

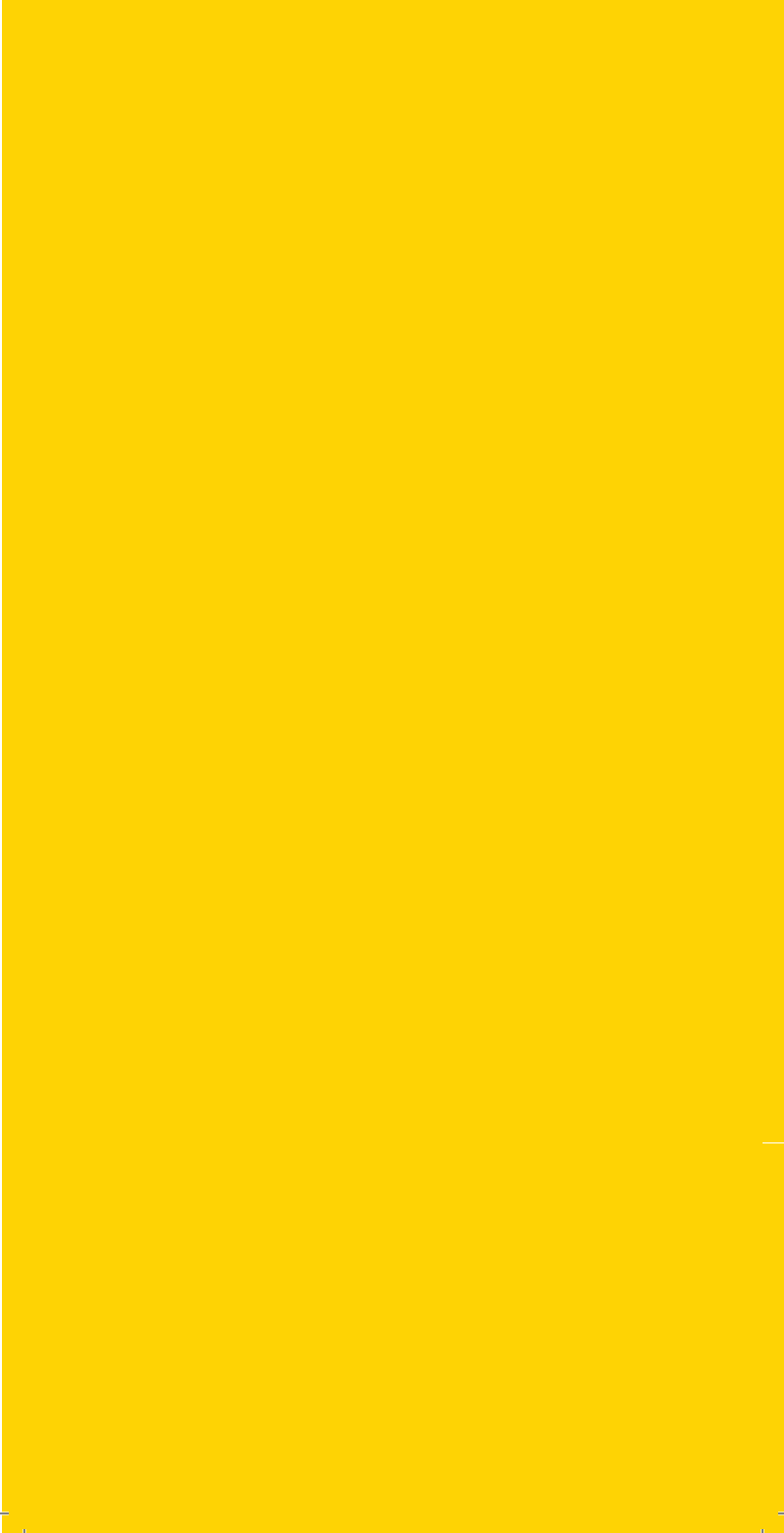


**AA Insurance**

**ContentsCover**



Policy



# Contents

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## How to get in touch

Call toll free **0800 500 213**

Get online @ **[www.aainsurance.co.nz](http://www.aainsurance.co.nz)**

Or visit your nearest **AA Centre**





# Welcome

Thank you for insuring with AA Insurance. This policy document explains your insurance cover and details your entitlements and responsibilities. Please read it carefully and keep in a safe place.

If there is anything you don't understand in this policy, or if you have any queries please call us on **0800 500 213**.

## Summary of benefits

Benefit	Contents
New for old	Yes
Accidental damage	Optional
\$1 million liability	Yes
Credit card fraud	Yes
Fatality cover	Yes
Replacement of locks	Yes
Temporary accommodation up to 12 months	Yes
Consumer protection	Yes
Natural disaster top up cover	Yes

## Your contract

### Your contract includes

- > your application
- > this pre-printed policy document
- > your policy schedule, with details of the cover that applies to you
- > your account
- > any change that we advise you of in writing at the commencement of the contract or on renewal, or
- > any change you advise us of and we agree to in writing.

### Your policy schedule includes

- > the type of cover
- > who is insured
- > the insurance period
- > the address of the insured property
- > the sum insured for your contents and any specified items
- > the amount of excess
- > any special policy conditions
- > accidental damage cover, if selected.

## Creating the contract

This contract is based on the information you have provided to us. You must tell us everything you know with regard to the questions in the application form and any questions asked at the time you applied for this insurance. Any information you provide to us must be accurate. If you have not disclosed something you should have, we may reduce the cover or provide no cover at all.

## What the contract gives you

We agree to provide the cover set out in this policy, during the period of cover, provided you have paid the premium and subject to the policy's terms, limits, conditions and exclusions.

The sum insured that you specify should be sufficient to replace all your contents and provide for extended cover (see page 9). The sum insured is the maximum we will pay for any loss or damage.

All amounts referred to are inclusive of GST.

## Definitions

### In this policy

#### **We, us and our**

refer to AA Insurance Ltd.

#### **You and your**

refer to the person or persons named in the policy schedule. It also means any financier with an interest in your property.

#### **Address**

is the address of the building containing your contents.

#### **Bullion**

means precious metal in bars or other form, but not jewellery.

#### **Collection**

is a number of items that have been gathered according to some unifying principle or orderly arrangement.

## **Common Contents**

are those owned by a Body Corporate, and are:

- > furniture and furnishings
- > fixed and unfixed carpets
- > internal blinds, curtains
- > non-fixed light fittings
- > domestic appliances in an entirely roofed and walled building at the time of the event
- > maintenance and garden equipment in a locked building at the time of the event.

## **Consequential loss**

means loss or additional expense arising from or as a consequence of loss or damage. For example, replacement of undamaged property so as to create a uniform appearance.

## **Contents in transit**

means your contents during the period from their removal from your old home until their location inside your new home.

## **Depreciation**

is wear and tear, use and deterioration based on the condition and age of the item at the time of the loss or damage.

## **Family member**

is your spouse, partner, father, mother, grandparent, brother, sister, son, daughter, grandchild, in-law or domestic employee residing with you and who is a member of your household.

## **Fixed**

means fastened, attached, secured.

## **Flood**

means overflowing from the normal confines of any lake, reservoir, dam, canal or natural watercourse, or a tsunami.

## **Money**

means cheques, travellers cheques, postal notes, money orders, unused postage stamps, redeemable vouchers and tokens, franking machine credits, phone cards, unexpired air time on a cell phone.

## **Nuclear accident**

includes loss or damage caused by nuclear material or waste.

### **Personal belongings**

for a member of your family who is residing at an educational institution and normally lives at home, are clothing and items normally worn by a person, luggage, toiletries, handbag and the like, but not an electronic notebook, diary, phone, portable computer or similar article.

### **Replacement value**

is the retail price of the item charged by our supplier as if it were new at the time of the loss or damage less any discount available to us.

### **Replace**

means provide 'new for old' regardless of the age of the item.

### **Unit**

is a unit or a flat in a building on land subdivided under the Unit Titles Act 1972 and/or its amendments, including a share in other improvements which are intended, adapted or designed for use in connection with the common property.

### **War**

means civil war, rebellion, insurrection, military or usurped power, lawful seizure, confiscation, nationalisation, requisition, invasion and hostilities (whether war is declared or not), and looting, sacking or pillage following any one of these events.

## Contents

### **What are contents**

- > Contents:
  - which are owned by you or a family member, or
  - for which you or a family member is legally liable, and
  - includes the personal belongings of any member of your family (who normally lives at the home) while they are residing at an educational institution
- > household goods, furniture, antique furniture, furnishings, clothing and personal effects
- > an unfixed swimming pool, sauna or spa
- > unfixed carpets, internal blinds, curtains and non-fixed light fittings
- > furniture and furnishings in a surgery or office in your home

- > a dishwasher, washing machine, or clothes dryer
- > a ride-on mower which does not require registration
- > watercraft including spare parts and accessories with a total value of up to \$500
- > tools and equipment (but not a computer or printer) used in an occupation up to \$1,000
- > a motorised wheelchair and medical equipment on hire
- > unfixed garden and household maintenance equipment
- > computer hardware, software and peripheral devices.

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## What are not contents

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Contents are not:

- > money (other than cash or in a collection)
- > negotiable security
- > precious metal or bullion
- > precious and semi-precious unset gem stones
- > trees, shrubs, plants or hedges
- > domestic pets or livestock
- > stock in trade or samples
- > a motor vehicle, caravan, trailer, aircraft, motorcycle, trail bike, mini bike, motorised go-cart and spare parts or accessories
- > watercraft worth more than \$500.

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## Selected and specified item cover

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Selected items are described in your policy schedule. The cover for each item is limited to the sum insured in your policy schedule for that item. Some items have limited cover unless they are specified separately on the policy schedule and may be subject to an event limit of \$3,000 (see following page).

## Contents with limited cover

The following contents have limited cover:

- > A fur, an object containing gold or silver, jewellery, a watch, an antique (excluding furniture), a set or collection of any kind, a document, a Persian or similar rug or carpet, a picture or work of art.

If the item or items are unspecified:

- \$1,000 for a single item, or
- \$1,000 for a set or collection, or
- up to a total of \$3,000 for an event.

If the item or items are specified:

- up to the sum insured for that item specified in your policy schedule.
- > Cover will be limited to \$1,000 per item until a valuation is supplied and accepted for cover by us in writing.
- > a stamp or set of stamps:
  - 75% of the value in the Stanley Gibbons catalogue, limited to \$1,000 unless specified
- > a coin or set of coins:
  - 75% of the value of the World Coins standard catalogue by Krause and Mishier, limited to \$1,000 unless specified
- > a camera and its accessories:
  - \$1,500 in total unless specified
- > a video camera and its accessories:
  - \$1,500 in total unless specified
- > a cell phone and its accessories:
  - \$1,500 in total unless specified
- > laptop computers including their hardware, software and peripheral devices:
  - \$3,000 in total unless specified
- > computers (other than laptops) including their hardware, software and peripheral devices:
  - \$5,000 in total unless specified
- > a compact disc collection:
  - \$1,500 in total unless specified
- > a bicycle:
  - \$1,000 for each bicycle unless specified.

# Special Features

## Consumer protection

If you are not satisfied with the cover provided by this insurance you may return the policy within 14 days of receiving it and where no claims have been made you will be given a full refund of any premium paid.

## Special conditions for unoccupied and holiday homes and units

### Unoccupied homes

Where the building containing your contents is:

- > left without a permanent occupant for a period exceeding 60 consecutive days, or
- > not fully furnished for normal habitation.

Cover is only provided for loss or damage caused by fire, explosion, lightning, earthquake, tsunami, volcanic eruption, natural landslip or hydrothermal activity unless we agree to extend this cover in writing.

### Holiday homes

If the contents are in a holiday home you must pay an additional excess as specified in your policy schedule.

### Units

If you live in a unit and insure your contents, we cover a fixture or structural improvement which you own and which is not otherwise insured, but not whilst it is under construction.

## Extended cover

We may provide extended cover in the event of a claim.

The amount we will pay (including extended cover), will never exceed the sum insured.

## When you move to a new address

Your contents are covered at the old address and the new address for 14 days if you tell us about the new address in writing before or in that period, starting from when you begin to move your contents. There is no cover for contents in transit in the course of permanent removal. A separate policy is available to cover Contents in transit upon request.

## Loss of credit card / debit card

We provide cover for your, or a family member's, liability for unauthorised use of a credit or debit card (but not by you or any member of your family) up to \$300.

## Loss of cash

We will pay up to \$300 in total for the current value of your cash as a result of theft only.

## Compensation for fatal injury

We will pay \$5,000 to you if you or a family member dies as a result of fire, storm, impact or a theft at the address. Where your building and contents are both insured, you can only claim this benefit once for each event.

## Replacement of locks

We pay up to \$500 for the replacement of locks or change to the key codes if a key for the lock of any external door to the building containing your contents is stolen. Where your building and contents are both insured you can only claim this benefit once for each event.

## Temporary accommodation

We pay reasonable costs of temporary accommodation for the insured and family members if the building containing your contents becomes unfit to live in directly resulting from an insured event, provided you have no other insurance to cover these costs.

If the building is owned and occupied by you, cover is for the time necessary to make your building fit to live in or for 12 months - whichever is shorter. If you rent or lease the building from someone else, cover is for the time necessary to make the building fit to live in, or the reasonable cost of temporary accommodation, limited to 25% of the sum insured for contents cover - whichever is less.

## Gradual deterioration

We pay up to \$2,000 for gradual deterioration providing:

- > the deterioration could not have been discovered immediately and
- > the deterioration is caused by rot, mildew or mould as the result of a leaking water pipe or waste disposal pipe and
- > the damage occurred whilst insured with AA Insurance Ltd.

## Contents of a freezer

We pay up to \$500 for damage to or loss of contents of the freezer in your home caused by:

- > breakdown of the freezer, or
- > failure of the public power supply,

but not:

- > where the freezer is over 15 years old and breaks down, or
- > when a supplier withholds or restricts electricity supply, or
- > when a strike causes failure of supply.

# Optional cover

## Accidental damage cover

When you have chosen the accidental damage option as shown in your policy schedule, we will cover you for any accidental damage or loss caused to your contents at the address, or while temporarily anywhere else in New Zealand, up to the sum insured for that item or cover. (See page 6 for items that need to be specified.)

## Defined events cover

If you have not selected the accidental damage option, cover is restricted to the following defined events:

- > fire, explosion or lightning
- > storm or flood
- > burglary
- > malicious damage or vandalism
- > collision or impact by vehicle or animal
- > burning out by electrical current
- > the freezing of any plumbing installation in the home other than installations outside or in any outbuildings or detached garage
- > earthquake, volcanic eruption, hydrothermal activity or natural landslip, except the amounts covered by the Earthquake Commission.

An event must occur and must cause damage to contents at the address in the policy schedule before we pay a claim.

## Liability cover

We provide \$1 million liability cover for you or a family member for any occurrence or series of occurrences arising out of one event for damage to property caused by an accident.

### Liability

Liability means:

- > your liability for an accident anywhere in New Zealand but not liability arising out of ownership of land
- > where the contents belong to you as a landlord
  - only your liability as owner or occupier of the land at the address.

We will also pay all reasonable legal costs, charges, and expenses:

- > incurred with our written consent, and
- > recoverable by any claimant from you or other persons indemnified.

## Excess

Excess is the amount you pay for each incident when you make a claim. Your excess for each cover is specified in your policy schedule. An additional excess applies to contents in holiday homes and tenanted homes.

We calculate your excess by adding the standard, voluntary and imposed excesses applicable to your claim.

### Standard excess

Is the amount specified in your policy schedule.

### Voluntary excess

Is the amount selected by you in return for a discounted premium, as noted in your schedule.

## Imposed excess

Is the excess we may require in certain cases depending on the occupancy, certain additional benefits, and your claims history.

We show the imposed excess in your policy schedule.

When you make a claim we may require you to pay an excess or we may deduct an excess from your benefits. We will advise you when and how the excess is to be paid or deducted.

## How you make a claim

To make a claim, call our Claims Unit on **0800 500 216**.

### If an accident or event occurs you must:

- > give us notice of the claim as soon as possible
- > give us proof of the claim (including evidence of ownership) obtained at your expense
- > notify the Police immediately in the case of theft, intentional damage or riot
- > keep damaged property for our inspection
- > not admit liability, limit our ability to recover from a third party, or attempt to settle a claim
- > immediately send us any letter, notice or court document you receive relating to a claim.

Where a claim is made against the policy, it may affect your next year's renewal either by variation of the premium, excess or a combination of these.

### We may:

- > attempt to recover money from the party who caused the loss or damage
- > defend an action against you if someone alleges that you caused loss or damage
- > take legal action in your name

You must help us as we require.

# How we settle a claim

## How we may settle claims

At our option we may:

- > replace an old item with a new item (regardless of brand) which is available in New Zealand and in our opinion is the nearest equivalent and priced item at the date of loss. We may obtain the item from our supplier, or
- > make a payment to you for the replacement value of the damaged or stolen item, or
- > pay less than replacement value on some items.  
(See limits on the value of some claims below).

## Replacement value

Replacement value is calculated as the retail price of the item charged by our supplier as if it were new at the time of the loss or damage, less any discount available to us.

## Our requirements of you

To settle a claim we require that the item is replaced, or rebuilding or repairing is commenced within six months of the date of loss unless we agree otherwise.

If this condition is not observed, we may cash settle and deduct a reasonable amount for either depreciation or discount available to us, from the replacement value.

## Limits on the value of some claims

When we settle a claim:

- > we will replace carpet and coverings of a window only in the room, hall or passageway where the loss or damage is evident
- > we will pay the proportionate value of the damaged item to the value of a pair, set or co-ordinated group of articles of which it formed a part

- > for clothing, footwear and cosmetics/toiletries, we will pay you the repair or replacement cost less a reasonable allowance for age, wear and tear.

Where we replace or pay replacement value for a damaged or stolen item, the original item belongs to us.

## Truth of statements and fraud

All statements made by you or on your behalf, either on the application or otherwise in support of this policy or any claim, must be accurate in all respects. If any claim under this policy is in any respect fraudulent, all benefits will be forfeited and cover cancelled immediately.

AA Insurance has a policy of prosecuting any offender for fraud, and seeking recovery of any resultant costs.

## The Insurance Claims Register

The Insurance Claims Register (ICR) is a database of insurance claims to which participant insurers have access. The purpose of the ICR is to prevent insurance fraud. The ICR is operated by Insurance Claims Register Ltd (ICR Ltd), PO Box 474, Wellington.

This policy is issued to you conditional upon you authorising us to place details of any claim made against this policy on the database of ICR Ltd where they will be retained and be available for other insurance companies to inspect. You also authorise us to obtain from ICR Ltd personal information about you that we consider relevant to this policy or any claim made against it.

# Providing up to date information

## **You must tell us as soon as:**

- > you change your address
- > you intend to carry out any alteration or extension to the building. Extended cover may be available on request
- > the nature or occupation of your building changes
- > your building will be unoccupied for more than 60 consecutive days.

You must also make a written report to the Police of any theft, attempted theft or vandalism.

## Exclusions

### **We do not cover liability**

- > to any member of your family who lives with you, or with whom you live
- > intentionally incurred by you or a family member
- > for damage to property owned by you or in your physical control
- > in respect of punitive or exemplary damages awarded by a court
- > for pollution or contamination either directly or indirectly by any substance irrespective of how caused
- > imposed by an agreement unless liability exists irrespective of the agreement
- > arising from vibrations affecting, or interference to support of other land, building or property
- > resulting from improper use of a gas appliance, or use or installation of a gas appliance, other than in accordance with any gas code of practice issued or statutory requirement
- > arising out of or in connection with:
  - a business, profession or occupation (other than occasional baby-sitting)
  - a vehicle except a manual or animal propelled vehicle, model, motorised wheelchair or motorised garden appliance which does not require registration
- > the control or ownership of aircraft (except models) or aircraft landing areas, sailing craft or watercraft (except a model, sailboard, surfboard or surf ski).

## We do not cover damage or loss caused by:

- > rebuilding or altering the building containing your contents
- > failure to maintain a building or contents
- > defective or faulty workmanship, design or manufacture
- > inherent defect
- > wear, tear, depreciation, insects, vermin, rodents, possums, action of light, atmospheric or climatic conditions, rust, corrosion, mildew or rot
- > gradual deterioration except as provided for under extended cover
- > water entering as a result of a structural defect or faulty design
- > water seeping through a window, wall, roof, or floor
- > erosion, landslide, earth movement or subsidence unless it has been caused by a natural event and the Earthquake Commission has accepted liability
- > hydrostatic pressure to swimming or spa pools
- > mechanical, electronic or electrical breakdown or failure, overwinding or derangement
- > cleaning or restoring
- > scratching of optical and camera lenses
- > cracking, chipping and breaking of glasses and glassware ordinarily carried by hand, whilst in use
- > use in connection with an occupation
- > the intentional or malicious act of a tenant or a tenant's guest (we will cover malicious acts or vandalism if the loss or damage results in fire only)
- > war or revolution
- > nuclear accident, waste or weapons.

## We do not cover damage or loss caused to:

- > contents outside New Zealand
- > common contents owned by a Body Corporate
- > property that is not owned by you or a family member or for which you or a family member is not legally liable
- > an article or equipment whilst on hire from you
- > any item of your contents whilst in the care, custody or control of someone other than you for repair
- > any item of your contents removed permanently (except where extended cover applies) or in transit while in the course of permanent removal
- > any item of your contents on exhibition for sale, removed for sale or in storage away from your home, unless accepted by us in writing
- > musical instruments and sporting equipment (including a gun and fishing gear) while in use for the purpose for which it is designed, or caused by rusting, derangement, explosion or bursting of a barrel
- > sporting equipment and clothing while being used
- > contact lenses used while engaged in sport or water activities
- > travel or any other kind of ticket
- > documents (except passports or driver's licences)
- > coupons/vouchers.

## We do not cover:

- > an intentional act by you or a family member
- > burglary, theft or intentional damage caused by you or a family member, a person who entered with your consent or the consent of a person who lives at the address, or a tenant or boarder at the address
- > property which you have not kept in good order or for which you have not taken reasonable precautions to safeguard from loss or damage
- > loss or damage when the building containing your contents is used for trade purposes (other than as a surgery or office) unless we agree in writing
- > loss of information kept in an electronic form on computer, disk, tape or other electronic, magnetic, digital or optical media
- > consequential loss of any kind (see Definitions on page 4)
- > loss of use
- > any loss or damage occurring or liability arising from any event unless it occurred during the period of cover
- > damage allegedly caused by earthquake, volcanic eruption, hydrothermal activity or natural landslip unless the Earthquake Commission first accepts liability
- > loss or damage which is (or which would have been but for the deduction of an excess) covered by the Earthquake Commission
- > burn out of:
  - air-conditioning motors over 8 years of age
  - other motors over 15 years of age
- > property which is otherwise insured
- > any claim unless you have taken all reasonable precautions to comply with applicable statutes, by-laws and regulations
- > any claim where you have not taken all reasonable precautions to secure your property, and prevent and minimise any loss or damage.

# Cancellations

## By you

You may cancel the contract in its first 14 days by written notice to us. We will refund your premium in full if you do not make any claim and return the policy and policy schedule to us.

You may cancel the contract at any other time by written notice to us. We will keep an amount of the premium for the period up to the cancellation, to cover our administration costs, and refund the balance.

## By us

We may cancel the contract in its first 14 days by giving you seven days notice in writing, posted to your last known address. In these circumstances, cancellation will be effective from 4.00 pm on the seventh day after we have posted the letter advising you.

We may also cancel or avoid the contract for your failure to pay the premium or instalment of the premium, fraud or misrepresentation, failure to disclose information, breach of contract, or a breach of utmost good faith. We will advise you of the reason for cancellation in writing.

If we pay a claim for the total sum insured for your contents, the cover is cancelled from the date of loss, and we retain the balance of the premium and require all outstanding instalments to be paid.

We may also cancel this policy at any time by sending a letter to this effect to you at your last known postal address. The cancellation will take effect at 4.00 pm on the seventh day after the letter has been sent.



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# Get covered today

Contact us today for a free quote on any of your insurance needs.

## Enquire about our other policies

### **AA Insurance HomeCover®**

Replacement insurance for your house.

### **AA Insurance RoadCover® Plus**

Unique comprehensive car insurance.

### **AA Insurance RoadCover® Third Party or Third Party Fire and Theft**

Third Party Cover with the option of Fire and Theft Cover for cars valued up to \$10,000.

### **AA Insurance RoadCover® Caravan/Trailer**

Cover for your holiday vehicle or trailer.

### **AA Insurance RoadCover® Vintage**

Especially tailored for classic and vintage car enthusiasts.

### **AA Insurance PleasurecraftCover**

Comprehensive insurance for your trailered boat.

### **AA Insurance MotorcycleCover**

Comprehensive motorcycle insurance.

### **AA Insurance RemovalCover**

Cover for your contents while in transit and/or storage.

## How to get in touch

Call toll free **0800 500 213**

Get online @ [www.aainsurance.co.nz](http://www.aainsurance.co.nz)

Or visit your nearest **AA Centre**

