

NZbrokers Contents Wording Updates – effective from 16 May 2022

We have redrafted the NZbrokers Contents policy wording in plain language, to make it easier for you to understand what you are and are not covered for.

There are some differences in the way we have worded your policy, but other than the changes outlined below, the plain language drafting of the wordings is not intended to change, restrict or expand the cover you are entitled to under your policy.

Please read your new policy wording in full to see the detail of the changes below.

Contents

Section	Previous cover	Page	New cover	Page
Section One – Insurance Cover For Your Contents	<p>Maximum payment on specific types of contents</p> <ul style="list-style-type: none"> Unspecified jewellery or watches – 20% of the sum insured or \$15,000 in total, whichever is the greater Photographic, digital, and video camera equipment – \$3,000 per item Any bicycle – \$3,000 Remote-controlled scale models – \$2,000 in total 	4 – 5	<p>How we settle your claim</p> <p>The most we'll pay for some items</p> <ul style="list-style-type: none"> Unspecified jewellery or watches – 20% of the sum insured or \$50,000 in total, whichever is the greater Photographic, digital, and video camera equipment – \$5,000 per item Any bicycle – \$5,000 Remote-controlled scale models – \$3,000 in total 	26 – 27
Section One – Automatic Benefits	<p>If <i>you</i>, or any member of <i>your</i> family, have an Automatic Benefit(s) as covered by this policy with <i>us</i> under any other policy, <i>you</i> are only entitled to payment of that Automatic Benefit(s) under one policy or section of a policy per event. These Automatic Benefit(s) are subject to the Policy Definitions, Clauses, Exclusions, Conditions and Limits.</p>	5	<p>Policy conditions and other important information</p> <p>We only pay once if more than one benefit could apply</p> <p>Some benefits under this policy can only be used once per event, even if you have more than one policy or section of a policy with us that has the same benefit.</p> <p>This condition applies if you, or someone you live with, has any of the following benefits with us under more than one policy:</p> <ul style="list-style-type: none"> Alternative accommodation Occupier's and personal liabilities Stolen keys Tenants' improvements 	36

<p>Section One – Automatic Benefits</p>	<p>Alternative Accommodation ... we will not pay more than: a. a maximum period of 12 months or \$40,000, whichever is the lesser, if you are the owner-occupier of the home; ...</p> <p>This Automatic Benefit does not cover the costs of providing alternative accommodation for any home office or healthcare practice.</p>	<p>6</p>	<p>Your cover under this policy</p> <p>Alternative Accommodation ... If you own and live in the home where your contents are insured, we'll pay up to 12 months of temporary accommodation or \$50,000, whichever is less. ... Under this benefit we won't cover: ... any costs of alternative premises for your home office or healthcare practice, or for any other business-related use of your home.</p>	<p>6</p>
<p>Section One – Automatic Benefits</p>	<p>Children Attending Tertiary Institution We will cover the contents belonging to your children who are temporarily residing away from home while attending a polytechnic, university or institute of learning, provided they are residing in accommodation provided by the polytechnic, university or institute of learning.</p>	<p>6</p>	<p>Your cover under this policy</p> <p>Tertiary accommodation We'll cover your children's contents if your children are temporarily living away from home in accommodation provided by a tertiary educational institution.</p>	<p>11</p>
<p>Section One – Automatic Benefits</p> <p>Policy Exclusions – Sections One and Two of this Policy</p>	<p>Benefits</p> <p>Pairs and sets When you claim for part of a pair or set, we will at our option pay: a. the cost to replace, repair, or reinstate the damaged part; or b. the difference between: i. the cost to replace the complete pair or set; and ii. the value of the incomplete pair or set.</p> <p>We are not obliged to exactly replace, repair, or reinstate any items that have suffered loss.</p> <p>However, if the damaged part cannot be repaired, and provided that we agree, you may surrender the undamaged part(s) of the pair or set to us, and we will pay you the cost to replace the entire set.</p> <p>Cover under this Automatic Benefit is limited to any pair or set (other than jewellery) that is less than 5 years of age at the time of loss.</p>	<p>7 – 8</p>	<p>We settle some claims in specific ways</p> <p>If damaged items are part of a group, we have some choices If items that suffer loss are part of a group of similar items, we can choose to pay one of the following.</p> <ul style="list-style-type: none"> • The replacement value of the damaged part. • The difference between the cost to replace the complete pair or set and the value of the incomplete pair or set. <p>If we can't repair the damaged part, we can choose to agree that you can give the undamaged part(s) of the pair or set to us, and we'll pay you the cost to replace the complete set. We'll only do this for items of contents that are under 5 years old.</p> <p>The settlement choices for damaged items which are part of a group don't apply to jewellery.</p> <p>We don't have to exactly replace, repair, or reinstate any items.</p>	<p>27</p>

	<p>Exclusions</p> <p>Uninsured property b. where any <i>similar items</i>, other than jewellery, suffer <i>loss</i>, we will not replace <i>similar items</i> that have not suffered <i>loss</i>, except where cover is provided by Automatic Benefit 'Pairs and Sets'.</p>	11		
Section One – Automatic Benefits	<p>Vehicle Accessories in Employer’s Motor Vehicle We will cover your <i>portable entertainment and navigational accessories</i>, contained within a motor vehicle owned by <i>your</i> employer and provided to <i>you</i> for <i>your</i> use, against <i>loss</i> by theft, provided that there is no other cover available for these systems under <i>your</i> employer’s motor vehicle insurance policy.</p>	8	<p>Your cover under this policy</p> <p>Vehicle accessories within an employer’s motor vehicle We’ll cover your <i>vehicle accessories</i> if they are stolen from your employer’s motor vehicle. The vehicle must be one that your employer owns and provides to you for your use.</p>	11
Section One – Automatic Benefits	<p>Stolen Keys Where any key giving access to the <i>home</i> is stolen or believed on reasonable grounds to have been duplicated without proper authority following its disappearance, we will pay </p>	8	<p>Your cover under this policy</p> <p>Stolen keys We’ll pay reasonable costs to change or replace locks and keys or change the electronic keypad’s entry code, if any of the following happen.</p> <ul style="list-style-type: none"> • A key to your <i>home</i> is stolen <i>or lost</i>. • A key to your <i>home</i> is believed on reasonable grounds to have been duplicated without your agreement following its disappearance. • A keypad entry code is shared without your agreement. 	10
Section Two – Occupier’s and Personal Liability	<p>What you are covered for ... c. the use of ride-on mowers and other domestic garden <i>appliances</i>, <i>electric</i> wheelchairs and electric mobility aids for the aged or impaired;</p>	9	<p>Your cover under this policy</p> <p>Occupier’s and personal liabilities ... <i>Extended liability</i> As long as the above requirements for cover are met, we’ll also extend cover for liability for <i>damages</i> and liability for <i>reparation</i> to include: ... <ul style="list-style-type: none"> • using ride-on mowers, other domestic garden appliances, <i>children’s motorcycles under 50cc</i>, electric wheelchairs, and electric mobility aids </p>	9

Policy Exclusions – Sections One and Two of this Policy	<p>Excess ... d. The following excesses may be applied to your claim: v. where <i>you</i> suffer a <i>total loss</i> and <i>you</i> have been paying <i>your premium</i> to <i>us</i> by instalment, the excess shown in the <i>schedule</i> will be increased to include:</p> <ul style="list-style-type: none"> i. the difference between the amount paid and the amount of <i>premium you</i> would have paid if <i>you</i> had instead elected to pay <i>your premium</i> annually; and ii. the total value of the instalment fees for all of the <i>premium</i> instalments. 	10	This section is deleted in its entirety.	n/a
Policy Exclusions – Sections One and Two of this Policy	<p>Business Use This policy does not provide cover for any <i>loss</i> or liability arising from the use of the <i>home</i> for business other than that covered by Automatic Benefit 'Home Office or Healthcare Practice'.</p>	12	<p>Business use We won't cover any <i>loss</i> or liability arising from your <i>home</i> being used for business.</p> <p>This exclusion doesn't limit cover:</p> <ul style="list-style-type: none"> • under the 'Property used for trade, professional, or business use' benefit • under the 'Home office or healthcare practice' benefit • for loss to your contents arising from any other business-related use of your home that we've agreed to and is shown on your schedule. 	13
Policy Exclusions – Sections One and Two of this Policy	n/a	n/a	<p>Cyber acts and incidents 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 your <i>contents</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>	14

<p>Policy Exclusions – Sections One and Two of this Policy</p>	<p>Electronic Data This policy does not provide cover for any <i>loss</i> to, or arising from, any loss of electronic data of any kind, or any loss of use, reduction in functionality, or any other associated loss or expense or liability directly or indirectly arising from or in connection with the loss of electronic data.</p> <p>This includes any electronic data that is purchased in place of an item that could be purchased in a non-electronic format.</p>	<p>10</p>	<p>Data 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>	<p>14</p>
<p>Definitions</p>	<p>n/a</p>	<p>n/a</p>	<p>Accessory and accessories Any of the following:</p> <ul style="list-style-type: none"> • car seat covers • child restraints and seats • first aid kit, torch, fire extinguisher, maps • fitted entertainment, communications, and navigation systems • other equipment permanently fitted to your <i>vehicle</i> • roof racks, roof boxes, bike racks and tow bars when fitted to your <i>vehicle</i> • tools and breakdown equipment you permanently keep in your <i>vehicle</i>, or bought by you to repair your <i>vehicle</i>. 	<p>30</p>
<p>Definitions</p>	<p>n/a</p>	<p>n/a</p>	<p>Computer system Computer system means any of the following in any configuration:</p> <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 	<p>30</p>

			<ul style="list-style-type: none"> any similar system, input, output, data storage device, networking equipment or back up facility. 	
Definitions	<p>Contents Household goods and personal effects in your possession ... but does not include: a. mechanically propelled vehicles, trailers, caravans, or aircraft (except ride-on mowers and other domestic garden appliances, electric wheelchairs and electric mobility aids for the aged or impaired, and remote controlled scale models);</p>	16	<p>Contents Anything in your:</p> <ul style="list-style-type: none"> possession <p>...</p> <p>Contents 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, drones while they are not in use, and remote-controlled scale models). 	30
Definitions	n/a	n/a	<p>Cyber act Cyber act means 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> <p>Cyber incident Cyber incident means either of the following.</p> <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>. <p>Data Data means any kind of information, including facts, concepts or code.</p> <p>In this definition, we mean information that is converted, recorded or transmitted in a form that a <i>computer system</i> can access, communicate, display, distribute, interpret, process, transmit, store or use.</p>	31