

Updates to Vero Residential Home Policy – effective from 1 July 2024

We've updated the Vero Residential Home Policy. 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 May 2022	1	Effective 1 July 2024	1
The documents that make up your insurance policy	<p>The documents that make up your insurance policy</p> <p>2. Your policy <i>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 policy <i>schedule</i> also includes any special terms that might apply, which might also detail things that we do and don't cover.</p>	3	<p>The documents that make up your insurance policy</p> <p>2. Your policy <i>schedule</i>. It gives details specific to you, including who and what is insured, and when cover starts and ends. The policy <i>schedule</i> also includes any special terms that might apply, which might also detail things that we do and don't cover.</p>	3
Cover Option – Maxi Benefits we include in your cover – Benefit table	<p>Benefit</p> <p>Natural disaster</p>	5	<p>Benefit</p> <p>Natural hazard</p>	5
Cover Option - Maxi Benefits we include in your cover 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>If you own and live in your <i>home</i>, 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> <ul style="list-style-type: none"> • <i>loss</i> this policy covers • <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 • prevention of access to the <i>home</i> by government or local authorities which is initiated during the <i>period of insurance</i> because of possible or impending damage to an otherwise safe or sanitary <i>home</i>. <p>The temporary accommodation must be of a similar standard to your <i>home</i>.</p> <p>This cover includes boarding your <i>domestic pets</i>, storing your <i>contents</i>, and moving your <i>contents</i> to and from storage or temporary accommodation.</p>	6	<p>Alternative accommodation — we'll pay for temporary accommodation if your home is uninhabitable</p> <p>If you own and live in your <i>home</i>, 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> <ul style="list-style-type: none"> • <i>loss</i> this policy covers • <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) • prevention of access to the <i>home</i> by government or local authorities which is initiated during the <i>period of insurance</i> because of possible or impending damage to an otherwise safe or sanitary <i>home</i>. <p>The temporary accommodation must be of a similar standard to your <i>home</i>.</p> <p>This cover includes boarding your <i>domestic pets</i>, storing your <i>contents</i>, and moving your <i>contents</i> to and from storage or temporary accommodation.</p>	6

	<p>We'll cover up to 12 months of temporary accommodation. We may choose to remove the 12-month limit if there's a widespread <i>natural disaster</i>.</p> <p>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.</p> <p>...</p> <p>Situations where this benefit won't apply This benefit will never apply if:</p> <ul style="list-style-type: none"> • your <i>home</i> is not <i>uninhabitable</i> (other than when authorities stop you from accessing your <i>home</i> as outlined above) • we haven't agreed in writing that it's necessary for you to move out of your <i>home</i> while it's repaired or rebuilt • the <i>loss</i> covered by the Earthquake Commission is only <i>loss</i> to land. 		<p>We'll cover up to 12 months of temporary accommodation. <i>If a natural hazard causes a widespread event, we may choose to remove the 12-month limit.</i></p> <p>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.</p> <p>...</p> <p>Situations where this benefit won't apply This benefit will never apply if:</p> <ul style="list-style-type: none"> • your <i>home</i> is not <i>uninhabitable</i> (other than when authorities stop you from accessing your <i>home</i> as outlined above) • we haven't agreed in writing that it's necessary for you to move out of your <i>home</i> while it's repaired or rebuilt • the <i>loss</i> covered by NHC is only <i>loss</i> to land. 	
<p>Cover Option – Maxi Benefits we include in your cover Environmental improvements — we'll pay for home improvements that make your home more environmentally friendly</p>	<p>Environmental improvements — we'll pay for home improvements that make your home more environmentally friendly We'll pay up to \$3,500 for the extra costs associated with buying and installing new environmental improvements to your <i>home</i>. Environmental improvements are alterations or additions to your <i>home</i> to help protect or conserve the environment — such as rainwater tanks, solar systems, and compost equipment.</p>	7	<p>Environmental improvements — we'll pay for home improvements that make your home more environmentally friendly We'll pay up to \$3,500 for the extra costs associated with buying and installing new environmental improvements to your <i>home</i>. Environmental improvements are alterations or additions to your <i>home</i> to help protect or conserve the environment — such as rainwater tanks, solar power systems, and compost equipment.</p>	7
<p>Cover Option - Maxi Benefits we include in your cover Natural disaster — we'll cover natural disasters along with EQC</p>	<p>Natural disaster — we'll cover natural disasters along with EQC The Earthquake Commission (EQC) provides some <i>natural disaster</i> cover for homes under the Earthquake Commission Act (the EQC Act). If <i>loss</i> to your <i>home</i> is caused by <i>natural disaster</i>, any cover under this policy depends upon whether there is cover for your <i>home</i> under the EQC Act.</p> <p>Loss to parts of your home which EQC insures Where <i>loss</i> to your <i>home</i> is caused by <i>natural disaster</i>, we'll pay up to a maximum of the difference between these two amounts:</p> <ul style="list-style-type: none"> • the cost of repairing or rebuilding your <i>home</i> • the amount payable under the EQC Act <p>less any <i>excess</i> we usually charge.</p>	9	<p>Natural hazard — we'll cover natural hazards along with NHC Toka Tū Ake Natural Hazards Commission (NHC) provides some <i>natural hazard</i> cover for homes under the Natural Hazards Insurance Act 2023 (the NHI Act). If <i>loss</i> to your <i>home</i> is caused by <i>natural hazard</i>, any cover under this policy depends upon whether there is cover for your <i>home</i> under the NHI Act.</p> <p>Loss to parts of your home which NHC insures Where <i>loss</i> to your <i>home</i> is caused by <i>natural hazard</i>, we'll pay up to a maximum of the difference between these two amounts:</p> <ul style="list-style-type: none"> • the cost of repairing or rebuilding your <i>home</i> • the amount payable under the NHI Act <p>less any <i>excess</i> we usually charge.</p>	9

	<p>EQC must have done both of the following:</p> <ul style="list-style-type: none"> • accepted liability for your claim • already paid the maximum under the EQC Act for the <i>loss</i>. <p>We don't cover any <i>excess</i> charged by EQC.</p> <p>Loss to parts of your home which EQC does not insure Under the EQC Act, EQC does not insure some parts of your <i>home</i>. We'll pay for <i>loss</i> caused by <i>natural disaster</i> to the following permanently installed items which EQC does not cover:</p> <ul style="list-style-type: none"> • drains, pipes, and cables • driveways, paths, patios, fences, and walls (apart from retaining walls covered by the 'Retaining walls' benefit) • swimming or spa pools • tennis courts. <p>An additional <i>excess</i> of \$5,000 applies to amounts we pay for these parts of your <i>home</i>.</p> <p>The total you receive for natural disaster is limited to your sum insured The most you will receive for <i>loss</i> caused by <i>natural disaster</i> from EQC and us combined is your <i>sum insured</i>.</p> <p>All other policy terms and conditions apply to this benefit, along with the basis for settling claims.</p>		<p>NHC must have done both of the following:</p> <ul style="list-style-type: none"> • accepted liability for your claim • already paid the maximum under the NHI Act for the <i>loss</i>. <p>We won't cover any:</p> <ul style="list-style-type: none"> • <i>excess</i> charged by NHC • <i>loss</i> that NHC has determined to be imminent damage under the NHI Act. <p>Loss to parts of your home which NHC does not insure Under the NHI Act, NHC does not insure some parts of your <i>home</i>. We'll pay for <i>loss</i> caused by <i>natural hazard</i> to the following permanently installed items which NHC does not cover:</p> <ul style="list-style-type: none"> • drains, pipes, and cables • driveways, paths, patios, fences, and walls (apart from retaining walls covered by the 'Retaining walls' benefit) • external swimming or spa pools • tennis courts. <p>An additional <i>excess</i> of \$5,000 applies to amounts we pay for these parts of your <i>home</i>.</p> <p>The total you receive for loss caused by natural hazard is limited to your sum insured The most you will receive for <i>loss</i> caused by <i>natural hazard</i> from NHC and us combined is your <i>sum insured</i>.</p> <p>All other policy terms and conditions apply to this benefit, along with the basis for settling claims.</p>	
<p>Cover Option - Maxi Benefits we include in your cover</p> <p>New building work — we'll cover structures and materials if you do new building work</p>	<p>New building work — we'll cover structures and materials if you do new building work</p> <p>...</p> <p>The causes of loss that we cover We cover new building work for <i>accidental loss</i> caused by:</p> <ul style="list-style-type: none"> • fire, explosion, or lightning • impact by a vehicle or animal • impact from aircraft or other aerial or spatial device (like a <i>drone</i> or a satellite), or articles dropped or falling from them • <i>natural disaster</i> 	<p>10</p>	<p>New building work — we'll cover structures and materials if you do new building work</p> <p>...</p> <p>The causes of loss that we cover We cover new building work for <i>accidental loss</i> caused by:</p> <ul style="list-style-type: none"> • fire, explosion, or lightning • impact by a vehicle or animal • impact from aircraft or other aerial or spatial device (like a drone or a satellite), or articles dropped or falling from them • <i>natural hazard</i> 	<p>10</p>

	<ul style="list-style-type: none"> • riot, civil commotion, strikes, or labour disturbance • storm or <i>flood</i> (excluding any exposure to normal weather conditions). <p>Circumstances where we don't provide new building work cover This benefit won't cover structures or work if any of these circumstances apply.</p> <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. ... 		<ul style="list-style-type: none"> • riot, civil commotion, strikes, or labour disturbance • storm or <i>flood</i> (excluding any exposure to normal weather conditions). <p>Circumstances where we don't provide new building work cover This benefit won't cover structures or work if any of these circumstances apply.</p> <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. ... 	
Cover Option - Maxi Benefits we include in your cover Power generation equipment – we'll cover wind – or fuel-powered generation equipment	<p>Power generation equipment — we'll cover wind- or fuel-powered generation equipment We'll pay up to \$10,000 during the <i>period of insurance</i> for loss to power generation equipment if it results from any of the following.</p> <ul style="list-style-type: none"> • Fire, explosion, or lightning. • Impact by a vehicle or animal. • Impact from aircraft or other aerial or spatial device (such as a <i>drone</i> or satellite), or articles dropped from them. • <i>Natural disaster</i>. 	10	<p>Power generation equipment — we'll cover wind- or fuel-powered generation equipment We'll pay up to \$10,000 during the <i>period of insurance</i> for loss to power generation equipment if it results from any of the following.</p> <ul style="list-style-type: none"> • Fire, explosion, or lightning. • Impact by a vehicle or animal. • Impact from aircraft or other aerial or spatial device (such as a drone or satellite), or articles dropped from them. • <i>Natural hazard</i>. 	10
Cover Option – Maxi Benefits we include in your cover Power generation equipment — we'll cover wind- or fuel-powered generation equipment	<p>How we define power generation equipment Power generation equipment is any wind- or fuel-powered equipment for generating electricity. It includes any support structure, generator, power storage and associated wiring, switching and distribution equipment. Solar panels are not covered under this benefit — they're included in your cover as part of your <i>home</i>.</p>	11	<p>How we define power generation equipment Power generation equipment is any wind- or fuel-powered equipment for generating electricity. It includes any support structure, generator, power storage and associated wiring, switching and distribution equipment. Solar power systems are not covered under this benefit — they're included in your cover as part of your <i>home</i>.</p>	11
Cover Option - Maxi Benefits we include in your cover Property owner's liability — we'll cover your legal liability if you cause loss, damage, or injury	<p>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:</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>. 	11	<p>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:</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 – we'll cover an award for bodily injury if you are liable as a landlord under the Health and Safety at Work Act 2015</p>	11

			<p>If you're a landlord, you have responsibilities under the Health and Safety at Work Act 2015. If you fail to meet these responsibilities and a judgment due to <i>accidental bodily injury</i> is made against you under the Health and Safety at Work Act 2015, we'll cover the <i>award</i> you have to pay. We'll do this as long as you have met the cover requirements above and your <i>home is tenanted</i>.</p>	
<p>Cover Option - Maxi Benefits we include in your cover</p> <p>Property owner's liability — we'll cover your legal liability if you cause loss, damage, or injury</p>	<p>What we won't pay under Property owner's liability</p> <p>We won't pay for any punitive or exemplary damages awarded against you.</p> <p>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 – the ownership, possession or use of any mechanically propelled vehicle, trailer, aircraft, or boat – the ownership and/or possession of any animals, other than <i>domestic pets</i>. 	11	<p>What we won't pay under Property owner's liability and Landlord's liability</p> <p>We won't pay for any punitive or exemplary damages awarded against you.</p> <p>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, <i>trade</i>, or employment, <i>except where cover is provided under 'Landlord's liability' above</i> – <i>any other activity for financial reward whether for profit or not</i> – the ownership, possession or use of any mechanically propelled vehicle, trailer, aircraft, or boat – the ownership <i>or</i> possession of any animals, other than <i>domestic pets</i>. 	11
<p>Cover Option – Maxi Benefits we include in your cover</p> <p>Property owner's liability — we'll cover your legal liability if you cause loss, damage, or injury</p>	<p>Limits on what we'll pay for Property owner's liability</p> <p>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</p> <p>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</p>	11 & 12	<p>Limits on what we'll pay for Property owner's liability and Landlord's liability</p> <p>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 <i>during any period of insurance</i> is a combined total of \$2,000,000 for all legal liabilities for:</p> <ul style="list-style-type: none"> • <i>an award</i> (relating to the Health and Safety at Work Act 2015) • <i>damages</i> • <i>reparation</i>. <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</p>	12

	<p>costs and expenses in relation to an offence, or when you're legally liable to pay <i>reparation</i>.</p>		<p>Where you're legally liable to pay <i>damages</i>, and we've given you our written agreement 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> <p>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 written agreement beforehand, we'll also pay your legal defence costs and expenses incurred.</p>	
<p>Cover Option – Maxi Benefits we include in your cover</p> <p>Retaining walls – we'll cover walls that retain land</p>	<p>Retaining walls — we'll cover walls that retain land</p> <p>We'll pay up to \$80,000 for <i>loss</i> to retaining walls for any one event. This includes your share in retaining walls that you jointly own with other property owners.</p> <p>To be covered, the retaining walls must meet all the following criteria.</p> <ul style="list-style-type: none"> • Be complete — we don't cover retaining walls if they were incomplete, or were not functioning or reasonably maintained when the <i>loss</i> occurred. • Have the sole purpose of retaining land (meaning their purpose doesn't include repelling water of any kind). • Have all necessary permits, consents, and certificates from local authorities. • Have been damaged in a single <i>accidental</i> event — we don't cover gradual damage to retaining walls. <p>We'll pay for the cost of repairing the wall to the condition it was in immediately before the <i>loss</i>.</p> <p>We'll also pay for the following things if they are directly necessary for the work to the retaining wall or part of the retaining wall that has suffered <i>loss</i>.</p> <ul style="list-style-type: none"> • Gaining access to the wall. • Stabilising the soil. • Providing footings and drainage materials. 	<p>12</p>	<p>Retaining walls — we'll cover walls that retain land</p> <p>We'll cover <i>loss</i> to retaining walls. This includes your share in retaining walls that you jointly own with other property owners.</p> <p>To be covered, the retaining walls must meet all the following criteria.</p> <ul style="list-style-type: none"> • Be complete — we don't cover retaining walls unless they were complete, reasonably maintained, and functioning as intended immediately before the <i>loss</i> occurred. • Have the sole purpose of retaining land (meaning their purpose doesn't include repelling water of any kind). • Had all necessary permits, consents, and certificates from local authorities when they were built, and whenever they were altered. • Have been damaged in a single <i>accidental</i> event — we don't cover gradual damage to retaining walls. <p>We'll pay for the following things if they are directly necessary for the work to the retaining wall or part of the retaining wall that has suffered <i>loss</i>:</p> <ul style="list-style-type: none"> • gaining access to the wall • stabilising the soil • providing footings and drainage materials. <p>We'll repair or rebuild the retaining wall to the <i>replacement condition</i>.</p>	<p>12 & 13</p>

	<p>We may pay more for retaining walls if they're valued over \$80,000</p> <p>We may pay more than \$80,000 to repair retaining walls, if:</p> <ul style="list-style-type: none"> • when making a claim you give us a valuation for your property, issued by a qualified valuation or construction expert or professional, like a quantity surveyor, qualified valuer or builder • the valuation was done before the <i>loss</i> • the valuation separately identifies the replacement value for all retaining walls • your <i>sum insured</i> reflects the total replacement value for your <i>home</i> as shown in the valuation. <p>If all the above circumstances apply, we'll pay up to the value of the retaining walls identified in the valuation.</p> <p>How we define replacement value</p> <p>When we say replacement value in this benefit, we mean the amount that would be required to completely rebuild your <i>home</i> to the <i>replacement condition</i> if your <i>home</i> was totally destroyed.</p> <p>Any amount we pay under this benefit, we'll pay out of your <i>sum insured</i>.</p>	<p>We won't pay for any undamaged parts of the retaining wall.</p> <p>The most we'll pay for <i>loss</i> to retaining walls is \$80,000 for any one event.</p> <p>We may pay more for retaining walls if they're valued over \$80,000</p> <p>We may pay more than \$80,000 to repair or replace retaining walls, if:</p> <ul style="list-style-type: none"> • when making a claim you give us a valuation for your property, issued by a qualified valuation or construction expert or professional, like a quantity surveyor, qualified valuer or builder • the valuation was done before the <i>loss</i> • the valuation separately identifies the replacement value for all retaining walls • your <i>sum insured</i> reflects the total replacement value for your <i>home</i> as shown in the valuation. <p>If all the above circumstances apply, we'll pay up to the value of the retaining walls identified in the valuation.</p> <p>How we define replacement value</p> <p>When we say replacement value in this benefit, we mean the amount that would be required to completely rebuild your <i>home</i> to the <i>replacement condition</i> if your <i>home</i> was totally destroyed.</p> <p>We'll top up the cover provided by NHC</p> <p>If <i>loss</i> to retaining walls arises from <i>natural hazard</i>, we'll pay this benefit in addition to cover provided under the Natural Hazards Insurance Act 2023 (the NHI Act).</p> <p>Toka Tū Ake Natural Hazards Commission (NHC) must have done both of the following:</p> <ul style="list-style-type: none"> • accepted liability for your claim for damage to the retaining wall • already paid the maximum entitlement under the NHI Act for the <i>loss</i>. 	
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			Any amount we pay under this benefit, we'll pay out of your <i>sum insured</i> .	
Cover Option – Maxi Benefits we include in your cover Stolen keys — we'll pay to replace stolen or lost keys and re-set keypads	Stolen keys — we'll pay to replace stolen or lost keys and re-set keypads 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. ...	13	Stolen keys — we'll pay to replace stolen keys and re-set keypads 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. ...	13
Cover Option – Maxi Benefits we include in your cover SumExtra — we pay more than your home sum insured	SumExtra — we may pay more than the sum insured Under this benefit, if the <i>replacement cost</i> for your <i>home</i> is more than the <i>sum insured</i> , we'll pay one of the following. • The part of the <i>replacement cost</i> that exceeds the <i>sum insured</i> , if the <i>loss</i> arises from any cause we cover other than <i>natural disaster</i> . • Up to an extra 10% of the <i>sum insured</i> towards the <i>replacement cost</i> if the <i>loss</i> arises from <i>natural disaster</i> . Conditions for qualifying for SumExtra You will qualify for SumExtra if all of the following apply. ... 6. You may have increased the size or improved the quality of your <i>home</i> since you obtained your written estimate of costs. In this case, you must have increased the <i>sum insured</i> in line with the increase in the rebuilding cost of your <i>home</i> . If you haven't, we'll pay only up to an extra 10% of your <i>sum insured</i> . That's regardless of whether the <i>loss</i> is caused by <i>natural disaster</i> or any other event we insure against.	13 & 14	SumExtra — we may pay more than the sum insured Under this benefit, if the <i>replacement cost</i> for your <i>home</i> is more than the <i>sum insured</i> , we'll pay one of the following. • The part of the <i>replacement cost</i> that exceeds the <i>sum insured</i> , if the <i>loss</i> arises from any cause we cover other than <i>natural hazard</i> . • Up to an extra 10% of the <i>sum insured</i> towards the <i>replacement cost</i> if the <i>loss</i> arises from <i>natural hazard</i> . Conditions for qualifying for SumExtra You will qualify for SumExtra if all of the following apply. ... 6. You may have increased the size or improved the quality of your <i>home</i> since you obtained your written estimate of costs. In this case, you must have increased the <i>sum insured</i> in line with the increase in the rebuilding cost of your <i>home</i> . If you haven't, we'll pay only up to an extra 10% of your <i>sum insured</i> . That's regardless of whether the <i>loss</i> is caused by <i>natural hazard</i> or any other event we insure against.	14
Cover Option – Maxi Optional benefits – the additional cover you can choose	Loss of rent due to loss covered by this policy We'll pay or reimburse you for <i>loss of rent</i> if your <i>home</i> is <i>uninhabitable</i> for either of the following reasons. • <i>Loss</i> covered by this policy, or that would be covered by this policy but is instead covered by EQC because of the Earthquake Commission Act 1993. • Prevention of access to the <i>home</i> by government or local authorities which is initiated during the <i>period of insurance</i> because of possible or impending damage to an otherwise safe or sanitary <i>home</i> .	15	Loss of rent due to loss covered by this policy We'll pay or reimburse you for <i>loss of rent</i> if your <i>home</i> is <i>uninhabitable</i> for any of the following reasons. • <i>Loss</i> covered by this policy. • <i>Loss</i> that would be covered by this policy but is instead covered by Toka Tū Ake Natural Hazards Commission because of the the Natural Hazards Insurance Act 2023 . • Prevention of access to the <i>home</i> by government or local authorities which is initiated during the <i>period of insurance</i> because of possible or impending damage to an otherwise safe or sanitary <i>home</i> .	16

Cover Option – Flexi	<p>Cover Option – Flexi If your <i>schedule</i> shows you have Cover Option – Flexi, we’ll cover you for specific types of <i>loss</i> to your <i>home</i> at the address on your <i>schedule</i>. Any <i>loss</i> must happen during the <i>period of insurance</i> and arise only from the following events.</p> <ul style="list-style-type: none"> • <i>Natural disaster</i>. 	17	<p>Cover Option – Flexi If your <i>schedule</i> shows you have Cover Option – Flexi, we’ll cover you for specific types of <i>loss</i> to your <i>home</i> at the address on your <i>schedule</i>. Any <i>loss</i> must happen during the <i>period of insurance</i> and arise only from the following events.</p> <ul style="list-style-type: none"> • <i>Natural hazard</i>. 	18
Cover Option – Flexi – Benefits we include in your cover – Benefit table	<p>Benefit Natural disaster</p>	17	<p>Benefit Natural hazard</p>	18
Cover Option – Flexi Benefits we include in your cover 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 If you own and live in your <i>home</i>, 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> <ul style="list-style-type: none"> • <i>loss</i> this policy covers • <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 • prevention of access to the <i>home</i> by government or local authorities which is initiated during the <i>period of insurance</i> because of possible or impending damage to an otherwise safe or sanitary <i>home</i>. <p>The temporary accommodation must be of a similar standard to your <i>home</i>.</p> <p>This cover includes boarding your <i>domestic pets</i>, storing your <i>contents</i>, and moving your <i>contents</i> to and from storage or temporary accommodation.</p> <p>We’ll cover up to 12 months of temporary accommodation. We may choose to remove the 12-month limit if there’s a widespread <i>natural disaster</i>.</p> <p>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.</p> <p>...</p> <p>Situations where this benefit won’t apply This benefit will never apply if:</p>	18	<p>Alternative accommodation — we’ll pay for temporary accommodation if your home is uninhabitable If you own and live in your <i>home</i>, 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> <ul style="list-style-type: none"> • <i>loss</i> this policy covers • <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) • prevention of access to the <i>home</i> by government or local authorities which is initiated during the <i>period of insurance</i> because of possible or impending damage to an otherwise safe or sanitary <i>home</i>. <p>The temporary accommodation must be of a similar standard to your <i>home</i>.</p> <p>This cover includes boarding your <i>domestic pets</i>, storing your <i>contents</i>, and moving your <i>contents</i> to and from storage or temporary accommodation.</p> <p>We’ll cover up to 12 months of temporary accommodation. If a natural hazard causes a widespread event, we may choose to remove the 12-month limit.</p> <p>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.</p> <p>...</p> <p>Situations where this benefit won’t apply</p>	19

	<ul style="list-style-type: none"> • your <i>home</i> is not <i>uninhabitable</i> (other than when authorities stop you from accessing your <i>home</i> as outlined above) • we haven't agreed in writing that it's necessary for you to move out of your <i>home</i> while it's repaired or rebuilt • the <i>loss</i> covered by the Earthquake Commission is only <i>loss</i> to land. 		<p>This benefit will never apply if:</p> <ul style="list-style-type: none"> • your <i>home</i> is not <i>uninhabitable</i> (other than when authorities stop you from accessing your <i>home</i> as outlined above) • we haven't agreed in writing that it's necessary for you to move out of your <i>home</i> while it's repaired or rebuilt • the <i>loss</i> covered by NHC is only <i>loss</i> to land. 	
<p>Cover Option – Flexi Benefits we include in your cover</p> <p>Natural disaster – we'll cover natural disasters along with EQC</p>	<p>Natural disaster — we'll cover natural disasters along with EQC</p> <p>The Earthquake Commission (EQC) provides some <i>natural disaster</i> cover for homes under the Earthquake Commission Act (the EQC Act). If <i>loss</i> to your <i>home</i> is caused by <i>natural disaster</i>, any cover under this policy depends upon whether there is cover for your <i>home</i> under the EQC Act.</p> <p>Loss to parts of your home which EQC insures</p> <p>Where <i>loss</i> to your <i>home</i> is caused by <i>natural disaster</i>, we'll pay up to a maximum of the difference between these two amounts:</p> <ul style="list-style-type: none"> • the <i>indemnity value</i> of your <i>home</i> • the amount payable under the EQC Act <p>less any <i>excess</i> we usually charge.</p> <p>EQC must have done both of the following:</p> <ul style="list-style-type: none"> • accepted liability for your claim • already paid the maximum under the EQC Act for the <i>loss</i>. <p>We don't cover any <i>excess</i> charged by EQC.</p> <p>Loss to parts of your home which EQC does not insure</p> <p>Under the EQC Act, EQC does not insure some parts of your <i>home</i>. We'll pay for <i>loss</i> to the following permanently installed items which EQC does not cover:</p> <ul style="list-style-type: none"> • drains, pipes, and cables • driveways, paths, patios, fences, and walls • swimming or spa pools • tennis courts. <p>An additional <i>excess</i> of \$5,000 applies to amounts we pay for these parts of your <i>home</i>.</p>	<p>19</p>	<p>Natural hazard — we'll cover natural hazards along with NHC</p> <p>Toka Tū Ake Natural Hazards Commission (NHC) provides some <i>natural hazard</i> cover for homes under the Natural Hazards Insurance Act 2023 (the NHI Act). If <i>loss</i> to your <i>home</i> is caused by <i>natural hazard</i>, any cover under this policy depends upon whether there is cover for your <i>home</i> under the NHI Act.</p> <p>Loss to parts of your home which NHC insures</p> <p>Where <i>loss</i> to your <i>home</i> is caused by <i>natural hazard</i>, we'll pay up to a maximum of the difference between these two amounts:</p> <ul style="list-style-type: none"> • the <i>indemnity value</i> of your <i>home</i> • the amount payable under the NHI Act <p>less any <i>excess</i> we usually charge.</p> <p>NHC must have done both of the following:</p> <ul style="list-style-type: none"> • accepted liability for your claim • already paid the maximum under the NHI Act for the <i>loss</i>. <p>We won't cover any:</p> <ul style="list-style-type: none"> • <i>excess</i> charged by NHC • <i>loss</i> that NHC has determined to be <i>imminent damage</i> under the NHI Act. <p>Loss to parts of your home which NHC does not insure</p> <p>Under the NHI Act, NHC does not insure some parts of your <i>home</i>. We'll pay for <i>loss</i> caused by natural hazard to the following permanently installed items which NHC does not cover:</p> <ul style="list-style-type: none"> • drains, pipes, and cables • driveways, paths, patios, fences, and walls • external swimming or spa pools • tennis courts. 	<p>20</p>

	<p>The total you receive for natural disaster is limited to your sum insured The most you will receive for <i>loss</i> caused by <i>natural disaster</i> from EQC and us combined is your <i>sum insured</i>.</p> <p>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.</p>		<p>An additional <i>excess</i> of \$5,000 applies to amounts we pay for these parts of your <i>home</i>.</p> <p>The total you receive for loss caused by natural hazard is limited to your sum insured The most you will receive for <i>loss</i> caused by <i>natural hazard</i> from NHC and us combined is your <i>sum insured</i>.</p> <p>All other policy terms and conditions apply to this <i>benefit</i>, along with the basis for settling claims.</p>	
<p>Cover Option – Flexi What we won’t pay under Property owner’s liability</p>	<p>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>.</p> <p>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>. 	19	<p>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>.</p> <p>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 – we’ll cover an award for bodily injury if you are liable as a landlord under the Health and Safety at Work Act 2015 If you’re a landlord, you have responsibilities under the Health and Safety at Work Act 2015. If you fail to meet these responsibilities and a <u>judgment</u> for <i>accidental bodily injury</i> is made against you under the Health and Safety at Work Act 2015, we’ll cover the <i>award</i> you have to pay. We’ll do this as long as you have met the <i>cover requirements</i> above and your <i>home</i> is <i>tenanted</i>.</p>	20
<p>Cover Option – Flexi What we won’t pay under Property owner’s liability</p>	<p>What we won’t pay under Property owner’s liability We won’t pay for any punitive or exemplary damages awarded against you.</p> <p>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 	20	<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.</p> <p>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: 	21

	<p>– the ownership, possession or use of any mechanically propelled vehicle, trailer, aircraft or boat</p> <p>– the ownership and/or possession of any animals, other than <i>domestic pets</i>.</p> <p>...</p>		<p>– any business, profession, trade, or employment, except where cover is provided under ‘Landlord’s liability’ above</p> <p>– any other activity for financial reward whether for profit or not</p> <p>– the ownership, possession or use of any mechanically propelled vehicle, trailer, aircraft or boat</p> <p>– the ownership or possession of any animals, other than <i>domestic pets</i>.</p> <p>...</p>	
<p>Cover Option - Flexi</p> <p>What we won’t pay under Property owner’s liability</p>	<p>Limits on what we’ll pay for Property owner’s liability</p> <p>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>. For any one event, 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.</p> <p>If you have other insurance with us that may cover liability for the same event, we will 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> <p>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>	20	<p>Limits on what we’ll pay for Property owner’s liability and Landlord’s liability</p> <p>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 during any period of insurance is a combined total of \$2,000,000 for all legal liabilities for:</p> <ul style="list-style-type: none"> • an award (relating to the Health and Safety at Work Act 2015) • damages • reparation. <p>If you have other insurance with us that may cover liability for the same event, we will 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> <p>Where you’re legally liable to pay <i>damages</i>, and we’ve given you our written agreement 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> <p>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 written agreement beforehand, we’ll also pay your legal defence costs and expenses incurred.</p>	21

<p>Cover Option – Flexi Optional benefits – the additional cover you can choose</p>	<p>Loss of rent due to loss covered by this policy We'll pay or reimburse you for <i>rent</i> you lose if your <i>home</i> is <i>uninhabitable</i> for either of the following reasons.</p> <ul style="list-style-type: none"> • <i>Loss</i> covered by this policy, or that would be covered by this policy but is instead covered by EQC because of the Earthquake Commission Act 1993. • Prevention of access to the <i>home</i> by government or local authorities which is initiated during the <i>period of insurance</i> because of possible or impending damage to an otherwise safe or sanitary <i>home</i>. 	21	<p>Loss of rent due to loss covered by this policy We'll pay or reimburse you for <i>loss of rent</i> if your <i>home</i> is <i>uninhabitable</i> for <i>any</i> of the following reasons.</p> <ul style="list-style-type: none"> • <i>Loss</i> covered by this policy. • <i>Loss</i> that would be covered by this policy but is instead covered by Toka Tū Ake Natural Hazards Commission because of the the Natural Hazards Insurance Act 2023. • Prevention of access to the <i>home</i> by government or local authorities which is initiated during the <i>period of insurance</i> because of possible or impending damage to an otherwise safe or sanitary <i>home</i>. 	22
<p>Exclusions — things we don't cover</p>	-	22	<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 only cover the removal of asbestos from the immediate area of the <i>home</i> that has suffered the <i>loss</i> or damage.</p>	23
<p>Exclusions – things we don't cover Damage during cleaning, repair, renovation, or restoration</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.</p> <p>This exclusion doesn't limit cover under the 'New building work' benefit.</p> <p>However, if there's resulting <i>loss</i> to other parts of the <i>home</i> caused by the excluded <i>loss</i>, we'll cover it (unless it's excluded under another part of this policy).</p>	23	<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:</p> <ul style="list-style-type: none"> • <i>the part of the home</i> that has <i>directly</i> undergone that process • <i>any other part of the home</i> in any way physically connected to <i>the part of the home</i> that has undergone that process. <p>This exclusion doesn't limit cover under the 'New building work' benefit.</p> <p>However, if there's resulting <i>loss</i> to other parts of the <i>home</i> caused by <i>any cleaning process, renovation, repair, or restoration</i>, we'll cover it (unless it's excluded under another part of this policy).</p>	24

<p>Exclusions — things we don't cover</p> <p>Deliberate or reckless acts</p>	<p>Deliberate or reckless acts</p> <p>We won't cover any <i>loss</i>, damage, or liability in any way connected with you or anyone else this policy covers acting, or failing to act, in a way that is:</p> <ul style="list-style-type: none"> • deliberate • intentional • knowing • wilful • reckless. <p>This exclusion applies whether the act or failure to act was criminal or not.</p>	<p>24</p>	<p>Criminal or reckless activity</p> <p>We won't cover any <i>loss</i>, damage, cost, or liability in any way connected with:</p> <ul style="list-style-type: none"> • criminal activity involving anything this policy covers, unless you prove that you didn't have reason to suspect that criminal activity was happening • any deliberate, intentional, knowing, wilful or reckless act, or failure to act, whether criminal or otherwise, committed by you, or anyone this policy covers. 	<p>24</p>
<p>Exclusions – things we don't cover</p> <p>Illegal drug contamination</p>	<p>Illegal drug contamination</p> <p>We won't cover <i>loss</i> or liability arising from anyone making, supplying, storing, possessing, or using any illegal drugs or substances in or near your <i>home</i>.</p> <p>...</p> <ul style="list-style-type: none"> • You normally live in your <i>home</i>, and <i>loss</i> is caused by unknown people entering your <i>home</i> without your permission while it's unattended (but not <i>unoccupied</i>). We'll extend the 'Methamphetamine contamination' benefit to cover the <i>loss</i>, and this exclusion won't apply to that cover. The normal limit for what we pay for the 'Methamphetamine contamination' benefit won't apply. Instead, we'll pay within the <i>sum insured</i>. 	<p>25</p>	<p>Illegal drug contamination</p> <p>We won't cover <i>loss</i> or liability arising from anyone making, supplying, storing, possessing, or using any illegal drugs or substances in or near your <i>home</i>.</p> <p>...</p> <ul style="list-style-type: none"> • You normally live in your <i>home</i>, and <i>loss</i> is caused by unknown people entering your <i>home</i> without your permission while it's unattended (but not <i>unoccupied</i>). We'll extend the 'Methamphetamine contamination' benefit to cover the <i>loss</i>, and this exclusion won't apply to that cover. The limit for what we pay for the 'Methamphetamine contamination' benefit won't apply. Instead, we'll pay within the <i>sum insured</i>. 	<p>26</p>
<p>Exclusions – things we don't cover</p>	<p>Land</p> <p>We won't cover any of the following.</p> <ul style="list-style-type: none"> • Land. • <i>Loss</i> to land. • Repairing or stabilising land so you can repair or rebuild your <i>home</i>. • Treating land so it's suitable for repairing or building your <i>home</i>. • Any costs in any way connected with stabilising or making improvements to land, or erecting or upgrading any improvements to land, which are needed to prevent or reduce <i>loss</i> to the <i>home</i>. • <i>Loss</i> that is in any way connected with subsidence, settling, ground heave, shrinkage, or erosion. • <i>Loss</i> in any way connected with land, where you know the land needs repair or you know the land poses a threat to the <i>home</i>. 	<p>25</p>	<p>Land</p> <p>We won't cover any of the following.</p> <ul style="list-style-type: none"> • Land. • <i>Loss</i> to land. • Repairing or stabilising land so you can repair or rebuild your <i>home</i>. • Treating land so it's suitable for repairing or building your <i>home</i>. • Any costs in any way connected with stabilising or making improvements to land, or erecting or upgrading any improvements to land, which are needed to prevent or reduce <i>loss</i> to the <i>home</i>. • <i>Loss</i> that is in any way connected with subsidence, settling, ground heave, shrinkage, or expansion. • <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: <ul style="list-style-type: none"> - erosion landslides - coastal erosion 	<p>26 & 27</p>

	<ul style="list-style-type: none"> • <i>Loss</i> in any way connected with the condition of the land if you, or a previous owner of the <i>home</i>, have received money from the Earthquake Commission to repair the land, but not done so. We'll only cover work to land if it's either: <ul style="list-style-type: none"> • work we cover under the 'Retaining walls' benefit • digging foundations or piles which are both: <ul style="list-style-type: none"> – necessary to allow for the repair or rebuild of your <i>home</i> after a <i>loss</i> we cover – required by government or local authority statutes, bylaws, or regulations. <p>You must ensure your land provides an acceptable platform for any repairing or rebuilding of your <i>home</i> that we cover.</p>		<ul style="list-style-type: none"> - bank erosion - sheet erosion. <ul style="list-style-type: none"> • <i>Loss</i> in any way connected with land, where you know the land needs repair or you know the land poses a threat to the <i>home</i>. • <i>Loss</i> in any way connected with the condition of the land if you, or a previous owner of the <i>home</i>, have received money from Toka Tū Ake Natural Hazards Commission (formerly the Earthquake Commission) to repair the land, but not done so. We'll only cover work to land if it's either: <ul style="list-style-type: none"> • work we cover under the 'Retaining walls' benefit • digging foundations or piles which are both: <ul style="list-style-type: none"> – necessary to allow for the repair or rebuild of your <i>home</i> after a <i>loss</i> we cover – required by government or local authority statutes, bylaws, or regulations. <p>You must ensure your land provides an acceptable platform for any repairing or rebuilding of your <i>home</i> that we cover.</p>	
Exclusions — things we don't cover	<p>Lifting or moving your home We won't cover <i>loss</i> that is in any way connected with lifting or moving your <i>home</i>.</p>	25	<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> <p>We also won't cover any costs associated with relocating your home.</p>	27
What we don't cover under this policy – Home 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> <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> 	26	<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> <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> 	27

	<ul style="list-style-type: none"> • volcanic eruption • malicious acts. <p>We never cover <i>loss</i> where arcing occurs in the ordinary working of any lighting or heating element, fuse, protective device, or electronic contact.</p> <p>However, if there's resulting <i>loss</i> to other parts of the <i>home</i> caused by the excluded <i>loss</i>, we'll cover it (unless it's excluded under another part of this policy).</p>		<ul style="list-style-type: none"> • volcanic activity • malicious acts. <p>We never cover <i>loss</i> where arcing occurs in the ordinary working of any lighting or heating element, fuse, protective device, or electronic contact.</p> <p>However, if there's resulting <i>loss</i> to other parts of the <i>home</i> caused by the excluded <i>loss</i>, we'll cover it (unless it's excluded under another part of this policy).</p>	
Exclusions — things we don't cover Natural disaster	<p>Natural disaster</p> <p>We won't cover <i>loss</i> in any way connected with any of these:</p> <ul style="list-style-type: none"> • earthquakes or natural landslips • volcanic eruptions or hydrothermal activity • tsunami • fire resulting from any of the above. <p>This exclusion doesn't limit cover under the 'Natural disaster' benefit.</p>	26	<p>Natural hazard</p> <p>We won't cover <i>loss</i> in any way connected with any of these:</p> <ul style="list-style-type: none"> • earthquakes or natural landslides • volcanic activity or hydrothermal activity • tsunami • fire resulting from any of the above. <p>This exclusion doesn't limit cover under the 'Natural hazard' or 'Retaining walls' benefits.</p>	28
Exclusions – things we don't cover Sanctions		26	<p>Sanctions</p> <p>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.</p> <ol style="list-style-type: none"> 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. 	28
What we don't cover under this policy – Home insurance exclusions	<p>Some events in the first 72 hours of this policy</p> <p>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 either:</p> <ul style="list-style-type: none"> • this policy starts immediately after another policy that insures your <i>home</i> against storm, <i>flood</i>, landslip, bush fire or volcanic activity • you took out this policy when you first bought your <i>home</i>. 	26	<p>Some events in the first 72 hours of this policy</p> <p>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>, landslide, bush fire or volcanic activity.</p> <p>This exclusion only applies when you first take out this policy. This exclusion doesn't apply if either:</p> <ul style="list-style-type: none"> • this policy starts immediately after another policy that insures your <i>home</i> against storm, <i>flood</i>, landslide, bush fire or volcanic activity • you took out this policy when you first bought your <i>home</i>. 	28

<p>Excess – you will have to pay an excess</p>	<p>Different types of excess can apply More than one type of <i>excess</i> could apply — the specific circumstances of your claim will determine the total value of the <i>excess</i> you need to pay. If more than one type of <i>excess</i> applies, they'll apply cumulatively — they'll be added together to reach the total <i>excess</i>. Any amount shown on your <i>schedule</i> or described in this policy wording as an <i>excess</i> could apply.</p> <p>The following additional <i>excesses</i> apply, unless the <i>loss</i> arises from fire, <i>flood</i>, or <i>natural disaster</i>.</p> <ul style="list-style-type: none"> • \$250 for each event, if you let your <i>home</i> to <i>tenants</i> other than you. • \$1,000 for each event, if you make your <i>home</i> available to anyone for casual use in return for any form of payment. 	<p>30</p>	<p>Different types of excess can apply More than one type of <i>excess</i> could apply — the specific circumstances of your claim will determine the total value of the <i>excess</i> you need to pay. If more than one type of <i>excess</i> applies, they'll apply cumulatively — they'll be added together to reach the total <i>excess</i>. Any amount shown on your <i>schedule</i> or described in this policy wording as an <i>excess</i> could apply.</p> <p>The following additional <i>excesses</i> apply, unless the <i>loss</i> arises from fire, <i>flood</i>, or <i>natural hazard</i>.</p> <ul style="list-style-type: none"> • \$250 for each event, if you let your <i>home</i> to <i>tenants</i> other than you. • \$1,000 for each event, if you make your <i>home</i> available to anyone for casual use in return for any form of payment. 	<p>31</p>
<p>Cover Option - Maxi How we settle your claim under</p>	<p>We'll pay up to \$50,000 for roads, lanes, and bridges We'll pay up to \$50,000 for your share of incurred costs during the <i>period of insurance</i>, for <i>loss</i> to any private:</p> <ul style="list-style-type: none"> • road • lane • right-of-way • access way • bridge and its associated guttering, drains, piping, cables, and lighting, including a bridge within the <i>residential boundaries</i> of the property your <i>home</i> is on. <p>We'll pay if the structures listed above provide access to a driveway that you own or share with other homeowners and you are responsible for.</p>	<p>32</p>	<p>We'll pay up to \$50,000 for roads, lanes, and bridges We'll pay up to \$50,000 for your share of incurred costs during the <i>period of insurance</i>, for <i>loss</i> to any private:</p> <ul style="list-style-type: none"> • road • lane • right-of-way • access way • bridge, including a bridge within the <i>residential boundaries</i> of the property your <i>home</i> is on • guttering, drains, piping, cables, and lighting associated with any of the above. <p>We'll pay if the structures listed above provide access to a driveway that you own or share with other homeowners and you are responsible for.</p> <p>We'll top up the cover for bridges provided by NHC</p> <p>If <i>loss</i> to a bridge arises from <i>natural hazard</i>, we'll pay up to the \$50,000 limit above in addition to the cover provided by the Natural Hazards Insurance Act 2023 (the NHI Act).</p> <p>Toka Tū Ake Natural Hazards Commission (NHC) must have done both of the following:</p>	<p>33</p>

			<ul style="list-style-type: none"> • accepted liability for your claim for damage to the bridge • already paid the maximum entitlement under the NHI Act for the <i>loss</i>. 	
Cover Option – Flexi How we settle your claim under	<p>We'll pay up to \$50,000 for roads, lanes, and bridges</p> <p>We'll pay up to \$50,000 for your share of incurred costs during the <i>period of insurance</i>, for <i>loss</i> to any private:</p> <ul style="list-style-type: none"> • road • lane • right-of-way • access way • bridge and its associated guttering, drains, piping, cables, and lighting, including a bridge within the <i>residential boundaries</i> of the property your <i>home</i> is on. 	35	<p>We'll pay up to \$50,000 for roads, lanes, and bridges</p> <p>We'll pay up to \$50,000 for your share of incurred costs during the <i>period of insurance</i>, for <i>loss</i> to any private:</p> <ul style="list-style-type: none"> • road • lane • right-of-way • access way • bridge, including a bridge within the <i>residential boundaries</i> of the property your <i>home</i> is on • guttering, drains, piping, cables, and lighting associated with any of the above. <p>We'll top up the cover for bridges provided by NHC</p> <p>If <i>loss</i> to a bridge arises from <i>natural hazard</i>, we'll pay up to the \$50,000 limit above in addition to the cover provided under the Natural Hazards Insurance Act 2023 (the NHI Act).</p> <p>Toka Tū Ake Natural Hazards Commission (NHC) must have done both of the following:</p> <ul style="list-style-type: none"> • accepted liability for your claim for damage to the bridge • already paid the maximum under the NHI Act for the <i>loss</i>. 	36
What your responsibilities are	<p>Tell us if anything changes</p> <p>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:</p> <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. <p>If you're not sure whether something is important, tell us anyway. If you don't keep us up to date, we can refuse a claim, or reduce any claim payment, or <i>avoid</i> the policy.</p>	38	<p>Tell us if anything changes</p> <p>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:</p> <ul style="list-style-type: none"> • you sell your home, or buy a new one • 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 • 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> 	40

			<ul style="list-style-type: none"> - you with written notice of limitation of liability for future damage to your <i>home</i> - 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>. <p>If you're not sure whether something is important, tell us anyway. If you don't keep us up to date, we can refuse a claim, or reduce any claim payment, or <i>avoid</i> the policy.</p>	
Policy conditions and other important information	Policy conditions and other important information 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> .	41	Policy conditions and other important information 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>documentation</i> .	43
Policy conditions and other important information We may change the terms of the policy	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> .	42	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> .	44
Policy conditions and other important information	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> .	43	How GST applies when we pay a claim In this policy, GST is included in dollar figures for: <ul style="list-style-type: none"> • benefits • <i>excesses</i> • limits to items. <p>However, we'll pay GST that is paid or payable on top of the <i>sum insured</i>.</p>	45
Policy conditions and other important information We may change the terms of the policy	-	43	Benefit limits that are based on a percentage of the sum insured Where a benefit limit refers to a percentage of your <i>sum insured</i> , this is based on your <i>sum insured</i> excluding GST.	45
Policy conditions and other important information We may change the terms of the policy	How Government EQC cover works when you insure more than one site If your policy covers property at more than one named location, each location is considered a separate insurance policy for the purposes of the Earthquake Commission Act 1993.	43	How Government Natural Hazards Cover works when you insure more than one site If your policy covers property at more than one named location, each location is considered a separate insurance policy for the purposes of the Natural Hazards Insurance Act 2023 .	45

Definitions - Award		44	<p>Award (relating to 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:</p> <ul style="list-style-type: none"> • damages • restitution • 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. 	47
Definitions	<p>Computer system 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 <i>data</i> processing equipment <p>...</p>	44	<p>Computer system 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 <i>data</i> processing equipment <p>...</p>	47
Definitions	<p>Contents 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>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, electric wheelchairs and electric mobility aids, <i>drones</i> while they are not in use, and remote-controlled scale models). • Vehicle accessories in or on a vehicle, except for the cover provided by the 'Vehicle accessories in an employer's motor vehicle' benefit. • Vehicle keys or vehicle remote controls. 	44 & 45	<p>Contents 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>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, <i>children's battery-powered or mechanically propelled motor toys up to 50cc</i>, electric wheelchairs and electric mobility aids, <i>drones</i>, and remote-controlled scale models). • Vehicle accessories in or on a vehicle. • Vehicle keys or vehicle remote controls. 	47 & 48

	<ul style="list-style-type: none"> • 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 vehicle, 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. 		<ul style="list-style-type: none"> • Entertainment, navigation, and communications systems and radar detectors that are in or on a vehicle, including any parts that attach to these systems. <p>...</p> <ul style="list-style-type: none"> • Any animal. • The <i>home</i>. 	
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>	45	<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>	48
Definitions	<p>Drone(s)</p> <p>Any unmanned, unpiloted or remotely operated aerial device.</p>	45	<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>	49
Definitions	<p>Home</p> <p>...</p> <p>Home includes the following items which are owned by you, used for <i>residential purposes</i>, and located within the <i>residential boundaries</i> of the address.</p> <ul style="list-style-type: none"> • Each additional self-contained dwelling unit that's capable of being lived in and is intended by you to be, or actually is the <i>home</i> of one or more persons (if your <i>schedule</i> specifically indicates that the <i>home</i> includes additional dwelling units). <p>...</p> <ul style="list-style-type: none"> • Solar panels. • Gas pipes, fresh-water pipes, underground drainage, and sewerage pipes. • Cables and poles associated with electricity, <i>data</i>, and telephone services. • Any driveways, paths, patios, bridges, paving, and tennis courts. 	46	<p>Home</p> <p>...</p> <p>Home includes the following items which are owned by you, used for <i>residential purposes</i>, and located within the <i>residential boundaries</i> of the address.</p> <ul style="list-style-type: none"> • Each additional self-contained dwelling unit capable of being lived in, and that you intend to be lived in, or that is being lived in by one or more persons (if your <i>schedule</i> specifically shows these additional dwelling units as part of your home). <p>...</p> <ul style="list-style-type: none"> • Solar power systems. • Gas pipes, fresh-water pipes, underground drainage, and sewerage pipes. • Cables and poles associated with electricity, <i>data</i>, and telephone services. • Any driveways, paths, patios, bridges, paving, tennis courts, and permanently installed artificial grass or turf. 	49
Definitions	<p>Natural disaster(s)</p> <p>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.</p>	48	<p>Natural hazard(s)</p> <p>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.</p>	51
Definitions	<p>Residential boundaries</p>	48	<p>Residential boundaries</p>	52

	<p>The part of the land the <i>home</i> dwelling sits on, which you, members of your family, or your <i>tenants</i> mainly use for <i>residential purposes</i>.</p> <p>Residential boundaries doesn't include any part of the land:</p> <ul style="list-style-type: none"> • which is used for commercial or farming purposes • that's more than 150 metres away from a dwelling or garage used for <i>residential purposes</i>, if the <i>home</i> is on a property larger than 10,000 square metres and isn't serviced by a dedicated town mains water supply. 		<p>The part of the land the <i>home</i> dwelling sits on, which you, members of your family, or your <i>tenants</i> mainly use for <i>residential purposes</i>.</p> <p>Residential boundaries doesn't include any part of the land:</p> <ul style="list-style-type: none"> • which is used for commercial or farming purposes • that's more than 150 metres away from a dwelling or garage used for <i>residential purposes</i>, if the <i>home</i> is both: <ul style="list-style-type: none"> - on a property larger than 10,000 square metres - not serviced by a dedicated town mains water supply. 	
Definitions	<p>Similar items</p> <p>Items in the <i>home</i> with a similar nature, use, colour, texture, material, or design and includes items which form part of a set.</p>	49	<p>Similar items</p> <p>Items in the <i>home</i> with a similar nature, use, colour, texture, material, or design. This includes items which form part of a set.</p>	53
Back pages	VPHP 05/22	50	VPHP 07/24	54