

Updates to the AMP Home Plan Policy Document – Contents changes effective from 1 July 2024

We've updated the AMP Home Plan Policy Document. In some instances cover has been altered, other changes are focused on providing more clarity in the event of a claim.

Section	Previous cover	Page	New cover	Page
Front cover	Effective 1 October 2022	Front	Effective 1 July 2024	Front
The documents that make up your insurance policy	<p>The documents that make up your insurance policy</p> <p>...</p> <p>2. The <i>policy schedule</i>. It gives details specific to you, including who and what is insured, when cover starts and ends, and the <i>premium</i> you've agreed to pay. The <i>policy schedule</i> also includes any special terms that might apply, which might also detail things that we do and don't cover.</p> <p>...</p>	3	<p>The documents that make up your insurance policy</p> <p>...</p> <p>2. Your <i>policy schedule</i>. It gives details specific to you, including who and what is insured, and when cover starts and ends. The <i>policy schedule</i> also includes any special terms that might apply, which might also detail things that we do and don't cover.</p> <p>...</p>	3
Contents insurance – Cover option – Maxi Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable	<p>Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable</p> <p>We'll cover your reasonably incurred extra costs for temporary accommodation if you can't live in your <i>home</i> because it is <i>uninhabitable</i> due to:</p> <p>...</p> <ul style="list-style-type: none"> · <i>loss</i> to the <i>home</i> that happens during the <i>period of insurance</i> that is covered entirely by the Earthquake Commission <p>...</p> <p>If you own and live in the home</p> <p>If you own and live in the <i>home</i> where your <i>contents</i> are insured, we'll pay up to 12 months of temporary accommodation or \$40,000, whichever is less.</p> <p>If there has been a widespread <i>natural disaster</i>, we can choose to pay beyond the 12-month period.</p> <p>...</p> <p>Situations where this benefit won't apply</p> <p>This benefit will never apply if:</p> <p>...</p> <ul style="list-style-type: none"> · the <i>loss</i> covered by the Earthquake Commission is only <i>loss</i> to land. 	42	<p>Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable</p> <p>We'll cover your reasonably incurred extra costs for temporary accommodation if you can't live in your <i>home</i> because it is <i>uninhabitable</i> due to:</p> <p>...</p> <ul style="list-style-type: none"> · <i>loss</i> to the <i>home</i> that happens during the <i>period of insurance</i> that is covered entirely by Toka Tū Ake Natural Hazards Commission (NHC) <p>...</p> <p>If you own and live in the home</p> <p>If you own and live in the <i>home</i> where your <i>contents</i> are insured, we'll pay up to 12 months of temporary accommodation or \$40,000, whichever is less.</p> <p>If a natural hazard causes a widespread event, we may choose to remove the 12-month limit.</p> <p>...</p> <p>Situations where this benefit won't apply</p> <p>This benefit will never apply if:</p> <p>...</p> <ul style="list-style-type: none"> · the <i>loss</i> covered by NHC is only <i>loss</i> to land. 	42

<p>Contents insurance Cover option – Maxi Occupier’s and personal liabilities — we’ll cover your legal liability if you cause loss, damage, or injury</p>	<p>Extended liability ... · using ride-on mowers, other domestic garden appliances, children’s motorcycles under 50cc, electric wheelchairs, and electric mobility aids · using any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, windsurfer, or boat. We won’t cover liability arising from the use of any boat that has a <i>market value</i> of more than \$3,000 · non-competitively using any of the following radio-controlled scale-models. – Aircraft – Watercraft – Motor vehicle.</p>	46	<p>Extended liability ... · using ride-on mowers, other domestic garden appliances, children’s battery-powered or mechanically propelled motor toys up to 50cc, electric wheelchairs, and electric mobility aids · using any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, windsurfer, or other similar watercraft · any boat that has a <i>market value</i> of less than \$3,000 · non-competitively using remote-controlled watercraft or motor vehicle scale-models · non-competitively using remote-controlled aircraft, including <i>drones</i>.</p>	46
<p>Contents insurance Cover option – Maxi Occupier’s and personal liabilities — we’ll cover your legal liability if you cause loss, damage, or injury</p>	<p>What we won’t pay under Occupier’s and personal liabilities ... We won’t pay for legal liability: ... · arising from: ... – any business, profession, or employment – your ownership, possession or use of any mechanically propelled vehicle, trailer, aircraft (including <i>drones</i>), or any boat where the <i>market value</i> of the boat is more than \$3,000 ...</p>	46	<p>What we won’t pay under Occupier’s and personal liabilities ... We won’t pay for legal liability: ... · arising from: ... – any business, profession, trade or employment – any other activity for financial reward whether for profit or not – your ownership, possession or use of any mechanically propelled vehicle, trailer, aircraft, or any boat where the <i>market value</i> of the boat is more than \$3,000 ...</p>	46
<p>Contents insurance – Cover option Maxi Specified items — we’ll extend cover for certain items in your schedule</p>	<p>Specified items — we’ll extend cover for certain items in your schedule ... Any amount we pay under this benefit, we’ll pay out of your total <i>contents sum insured</i>.</p>	47	<p>Specified items — we’ll extend cover for certain items in your schedule ... Any amount we pay under this benefit, we’ll pay out of your <i>contents sum insured</i>.</p>	47
<p>Contents insurance Cover Option – Flexi What your Contents are covered for under Cover Option – Flexi</p>	<p>What your Contents are covered for under Cover Option – Flexi If your <i>schedule</i> shows you have Cover Option – Flexi, we’ll cover you for some types of <i>loss</i> to your <i>contents</i> while they’re at your <i>home</i>. Any <i>loss</i> must happen during the <i>period of insurance</i> and arise only from the following events. · <i>Natural disaster</i>.</p>	50	<p>What your Contents are covered for under Cover Option – Flexi If your <i>schedule</i> shows you have Cover Option – Flexi, we’ll cover you for some types of <i>loss</i> to your <i>contents</i> while they’re at your <i>home</i>. Any <i>loss</i> must happen during the <i>period of insurance</i> and arise only from the following events. · <i>Natural hazard</i>.</p>	50

<p>Contents insurance Cover Option – Flexi What your Contents are covered for under Cover Option – Flexi</p>	<p>Alternative accommodation — we’ll pay for temporary accommodation if your home is uninhabitable We’ll cover your reasonably incurred extra costs for temporary accommodation if you can’t live in your <i>home</i> because it is <i>uninhabitable</i> due to:</p> <p>...</p> <ul style="list-style-type: none"> · <i>loss</i> to the <i>home</i> that happens during the <i>period of insurance</i> that is covered entirely by the Earthquake Commission <p>...</p> <p>If you own and live in the home If you own and live in the <i>home</i> where your <i>contents</i> are insured, we’ll pay up to 12 months of temporary accommodation or \$30,000, whichever is less.</p> <p>If there has been a widespread <i>natural disaster</i>, we can choose to pay beyond the 12-month period.</p> <p>...</p> <p>Situations where this benefit won’t apply</p> <p>This benefit will never apply if:</p> <p>...</p> <ul style="list-style-type: none"> · the <i>loss</i> covered by the Earthquake Commission is only <i>loss</i> to land. 	51	<p>Alternative accommodation — we’ll pay for temporary accommodation if your home is uninhabitable We’ll cover your reasonably incurred extra costs for temporary accommodation if you can’t live in your <i>home</i> because it is <i>uninhabitable</i> due to:</p> <p>...</p> <ul style="list-style-type: none"> · <i>loss</i> to the <i>home</i> that happens during the <i>period of insurance</i> that is covered entirely by Toka Tū Ake Natural Hazards Commission (NHC) <p>...</p> <p>If you own and live in the home If you own and live in the <i>home</i> where your <i>contents</i> are insured, we’ll pay up to 12 months of temporary accommodation or \$30,000, whichever is less.</p> <p>If a natural hazard causes a widespread event, we may choose to remove the 12-month limit.</p> <p>...</p> <p>Situations where this benefit won’t apply</p> <p>This benefit will never apply if:</p> <p>...</p> <ul style="list-style-type: none"> · the <i>loss</i> covered by NHC is only <i>loss</i> to land. 	51
<p>Contents insurance – Cover option – Flexi Occupier’s and personal liabilities — we’ll cover your legal liability if you cause loss, damage, or injury</p>	<p>Extended liability</p> <p>...</p> <ul style="list-style-type: none"> · using ride-on mowers, other domestic garden appliances, children’s motorcycles under 50cc, electric wheelchairs, and electric mobility aids · using any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, windsurfer, or boat. We won’t cover liability arising from the use of any boat that has a <i>market value</i> of more than \$3,000 · non-competitively using any of the following radio-controlled scale-models. <ul style="list-style-type: none"> – Aircraft – Watercraft – Motor vehicle. 	53	<p>Extended liability</p> <p>...</p> <ul style="list-style-type: none"> · using ride-on mowers, other domestic garden appliances, children’s battery-powered or mechanically propelled motor toys up to 50cc, electric wheelchairs, and electric mobility aids · using any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, windsurfer, or other similar watercraft · any boat that has a market value of less than \$3,000 · non-competitively using remote-controlled watercraft or motor vehicle scale-models · non-competitively using remote-controlled aircraft, including drones. 	53

<p>Contents insurance – Cover option – Flexi Occupier’s and personal liabilities — we’ll cover your legal liability if you cause loss, damage, or injury</p>	<p>What we won’t pay under Occupier’s and personal liabilities ... We won’t pay for legal liability: ... · arising from: ... – any business, profession, or employment – your ownership, possession or use of any mechanically propelled vehicle, trailer, aircraft (including <i>drones</i>), or any boat where the <i>market value</i> of the boat is more than \$3,000 ...</p>	<p>53</p>	<p>What we won’t pay under Occupier’s and personal liabilities ... We won’t pay for legal liability: ... · arising from: ... – any business, profession, trade or employment – any other activity for financial reward whether for profit or not – your ownership, possession or use of any mechanically propelled vehicle, trailer, aircraft, or any boat where the <i>market value</i> of the boat is more than \$3,000 ...</p>	<p>53</p>
<p>Contents insurance – Cover Option Flexi Benefits we include in your cover – Specified items</p>	<p>Specified items — we’ll extend cover for certain items in your schedule ... Any amount we pay under this benefit, we’ll pay out of your total <i>contents sum insured</i>.</p>	<p>54</p>	<p>Specified items — we’ll extend cover for certain items in your schedule ... Any amount we pay under this benefit, we’ll pay out of your <i>contents sum insured</i>.</p>	<p>54</p>
<p>Contents insurance What we don’t cover under this policy — Contents insurance exclusions</p>	<p>Damage during cleaning, repair, renovation, or restoration We won’t cover any <i>loss</i> caused by any cleaning process, renovation, repair, or restoration – but this only excludes the property that has undergone that process. However, if there’s resulting <i>loss</i> to other items of <i>contents</i> caused by the excluded <i>loss</i>, we’ll cover it (unless it’s excluded under another part of this policy).</p>	<p>56</p>	<p>Damage during cleaning, repair, renovation, or restoration We won’t cover any <i>loss</i> caused by any cleaning process, renovation, repair, or restoration – but this only excludes: <ul style="list-style-type: none"> • the part of the property that has directly undergone that process • any other part of the property in any way physically connected to the part of the property that has undergone that process. However, if there’s resulting <i>loss</i> to other items of <i>contents</i> caused by any cleaning process, renovation, repair, or restoration, we’ll cover it (unless it’s excluded under another part of this policy).</p>	<p>56</p>
<p>Contents insurance What we don’t cover under this policy — Contents insurance exclusions</p>	<p>Land We won’t cover any of the following. ... · <i>Loss</i> that is in any way connected with subsidence, settling, ground heave, shrinkage, or erosion.</p>	<p>57</p>	<p>Land We won’t cover any of the following. · <i>Loss</i> that is in any way connected with subsidence, settling, ground heave, shrinkage, or expansion.</p>	<p>57</p>

			<p>· <i>Loss</i> that is in any way connected with erosion arising from action of wind or water. Erosion includes but is not limited to:</p> <ul style="list-style-type: none"> – erosion landslides – coastal erosion – bank erosion – sheet erosion. 	
Contents insurance What we don't cover under this policy — Contents insurance exclusions	<p>Lifting or moving your home We won't cover any <i>loss</i> that is in any way connected with lifting or moving your <i>home</i>.</p>	57	<p>Lifting, moving, or relocating your home We won't cover <i>loss</i> that is in any way connected with lifting or moving your <i>home</i> (including while in transit or storage, and while placed on temporary blocks or supports before, during, or after relocation).</p>	57
Contents insurance What we don't cover under this policy — Contents insurance exclusions	<p>Mechanical or electrical breakdown We won't cover <i>loss</i> caused by either:</p> <ul style="list-style-type: none"> • mechanical or electrical breakdown • inability to operate any mechanical or electrical device this policy covers. <p>This exclusion doesn't apply to <i>loss</i> caused by actual burning out as a direct result of an <i>accidental</i> external cause, or if the <i>loss</i> arises from:</p> <p>...</p> <ul style="list-style-type: none"> · volcanic eruption <p>...</p>	58	<p>Mechanical or electrical breakdown We won't cover <i>loss</i> caused by either:</p> <ul style="list-style-type: none"> • mechanical or electrical breakdown • inability to operate any mechanical or electrical device this policy covers. <p>This exclusion doesn't apply to <i>loss</i> caused by actual burning out as a direct result of an <i>accidental</i> external cause, or if the <i>loss</i> arises from:</p> <p>...</p> <ul style="list-style-type: none"> · volcanic activity <p>...</p>	58
Contents insurance What we don't cover under this policy — Contents insurance exclusions	<p>Some events in the first 72 hours of this policy We won't cover any <i>loss</i> that happens during the first 72 hours of the policy, if the <i>loss</i> is caused by storm, <i>flood</i>, landslip, bush fire, or volcanic activity.</p> <p>This exclusion only applies when you first take out this policy. This exclusion doesn't apply if this policy starts immediately after another policy that insured your <i>contents</i> against storm, <i>flood</i>, landslip, bush fire, or volcanic activity.</p>	58	<p>Some events in the first 72 hours of this policy We won't cover any <i>loss</i> that happens during the first 72 hours of the policy, if the <i>loss</i> is caused by storm, <i>flood</i>, <i>landslide</i>, bush fire, or volcanic activity.</p> <p>This exclusion only applies when you first take out this policy. This exclusion doesn't apply if this policy starts immediately after another policy that insured your <i>contents</i> against storm, <i>flood</i>, <i>landslide</i>, bush fire, or volcanic activity.</p>	58
Contents insurance How we settle your Contents insurance claim under Cover Option – Maxi	<p>We'll pay indemnity value for the following items We'll pay <i>indemnity value</i> for:</p> <p>...</p> <ul style="list-style-type: none"> · laptops, tablets, mobile or smart phones, or any other similar handheld electronic devices that are more than 3 years old 	61	<p>We'll pay indemnity value for the following items We'll pay <i>indemnity value</i> for:</p> <p>...</p> <ul style="list-style-type: none"> · laptops, tablets, mobile or smart phones, or any other similar handheld electronic devices that are more than 5 years old 	61

	and can do any of the following. ...		and can do any of the following. ...																									
Contents insurance How we settle your Contents insurance claim under Cover Option – Maxi	The most we'll pay for some items This table shows the most we'll pay for the listed items, unless they are specified on your <i>schedule</i> for another amount as per cover under the 'Specified items' benefit (page 47). The limits include the item and its accessories.	62	The most we'll pay for some items This table shows the most we'll pay for the listed items, unless they are specified on your <i>schedule</i> for another amount as per cover under the 'Specified items' benefit (page 47). The limits include the item and its accessories.	62																								
	<table border="1"> <thead> <tr> <th>Item</th> <th>Limit on what we'll pay</th> </tr> </thead> <tbody> <tr> <td>Each unspecified item, pair, or set of jewellery or watches</td> <td> \$5,000 For any one event, we'll pay up to a maximum of 15% of the <i>sum insured</i> on your <i>schedule</i> (excluding specified items of jewellery and watches) or \$15,000 — whichever is greater </td> </tr> <tr> <td> Each item of photographic, digital, and video camera equipment We count a camera body and a standard lens as one item, unless separately specified on the <i>schedule</i>. Any extra lens not permanently attached to a camera body, or one that's designed to be interchangeable, we count as its own item. </td> <td>\$3,000, unless specified otherwise on your <i>schedule</i></td> </tr> <tr> <td>Any bicycle (including any e-bike)</td> <td>\$5,000, unless specified otherwise on your <i>schedule</i></td> </tr> <tr> <td>Any <i>drone</i></td> <td>\$3,000, unless specified otherwise on your <i>schedule</i></td> </tr> <tr> <td>Any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, or windsurfer</td> <td>\$3,000, unless specified otherwise on your <i>schedule</i></td> </tr> </tbody> </table>		Item		Limit on what we'll pay	Each unspecified item, pair, or set of jewellery or watches	\$5,000 For any one event, we'll pay up to a maximum of 15% of the <i>sum insured</i> on your <i>schedule</i> (excluding specified items of jewellery and watches) or \$15,000 — whichever is greater	Each item of photographic, digital, and video camera equipment We count a camera body and a standard lens as one item, unless separately specified on the <i>schedule</i> . Any extra lens not permanently attached to a camera body, or one that's designed to be interchangeable, we count as its own item.	\$3,000, unless specified otherwise on your <i>schedule</i>	Any bicycle (including any e-bike)	\$5,000, unless specified otherwise on your <i>schedule</i>	Any <i>drone</i>	\$3,000, unless specified otherwise on your <i>schedule</i>	Any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, or windsurfer	\$3,000, unless specified otherwise on your <i>schedule</i>	<table border="1"> <thead> <tr> <th>Item</th> <th>Limit on what we'll pay</th> </tr> </thead> <tbody> <tr> <td>Each unspecified item, pair, or set of jewellery or watches</td> <td> \$5,000 For any one event, we'll pay up to a maximum of 15% of the <i>sum insured</i> on your <i>schedule</i> (excluding specified items of jewellery and watches) or \$15,000 — whichever is greater </td> </tr> <tr> <td> Each item of photographic, digital, and video camera equipment We count a camera body and a standard lens as one item, unless separately specified on the <i>schedule</i>. Any extra lens not permanently attached to a camera body, or one that's designed to be interchangeable, we count as its own item. </td> <td>\$3,000</td> </tr> <tr> <td>Any bicycle (including any e-bike)</td> <td>\$5,000</td> </tr> <tr> <td>Any <i>drone</i></td> <td>\$3,000</td> </tr> <tr> <td>Any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, windsurfer, or other similar watercraft</td> <td>\$3,000</td> </tr> </tbody> </table>	Item	Limit on what we'll pay	Each unspecified item, pair, or set of jewellery or watches	\$5,000 For any one event, we'll pay up to a maximum of 15% of the <i>sum insured</i> on your <i>schedule</i> (excluding specified items of jewellery and watches) or \$15,000 — whichever is greater	Each item of photographic, digital, and video camera equipment We count a camera body and a standard lens as one item, unless separately specified on the <i>schedule</i> . Any extra lens not permanently attached to a camera body, or one that's designed to be interchangeable, we count as its own item.	\$3,000	Any bicycle (including any e-bike)	\$5,000	Any <i>drone</i>	\$3,000	Any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, windsurfer, or other similar watercraft	\$3,000
	Item		Limit on what we'll pay																									
	Each unspecified item, pair, or set of jewellery or watches		\$5,000 For any one event, we'll pay up to a maximum of 15% of the <i>sum insured</i> on your <i>schedule</i> (excluding specified items of jewellery and watches) or \$15,000 — whichever is greater																									
	Each item of photographic, digital, and video camera equipment We count a camera body and a standard lens as one item, unless separately specified on the <i>schedule</i> . Any extra lens not permanently attached to a camera body, or one that's designed to be interchangeable, we count as its own item.		\$3,000, unless specified otherwise on your <i>schedule</i>																									
Any bicycle (including any e-bike)	\$5,000, unless specified otherwise on your <i>schedule</i>																											
Any <i>drone</i>	\$3,000, unless specified otherwise on your <i>schedule</i>																											
Any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, or windsurfer	\$3,000, unless specified otherwise on your <i>schedule</i>																											
Item	Limit on what we'll pay																											
Each unspecified item, pair, or set of jewellery or watches	\$5,000 For any one event, we'll pay up to a maximum of 15% of the <i>sum insured</i> on your <i>schedule</i> (excluding specified items of jewellery and watches) or \$15,000 — whichever is greater																											
Each item of photographic, digital, and video camera equipment We count a camera body and a standard lens as one item, unless separately specified on the <i>schedule</i> . Any extra lens not permanently attached to a camera body, or one that's designed to be interchangeable, we count as its own item.	\$3,000																											
Any bicycle (including any e-bike)	\$5,000																											
Any <i>drone</i>	\$3,000																											
Any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, windsurfer, or other similar watercraft	\$3,000																											

	<table border="1"> <tr> <td>Any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, or windsurfers)</td> <td>\$3,000 Under this policy we won't cover any boat that has a <i>market value</i> of more than \$3,000</td> </tr> <tr> <td>Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat</td> <td>\$2,000 in total</td> </tr> <tr> <td>Remote-controlled scale models</td> <td>\$2,000 in total</td> </tr> <tr> <td>Each coin, card, or stamp in a collection</td> <td>\$1,000 \$3,000 in total for any collection of coins, cards, or stamps, unless specified otherwise on your <i>schedule</i></td> </tr> <tr> <td>Unset precious stones or minerals, gold or silver bullion or ingots, and precious metals</td> <td>\$1,000 in total, unless specified otherwise on your <i>schedule</i></td> </tr> <tr> <td>All money, negotiable securities, certificates, documents, and travel tickets</td> <td>\$1,000 in total</td> </tr> </table>	Any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, or windsurfers)	\$3,000 Under this policy we won't cover any boat that has a <i>market value</i> of more than \$3,000	Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat	\$2,000 in total	Remote-controlled scale models	\$2,000 in total	Each coin, card, or stamp in a collection	\$1,000 \$3,000 in total for any collection of coins, cards, or stamps, unless specified otherwise on your <i>schedule</i>	Unset precious stones or minerals, gold or silver bullion or ingots, and precious metals	\$1,000 in total, unless specified otherwise on your <i>schedule</i>	All money, negotiable securities, certificates, documents, and travel tickets	\$1,000 in total			<table border="1"> <tr> <td>Each coin, card, or stamp in a collection</td> <td>\$1,000 \$3,000 in total for any collection of coins, cards, or stamps</td> </tr> <tr> <td>Unset precious stones or minerals, gold or silver bullion or ingots, and precious metal</td> <td>\$1,000 in total</td> </tr> </table> <p>This table shows the most we'll pay for the listed items. We will never increase the limits for these items.</p> <p>The limits include the item and its accessories.</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Limit on what we'll pay</th> </tr> </thead> <tbody> <tr> <td>Any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, or windsurfers, or other similar watercraft)</td> <td>\$3,000 Under this policy we won't cover any boat that has a <i>market value</i> of more than \$3,000</td> </tr> <tr> <td>Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat</td> <td>\$2,000 in total</td> </tr> <tr> <td>All money, negotiable securities, certificates, documents, and travel tickets</td> <td>\$1,000 in total</td> </tr> <tr> <td>Remote-controlled scale models</td> <td>\$2,000 in total</td> </tr> </tbody> </table>	Each coin, card, or stamp in a collection	\$1,000 \$3,000 in total for any collection of coins, cards, or stamps	Unset precious stones or minerals, gold or silver bullion or ingots, and precious metal	\$1,000 in total	Item	Limit on what we'll pay	Any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, or windsurfers, or other similar watercraft)	\$3,000 Under this policy we won't cover any boat that has a <i>market value</i> of more than \$3,000	Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat	\$2,000 in total	All money, negotiable securities, certificates, documents, and travel tickets	\$1,000 in total	Remote-controlled scale models	\$2,000 in total		
Any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, or windsurfers)	\$3,000 Under this policy we won't cover any boat that has a <i>market value</i> of more than \$3,000																															
Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat	\$2,000 in total																															
Remote-controlled scale models	\$2,000 in total																															
Each coin, card, or stamp in a collection	\$1,000 \$3,000 in total for any collection of coins, cards, or stamps, unless specified otherwise on your <i>schedule</i>																															
Unset precious stones or minerals, gold or silver bullion or ingots, and precious metals	\$1,000 in total, unless specified otherwise on your <i>schedule</i>																															
All money, negotiable securities, certificates, documents, and travel tickets	\$1,000 in total																															
Each coin, card, or stamp in a collection	\$1,000 \$3,000 in total for any collection of coins, cards, or stamps																															
Unset precious stones or minerals, gold or silver bullion or ingots, and precious metal	\$1,000 in total																															
Item	Limit on what we'll pay																															
Any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, or windsurfers, or other similar watercraft)	\$3,000 Under this policy we won't cover any boat that has a <i>market value</i> of more than \$3,000																															
Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat	\$2,000 in total																															
All money, negotiable securities, certificates, documents, and travel tickets	\$1,000 in total																															
Remote-controlled scale models	\$2,000 in total																															
Contents insurance Cover option – Maxi We'll settle some claims in specific ways	Repairs to furniture We'll only repair or pay for items that actually suffer <i>loss</i> . If the items that suffer <i>loss</i> are part of a group of <i>similar items</i> , we'll pay up to the value of or cost to replace those items only.	63	Repairs to furniture We'll only repair or pay for items that actually suffer <i>loss</i> . If the items that suffer <i>loss</i> are part of a group of <i>similar items</i> , we'll pay up to the value of, or cost to replace the damaged items only.	63																												
Contents insurance Cover option – Maxi	Obtain pre-loss valuations for any specified jewellery	64	Specified jewellery items	64																												

<p>We'll settle some claims in specific ways –</p>	<p>If you have any specified items of jewellery on your <i>schedule</i>, you must support any claim for burglary, theft, or unexplained <i>loss</i> with a pre-<i>loss</i> valuation for each item you're claiming for.</p> <p>If you don't have a pre-<i>loss</i> valuation for the specified item being claimed for, it can affect the claim settlement for that item.</p> <p>Any pre-<i>loss</i> valuation must be from a suitably qualified jewellery valuer who is a member of a New Zealand jewellery valuers or appraisers society.</p> <p>Keep higher valued specified jewellery and watches in a locked safe when not in use You must keep the following items in a locked safe in certain circumstances:</p> <ul style="list-style-type: none"> · any individual specified item of jewellery or watch worth over \$50,000 · all specified items of jewellery or watches, if their total value is over \$100,000. <p>You must keep these specified items in a locked safe when you're either:</p> <ul style="list-style-type: none"> · not wearing or carrying the items · absent from the building you leave the items in. <p>The safe must be all of the following:</p> <ul style="list-style-type: none"> · manufactured by a reputable safe manufacturer · of a standard sufficient to protect the specified items from burglary · securely anchored to the floor or wall, following the manufacturer's installation instructions. <p>If you don't follow these requirements, we won't cover the items for burglary, theft, or unexplained <i>loss</i>.</p>		<p>If you have any specified items of jewellery on your <i>schedule</i>, you must meet all the specified jewellery responsibilities in the 'What your responsibilities are' section on page 107.</p>	
<p>Contents insurance Cover option – Flexi How we settle your Contents insurance claim under Cover Option – Flexi</p>	<p>The most we'll pay for some items This table shows the most we'll pay for the listed items, unless they are specified on your <i>schedule</i> for another amount as per cover under the 'Specified items' benefit (page 57).</p> <p>The limits include the item and its accessories.</p>	<p>65</p>	<p>The most we'll pay for some items This table shows the most we'll pay for the listed items, unless they are specified on your <i>schedule</i> for another amount as per cover under the 'Specified items' benefit (page 54).</p> <p>The limits include the item and its accessories.</p>	<p>65</p>

	Item	Limit on what we'll pay		Item	Limit on what we'll pay	
	Each unspecified item, pair, or set of jewellery or watches	\$3,000 For any one event, we'll pay up to a maximum of 15% of the <i>sum insured</i> on your <i>schedule</i> (excluding specified items of jewellery and watches) or \$15,000 — whichever is greater		Each unspecified item, pair, or set of jewellery or watches	\$3,000 For any one event, we'll pay up to a maximum of 15% of the <i>sum insured</i> on your <i>schedule</i> (excluding specified items of jewellery and watches) or \$15,000 — whichever is greater	
	Each item of photographic, digital, and video camera equipment We count a camera body and a standard lens as one item, unless separately specified on the <i>schedule</i> . Any extra lens not permanently attached to a camera body, or one that's designed to be interchangeable, we count as its own item.	\$3,000, unless specified otherwise on your <i>schedule</i>		Each item of photographic, digital, and video camera equipment We count a camera body and a standard lens as one item, unless separately specified on the <i>schedule</i> . Any extra lens not permanently attached to a camera body, or one that's designed to be interchangeable, we count as its own item.	\$3,000	
	Any bicycle (including any e-bike)	\$3,000, unless specified otherwise on your <i>schedule</i>		Any bicycle (including any e-bike)	\$3,000	
	Any <i>drone</i>	\$3,000, unless specified otherwise on your <i>schedule</i>		Any <i>drone</i>	\$3,000	
	Any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, or windsurfer	\$3,000, unless specified otherwise on your <i>schedule</i>		Any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, windsurfer, or other similar watercraft	\$3,000	
	Any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, or windsurfers)	\$3,000 Under this policy we won't cover any <i>boat</i> that has a <i>market value</i> of more than \$3,000		Each coin, card, or stamp in a collection	\$1,000 \$3,000 in total for any collection of coins, cards, or stamps	
	Motor and marine parts and accessories, including children's car	\$2,000 in total		Unset precious stones or minerals, gold or silver	\$1,000 in total	

	<table border="1"> <tr> <td>seats, while they're out of any vehicle or boat</td> <td></td> </tr> <tr> <td>Remote-controlled scale models</td> <td>\$2,000 in total</td> </tr> <tr> <td>Each coin, card, or stamp in a collection</td> <td>\$1,000 \$3,000 in total for any collection of coins, cards, or stamps, unless specified otherwise on your <i>schedule</i></td> </tr> <tr> <td>Unset precious stones or minerals, gold or silver bullion or ingots, and precious metals</td> <td>\$1,000 in total, unless specified otherwise on your <i>schedule</i></td> </tr> <tr> <td>All money, negotiable securities, certificates, documents, and travel tickets</td> <td>\$1,000 in total</td> </tr> </table>	seats, while they're out of any vehicle or boat		Remote-controlled scale models	\$2,000 in total	Each coin, card, or stamp in a collection	\$1,000 \$3,000 in total for any collection of coins, cards, or stamps, unless specified otherwise on your <i>schedule</i>	Unset precious stones or minerals, gold or silver bullion or ingots, and precious metals	\$1,000 in total, unless specified otherwise on your <i>schedule</i>	All money, negotiable securities, certificates, documents, and travel tickets	\$1,000 in total		<table border="1"> <tr> <td>bullion or ingots, and precious metal</td> <td></td> </tr> </table> <p>This table shows the most we'll pay for the listed items. We will never increase the limits for these items.</p> <p>The limits include the item and its accessories.</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Limit on what we'll pay</th> </tr> </thead> <tbody> <tr> <td>Any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, windsurfers or other similar watercraft)</td> <td>\$3,000 Under this policy we won't cover any boat that has a <i>market value</i> of more than \$3,000</td> </tr> <tr> <td>Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat</td> <td>\$2,000 in total</td> </tr> <tr> <td>All money, negotiable securities, certificates, documents, and travel tickets</td> <td>\$1,000 in total</td> </tr> <tr> <td>Remote-controlled scale models</td> <td>\$2,000 in total</td> </tr> </tbody> </table>	bullion or ingots, and precious metal		Item	Limit on what we'll pay	Any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, windsurfers or other similar watercraft)	\$3,000 Under this policy we won't cover any boat that has a <i>market value</i> of more than \$3,000	Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat	\$2,000 in total	All money, negotiable securities, certificates, documents, and travel tickets	\$1,000 in total	Remote-controlled scale models	\$2,000 in total	
seats, while they're out of any vehicle or boat																										
Remote-controlled scale models	\$2,000 in total																									
Each coin, card, or stamp in a collection	\$1,000 \$3,000 in total for any collection of coins, cards, or stamps, unless specified otherwise on your <i>schedule</i>																									
Unset precious stones or minerals, gold or silver bullion or ingots, and precious metals	\$1,000 in total, unless specified otherwise on your <i>schedule</i>																									
All money, negotiable securities, certificates, documents, and travel tickets	\$1,000 in total																									
bullion or ingots, and precious metal																										
Item	Limit on what we'll pay																									
Any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, windsurfers or other similar watercraft)	\$3,000 Under this policy we won't cover any boat that has a <i>market value</i> of more than \$3,000																									
Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat	\$2,000 in total																									
All money, negotiable securities, certificates, documents, and travel tickets	\$1,000 in total																									
Remote-controlled scale models	\$2,000 in total																									
<p>We settle some claims in specific ways Contents insurance Cover option – Flexi</p>	<p>Repairs to furniture We'll only repair or pay for items that actually suffer <i>loss</i>. If the items that suffer <i>loss</i> are part of a group of <i>similar items</i>, we'll pay up to the value of or cost to replace those items only.</p>	66	<p>Repairs to furniture We'll only repair or pay for items that actually suffer <i>loss</i>. If the items that suffer <i>loss</i> are part of a group of <i>similar items</i>, we'll pay up to the value of or cost to replace the damaged items only.</p>	66																						
<p>Contents insurance Cover option – Flexi We'll settle some claims in specific ways – Contents insurance cover option Flexi</p>	<p>Obtain pre-loss valuations for any specified jewellery If you have any specified items of jewellery on your <i>schedule</i>, you must support any claim for burglary, theft, or unexplained <i>loss</i> with a <i>pre-loss</i> valuation for each item you're claiming for. If you don't have a <i>pre-loss</i> valuation for the specified item being claimed for, it can affect the claim settlement for that item.</p>	67	<p>Specified jewellery items If you have any specified items of jewellery on your <i>schedule</i>, you must meet all the specified jewellery responsibilities in the 'What your responsibilities are' section on page 107.</p>	67																						

	<p>Any pre-<i>loss</i> valuation must be from a suitably qualified jewellery valuer who is a member of a New Zealand jewellery valuers or appraisers society.</p> <p>Keep higher valued specified jewellery and watches in a locked safe when not in use You must keep the following items in a locked safe in certain circumstances:</p> <ul style="list-style-type: none"> · any individual specified item of jewellery or watch worth over \$50,000 · all specified items of jewellery or watches, if their total value is over \$100,000. <p>You must keep these specified items in a locked safe when you're either:</p> <ul style="list-style-type: none"> · not wearing or carrying the items · absent from the building you leave the items in. <p>The safe must be all of the following:</p> <ul style="list-style-type: none"> · manufactured by a reputable safe manufacturer · of a standard sufficient to protect the specified items from burglary · securely anchored to the floor or wall, following the manufacturer's installation instructions. <p>If you don't follow these requirements, we won't cover the items for burglary, theft, or unexplained <i>loss</i>.</p>			
<p>What we don't cover under this policy – overall exclusions</p>	<p>-</p>	<p>99</p>	<p>Asbestos We won't cover any <i>loss</i> caused by, arising from, or in any way connected to asbestos.</p> <p>We also won't cover legal liability resulting from any direct, indirect, or potential exposure to asbestos.</p> <p>However, we'll pay the cost to remove asbestos from the <i>home</i> during repairs or rebuilding if we have accepted a claim for <i>loss</i> or damage to your <i>home</i>.</p> <p>We'll also pay the cost to remove asbestos from your <i>contents</i> if we have accepted a claim for <i>loss</i> or damage to your <i>contents</i>.</p>	<p>99</p>

			We'll only cover the removal of asbestos from the immediate area of the <i>home</i> or item of <i>contents</i> that has suffered the <i>loss</i> or <i>damage</i> .	
What we don't cover under this policy – overall exclusions	Fire and Emergency Act 2017 We won't cover you where your liability arising directly or indirectly from any fire you intentionally lit that didn't comply with either: ...	100	Fire and Emergency Act 2017 We won't cover you where your liability <i>arises</i> directly or indirectly from any fire you intentionally lit that didn't comply with either: ...	100
What we don't cover under this policy – overall exclusions	-	-	Sanctions We won't provide any cover, service, or benefit, or pay anything in connection with your policy, including any <i>premium</i> refund, if doing so may breach or risk exposure to any of the following: 1. Penalties, sanctions, prohibitions, proscriptions, preventions, or restrictions under United Nations resolutions. 2. Sanctions, proscriptions, preventions, laws or regulations of New Zealand, Australia, the United Kingdom, the United States of America, or the European Union.	101
Making a claim Additional excesses can apply to Home or Contents insurance	... Contents additional excesses The following additional <i>excesses</i> apply, unless the <i>loss</i> arises from fire, <i>flood</i> , or <i>natural disaster</i> .	104	... Contents additional excesses The following additional <i>excesses</i> apply, unless the <i>loss</i> arises from fire, <i>flood</i> , or <i>natural hazard</i> .	104
What your responsibilities are	Tell us if anything changes Tell us straight away if there's a change that could affect your cover, our decision to insure you, or the <i>premium</i> we charge. Here are some examples of situations you need to tell us about. · Your <i>home</i> is going to be <i>unoccupied</i> . · You, someone living with you at your <i>home</i> , or anyone driving your insured <i>vehicle</i> , is convicted of a criminal offence. · You make structural changes or additions to your <i>home</i> . · You change the address where your <i>vehicle</i> or <i>boat</i> is kept overnight. · You modify your <i>vehicle</i> or <i>boat</i> from the manufacturer's standard specifications. ...	106	Tell us if anything changes Tell us straight away if there's a change that could affect your cover, our decision to insure you, or the <i>premium</i> we charge. Here are some examples of situations you need to tell us about: · Your <i>home</i> is going to be <i>unoccupied</i> . · You, someone living with you at your <i>home</i> , or anyone driving your insured <i>vehicle</i> , is convicted of a criminal offence. · You make structural changes or additions to your <i>home</i> . · You sell your <i>home</i> , <i>vehicle</i> , or <i>boat</i> , or buy a new one. · Toka Tū Ake Natural Hazards Commission (NHC) has provided: <ul style="list-style-type: none"> • you with written notice of cancellation of cover for your <i>home</i> • you with written notice of limitation of liability for future damage to your <i>home</i> 	106

			<ul style="list-style-type: none"> the Registrar-General of Land with written notice of cancellation or limitation of liability and a certificate of cancellation or limitation of liability has been registered on the record of title for your <i>home</i>. <ul style="list-style-type: none"> You change the address where your <i>vehicle</i> or <i>boat</i> is kept overnight. You modify your <i>vehicle</i> or <i>boat</i> from the manufacturer's standard specifications. <p>...</p>	
<p>What your responsibilities are</p>	<p>-</p>	<p>107</p>	<p>You must take all reasonable steps to prevent loss</p> <p>..</p> <p>Your responsibilities for specified jewellery items</p> <p>Obtain pre-loss valuations for any specified jewellery If you have any specified items of jewellery on your <i>schedule</i>, you must support any claim for burglary, theft, or unexplained <i>loss</i> with a <i>pre-loss</i> valuation for each item you're claiming for.</p> <p>If you don't have a <i>pre-loss</i> valuation for the specified item being claimed for, it can affect the claim settlement for that item.</p> <p>Any <i>pre-loss</i> valuation must be from a suitably qualified jewellery valuer who is a member of a New Zealand jewellery valuers or appraisers society.</p> <p>Keep higher valued specified jewellery and watches in a locked safe when not in use You must keep the following items in a locked safe in certain circumstances:</p> <ul style="list-style-type: none"> any individual specified item of jewellery or watch worth over \$50,000 all specified items of jewellery or watches, if their total value is over \$100,000. <p>You must keep these specified items in a locked safe when you're either:</p> <ul style="list-style-type: none"> not wearing or carrying the items 	<p>107</p>

			<ul style="list-style-type: none"> · absent from the building you leave the items in. <p>The safe must be all of the following:</p> <ul style="list-style-type: none"> · manufactured by a reputable safe manufacturer · of a standard sufficient to protect the specified items from burglary · securely anchored to the floor or wall, following the manufacturer's installation instructions. <p>If you don't follow these requirements, we won't cover the items for burglary, theft, or unexplained <i>loss</i>.</p>	
Policy conditions and other important information	<p>Your premium Your <i>premium</i> is the payment you make in exchange for your insurance cover. Your <i>premium</i> is detailed on your policy <i>schedule</i>.</p>	109	<p>Your premium Your <i>premium</i> is the payment you make in exchange for your insurance cover. Your <i>premium</i> is detailed on your policy <i>document</i>.</p>	109
Policy conditions and other important information	<p>We may change the terms of the policy If we can no longer obtain or retain full reinsurance protection from any <i>natural disaster</i> this policy covers, we may change the terms of this policy including the <i>excess</i>.</p>	112	<p>We may change the terms of the policy If we can no longer obtain or retain full reinsurance protection from any <i>natural hazard</i> this policy covers, we may change the terms of this policy including the <i>excess</i>.</p>	112
Policy conditions and other important information	<p>How GST applies when we pay a claim Dollar figures for benefits, <i>excesses</i>, and limits to items in this policy include GST. However, we'll pay GST that is paid or payable on top of the <i>sum insured</i>.</p>	112	<p>How GST applies when we pay a claim <i>In this policy, GST is included in</i> dollar figures for:</p> <ul style="list-style-type: none"> · benefits · <i>excesses</i> · limits to items (<i>including specified items covered by contents insurance</i>). <p>However, we'll pay GST that is paid or payable on top of the <i>relevant sum insured</i>.</p>	112
Policy conditions and other important information	-	112	<p>Benefit limits that are based on a percentage of the sum insured</p> <p><i>Where a benefit limit refers to a percentage of your sum insured, this is based on your sum insured excluding GST.</i></p>	112
Definitions	<p>Award (in respect of the Health and Safety at Work Act) Any of the following imposed by a New Zealand Court in relation to prosecution against you under the Health and Safety at Work Act 2015:</p> <ul style="list-style-type: none"> · <i>damages</i> · <i>restitution</i> 	115	<p>Award (relating to the Health and Safety at Work Act) Any of the following imposed by a New Zealand Court in relation to prosecution against you under the Health and Safety at Work Act 2015:</p> <ul style="list-style-type: none"> · <i>damages</i> · <i>restitution</i> 	115

	<ul style="list-style-type: none"> · compensation · reparation order. <p>Award does not include:</p> <ul style="list-style-type: none"> · any payment that is unlawful to insure against · fines, penalties, or infringement fees under the Health and Safety at Work Act 2015. 		<ul style="list-style-type: none"> · compensation · reparation order. <p>Award does not include:</p> <ul style="list-style-type: none"> · any payment that is unlawful to insure against · fines, penalties, or infringement fees under the Health and Safety at Work Act 2015. 	
Definitions	<p>Contents</p> <p>Anything in your:</p> <ul style="list-style-type: none"> · possession or located at the <i>home</i>, belonging to you, or hired by you · custody or control for which you are responsible, that is not insured elsewhere. <p><i>Contents</i> doesn't include any of the following.</p> <ul style="list-style-type: none"> · Mechanically propelled vehicles, trailers, caravans, or aircraft (except ride-on mowers and other domestic garden appliances, children's motorcycles under 50cc, electric wheelchairs and electric mobility aids, <i>drones</i> while they are not in use, and remote-controlled scale models). · Vehicle <i>accessories</i> in or on a vehicle, except for the cover provided by the 'Vehicle accessories within an employer's motor vehicle' benefit. · Vehicle keys or vehicle remote controls. · Entertainment and communications systems that are in or on a vehicle, including any parts that attach to these systems. · Navigation systems or radar detectors in or on a <i>vehicle</i>. Including any parts that attach to them. <p>...</p> <ul style="list-style-type: none"> · Any animal. · The <i>home</i>. · <i>Drones</i> while they are in use. 	116	<p>Contents</p> <p>Anything in your:</p> <ul style="list-style-type: none"> · possession or located at the <i>home</i>, belonging to you, or hired by you · custody or control for which you are responsible, that is not insured elsewhere. <p><i>Contents</i> doesn't include any of the following.</p> <ul style="list-style-type: none"> · Mechanically propelled vehicles, trailers, caravans, or aircraft (except ride-on mowers and other domestic garden appliances, children's battery-powered or mechanically propelled motor toys up to 50cc, electric wheelchairs and electric mobility aids, drones, and remote-controlled scale models). · Vehicle <i>accessories</i> in or on a vehicle, except for the cover provided by the 'Vehicle accessories within an employer's motor vehicle' benefit. · Vehicle keys or vehicle remote controls. · Entertainment, navigation, communications systems and radar detectors that are in or on a vehicle, including any parts that attach to these systems, except for the cover provided by the 'Vehicle accessories in an employer's motor vehicle' benefit. <p>...</p> <ul style="list-style-type: none"> · Any animal. · The home. 	116
Definitions	<p>Cyber act</p> <p>One or more unauthorized, malicious, or criminal acts, involving accessing, processing, using, or operating any <i>computer system</i>. <i>Cyber act</i> also includes the threat or hoax of these acts.</p>	116	<p>Cyber act</p> <p>One or more unauthorized, malicious, or criminal acts, involving accessing, processing, using, or operating any <i>computer system</i>. Cyber act also includes the threat or hoax of these acts.</p>	116
Definitions	<p>Drone(s)</p> <p>Any unmanned, unpiloted, or remotely operated aerial device.</p>	117	<p>Drone(s)</p> <p>Any aerial device that's unmanned, unpiloted, and remotely operated that is compliant with, and used in accordance with, the Civil Aviation Rules.</p>	117

Definitions	Natural disaster(s) An earthquake, natural landslip, volcanic eruption, tsunami, or hydrothermal activity — or fire resulting from any of these. It does not include a gradual or slow-moving natural landslip.	120	Natural hazard(s) An earthquake, natural landslide , volcanic activity , tsunami, or hydrothermal activity — or fire resulting from any of these. It does not include a gradual or slow-moving natural landslide .	120
Definitions	Similar items Items in the <i>home</i> or of <i>contents</i> with a similar nature, use, colour, texture, material, or design and includes items which form part of a set.	121	Similar items Items in the <i>home</i> or of <i>contents</i> with a similar nature, use, colour, texture, material, or design. This includes items which form part of a set.	121
Definitions	Total contents sum insured The amount your <i>schedule</i> shows your <i>contents</i> are insured for, including the GST-exclusive value of any specified items.	122	*Definition removed*	N/A
Back cover	VR375 10/22	Back	VR375 07/24	Back