exclusions that apply to all parts of this Pleasurecraft Insurance  
**Page 55**

Policy exclusions that apply to all parts of this policy  
**Page 58**

Part one - cover for your craft  
*What you are not covered for*  
**Page 50**



## Summary of key changes

### Sails, masts, spars and rigging

There are additional exceptions to the exclusion for loss of or damage to sails, masts, spars or rigging while your craft is racing.

The exclusion doesn't apply to loss or damage caused by:

- swamping
- contact with an external object (ice included), other than water
- a malicious act
- social yacht racing (where the use of a spinnaker or extras isn't permitted and the race distance is no more than 25 nautical miles)

as well as stranding, sinking or collision, as before.

### Losses not covered

- The exclusion for events occurring where you knew or should have reasonably known that your craft was unsafe or unseaworthy applies to any person using the craft
- The exclusion for craft (other than a yacht) engaging in a race or speed test doesn't apply where the speed of the craft is 30 kilometres per hour or under
- The exclusion related to alcohol intoxication extends to you or any other person using or in charge of your craft under the influence of any intoxicating drug. It also excludes events occurring while your craft is attached to a vehicle driven by or in the charge of an intoxicated person, or if a breath or blood test is refused. The exclusion doesn't apply where the craft has been stolen
- There's no cover for using a jet boat in water not normally navigable by conventional propeller-driven craft, unless the jet boat is constructed of steel or aluminium
- There's no cover for inboard petrol engine powered craft (not including sailing yachts or 'personal watercraft' as defined in the policy wording) where there's no operating bilge blower or gas detector
- There's no cover where your craft is being operated at a speed of over 100 kilometres per hour.

Exclusions that apply to all parts of this Pleasurecraft Insurance  
**Page 55**

## Updated claim requirements

### What you must do

You need to let us examine the insured property before any repair work is started.

How to claim under all parts of this policy  
**Page 59**

## New condition

### Total loss

Following a claim paid for the total loss of your craft, we'll credit any unused premium towards any insurance you take out with us on a replacement craft. Clarification that your craft will become our property.

Conditions that apply to all parts of this Pleasurecraft Insurance  
**Page 56**

## Updated condition

### Mooring requirements

As before, moored craft must be visually inspected at least every two years - however, where the regulations of the controlling authority differ, then the regulations apply. Clarification that the inspection must be out of the water.

Conditions that apply to all parts of this Pleasurecraft Insurance  
**Page 56**

## Updated definitions

### 'craft'

Personal effects are no longer covered automatically as part of the definition of 'craft' - see the 'Personal effects' amended benefit above.

### 'New Zealand'

The area of sea considered to be part of New Zealand for the purposes of the definition is extended from up to 50 to up to 200 nautical miles off the North and South Islands. Clarification that the definition includes during transit on land or by sea, or on land but not in transit, subject to certain conditions.

Definitions that apply to all parts of this Pleasurecraft Insurance  
**Page 57**



# General sections

## Summary of key changes

### New exclusion

#### Sanctions

There's no cover for any loss or damage contravening any:

1. sanction, prohibition or restriction under any United Nations resolution, or
2. trade or economic sanctions, laws or regulations of New Zealand, Australia, the United Kingdom, the United States of America or the European Union.

Policy exclusions that apply to all parts of this policy  
**Page 58**

### Updated exclusion

#### Confiscation

Clarification that the exclusion for confiscation or destruction of property by order of government doesn't apply where the order was required to prevent or control loss or damage that would otherwise have been covered under this policy.

Policy exclusions that apply to all parts of this policy  
**Page 58**

### New conditions

#### Breach of any condition

If any policy condition is breached by you or anyone else covered under the policy, or anyone acting on your behalf, we may decline the claim or any other claim connected with the same event, or declare this policy or any other policy with us to be null and void from the date of the breach.

#### Joint insurance

Clarification that where more than one person is covered under this policy, then all people are jointly covered. This means that a breach of the policy by one person affects everyone's ability to claim under the policy.

Policy conditions that apply to all parts of this policy  
**Page 60**

### Updated conditions

#### Cancellation

If we cancel your policy, we'll give you 14 days' notice.

*Previously we could cancel your policy with 7 days' notice.*

#### Change of terms

If we change the terms of your policy, we'll give you 14 days' notice.

*Previously we could change the terms of your policy with 14 working days' notice.*

#### Other insurance

Clarification that you must tell us as soon as you know of any other insurance that covers you for anything that this policy covers. As before, you won't be covered if there's other insurance, unless expressly stated under an additional benefit.

Policy conditions that apply to all parts of this policy  
**Page 60**



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