

Change Summary Document – Home Policy – April 2023

Section	Previous cover	Page	New cover	Page
Front cover	Effective September 2021	1	Effective April 2023	1
Cover Option – Premier Alternative accommodation	For any one event, we'll pay up to 5% of your <i>sum insured</i> on your <i>schedule</i> or \$30,000, whichever is greater.	6	For any one event, we'll pay up to 5% of your <i>sum insured</i> on your <i>schedule</i> or \$50,000 , whichever is greater.	6
Cover Option - Premier Benefits we include in your cover Natural Disaster	All other policy terms and conditions, including the land exclusion apply to the <i>natural disaster</i> benefit, along with the basis for settling claims.	9	All other policy terms and conditions apply to this benefit, along with the basis for settling claims.	9
Cover Option - Premier Benefits we include in your cover New building work	Circumstances where we don't provide new building work cover This benefit won't cover structures or work if any of these circumstances apply. <ul style="list-style-type: none"> • The expected value of the completed work, or the price of the contract including materials, is more than \$25,000. 	10	Circumstances where we don't provide new building work cover This benefit won't cover structures or work if any of these circumstances apply. <ul style="list-style-type: none"> • The expected value of the completed work, or the price of the contract including materials, is more than \$50,000. 	10
Cover Option - Premier Benefits we include in your cover Property owner's liability	Property owner's liability — we'll cover your legal liability if you cause loss, damage, or injury We'll cover you for your legal liability to pay <i>damages</i> or <i>reparation</i> . We'll only pay if the liability is for <i>loss</i> to someone else's property, or <i>accidental bodily injury</i> . The liability must arise from an event that: <ul style="list-style-type: none"> • happens during the <i>period of insurance</i> • happens in New Zealand • results from your ownership of the <i>home</i>. What you must do to claim for liability for reparation To claim for liability for <i>reparation</i> , you must do both of the following. <ul style="list-style-type: none"> • Tell us immediately if you're charged with any offence in connection with your ownership of the <i>home</i>, which resulted in <i>bodily injury</i> to another person or <i>loss</i> to someone else's property. • Obtain our written approval before any offer of <i>reparation</i> is made. 	11	Property owner's liability — we'll cover your legal liability if you cause loss, damage, or injury We'll cover you for your legal liability to pay <i>damages</i> or <i>reparation</i> . We'll only pay if the liability is for <i>loss</i> to someone else's property, or <i>accidental bodily injury</i> . The liability must arise from an event that: <ul style="list-style-type: none"> • happens during the <i>period of insurance</i> • happens in New Zealand • results from your ownership of the <i>home</i>. Landlord's liability As a landlord you have responsibilities under the Health and Safety at Work Act 2015. If you fail to comply with these and a judgment is made against you under the Act, we'll pay an <i>award due to accidental bodily injury</i>. We'll do this as long as you have met the cover requirements above and your <i>home</i> is <i>tenanted</i>.	11 & 12

	<p>What we won't pay under Property owner's liability We won't pay for any punitive or exemplary damages awarded against you. We won't pay for legal liability:</p> <ul style="list-style-type: none"> • for <i>loss</i> to property that you own or that is under your control • arising from: <ul style="list-style-type: none"> – any business, profession, or employment <p>...</p> <p>Limits on what we'll pay for Property owner's liability For any one event, we'll pay:</p> <ul style="list-style-type: none"> • for <i>loss</i> to someone else's property, up to \$2,000,000 • for <i>bodily injury</i>, up to \$1,000,000. <p>The most we'll pay for all legal liabilities for <i>damages</i> and <i>reparation</i> is a combined total of \$2,000,000 during any <i>period of insurance</i>.</p> <p>If you have other insurance with us that may cover liability for the same event, we'll still only pay up to the limits above.</p> <p>We also pay legal defence costs if you are legally liable to pay damages Where you're legally liable to pay <i>damages</i>, and we've given you our agreement in writing beforehand, we'll also pay your legal defence costs and expenses incurred. We won't pay legal defence costs and expenses in relation to an offence, or when you're legally liable to pay <i>reparation</i>.</p>	<p>What you must do to claim for liability for reparation To claim for liability for <i>reparation</i>, you must do both of the following.</p> <ul style="list-style-type: none"> • Tell us immediately if you're charged with any offence in connection with your ownership of the <i>home</i>, which resulted in <i>bodily injury</i> to another person or <i>loss</i> to someone else's property. • Obtain our written approval before any offer of <i>reparation</i> is made. <p>What we won't pay under Property owner's liability and Landlord's liability We won't pay for any punitive or exemplary damages awarded against you. We won't pay for legal liability:</p> <ul style="list-style-type: none"> • for <i>loss</i> to property that you own or that is under your control • arising from: <ul style="list-style-type: none"> – any business, profession, or employment, except where cover is provided under 'Landlord's liability' above <p>...</p> <p>Limits on what we'll pay for Property owner's liability and Landlord's liability For any one event, we'll pay:</p> <ul style="list-style-type: none"> • for <i>loss</i> to someone else's property, up to \$2,000,000 • for <i>bodily injury</i>, up to \$1,000,000. <p>The most we'll pay for all legal liabilities for an award, <i>damages</i> and <i>reparation</i> is a combined total of \$2,000,000 during any <i>period of insurance</i>.</p> <p>If you have other insurance with us that may cover liability for the same event, we'll still only pay up to the limits above.</p> <p>We also pay legal defence costs if you are legally liable to pay damages Where you're legally liable to pay <i>damages</i>, and we've given you our agreement in writing beforehand, we'll also pay your legal defence costs and expenses incurred. We won't pay legal defence costs and expenses in relation to an offence, or when you're legally liable to pay <i>reparation</i>.</p> <p>We also pay legal defence costs if you are legally liable to pay an award</p>	
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			Where you're legally liable to pay an <i>award</i> under the Health and Safety at Work Act 2015, and we've given you our agreement in writing beforehand, we'll also pay your legal defence costs and expenses incurred.	
Landlord's extension – for tenanted properties	<p>Loss of rent due to non-payment by tenants</p> <p>...</p> <p>Loss of <i>rent</i> is calculated from the date unpaid <i>rent</i> was first due until either the <i>home</i> is <i>re-tenanted</i>, or we have paid the maximum number of weeks rent that applies to the reason your <i>tenants</i> have stopped paying — as explained above.</p>	16	<p>Loss of rent due to non-payment by tenants</p> <p>...</p> <p>Loss of <i>rent</i> is calculated from the date unpaid <i>rent</i> was first due until either the <i>home</i> is <i>re-tenanted</i>, or we have paid the maximum number of weeks <i>rent</i> that applies to the reason your <i>tenants</i> have stopped paying — as explained above.</p>	16
Cover Option – Restricted Benefits we include in your cover Alternative Accommodation	For any one event, we'll pay up to 5% of your <i>sum insured</i> on your <i>schedule</i> or \$30,000, whichever is greater.	18	For any one event, we'll pay up to 5% of your <i>sum insured</i> on your <i>schedule</i> or \$50,000 , whichever is greater.	18
Cover Option - Restricted Benefits we include in your cover Natural Disaster	All other policy terms and conditions, including the land exclusion apply to the <i>natural disaster</i> benefit, along with the basis for settling claims.	19	All other policy terms and conditions apply to this benefit, along with the basis for settling claims.	19
Cover Option - Restricted Benefits we include in your cover Property owner's liability	<p>Property owner's liability — we'll cover your legal liability if you cause loss, damage, or injury</p> <p>We'll cover you for your legal liability to pay <i>damages</i> or <i>reparation</i>. We'll only pay if the liability is for <i>loss</i> to someone else's property, or <i>accidental bodily injury</i>. The liability must arise from an event that:</p> <ul style="list-style-type: none"> • happens during the <i>period of insurance</i> • happens in New Zealand • results from your ownership of the <i>home</i>. <p>What you must do to claim for liability for reparation</p> <p>To claim for liability for <i>reparation</i>, you must do both of the following.</p>	19 & 20	<p>Property owner's liability — we'll cover your legal liability if you cause loss, damage, or injury</p> <p>We'll cover you for your legal liability to pay <i>damages</i> or <i>reparation</i>. We'll only pay if the liability is for <i>loss</i> to someone else's property, or <i>accidental bodily injury</i>. The liability must arise from an event that:</p> <ul style="list-style-type: none"> • happens during the <i>period of insurance</i> • happens in New Zealand • results from your ownership of the <i>home</i>. <p>Landlord's liability</p> <p>As a landlord you have responsibilities under the Health and Safety at Work Act 2015. If you fail to comply with these and a</p>	19 & 20

	<ul style="list-style-type: none"> • Tell us immediately if you're charged with any offence in connection with your ownership of the <i>home</i>, which resulted in <i>bodily injury</i> to another person or <i>loss</i> to someone else's property. • Obtain our written approval before any offer of <i>reparation</i> is made. <p>What we won't pay under Property owner's liability We won't pay for any punitive or exemplary damages awarded against you. We won't pay for legal liability:</p> <ul style="list-style-type: none"> • for <i>loss</i> to property that you own or that is under your control • arising from: <ul style="list-style-type: none"> – any business, profession, or employment <p>....</p> <p>Limits on what we'll pay for Property owner's liability For any one event, we'll pay:</p> <ul style="list-style-type: none"> • for <i>loss</i> to someone else's property, up to \$2,000,000 • for <i>bodily injury</i>, up to \$1,000,000. <p>The most we'll pay for all legal liabilities for <i>damages</i> and <i>reparation</i> is a combined total of \$2,000,000 during any <i>period of insurance</i>. If you have other insurance with us that may cover liability for the same event, we'll still only pay up to the limits above.</p> <p>We also pay legal defence costs if you are legally liable to pay damages Where you're legally liable to pay <i>damages</i>, and we've given you our agreement in writing beforehand, we'll also pay your legal defence costs and expenses incurred. We won't pay legal defence costs and expenses in relation to an offence, or when you're legally liable to pay <i>reparation</i>.</p>	<p>judgment is made against you under the Act, we'll pay an <i>award</i> due to <i>accidental bodily injury</i>. We'll do this as long as you have met the cover requirements above and your <i>home</i> is <i>tenanted</i>.</p> <p>What you must do to claim for liability for reparation To claim for liability for <i>reparation</i>, you must do both of the following.</p> <ul style="list-style-type: none"> • Tell us immediately if you're charged with any offence in connection with your ownership of the <i>home</i>, which resulted in <i>bodily injury</i> to another person or <i>loss</i> to someone else's property. • Obtain our written approval before any offer of <i>reparation</i> is made. <p>What we won't pay under Property owner's liability and Landlord's liability We won't pay for any punitive or exemplary damages awarded against you. We won't pay for legal liability:</p> <ul style="list-style-type: none"> • for <i>loss</i> to property that you own or that is under your control • arising from: <ul style="list-style-type: none"> – any business, profession, or employment, except where cover is provided under 'Landlord's liability' above <p>....</p> <p>Limits on what we'll pay for Property owner's liability and Landlord's liability For any one event, we'll pay:</p> <ul style="list-style-type: none"> • for <i>loss</i> to someone else's property, up to \$2,000,000 • for <i>bodily injury</i>, up to \$1,000,000. <p>The most we'll pay for all legal liabilities for an award, <i>damages</i> and <i>reparation</i> is a combined total of \$2,000,000 during any <i>period of insurance</i>. If you have other insurance with us that may cover liability for the same event, we'll still only pay up to the limits above.</p> <p>We also pay legal defence costs if you are legally liable to pay damages</p>	
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Exclusions – things we don't cover	n/a	n/a	<p>Cyber acts and incidents</p> <p>We won't cover any <i>loss</i>, damage, liability, cost, or expense in any way connected to a <i>cyber act</i> or <i>cyber incident</i>. This exclusion does not apply if a <i>loss</i> covered by this policy causes a <i>cyber incident</i>.</p> <p>However, if there's resulting <i>loss</i> to other parts of the <i>home</i> caused by a <i>cyber act</i> or <i>cyber incident</i>, we'll cover it (unless it's excluded under another part of this policy).</p>	24
Exclusions – things we don't cover	<p>Electronic data</p> <p>We won't cover any <i>loss</i>, damage, or liability in any way connected with the loss of or damage to any electronic data.</p> <p>We won't cover any loss of use or reduction in functionality in connection with the loss of electronic data.</p> <p>This also includes any electronic data you buy in place of an item you could buy in a non-electronic format.</p>	24	<p>Data</p> <p>We won't cover any <i>loss</i>, damage, liability, cost, or expense of any kind in any way connected to:</p> <ul style="list-style-type: none"> • <i>data</i> being totally or partially destroyed, distorted, erased, corrupted, altered, misinterpreted, or misappropriated • errors in creating, amending, entering, deleting, or using <i>data</i> • total or partial inability or failure to receive, send, access, or use <i>data</i> for any time • any loss of use of <i>data</i>, or <i>data</i> being reduced in functionality, repaired, replaced, restored, or reproduced • the value of any <i>data</i>. <p>This exclusion applies whether any other causes or events contribute at the same time, or in any order, to any of the above.</p>	24
Exclusions – things we don't cover	<p>Mechanical or electrical breakdown</p> <p>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. This exclusion doesn't apply to <i>loss</i> caused by actual 	26	<p>Mechanical or electrical breakdown</p> <p>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. This exclusion doesn't apply to <i>loss</i> caused by actual 	27

	burning out as a direct result of an <i>accidental</i> external cause, or if the loss arises from: <ul style="list-style-type: none"> • impact • earthquake or <i>flood</i> • fire or lightning • an external power surge that originated outside of the <i>home</i> • volcanic eruption • malicious acts. 		burning out as a direct result of an <i>accidental</i> external cause, or if the <i>loss</i> arises from: <ul style="list-style-type: none"> • impact • earthquake or <i>flood</i> • fire or lightning • an external power surge that originated outside of the <i>home</i> • volcanic eruption • malicious acts. 	
Exclusions – things we don’t cover	n/a	27	Sanctions We do not provide any cover 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. <ol style="list-style-type: none"> 1. Sanctions, prohibitions, or restrictions under United Nations resolutions. 2. Trade or economic sanctions, laws or regulations of New Zealand, Australia, the United Kingdom, the United States of America, or the European Union. 	27
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. Some examples of when you might need to do this are: <ul style="list-style-type: none"> • you make structural changes or additions to your <i>home</i> • you’re going to leave your <i>home unoccupied</i> • you or someone living with you is convicted of a criminal offence. ...	39	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. Some examples of when you might need to do this are: <ul style="list-style-type: none"> • you make structural changes or additions to your <i>home</i> • you sell your <i>home</i>, or buy a new one • you’re going to leave your <i>home unoccupied</i> • you or someone living with you is convicted of a criminal offence. ...	40
Definitions	n/a	45	Award (in respect of the Health and Safety at Work Act 2015) 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: <ul style="list-style-type: none"> · Damages · Restitution · Compensation · Reparation order. 	46

			Award does not include: <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	n/a	n/a	Computer system Any of the following in any configuration: <ul style="list-style-type: none"> • computers, hardware, and software • communications systems • electronic devices, including smart phones, laptops, tablets, and wearable devices • electronically controlled equipment, including data processing equipment • server, cloud, or microcontroller equipment • any similar system, input, output, data storage device, networking equipment or back up facility. 	46
Definitions	n/a	n/a	Cyber act 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.	47
Definitions	n/a	n/a	Cyber incident Either of the following. <ul style="list-style-type: none"> • Any error, omission or series of related errors or omissions involving accessing, processing, using, or operating any <i>computer system</i>. • Any partial or total unavailability or failure, or recurring unavailability or failure, involving accessing, processing, using, or operating any <i>computer system</i>. 	47
Definitions	n/a	n/a	Data Any kind of information, including facts, concepts, or code.	47

			In this definition, we mean information that is converted, recorded, or transmitted in a form that a computer system can access, communicate, display, distribute, interpret, process, transmit, store, or use.	
Back page	09/21	51	04/23	53