

Masterpiece

CHUBB®

Thank you for choosing Chubb Masterpiece.

For well over a century Chubb has been renowned worldwide for exceptional insurance coverage and service. We are one of the world's leading specialist insurers of higher value homes and personal fine art, antiques and jewellery.

We take pride in our distinctive approach to home insurance:

- Expert home appraisal to agree an appropriate sum insured for your house and to advise on a sum insured for contents.
- Exceptionally generous coverage.
- An award winning claims team available to offer assistance and to ensure the fast, fair and fuss free payment of claims.

Please read the General Product Information and the Policy Wording carefully and please do not hesitate to contact me should you wish to comment on any aspect of our service to you.



Andrew Brooks
Country President, New Zealand

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General Product Information

General Product Information

This General Product Information (GPI) provides general information only and should be read in conjunction with the attached Policy Wording. The GPI and Policy Wording contain important information which You should read carefully before deciding to take out any insurance cover.

Policy Terms and Conditions

The information contained in this GPI is general information only and does not form part of Your contract with Us. The Policy is Our legal contract with You and contains details covering the terms, conditions and any exclusions relating to the insurance cover to be provided by Us. The GPI and the Policy Wording are important documents so please keep them in a safe place for future reference. Should You require any further information about this or any other product, please contact Your authorised financial services provider.

What Makes Up Your Insurance Contract

When Chubb accepts Your application, or Your existing Masterpiece Policy is renewed or amended, Your insurance contract is made up of the following documents collectively known as Your Policy:

- The Masterpiece Policy Wording which commences on page 14 of this document;
- Your current and/or revised Coverage Summary;
- Any endorsements that may be issued by Us from time to time.

The Masterpiece Policy Wording consists of different optional coverage sections which are outlined in the Table of Contents. Your insurance requirements and cover will depend on Your circumstances and on what Chubb agrees to provide. Not all sections of the Masterpiece Policy Wording will apply to You. The precise coverage given will be subject to the terms, conditions and exclusions set out in the Masterpiece Policy Wording and the Coverage Summary and any changes agreed to by Us. The Coverage Summary will be issued to You if Chubb accepts Your application for insurance.

The types of cover Chubb agrees to provide to You will be shown on Your Coverage Summary.

Conditions and Costs

Terms, conditions and exclusions

The Masterpiece Policy contains conditions, limitations and exclusions which apply in various circumstances.

Please read the Coverage Summary, the Masterpiece Policy Wording and this GPI carefully for full details of making a claim, Your obligations and duties, Deductibles and the Policy terms and conditions which apply to each coverage section or which apply to the whole Policy.

A number of exclusions apply to the different coverage sections of the Policy Wording and all of them are important. It is important that You carefully read and are aware of all Policy Wording exclusions within each coverage section which applies to You.

Policy Deductibles

If You make a claim under some sections of the Masterpiece Policy Wording, You may be required to pay a Deductible. For example, if You have cover provided under the Deluxe Contents Coverage and there is a loss involving damage to Your household Contents to the value of \$40,000, and You are subject to a Deductible of \$1,000, then We will pay You \$39,000.

Details of applicable Deductibles are stated in Your Coverage Summary.

The cost of the Policy

The cost of the Policy is the Total Premium Due as detailed in Your Coverage Summary. It is made up of Your premium plus any applicable government taxes and charges. The amount of these taxes and charges will be shown separately on Your Coverage Summary. We may pay a commission to Your insurance intermediary for arranging the Masterpiece Policy. The premium payable will be determined by a number of factors which may include the construction of the home, the location of the property to be insured, the Sum Insured, Your claims history, security at the location and the age and condition of the property to be insured. The premium payment may also be increased or decreased when changes are made to Your Policy or upon renewal.

We may cancel the Masterpiece Policy if You have failed to pay the Total Premium Due.

Duty of Disclosure

Your Duty of Disclosure

Before You apply for, renew or change an insurance contract, You have a legal duty of disclosure to Us.

What You must tell Us

You have a general duty to:

- tell Us any facts or circumstances that may affect a prudent underwriter's decision to insure You or an Insured Person and on what terms (regardless of whether or not a specific question is asked about it); and
- ensure that You have provided complete, accurate and relevant information to Us.

Your duty however does not require disclosure of any matter:

- that diminishes the risk to be undertaken by Us;
- that is of common knowledge;
- that We know or, in the ordinary course of Our business, ought to know;
- as to which compliance with Your duty is waived by Us.

Any change in circumstances or contact details should also be disclosed to Us as soon as possible. Please ask Us for advice if You are unsure what information is material.

If You do not tell Us

If You do not tell Us something You are required to tell Us, We may cancel Your contract or reduce the amount We will pay You if You make a claim or refuse to pay a claim and treat the contract as if it never existed, depending on the materiality of what You did not disclose.

Who needs to tell Us

It is important that You understand You are disclosing to Us in this way for You and anyone else that You want to be covered by the Policy.

Privacy Statement

Chubb Insurance New Zealand Limited (“Chubb”) is committed to protecting Your privacy. Chubb collects, uses and retains Your personal information in accordance with the principles in the Privacy Act 1993.

Personal Information Handling Practices

Collection, Use and Disclosure

Chubb collects Your personal information (which may include health information) when You are applying for, changing or renewing an insurance policy with Us or when We are processing a claim, complaint or dispute. We collect the information to assess Your application for insurance, to provide You or Your organisation with competitive insurance products and services and administer them, to handle any claim, complaint or dispute that may be made under a Policy. If You do not provide Us with this information, We may not be able to provide You or Your organisation with insurance or to respond to any claim, complaint or dispute.

We may disclose the information We collect to third parties, including contractors and contracted service providers engaged by Us to deliver Our services or carry out certain business activities on Our behalf (such as actuaries, loss adjusters, claims investigators, claims handlers, professional advisers including doctors and other medical service providers, credit reference bureaus and call centres), other companies in the Chubb group, insurance and reinsurance intermediaries, other insurers, Our reinsurers, and government agencies (where We are required to by law). These third parties may be located outside New Zealand.

Your Choices

In dealing with Us, You agree to Us using and disclosing Your personal information as set out above. This consent remains valid unless You alter or revoke it by giving written notice to Our Privacy Officer.

From time to time, We may use Your personal information to send You offers or information regarding Our products that may be of interest to You. If You do not wish to receive such information, please contact Our Privacy Officer using the contact details provided below.

How to Contact Us

If You would like to access a copy of Your personal information, or to correct or update Your personal information, or if You have a complaint or want more information about how Chubb is managing Your personal information, please contact the Privacy Officer by posting correspondence to Chubb Insurance New Zealand Limited, PO Box 734, Auckland; telephoning: +64 (9) 3771459; or emailing Privacy.NZ@chubb.com

Fair Insurance Code

We are a member of the Insurance Council of New Zealand (ICNZ) and a signatory to ICNZ's Fair Insurance Code (the Code). The objectives of the Code are to establish high standards of service, promote confidence in the general insurance industry and improve relationships between insurers and their customers. Further information about the Code is available at www.icnz.org.nz and on request.

How to Make a Claim

Please contact Us directly at Your closest office if You wish to make a claim or if You would prefer, Your financial services provider can make a claim on Your behalf. Email Us at P&C.Claims.Newzealand@chubb.com or call Us on 09 374 1700. Full details of what You must do for Us to consider Your claim are provided in the Policy Wording.

Cooling Off Period

You have 21 days to consider the information contained in Your Policy. This is Your cooling off period. If You would like, and provided You have not made a claim under Your Policy, You have the right to cancel Your insurance. We will refund in full any premium You have paid. To exercise this right You must notify Chubb in writing or electronically within 21 days from the date Your Policy first takes effect.

Cancelling Your Policy

This Policy may be cancelled by You (if Your Policy permits) at any time by giving Us notice in writing of the future date the cancellation is to take effect. We may cancel this Policy or any part of it by giving You 14 days prior notice in writing if any of the following circumstances apply:

- You have failed to comply with the duty of utmost good faith
- You have failed to comply with the duty of disclosure
- You made a misrepresentation to Us during the negotiations for this Policy
- You have failed to comply with a provision of this Policy
- You have failed to pay the premium
- Where You have made a fraudulent claim under this Policy or any other policy of insurance (whether with Us or another insurer) that provided cover during any part of the period during which this Policy of insurance provides cover
- You fail to advise Us of a material change in Your circumstances during the Policy Period
- There is a material change in New Zealand law affecting this Policy.

Should We or You cancel Your Policy, We shall retain a pro rata proportion of the premium for the time the Policy has been in force.

Complaints and Dispute Resolution

Chubb takes the concerns of its customers very seriously and has detailed complaint handling and dispute resolution procedures that You may access, at no cost to You. To assist Chubb with Your enquiries, please provide Us with Your claim or policy number (if applicable) and as much information as You can about the reason for Your complaint or dispute.

Chubb's complaints and dispute procedures are as follows:

Stage 1 - Complaint Handling Procedure

If You are dissatisfied with any of Chubb's products or services and You wish to lodge a complaint, please contact Us via:

The Complaints Officer
Chubb Insurance New Zealand Limited
PO Box 734
Shortland Street
Auckland 1140
E Complaints.NZ@chubb.com
O 0800 422 346
F +64 9 303 1909

Stage 2 - Dispute Resolution Procedure

If You are dissatisfied with Chubb's response to Your complaint, You can advise that You wish to take Your complaint to Stage 2 and refer it to Chubb's dispute resolution team. Chubb's internal dispute resolution team can be contacted via:

Internal Dispute Resolution Service
Chubb Insurance New Zealand Limited
PO Box 734
Shortland Street
Auckland 1140
E DisputeResolution.NZ@chubb.com
O +64 9 377 1459
F +64 9 303 1909

Stage 3 - External Dispute Resolution

Chubb is a member of an independent external dispute resolution scheme operated by Financial Services Complaints Limited (FSCL) and approved by the Ministry of Commerce & Consumer Affairs. If You are dissatisfied with Our dispute determination or We are unable to resolve Your complaint or dispute to Your satisfaction within two months You may contact FSCL via:

PO Box 5967
Lambton Quay
Wellington 6145
O 0800 347 257 (Call Free for consumers)
or +64 4 472 FSCL (472 3725)
F +64 4 472 3728
E info@fscl.org.nz
www.fscl.org.nz

Please note if You would like to refer Your complaint or dispute to FSCL You must do so within 2 months of the date of Our dispute determination.

Further details regarding Our complaint handling and dispute resolution procedures are available from Our website and on request.

Financial Strength Rating Information

At the time of print, Chubb Insurance New Zealand Limited has an “AA-” insurer financial strength rating given by S&P Global Ratings. The rating scale is:

The rating scale is:			
AAA Extremely Strong	BBB Good	CCC Very Weak	SD or D Selective default or default
AA Very Strong	BB Marginal	CC Extremely Weak	R Regulatory Action
A Strong	B Weak		NR Not Rated

The rating from ‘AA’ to ‘CCC’ may be modified by the addition of a plus (+) or minus (-) sign to show relative standings within the major rating categories. A full description of the rating scale is available on the S&P Global Ratings website.

Masterpiece Policy Wording

Introduction

This is Your Chubb Masterpiece Policy Wording. Together with Your Coverage Summary, it explains Your coverages and other conditions of Your insurance in detail. The coverages that apply to Your Policy are detailed in Your Coverage Summary.

This Policy is a contract between You and Us. Please read Your Policy carefully and keep it in a safe place.

Agreement

We agree to provide the insurance described in this Policy in consideration for payment of Your premium and compliance with the Policy conditions.

Definitions

In this Policy Wording, We use words in their plain English meaning. Words with special meanings are defined in the part of the Policy Wording where they are used. The few defined terms used throughout the Policy Wording are defined here:

Business means any employment, trade, occupation, profession or farm operation including the raising or care of animals.

Coverage Summary means the most recent Coverage Summary We issued to You, including any subsequent coverage updates.

EQC Act means the Earthquake Commission Act 1993 and any Act in substitution of that Act.

Family Member means any person who lives with You, who is

- i. Your relative;
- ii. under 25 and in Your care;
- iii. under 25 and in Your relative's care or
- iv. a student under 25 who is a resident of Your household and in Your care who is temporarily away at an education institution.

Natural Disaster means an earthquake, natural landslip, volcanic eruption, hydrothermal activity, tsunami or 'natural disaster fire' as defined in the EQC Act.

Occurrence means a loss or accident or damage or a series of losses, accidents or damages arising out of any one event to which this insurance applies occurring within the Policy Period, irrespective of the number of claims. Continuous or repeated exposure to substantially the same general conditions unless excluded is considered to be one Occurrence.

Policy means Your entire Masterpiece Policy, including the Policy Wording, Your Coverage Summary and any endorsements that may be issued by Us from time to time.

Policy Period

The effective dates of Your Policy are shown in the Coverage Summary. Those dates begin at 4.00 p.m. standard time at the mailing address shown. All coverages under this Policy apply only to Occurrences that take place while this Policy is in effect.

We, Our, Us and Chubb mean Chubb Insurance New Zealand Limited.

You and Your mean the person named in the Coverage Summary, and a spouse (legal or de facto) who lives with that person.



Deluxe House Coverage

This part of Your Masterpiece Policy Wording provides You with coverage against Accidental physical loss or damage during the Policy Period to Your House subject to the terms, conditions and exclusions stated in the Policy.

A: Definitions for this Coverage

Accidental means unintended and unexpected by You.

Covered Loss means the Accidental physical loss or damage to Your House or other property covered under this part of Your Policy Wording subject to the terms, conditions and exclusions in this Policy.

Fees and Associated Costs means architects', surveyors' and legal fees necessarily incurred to repair or replace Your House.

House means the main dwelling and attached buildings including underground services supplying the main dwelling and attached buildings, at each location named in Your Coverage Summary. It does not include other permanent structures.

Reconstruction Cost means the amount required at the time of a Covered Loss to repair or replace the House, whichever is less, at the same location with the same design, quality of materials and workmanship which existed before the Covered Loss. This includes Fees and Associated Costs. Reconstruction Cost does not include payment for the excavation, replacement or stabilisation of land under or around Your House. We will not pay for any fees incurred in preparing or furthering any claim under this Policy.

B: How We Will Pay Your Claim

Sum Insured

The Sum Insured for each House for each Occurrence is shown in the Coverage Summary. We may change this amount to the value of the House determined by valuation. The premium will be adjusted in accordance with Our standard rating. To help You and Us agree on the appropriate Sum Insured We may, but are not obligated to, conduct appraisals of Your House and other permanent structures.

Inflation protection

During the Policy Period the Sum Insured will be increased daily to reflect the current effect of inflation. At the time of a Covered Loss, Your House Sum Insured will include any increase in the Consumer Price Index (all groups) from the beginning of the Policy Period. When the Policy is renewed the Sum Insured and the premium will reflect the then current costs and values.

Deductible

Deductible means the amount You are required to pay towards Your claim, as shown in Your Coverage Summary. In some circumstances We may impose a special Deductible and, if We do so, We will tell You.

The Deductible applies in respect of each Occurrence. No Deductible applies to a Covered Loss of more than \$50,000 except when the vacant House Deductible or the Natural Disaster Deductible applies.

Natural Disaster Deductible

We will show any applicable special Deductible for Natural Disaster on Your Coverage Summary.

A Natural Disaster Deductible is not waived on any Covered Loss.

Also, if You have a Covered Loss caused by a Natural Disaster to a part of Your House or to an other permanent structure that is not covered under the EQC Act at all, then Your Deductible will be either \$5,000 or the Deluxe House Coverage Deductible shown in Your Coverage Summary, or the special Deductible for Natural Disaster shown in Your Coverage Summary, whichever is the greater.

Vacant House Deductible

If the House has been substantially empty of unfixed furnishings and all Contents for more than 60 consecutive days at the time of a Covered Loss, and You did not notify Us it would be vacant, the Deductible will be increased to 5% of the Sum Insured shown on Your Coverage Summary (unless it is already 5% or greater). An additional premium will also be charged on a vacant House, effective the date it becomes vacant. The vacant House Deductible is not waived on any Covered Loss.

If an Occurrence gives rise to a Covered Loss under both the Deluxe House Coverage and the Deluxe Contents Coverage, We will only apply one Deductible to the loss or damage. If the Deluxe House Coverage Deductible and the Deluxe Contents Coverage Deductible are different, We will apply the greater of the Deductibles to the loss or damage. However if a Natural Disaster gives rise to a Covered Loss under both the Deluxe House Coverage and the Deluxe Contents Coverage and You have a special Deductible for Natural Disaster shown on Your Coverage Summary, then We will separately apply the special Deductible for Natural Disaster to both the Deluxe House Coverage and the Deluxe Contents Coverage.

Payment basis

Your Coverage Summary indicates the payment basis for each House.

Extended replacement cost

If the payment basis is extended replacement cost, We will pay the Reconstruction Cost even if this amount is greater than the Sum Insured for Your House shown in Your Coverage Summary.

Verified replacement cost

If the payment basis is verified replacement cost, We will pay the Reconstruction Cost up to the Sum Insured shown in the Coverage Summary whether or not You actually repair or rebuild Your House.

We will pay extended replacement cost and verified replacement cost, as applicable, subject to the following conditions:

- You must maintain the Sum Insured, including any adjustments made by Us based on appraisals, revaluations and annual adjustments for inflation, and advise Us of any additions, alterations or renovations to Your House or other permanent structures. You must notify Us at the beginning of construction and We will amend the Sum Insured for Your House or other permanent structures as shown in Your Coverage Summary to reflect the Reconstruction Cost.
- If You do not repair or replace Your House or other permanent structure at the same location, the payment basis will be verified replacement cost.
- If at any time:
 - You are newly constructing Your House or other permanent structure; or
 - You are constructing additions, alterations, or renovations to Your House or other permanent structure that results in You living out of the House during any part of the construction, or such that a House rented to others cannot reasonably be lived in during any part of the construction; or
 - the reconstruction cost of additions, alterations, or renovations to Your House is at least \$200,000 or more than 10% of the Sum Insured for the House, whichever is less; or
 - the reconstruction cost of additions, alterations, or renovations to Your other permanent structure is at least \$200,000 or more than 10% of the Sum Insured for the House, whichever is less,

then the payment basis for Your House or other permanent structures will be verified replacement cost. Verified replacement cost will remain Your payment basis until construction is completed and You have notified Us.

- If You have partial loss or damage to Your House and do not begin to repair or replace the lost or damaged property within 180 days from the date of loss, We will only pay the Reconstruction Cost less depreciation unless You are prevented from repairing or replacing the lost or damaged property due to inaction of the local council or such like authority which is beyond Your control.

If You cannot repair or replace Your House because Your primary mortgagee or its assignee has recalled Your mortgage, We will pay the Reconstruction Cost up to the Sum Insured shown in the Coverage Summary for Your House.

C: Extra Coverages

These coverages are included in Your Deluxe House Coverage and are in addition to the Sum Insured for Your House unless stated otherwise or an exclusion applies. The Deductible applies to Extra Coverages unless stated otherwise.

Other permanent structures

We cover other permanent structures on the grounds of Your House. For a Covered Loss to these structures, We will pay up to a total of 30% of the House Sum Insured for the location at which a Covered Loss to these structures occurs, plus any additional amount of coverage shown in the Coverage Summary for other permanent structures at this location. The same payment basis applies to other permanent structures as to the House itself.

Additional living expenses

Under certain conditions described in this coverage, when Your House or other permanent structure cannot be lived in because of either

- a Covered Loss to Your House or other permanent structure, or if applicable, its Contents or
- a loss or damage which would have been covered by this Policy but is covered by the EQC Act instead

We cover the expenses as follows. There is no Deductible for this coverage.

Extra living expenses

If a Covered Loss makes Your House or other permanent structure uninhabitable, We cover the reasonable increase in Your normal living expenses that is necessary to maintain Your household's usual standard of living. We cover this increase for the reasonable amount of time it should take to restore Your House or other permanent structure to a habitable condition or if You or members of Your household permanently relocate, the shortest amount of time required to settle elsewhere. However, if You are newly constructing Your House or other permanent structure or constructing additions, alterations, or renovations to Your House or other permanent structure at the time of a Covered Loss, We only cover the increase in Your normal living expenses incurred by You for the reasonable amount of time required to restore the House or other permanent structure to the condition it was in prior to the Covered Loss. This period of time is not limited by the expiration of this Policy.

Extra boarding expenses for pets

If You are entitled to a benefit payable under the extra living expenses section and You have pets that are not permitted to stay with You under the terms and conditions of Your temporary accommodation, We will pay for the reasonable expenses incurred to board Your pets in alternative accommodation for the time You are receiving the extra living expenses up to a maximum of \$30,000.

Fair rental value

If a Covered Loss makes a part of Your House or other permanent structure which You usually rent to others uninhabitable, We cover its fair rental value during the period of time it is usually rented for the reasonable amount of time required to restore it to a habitable condition. This period of time is not limited by the expiration of this Policy.

Forced evacuation

If You are forced to evacuate Your House and other permanent structure as a direct result of a Covered Loss or a reasonable threat of a loss or damage covered under this Policy, We cover the reasonable increase in Your normal living expenses incurred by You that is necessary to maintain Your household's usual standard of living. We also cover any loss or damage in fair rental value if Your House or other permanent structure is usually held for rental. We do not cover any loss or damage due to cancellation of a lease or agreement. We cover these forced evacuation expenses for up to 90 days, even if the Policy Period ends during that time.

Evacuation boarding expenses for pets

If You are entitled to a benefit payable under the forced evacuation expenses section and You have pets that are not permitted to stay with You under the terms and conditions of Your temporary accommodation, We will pay for the reasonable expenses incurred to board Your pets in alternative accommodation for a maximum period of 90 days up to a maximum of \$2,500.

Emergency clothing and essential purchases

If You or a Family Member are not able to access Your House, We will pay up to a maximum \$5,000 for essential replacement clothing and toiletry items You or a Family Member need to purchase as a result of a covered forced evacuation loss.

Emergency Power

If following a Covered Loss caused by storm or flood Your House is without power for a period in excess of 24 hours, We will reimburse You for the reasonable cost You incurred, up to \$1,000, to purchase a Generator System. There is no Deductible for this coverage.

Generator System means a generator that can supply backup electricity to maintain essential services for Your House or Other permanent structures when there is a loss of electrical power.

Loss of metered water

If metered water escapes from Your household heating or water system at Your House, We cover the cost of metered water.

Water detection expenses

We will reimburse You for the reasonable expense You incur, up to \$1,000, to install a Water Leak Detection and Control System following a covered water damage loss to Your House or Your other permanent structures within the Policy Period. This cover applies only if:

- the amount of the covered water damage loss is \$10,000 or more prior to the application of the Deductible;
- the covered water damage loss is caused by a leak or break in a plumbing, heating or air conditioning system; and
- the installation of a Water Leak Detection and Control System was the first time such a system was installed in Your House or other permanent structures.

There is no Deductible for this coverage.

These payments do not increase the amount of cover for Your House or other permanent structures.

Water Leak Detection and Control System means a system in Your House or other permanent structures that monitors:

- areas containing plumbing devices, appliances and other outlets for a water leak and if detected, closes the main water supply pipe; or
- unusual water flow patterns or unexpected interior water overflow and if detected, closes the main water supply pipe.

Environmental upgrade expenses

If You have a Covered Loss to Your plumbing, irrigation, water heating or energy system We will pay up to \$5,000 for the reasonable expenses incurred by You to install any combination of the following:

- rainwater tank;
- solar power system, (including solar hot water systems or photo-voltaic (PV) power systems);
- hot water heat exchange system; and
- grey water recycling system.

This extra coverage applies only if:

- the amount of the Covered Loss is \$25,000 or more prior to the application of the Deductible; and
- the installation of a rainwater tank, solar power system, hot water heat exchange system and grey water recycling system was the first time such a system was installed at Your House.

This payment does not increase the amount of cover for Your House. There is no Deductible for this coverage.

rainwater tank system includes:

- a rainwater tank;
- water pump and wiring;
- foundation or tank stand;
- pipes connecting the roof to the tank; and
- installation costs.

solar power system includes:

- solar or PV panels;
- water tank, pump;
- electrical wiring;
- foundation or tank stand;
- pipes connecting the roof solar panels to the tank; and
- installation costs.

hot water heat exchange system includes:

- heat exchange system;
- electrical wiring;
- foundation or tank stand;
- water pipes; and
- installation costs.

grey water recycling system includes:

- recycling system;
- distribution pipes and connectors;
- outlet housings; and
- installation costs

Utility expenses

If You have a Covered Loss to Your solar, wind or geothermal electrical power generating system or to Your Alternative Water System on the grounds of Your House, We provide coverage for Utility Expenses. The maximum amount We will pay for all Utility Expenses is \$5,000 in total for each Occurrence. Coverage for Utility Expenses only applies if You begin to repair or replace the applicable damaged or lost solar, wind, geothermal electrical power-generating system or Alternative Water System within 30 days of the Occurrence. These payments do not increase the amount of cover for Your House or other permanent structures.

Utility Expenses means power utility expenses, power utility income and alternative water expenses.

Power utility expenses

If a Covered Loss to Your solar, wind or geothermal electrical power-generating system on the grounds of Your House makes it necessary for You to purchase all of Your electrical power from a power utility company, We cover the increase in these power utility expenses for the reasonable amount of time required to repair or replace Your solar, wind or geothermal electrical power-generating system.

Power utility income

If a Covered Loss to Your solar, wind or geothermal electrical power-generating system on the grounds of Your House causes a loss of Your power utility income, We cover this loss of Your power utility income for the reasonable amount of time required to repair or replace Your solar, wind or geothermal electrical power-generating system.

Our payment will be based upon the average of Your power utility income over the 12 month period immediately prior to the Covered Loss.

Power utility income means income paid to You, or renewable energy certificates or other similar monetary credits issued to You by a power utility company for the excess electrical power produced by Your solar, wind or geothermal electrical power-generating system.

Alternative water expenses

If a Covered Loss to Your Alternative Water System makes it necessary for You to purchase replacement water for residential watering of the grounds of Your House, We cover the increase in these water expenses for the reasonable amount of time required to repair or replace Your Alternative Water System. We do not cover this increase if the Covered Loss is only to the Alternative Water System's sprinkler heads.

Alternative Water System means a plumbing system and its components, including cisterns and holding tanks, permanently installed on the grounds of Your House to supply or reuse non-potable, untreated or partially treated household waste water, ground water or rain water for residential watering of the grounds of Your House in accordance with Your local building regulations. An alternative water system does not include a water well.

Landscaping

We cover trees, shrubs, plants and lawns at Your House against the following perils occurring during the Policy Period: fire, lightning, explosion, civil disturbance, vandalism, malicious mischief, theft and loss or damage caused by a vehicle or aircraft.

We will pay up to a total of 5% of the Sum Insured shown in the Coverage Summary for the House at which the loss or damage occurs, but not more than \$20,000 for any one tree, shrub or plant. If Your payment basis is extended replacement cost, the 5% is applied to the increased amount of coverage.

This extra coverage applies only if You begin to repair or replace the lost or damaged property within 180 days of the date of loss or damage.

Emergency preventative measures

We will pay up to \$5,000 for costs incurred by You in taking temporary measures which are reasonable to avoid or mitigate a potential claim caused by storm, flood, bushfire or other natural catastrophe.

Tree removal

Unless covered elsewhere under this Policy, We will pay the reasonable expenses You incur up to a total of \$5,000 for each Occurrence to remove trees which have fallen, or trees threatening to fall and cause damage to Your House or neighbouring premises, due to wind, hail, sleet or the weight of ice or snow, fire, lightning, explosion, riot or civil commotion, earthquake or malicious mischief. These payments apply only to fallen trees, or trees threatening to fall and cause damage, at a location shown in the Coverage Summary.

This extra coverage applies only if You begin to repair or replace the lost or damaged property within 180 days of the date of loss or damage. There is no Deductible for this coverage.

Fire department charges

If a fire department is called to protect Your House or its grounds against a Covered Loss or potential Covered Loss, We will pay up to \$5,000 for any charges imposed by law or assumed by written agreement. There is no Deductible for this coverage.

Lock replacement

If the keys to Your House are lost or stolen during the Policy Period, We will pay the cost of replacing the locks in Your House. In addition, if the keys which are lost or stolen contain an electronic unlocking device to Your car on the same key ring which is lost or stolen at the same time, We will pay the cost of replacing the electronic unlocking device up to a maximum of \$5,000.

You must notify Us in writing within 72 hours of discovering this loss.

There is no Deductible for this coverage.

Debris removal

Unless covered elsewhere under this Policy, We cover the reasonable expenses You incur made necessary by a Covered Loss to demolish damaged covered property, if necessary. We also cover the reasonable expenses to remove debris of the Covered Loss including the property that caused a Covered Loss. We will pay up to 30% of the Sum Insured for Your House shown in the Coverage Summary.

Emergency repairs

After a Covered Loss, We cover the reasonable expenses You incur for necessary emergency repairs made solely to protect Your House or other permanent structure against further covered damage. These payments do not increase the Sum Insured for Your House or other permanent structures.

Modification costs

We cover You or a Family Member for the necessary expenses, up to a maximum of \$50,000, to make modifications to Your House, so that You may remain in Your House, if You or a Family Member is Permanently disabled as the result of an accident during the Policy Period.

Permanently disabled means:

- permanent physical severance at or above both ankles or permanent total loss of use of both legs or feet; or
- permanent physical severance at or above both wrists or permanent total loss of use of both arms or hands; or
- total and irrevocable loss of sight in both eyes.

Construction works and materials

We will cover the works, building materials and construction supplies owned by You at each location listed in the Coverage Summary for use in the construction, addition, alteration or renovation of Your House or other permanent structure up to 10% of the Sum Insured for the House or \$200,000, whichever is less. You must notify Us before the building works begin and if the cost of the building work exceeds this amount, it is Our decision whether to accept the increased risk of the insurance and, if so, on what terms.

These payments apply only to a Covered Loss, and they do not increase the Sum insured for Your House or other permanent structures.

Rebuilding to code

After a Covered Loss, We cover the necessary cost of conforming to any law or to any ordinance that requires or regulates:

- the repair, replacement, or rebuilding or demolition of the damaged portion of Your House or other permanent structures made necessary by the Covered Loss;
- the demolition, replacement, or rebuilding of the undamaged portion of Your House or other permanent structure necessary to complete the repair, replacement or rebuilding of the damaged portion of Your House or other permanent structure; or
- the demolition of the undamaged portion of Your House or other permanent structure when Your House or other permanent structure must be totally demolished.

If You do not repair Your House or other permanent structures or rebuild it at the same location, this coverage does not apply. We do provide coverage if it is determined that Your House or other permanent structure must be relocated due to local, regional or national zoning or land use regulations.

Mortgage discharge

We will pay the reasonable legal costs up to a maximum of \$5,000 to discharge Your mortgage if Your claim is for a total loss under this Policy.

Unlimited trace and access

If water, gas or oil escapes from Your household heating, cooking or water system, We cover the cost of removing and replacing any part of Your House or other permanent structure necessary to repair Your household heating, cooking or water system. We do not cover loss or damage to the household heating, cooking or water system itself.

Natural Disaster Coverage

We cover loss or damage caused by a Natural Disaster which occurs during the Policy Period subject to the following.

Where EQC Cover applies

1. If that loss or damage is covered under the EQC Act, or would have been but for:
 - a) the application of an excess or Deductible under the EQC Act;
 - b) a failure by You to correctly notify a claim to the Earthquake Commission within the time required under the EQC Act;
 - c) a decision by the Earthquake Commission to decline a claim or limit its liability for that Occurrence in whole or in part and for any reason whatsoever;
 - d) any act or omission on Your part, the part of Your agent, or the part of the Earthquake Commission,

and the cost to repair or rebuild the part of Your House that suffered the loss or damage exceeds Your maximum entitlement available (or that would have been available but for the reasons in 1.(a) to (d) above) for that loss or damage under the EQC Act (plus the excess under that Act), We will pay the difference between that maximum entitlement (plus that excess) and the cost to repair or replace the part of Your House that suffered the loss or damage.

2. The most We will pay under this extra coverage is the difference between that maximum entitlement (plus the excess under the EQC Act) and the Sum Insured.
3. Any payment We make under this extra coverage "Natural Disaster Coverage" will be subject to the applicable Deductible.

Where no EQC Cover applies

4. Where Your claim for loss or damage to the House under this extra coverage is for, or includes, any part of the House or other permanent structures that are not covered under the EQC Act, then the Deductible will be the higher of:
 - a) \$5,000; or
 - b) the Deductible otherwise applicable to the claim under this Policy.

D: Exclusions

These exclusions apply to Your Deluxe House Coverage, including the Extra Coverages, unless stated otherwise. The words “caused by” mean any loss or damage that is contributed to, made worse by, or in any way results from that peril.

Wear and tear

We do not cover any loss or damage caused by wear and tear, gradual deterioration, fading, rust, corrosion, bacteria, dry or wet rot, warping, insects or vermin. We do insure subsequent Covered Loss unless another exclusion applies.

Fungi and mould

We do not provide coverage for the presence of mould, however caused, or any loss or damage caused by mould. We do cover mould resulting from fire or lightning unless another exclusion applies. Mould means fungi, mould, mould spores, mycotoxins, and the scents and other by-products of any of these.

Inherent vice and breakdown

We do not cover any loss or damage caused by inherent vice, latent defect or mechanical breakdown if:

- i. You were aware of the inherent vice, latent defect or mechanical breakdown at the time this Policy was entered into; or
- ii. a reasonable person in the circumstances could be expected to have been aware of the inherent vice, latent defect or mechanical breakdown at the time this Policy was entered into.

We do cover any damage to household electrical motors provided there is actual burning out of the motor and provided the burning out is not caused by lack of proper maintenance. We do insure subsequent Covered Loss unless another exclusion applies.

Contamination

We do not cover any loss or damage caused by the discharge, dispersal, seepage, migration or release or escape of pollutants. We do not cover the cost to extract pollutants from land or water, or the cost to remove, restore or replace polluted or contaminated land or water. A pollutant is any solid, liquid, gaseous or thermal irritant or contaminant, including smoke, vapour, soot, fumes, acids, alkalis, chemicals and waste. A contaminant is an impurity resulting from the mixture of a substance with a foreign substance. Waste includes materials to be disposed of, recycled, reconditioned or reclaimed.

Loss by animals

We do not cover any loss or damage caused by vermin, insects, or rodents. We do insure subsequent Covered Loss unless another exclusion applies.

Structural movement

We do not cover any loss or damage caused by settling, cracking, shrinking, bulging or expansion. We do insure subsequent Covered Loss unless another exclusion applies.

Special rules for escaping water

If any of the causes of loss or damage previously described in the exclusions for wear and tear, fungi and mould, inherent vice and breakdown, contamination, loss or damage by animals or structural movement cause water to escape from within a household appliance, swimming pool or plumbing, heating or air conditioning system, We cover the loss or damage caused by the water. We provide this coverage unless an exclusion applies other than the exclusions for wear and tear, fungi and mould, inherent vice and breakdown, contamination, loss or damage by animals or structural movement. This coverage also includes the cost of tearing out and replacing any part of the House or other permanent structure necessary to repair the appliance, swimming pool, or system. We do not cover loss or damage to the appliance, swimming pool, or system itself.

Freezing damage to outside structures

We do not cover loss or damage caused by freezing, thawing, ice or snow even if the ice or snow is driven by wind to any: fence, arbor, footpath, patio, landing or step, septic system, swimming pool or hot tub including their installed equipment, footing, foundation, bulkhead, wall, or any other structure or device that supports all or part of Your House or other permanent structure, retaining wall, bulkhead, pier, wharf, dock or bridge. We do insure subsequent Covered Loss unless another exclusion applies.

Failure to protect

We do not cover any loss or damage caused by Your failure to use all reasonable means to protect Your property before, at, or after the time of a loss or damage.

Intentional acts

We do not cover any loss or damage caused intentionally by a person named in the Coverage Summary, that person's spouse, a Family Member or a person who lives with You. We also do not cover any loss or damage caused intentionally by a person acting under the direction or instruction of a person named in the Coverage Summary, that person's spouse, a Family Member, or a person who lives with You.

We do cover You or a Family Member who is not directly or indirectly responsible for causing the intentional loss or damage. An intentional act is one which is done deliberately with conscious design. This exclusion will not apply when the loss or damage is caused by an intentional act committed for the purpose of preventing Personal Injury or Property Damage or eliminating danger to persons or property.

Faulty planning, construction or maintenance

We do not cover any loss or damage caused by the faulty acts, errors or omissions of You or any other person in planning, construction or maintenance. It does not matter whether the faulty acts, errors or omissions take place at or away from the House listed in the Coverage Summary.

We do insure subsequent Covered Loss unless another exclusion applies. Planning includes zoning, placing, surveying, designing, compacting, setting specifications, developing property and establishing building codes or construction standards. Construction or maintenance includes grading, compacting, materials, workmanship, and parts or equipment used for construction, repair or maintenance.

Natural Disaster and earth movement

We do not cover any loss or damage caused by Natural Disaster, or earth movement from any cause including earthquakes, tsunamis, volcanic eruptions, landslides, mud flows and the sinking, rising or shifting of land, other than as provided under the Extra Coverage 'Natural Disaster'.

Acts of war

We do not cover any loss or damage caused by war, undeclared war, civil war, insurrection, rebellion, revolution, warlike acts by a military force or personnel, any action taken in hindering or defending against any of these, the destruction or seizure of property for a military purpose, or any consequences of any of these acts, regardless of any other direct or indirect cause or event, whether covered or not, contributing in any sequence to the loss or damage. If any act that is within this exclusion involves nuclear reaction, radiation, or radioactive contamination, this acts of war exclusion supersedes the nuclear, biological, chemical or radiation hazard exclusion.

Nuclear, biological, chemical or radiation hazard

We do not cover any loss or damage caused by nuclear reaction, radiation, or biological, chemical, radioactive contamination, regardless of how it was caused. We do insure subsequent Covered Loss due to fire resulting from a nuclear reaction unless another exclusion applies.



Deluxe Contents Coverage

This part of Your Masterpiece Policy Wording provides You with coverage against Accidental physical loss or damage during the Policy Period to Your Contents anywhere in the world subject to the terms, conditions and exclusions stated in the Policy.

A: Definitions

Accidental means unintended and unexpected by You

Contents means personal property You or a Family Member owns or possesses.

Covered Loss means the Accidental physical loss or damage to Your Contents or other property covered under this part of Your Policy Wording subject to the terms conditions and exclusions in this Policy.

Replacement Cost means the full cost to replace the Contents without deduction for depreciation or the amount required to repair the damage, whichever is less, up to the Sum Insured.

Residence means Your Residence with Deluxe Contents Coverage listed in Your Coverage Summary.

B: How We will Pay Your Claim

Sum Insured

The Sum Insured for Contents at each Residence for each Occurrence is shown in the Coverage Summary. You agree that We may change this amount when valuations are conducted and when the Policy is renewed, to reflect current costs and values. The premium will be adjusted in accordance with Our standard rating.

Inflation protection

During the Policy Period, the Sum Insured will be increased daily to reflect the current effect of inflation. At the time of a Covered Loss, Your Contents Sum Insured will include any increase in the Consumer Price Index (all groups) from the beginning of the Policy Period.

If, after a Covered Loss to both House and Contents, We pay more than the House Sum Insured because of extended replacement cost, We will automatically increase the Contents Sum Insured for that loss or damage by the same percentage that We increased the amount of House coverage.

Payment basis

The payment basis for Contents is Replacement Cost. For a Covered Loss to Contents, the amount of coverage depends on where the loss or damage occurs.

At Your Residence

If the Covered Loss takes place at Your Residence with Contents coverage in this Policy, We will pay up to the Contents Sum Insured at that Residence, for each Occurrence.

Away from Your Residence

If the Covered Loss takes place away from any Residence You own or live at, for each Occurrence We will choose the location which is most favourable to You as the single listed location on which the payment is to be made.

Regardless of the number of policies providing You with Contents coverage, payment will be made based only on this chosen location and will not be made under more than one policy.

At a residence not listed in this Policy

If the Covered Loss takes place at a residence You own or live at that does not have Contents coverage listed in this Policy or any other Policy issued by a direct or indirect subsidiary of Chubb, We will pay up to 10% of the highest Sum Insured for Contents in this Policy, for each Occurrence. However, Contents in a newly acquired principal residence is not subject to this limitation, for the 60 days immediately after You begin to move Your Contents there.

We will choose the location which is most favourable to You as the single listed location on which the payment is to be made.

Regardless of the number of policies providing You with Contents coverage, payment will be made based only on this chosen location and will not be made under more than one policy.

Deductible

Deductible means the amount You are required to pay towards the cost of Your claim, as shown in Your Coverage Summary. In some circumstances We may impose a special Deductible and, if We do so, We will tell You.

The Deductible applies in respect of each Occurrence. No Deductible applies to a Covered Loss of more than \$50,000 except when the vacant House Deductible or Natural Disaster Deductible applies.

Natural Disaster Deductible

We will show any applicable special Deductible for Natural Disaster on Your Coverage Summary.

Masterpiece
Policy Wording - Deluxe Contents Coverage

Vacant House Deductible

If the House has been substantially empty of unfixed furnishings and all Contents for more than 60 consecutive days at the time of a Covered Loss, and You did not notify Us it would be vacant, the Deductible will be increased to 5% of the Sum Insured shown on Your Coverage Summary (unless it is already 5% or greater). An additional premium will also be charged on a vacant House, effective the date it becomes vacant. The vacant House Deductible is not waived on any Covered Loss.

If an Occurrence gives rise to a Covered Loss under both the Deluxe House Coverage and the Deluxe Contents Coverage, We will only apply one Deductible to the loss or damage. If the Deluxe House Coverage Deductible and the Deluxe Contents Coverage Deductible are different, We will apply the greater of the Deductibles to the loss or damage. However if a Natural Disaster gives rise to a Covered Loss under both the Deluxe House Coverage and the Deluxe Contents Coverage and You have a special Deductible for Natural Disaster shown on Your Coverage Summary, then We will separately apply the special Deductible for Natural Disaster to both the Deluxe House Coverage and the Deluxe Contents Coverage.

Pairs, sets and parts

For Covered Loss to a pair or set, or to part of a larger unit, We will pay whichever of the following is least:

- the cost to repair the damaged property to its condition before the loss;
- the cost to replace it; or
- the cost to make up the difference between its market value before and after the loss.

However, if You agree to surrender the undamaged article(s) of the pair, set or parts to Us and We agree to accept them, We will pay You the full Replacement Cost of the entire pair, set or parts.

Special limits

For a Covered Loss to each category of Contents listed below, We will not pay more than the amounts shown. These special limits do not increase the Sum Insured for Your Contents or on any item covered elsewhere in this Policy.

Item	Special Limit
Legal tender , travellers cheques, bank notes, stored value cards, bullion, gold, silver, platinum, or tokens.	\$2,500
Securities , accounts (other than accounts covered under Extra Coverages - "Account Funds"), deeds, evidences of debt, letters of credit, notes other than bank notes, manuscripts, passports or tickets. However, when this property is located in a bank vault or bank safe deposit box rented in the name of You or a Family Member having authorised access, Your full contents coverage away from Your Residence will apply for a Covered Loss.	\$5,000
Trailers	\$5,000
Watercraft including boats, canoes, rafts and jetskis and their furnishings, equipment and outboard motors.	\$10,000
Jewellery , watches or precious and semi precious stones, whether set or unset that are lost, misplaced or stolen.	\$25,000 per item up to \$50,000 per Occurrence
Furs that are lost, misplaced or stolen.	\$5,000
Items of precious metals including silverware, tableware, trays, trophies and similar household articles, other than jewellery, which are made of gold, gold-plate, silver, silver-plate, pewter or platinum.	\$100,000
Collectible stamps, coins and medals However when this property is located in a bank vault or bank safe deposit box rented in the name of You or a Family Member having authorised access, Your full Contents coverage away from Your Residence will apply for a Covered Loss.	\$5,000
Guns that are lost, misplaced or stolen.	\$5,000

C: Extra Coverages

These coverages are included in Your Deluxe Contents Coverage and are in addition to the Sum Insured for Your Contents unless stated otherwise or an exclusion applies. The Deductible applies to Extra Coverages unless stated otherwise.

Business property

If You conduct Your Business from the Residence listed in the Coverage Summary, We will pay up to \$50,000 for a Covered Loss to Business property You own or possess. If You conduct Your Business from the Residence listed in the Coverage Summary as a qualified medical practitioner, veterinarian, lawyer or architect We will pay up to \$75,000 for a Covered Loss to Business property You own or possess.

Business property means furniture, supplies, equipment, inventory, books, records, and electronic data processing property used to conduct Your Business.

Newly acquired items

We cover Your newly acquired Contents for 25% of the highest amount of Deluxe Contents Coverage as listed on Your Coverage Summary but You must request cover for the newly acquired Contents within 60 days after You acquire them and pay Us the additional premium from the date acquired. We reserve the right not to insure the newly acquired Contents after the 60th day.

Electronic data restoration

We cover Your personal data and electronic Contents stored on Your personal computer or electronic data processing property which You own or possess. We will pay up to \$10,000 for the necessary, reasonable expense incurred using the most cost effective method for replacing or recreating that personal data and electronic Contents as a result of a Covered Loss or the introduction of a computer worm, virus or other malware.

Electronic Contents means non recoverable purchased eBooks, software, application software (apps), music and movie files.

Electronic data processing property means:

- electronic data processing equipment and their accessories;
- portable devices such as smartphones, electronic reading devices, tablets, handheld computers or similar devices;
- software; and
- data stored on software.

Endangered property

Covered Contents removed from Your Residence because the Residence is endangered by a covered peril are covered against any peril for up to 90 days. These payments do not increase the Sum Insured for Your Contents.

Environmental benefits

After a Covered Loss, if the loss or damage relates to the replacement of lost or damaged refrigerators, freezers, washing machines, clothes dryers or dishwashers, with less than a 4 star energy rating, We will pay the cost to replace these items with items that have a minimum 4 star energy rating.

Event Cancellation

We will indemnify You up to a total of \$25,000 per Policy Period for irrecoverable costs and expenses You directly incur or are directly responsible for if Your Event is necessarily cancelled prior to the commencement of Your Event as a direct result of any sudden and accidental Occurrence beyond Your control.

Event means a personal non-profit making party, celebration or other social gathering taking place indoors, outdoors or in a temporary structure(s) and arranged by You or Your representative tasked to arrange an Event. An Event does not mean a concert, theatre performance, sporting event, holiday, vacation, trip, excursion, journey or any similar extended period of recreation. The Event must take place within the Policy Period and within New Zealand.

Food spoilage

We cover food or wine while contained in a refrigerator or freezer which spoils during the Policy Period due to changes in, or extremes of, temperature caused by:

- off premises power interruption;
- interruption of premises power supply; or
- mechanical or electrical breakdown of refrigeration equipment.

This coverage applies only to spoilage which occurs at any Residence You own or live at. This payment does not increase the sum insured for Your Contents. For a Covered Loss to wine, We will not pay more than \$10,000.

Account funds

We will pay up to \$25,000 for the loss of Your financial institution Account funds due to the Unauthorised use of Your bank card, debit card, or their account numbers, including unauthorised electronic fund transfers. This coverage is afforded only if there has been compliance with the terms for using the account.

Account funds means funds from an account that You or a Family Member may access.

Unauthorised use means removal of funds from Your financial institution account without permission from You or a Family Member. Unauthorised use does not mean the removal of funds from Your financial institution account:

- in excess of the amount authorised by You or a Family Member; or
- by a person or entity with unlimited access to these funds.

Contents of a relative-in-care

We will pay up to \$10,000 for a Covered Loss to contents a relative-in-care owns or possesses and usually keeps at a residential care facility.

This coverage applies to a Covered Loss occurring at the facility where the relative-in-care resides. The amount of coverage is the most We will pay for each Occurrence regardless of the number of relatives-in-care residing in the same unit in the facility. The payment basis for contents of a relative-in-care is Replacement Cost. Our payment is subject to a \$1,000 Deductible.

The same special limits apply to the contents of a relative-in-care as to Your Contents with the following exceptions:

Item	Special Limit
Legal tender , travellers cheques, bank notes, stored value cards, bullion, gold, silver, platinum, or tokens	\$500
Jewellery , watches or precious and semi-precious stones, whether set or unset, that are lost, misplaced, or stolen	\$1,500

Guest property

We cover personal property of Your guests, domestic workers or relatives while the personal property is in any house occupied by You or a Family Member.

The following Extra Coverages apply only at a Residence listed in the Coverage Summary where You are a tenant or a unit owner of a multi-dwelling property:

Additions and Alterations

We cover Your building additions, alterations, fixtures, improvements, installations or items of real property that You own or are responsible to insure at Your Residence. This includes breakage of glass or safety glazing material in the building or a door or window. We also cover any other structure at Your Residence that is owned by You or available for Your exclusive use and which You are required to insure. But the loss must be for that part of Your unit in which You have an insurable interest.

For a Covered Loss to these items, We will pay up to 25% of the Contents Sum Insured plus any higher amount listed in the Coverage Summary for Additions and Alterations. The same payment basis applies to Additions and Alterations as to Contents. However, if You have a Covered Loss to Additions and Alterations and do not begin to repair, replace or rebuild the lost or damaged property within 180 days from the date of loss, We will only pay the Reconstruction Cost less depreciation.

The cover under this Extra Coverage for building additions, alterations, fixtures, improvements, installations or items of real property, is also subject to the terms of the Natural Disaster Coverage contained in the Deluxe House Coverage. This cover does not increase that amount of cover under that Coverage.

Unlimited trace and access

If water, gas or oil escapes from Your household heating, cooking or water system, We cover the cost of removing and replacing any part of Your Additions and Alterations necessary to repair Your household heating, cooking or water system. We do not cover loss or damage to the household heating, cooking or water system itself.

Additional living expense

Under certain conditions described in this coverage when Your Residence cannot be lived in because of either

- a Covered Loss to Your Residence, or if applicable, its Contents; or
- a loss covered by the Earthquake Commission

We cover the expenses as follows. There is no Deductible for this coverage.

Extra living expenses

If a Covered Loss makes Your Residence uninhabitable, We cover the reasonable increase in Your normal living expenses that is necessary to maintain Your household's usual standard of living. We cover this increase for the reasonable amount of time it should take to restore Your Residence to a habitable condition or if You or members of Your household permanently relocate, the shortest amount of time required to settle elsewhere.

However, if You are newly constructing Your Residence or constructing additions, alterations, or renovations to Your Residence at the time of a Covered Loss, We only cover the increase in Your normal living expenses incurred by You for the reasonable amount of time required to restore the Residence to the condition it was in prior to the Covered Loss. This period of time is not limited by the expiration of this Policy.

Extra boarding expenses for pets

If You are entitled to a benefit payable under the extra living expenses section and You have pets that are not permitted to stay with You under the terms and conditions of Your temporary accommodation, We will pay for the reasonable expenses incurred to board Your pets in alternative accommodation for the time You are receiving the extra living expenses up to a maximum of \$30,000.

Fair rental value

If a Covered Loss renders a part of Your Residence which You usually rent to others uninhabitable, We cover its fair rental value during the period of time it is usually rented for the reasonable amount of time required to restore it to a habitable condition. This period of time is not limited by the expiration of this Policy.

Forced evacuation

If You are forced to evacuate Your Residence as a direct result of a Covered Loss or a reasonable threat of a loss covered under this Policy, We cover the reasonable increase in Your normal living expenses incurred by You that is necessary to maintain Your household's usual standard of living. We also cover any loss in fair rental value if Your Residence is usually held for rental. We do not cover any loss due to cancellation of a lease or agreement. We cover these forced evacuation expenses for up to 90 days, even if the Policy Period ends during that time.

Evacuation boarding expenses for pets

If You are entitled to a benefit payable under the forced evacuation expenses section and You have pets that are not permitted to stay with You under the terms and conditions of Your temporary accommodation, We will pay for the reasonable expenses incurred to board Your pets in alternative accommodation for a maximum period of 90 days up to a maximum of \$2,500.

Emergency clothing and essential purchases

If You or a Family Member are not able to access Your Residence, We will pay up to a maximum \$5,000 for essential replacement clothing and toiletry items You or a Family Member need to purchase as a result of a covered forced evacuation loss.

Common Area Cover

If You are a unit owner in a multi-dwelling property, We will pay up to \$50,000 for any one Occurrence for Your share of any extraordinary payments or special levies charged against all unit owners for common property or area loss or damage during the Policy Period, which is in excess of Your body corporate or cross-lease insurance and any entitlement under the Earthquake Commission Act 1993. The common property or area loss or damage must be as a result of a Covered Loss to property or as a result of liability that would be covered under this Policy. We will not pay any Deductible amount that You are expected to pay under Your body corporate or cross-lease insurance. There is no Deductible for this coverage.

Loss of metered water

If metered water escapes from Your household water system at Your Residence, We cover the cost of metered water. We will only cover loss of metered water where the water utility account at the Residence is in Your name and You are responsible for paying for the use of metered water at the Residence.

Landscaping

We cover Your trees, shrubs, plants and lawns at Your Residence against certain kinds of perils occurring during the Policy Period. These are fire, lightning, explosion, civil disturbance, vandalism, malicious mischief, theft and loss caused by a vehicle or aircraft.

We will pay up to a total of 10% of the Contents Sum Insured at the location at which the loss or damage occurs, but not more than \$20,000 for any one tree, shrub or plant.

This extra coverage applies only if You begin to repair or replace the lost or damaged property within 180 days of the date of loss or damage.

Emergency preventative measures

We will pay up to \$5,000 for costs incurred by You in taking temporary measures which are reasonable to avoid or mitigate a potential claim caused by storm, flood, bushfire or other natural catastrophe.

Tree removal

Unless covered elsewhere under this Policy, We will pay the reasonable expenses You incur up to a total of \$5,000 for each Occurrence to remove trees which have fallen, or trees threatening to fall and cause damage to Your Residence or neighbouring premises, due to wind, hail, sleet or the weight of ice or snow, fire, lightning, explosion, riot or civil commotion, earthquake or malicious mischief. These payments apply only to fallen trees, or trees threatening to fall and cause damage, at a location shown in the Coverage Summary.

This extra coverage applies only if You begin to repair or replace the lost or damaged property within 180 days of the date of loss. There is no Deductible for this coverage.

Fire department charges

If a fire department is called to protect Your Residence or its grounds against a Covered Loss or potential Covered Loss, We will pay up to \$5,000 for any charges imposed by law or assumed by written agreement. There is no Deductible for this coverage.

Lock replacement

If the keys to Your Residence are lost or stolen during the Policy Period, We will pay the cost of replacing the locks in Your Residence. In addition, if the keys which are lost or stolen contain an electronic unlocking device to Your car on the same key ring which is lost or stolen at the same time, We will pay the cost of replacing the electronic unlocking device up to a maximum of \$5,000. There is no Deductible for this coverage.

You must notify Us in writing within 72 hours of discovering this loss.

Debris removal

Unless covered elsewhere under this Policy, We cover the reasonable expenses You incur made necessary by a Covered Loss to demolish damaged covered property, if necessary. We also cover the reasonable expense to remove debris of the Covered Loss including the property that caused a Covered Loss. We will pay up to 30% of the Sum Insured for Your Contents at the Residence shown in the Coverage Summary.

Emergency repairs

After a Covered Loss, We cover the reasonable expenses You incur for necessary emergency repairs made solely to protect Your Residence against further covered damage. These payments do not increase the Sum Insured for Your Residence.

Modification costs

We cover You or a Family Member for the necessary expenses, up to a maximum of \$50,000, to make modifications to Your Residence, where We are satisfied that You are permitted to make the modifications, so that You may remain in Your Residence, if You or a Family Member is permanently disabled as the result of an accident during the Policy Period.

Permanently disabled means:

- permanent physical severance at or above both ankles or permanent total loss of use of both legs or feet; or
- permanent physical severance at or above both wrists or permanent total loss of use of both arms or hands; or
- total and irrevocable loss of sight in both eyes.

Construction works and materials

We will cover the works, building materials and construction supplies owned by You and located on the grounds of Your Residence intended for use in its construction, addition, alteration or renovation up to 25% of the Contents Sum Insured or \$200,000, whichever is less. You must notify Us before the building works begin and If the cost of the building work exceeds this amount it is Our decision whether to accept the increased risk of the insurance and, if so, on what terms. These payments apply only to a Covered Loss, and they do not increase the Sum Insured for Your Residence.

Rebuilding to code

After a Covered Loss, We cover the necessary cost of conforming to any law or to any ordinance that requires or regulates:

- the repair, replacement, or rebuilding or demolition of the damaged portion of Your additions and alterations made necessary by the Covered Loss;
- the demolition, replacement, or rebuilding of the undamaged portion of Your additions and alterations necessary to complete the repair, replacement or rebuilding of the damaged portion of Your Residence or other permanent structure; or
- the demolition of the undamaged portion of Your additions and alterations when Your Residence must be totally demolished.

Mortgage discharge

We will pay the reasonable legal costs to discharge Your mortgage if Your claim is for a total loss under this Policy up to a maximum of \$5,000.

Water detection expenses

We will reimburse You for the reasonable expense You incur, up to \$1,000, to install a Water leak detection and control system following a covered water damage loss to Your Residence within the Policy Period.

This cover applies only if:

- the amount of the covered water damage loss is \$10,000 or more prior to the application of the Deductible;
- the covered water damage loss is caused by a leak or break in a plumbing, heating or air conditioning system; and
- the installation of a Water leak detection and control system was the first time such a system was installed in Your Residence.

There is no Deductible for this cover.

These payments do not increase the amount of cover for Your Additions and alterations at Your Residence

Water leak detection and control system means a system in Your Residence that monitors:

- areas containing plumbing devices, appliances and other outlets for a water leak and if detected, closes the main water supply pipe; or
- unusual water flow patterns or unexpected interior water overflow and if detected, closes the main water supply pipe.

D: Exclusions

These exclusions apply to Your Deluxe Contents Coverage, including the Extra Coverages, unless stated otherwise. The words “caused by” mean any loss that is contributed to, made worse by, or in any way results from that peril.

Wear and tear

We do not cover any loss or damage caused by wear and tear, gradual deterioration, fading, rust, corrosion, bacteria, fungi, mould, dry or wet rot, warping, insects or vermin. We do insure subsequent Covered Loss unless another exclusion applies.

Fungi and mould

We do not provide coverage for the presence of mould, however caused, or any loss caused by mould. We do cover mould resulting from fire or lightning unless another exclusion applies. Mould means fungi, mould, mould spores, mycotoxins, and the scents and other by-products of any of these.

Inherent vice and breakdown

We do not cover any loss or damage caused by inherent vice, latent defect or mechanical breakdown if:

- i. You were aware of the inherent vice, latent defect or mechanical breakdown at the time this Policy was entered into; or
- ii. a reasonable person in the circumstances could be expected to have been aware of the inherent vice, latent defect or mechanical breakdown at the time this Policy was entered into.

We do cover any damage to household electrical motors provided there is actual burning out of the motor and provided the burning out is not caused by lack of proper maintenance. We do insure subsequent Covered Loss unless another exclusion applies.

Contamination

We do not cover any loss or damage caused by the discharge, dispersal, seepage, migration or release or escape of pollutants. We do not cover the cost to extract pollutants from land or water, or the cost to remove, restore or replace polluted or contaminated land or water. A pollutant is any solid, liquid, gaseous or thermal irritant or contaminant, including smoke, vapour, soot, fumes, acids, alkalis, chemicals and waste. A contaminant is an impurity resulting from the mixture of a substance with a foreign substance. Waste includes materials to be disposed of, recycled, reconditioned or reclaimed.

Loss by animals

We do not cover any loss or damage caused by vermin, insects or rodents. We do insure subsequent Covered Loss unless another exclusion applies.

Special rules for escaping water

If any of the causes of loss or damage previously described in the exclusions for wear and tear, fungi and mould, inherent vice and breakdown, contamination or loss or damage by animals cause water to escape from within a household appliance, swimming pool or plumbing, heating or air conditioning system, We cover the loss or damage caused by the water. We provide this coverage unless an exclusion applies other than the exclusions for wear and tear, fungi and mould, inherent vice and breakdown, contamination or loss or damage by animals. This coverage also includes the cost of tearing out and replacing any part of the Residence or Your additions and alterations necessary to repair the appliance, swimming pool, or system. We do not cover loss or damage to the appliance, swimming pool, or system itself.

Earthquake Commission

We do not cover any loss or damage to the extent that it is covered by the Earthquake Commission Act or that would have been covered by the Earthquake Commission Act except for:

- The application of any Deductible or excess or
- The Earthquake Commission exercising its power to decline a claim for that loss or damage.

Where the Earthquake Commission agrees to cover the loss or damage but the amount of the loss or damage exceeds the Earthquake Commission payment, then the most We will pay is the difference between what the Earthquake Commission pays, or would have covered, and Your Contents Sum Insured at the location where the loss or damage occurred as shown in the Coverage Summary.

Business property

We do not cover any loss or damage to Business furnishings, supplies, equipment or inventory unless it is Business property covered as an Extra Coverage.

Computer error

We do not cover any cost to correct a malfunction, error or deficiency in programming or instructions to a computer or in the computer itself.

Tenant property

We do not cover any loss or damage to property of roomers, boarders, or other tenants.

Motorised land vehicles

We do not cover any loss or damage to a motorised land vehicle. We do cover:

- decommissioned motorised land vehicles in storage at Your Residence;
- Unregistered Motorised Land Vehicles used solely on and to service the Residence;
- Unregistered Motorised Land Vehicles used to assist the disabled;
- battery powered bicycles which comply with New Zealand legislation and which do not require registration for use on public roads; and
- golf carts.

Unregistered Motorised Land Vehicle means any motorised land vehicle not designed for or required to be registered for use on public roads.

Theft of certain electronic equipment from a motorised land vehicle

We do not cover any theft or attempted theft of:

- sound or visual reproducing, receiving, displaying and transmitting equipment;
- data processing equipment;
- global positioning systems;
- scanning monitors, radar and laser detectors; or
- any other similar equipment, including their accessories and antennas;

from a motorised land vehicle if the equipment is permanently installed or removable from a housing unit permanently installed in the vehicle.

Repairs and renovations

We do not cover loss or damage caused by repairing, restoring, retouching, refinishing or renovating Contents except jewellery, watches and furs. We do insure subsequent Covered Loss unless another exclusion applies.

Dampness or temperature

We do not cover any loss or damage caused by air dampness or temperature extremes or condensation unless the loss or damage is directly caused by rain, snow, sleet or hail except for as provided in the Extra Coverage "food spoilage" above.

Confiscation

We do not cover any loss or damage caused by the confiscation, destruction or seizure of property by any government or public authority.

Loss to animals

We do not cover any loss, damage or injury of or to animals, birds or fish.

Aircraft

We do not cover any loss or damage to an aircraft or aircraft parts. Aircraft does not mean a remote piloted aircraft (RPA) when used in accordance with standard RPA operating conditions - as determined by the Civil Aviation Authority (CAA) - by an operator who does not require CAA certification.

Intentional acts

We do not cover any loss or damage caused intentionally by a person named in the Coverage Summary, that person's spouse, a Family Member or a person who lives with You. We also do not cover any loss or damage caused intentionally by a person acting under the direction or instruction of a person named in the Coverage Summary, that person's spouse, a Family Member, or a person who lives with You.

We do cover You or a Family Member who is not directly or indirectly responsible for causing the intentional loss. An intentional act is one done deliberately with conscious design. This exclusion will not apply when the loss or damage is caused by an intentional act committed for the purpose of preventing Personal Injury or Property Damage or eliminating danger to persons or property.

Misappropriation

We do not cover any loss or damage caused by the stealing, theft, taking or other misappropriation by or under the direction of a person named in the Coverage Summary, that person's spouse, a Family Member, or a person who lives with You. This exclusion does not apply to the stealing, theft, taking or other misappropriation by Your domestic workers, guests or tenants, unless the misappropriation was at the direction or instruction of a person named in the Coverage Summary, that person's spouse, a Family Member, or a person who lives with You.

Faulty planning, construction or maintenance

We do not cover any loss or damage caused by the faulty acts, errors or omissions of You or any other person in planning, construction or maintenance. It does not matter whether the faulty acts, errors or omissions take place at or away from the Residence listed in the Coverage Summary. We do insure subsequent Covered Loss unless another exclusion applies. Planning includes zoning, placing, surveying, designing, compacting, setting specifications, developing property and establishing building codes or construction standards. Construction or maintenance includes grading, compacting, materials, workmanship, and parts or equipment used for construction, repair or maintenance.

Failure to protect

We do not cover any loss or damage caused by Your failure to use all reasonable means to protect property before, at, or after the time of a loss or damage.

Event cancellation

We do not cover any irrecoverable costs and expenses if the Event cancellation is caused by:

- circumstances which existed prior to the production of the Event and which threatened to result in an Event cancellation loss, if You knew or should have known of such circumstances.
- failure to make all material arrangements for the production of the Event or to procure any licence or permit which may be required to hold the Event;
- any pre-existing medical condition;
- taking drugs (other than those prescribed by a medical practitioner but not to treat any addiction), alcohol abuse, suicide or self infliction of injuries of any person;
- non-appearance of any person other than caused by death, injury or illness (confirmed in writing by a medical practitioner) of any person scheduled to appear at the Event who is not a Member of the armed forces, police, coastguard, fire brigade, medical or ambulance services and is over 6 years of age and under 66 years of age;
- participation in any professional sports or hazardous activities such as scuba diving, white-water rafting, hang-gliding, paragliding, parasailing, parachuting, sky-diving, parascending, ballooning, mountaineering, rock climbing, pot-holing, caving, racing of any kind, bungee jumping, and any similar activities;
- bankruptcy, insolvency, receivership, liquidation or other financial restructuring or difficulties of the Event venue or any supplier to the Event;
- any lack of finance;
- any breach of contract;
- any lack of audience or public support or loss of public image;
- any dishonest, fraudulent, criminal or malicious act committed by You or a Relative of Your Family or by any of Your employees, agents or representatives;
- any work by builders or contractors at the Event venue or its facilities whether partially or totally unusable;
- any industrial action, labour disputes or unemployment;
- national mourning;
- the Event being held in violation of any law or statute;
- any travel advisory notice or warning issued by a national or international body or agency;
- any communicable disease, including any fear or threat thereof (whether actual or perceived), which leads to the imposition of quarantine or restriction in movement of people or animals by any national or international body or agency;
- asbestos;
- adverse weather conditions in respect of any Event(s) outdoors or in a temporary structure(s).
- an act of terrorism regardless of any other cause or Event contributing concurrently or in any other sequence to the damage. An act of terrorism means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons whether acting alone or on behalf of or in connection with an organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public in fear. We also exclude irrecoverable costs and expenses of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism. In the event that any portion of this exclusion is found to be invalid or unenforceable the remainder shall remain in full force and effect.

Acts of war

We do not cover any loss or damage caused by war, undeclared war, civil war, insurrection, rebellion, revolution, warlike acts by a military force or personnel, any action taken in hindering or defending against any of these, the destruction or seizure of property for a military purpose, or any consequences of any of these acts, regardless of any other direct or indirect cause or event, whether covered or not, contributing in any sequence to the loss or damage. If any act that is within this exclusion involves nuclear reaction, radiation, or radioactive contamination, this acts of war exclusion supersedes the nuclear, biological, chemical or radiation hazard exclusion.

Nuclear, biological, chemical or radiation hazard

We do not cover any loss or damage caused by nuclear reaction, radiation, or biological, chemical, radioactive contamination, regardless of how it was caused. We do insure subsequent Covered Loss due to fire resulting from a nuclear reaction unless another exclusion applies.



Valuable Articles Coverage

This part of Your Masterpiece Policy Wording provides You with coverage against Accidental physical loss or damage during the Policy Period to Your Valuable Articles anywhere in the world subject to the terms, conditions and exclusions stated in the Policy.

A: Definitions

Accidental means unintended and unexpected by You.

Covered Loss is the Accidental physical loss or damage to Your Valuable Articles subject to the terms, conditions and exclusions in this Policy.

Valuable Article means personal property You own or possess for which an amount of coverage is shown in the Valuable Articles section of Your Coverage Summary.

B: How We will pay Your claim

Sum Insured

The Sum Insured for each category of Valuable Articles and for each itemised article is shown in Your Coverage Summary.

You agree that We may change this amount when valuations are conducted and when the Policy is renewed, to reflect current costs and values. The premium will be adjusted in accordance with Our standard rating.

Itemised articles

For a Covered Loss to an article listed in Your Coverage Summary of itemised articles, We will pay as follows:

Total loss

If the itemised article is lost or totally destroyed, We will pay the Sum Insured for that article. When We pay for a total loss, the salvage becomes Our property.

Total loss extended Replacement Cost cover for fine arts

If, after a Covered Loss, the Sum Insured for an itemised article of fine arts is:

- less than the market value; and
- can be proven by a professional valuation dated within the three (3) year period immediately prior to the Covered Loss,

We will pay the market value as at the time immediately before the loss, up to 150% of the Sum Insured for that itemised article of fine arts or the Sum Insured plus an additional \$250,000, whichever is the lesser amount.

Total loss extended Replacement Cost cover for all other categories of Valuable Articles

If, after a Covered Loss, the Sum Insured for an itemised article is:

- less than the market value; and
- can be proven by a professional valuation dated within the two (2) year period immediately prior to the Covered Loss,

We will pay the market value as at the time immediately before the loss for that itemised article, up to the Sum insured as shown in Your Coverage Summary for that category of Valuable Articles Coverage.

Partial loss

- restoration cover

If the itemised article is partially lost or damaged, We will pay the cost to restore the itemised article without deduction for wear and tear to its condition immediately before the loss up to the Sum Insured for that itemised article.

- when an itemised article cannot be restored

If the itemised article cannot be fully restored to its condition and market value immediately before the loss, We will pay the restoration costs, if restoration is attempted, plus any loss of market value up to the Sum Insured for that itemised article. However, if that itemised article was professionally valued within the three (3) year period immediately prior to the Covered Loss, the maximum amount We will pay for fine arts is the market value immediately before the loss, up to 150% of the Sum Insured for that itemised article of fine arts or the Sum Insured plus an additional amount of \$250,000, whichever is the lesser amount.

The maximum amount We will pay for an itemised article of all other categories of Valuable Articles, if that itemised article was professionally valued within the two (2) year period immediately prior to the Covered Loss, is the market value immediately before the loss for that itemised article, up to the Sum Insured as shown in Your Coverage Summary for that category of Valuable Articles Coverage.

In-vault jewellery

Itemised jewellery described in the Coverage Summary as “in-vault” must be kept in a bank vault. There is no coverage for these items while they are out of a vault, unless We agree in advance to cover them.

In-safe jewellery

Itemised jewellery described in the Coverage Summary as “in-safe” must be kept in a safe at the Residence listed in the Coverage Summary shown as having “in-safe” jewellery. There is no coverage for these items while they are out of a safe, unless We agree in advance to cover them.

Blanket coverage

For a Covered Loss to Valuable Articles with blanket coverage, We will pay the amount required to repair or replace the property, whichever is less, without deduction for depreciation. If the restored value is less than the market value immediately prior to the loss, We will pay the difference. We will not pay more than the amount of blanket coverage for that category listed in Your Coverage Summary and We will not pay more than the blanket limit per item shown in the Coverage Summary for loss to any one article.

The following Valuable Articles are eligible for blanket coverage:

Jewellery

articles of personal adornment containing gemstones, silver, gold, platinum or other precious metals or alloys. This also includes costume jewellery and watches.

Fine art

private collections of paintings, etchings, pictures, tapestries, rugs, art glass windows, other bona fide works of art (for example, statues, antiques, rare books and manuscripts, porcelains, rare glass, crystal, and other items of historical value or artistic merit).

Furs

garments made of, trimmed in or consisting principally of fur.

Silverware

sterling silver, gold, pewter or plated ware, including tableware, trays, trophies and similar household articles other than jewellery.

Collectibles

Private collections of rare, unique or novel articles of personal interest (for example dolls, guns, model trains) including memorabilia.

Stamps & coins

stamps and/or coins contained in an individually owned stamp and/or coin collection and not owned by dealers or auctioneers. This includes other philatelic property, including books, pages and mountings; and other numismatic property including coin albums, containers, frames, cards and display cabinets used with Your collection.

Musical instruments

musical instruments and equipment.

Cameras

cameras, projection machines, films and related equipment.

Wine

an alcoholic or non-alcoholic beverage produced by the fermentation of grapes at a commercial winery. The maximum amount We will pay for a Covered Loss to wine at any location other than the location(s) shown on the Coverage Summary is 20% of the Sum Insured for wine or \$50,000, whichever is less.

Our Option

When We pay for a total loss, We may keep all or part of the damaged property.

Recoveries

If We pay for a Covered Loss to property and We recover that property, We agree to offer You an opportunity to buy it back. We will offer it to You at no higher an amount than We paid to You for that property.

Pairs, sets and parts

Jewellery and fine art only

For a Covered Loss to a pair or set, or to part of a larger unit, if You agree to surrender the undamaged article(s) of the pair, set or unit to Us, We will pay You the full Replacement Cost of the entire pair, set or unit, subject to the applicable amount of coverage for that pair, set or unit. If the remaining pieces or parts are not surrendered, it is considered a partial loss as previously defined in “Itemised Articles”.

All other Valuable Articles

For a Covered Loss to a pair or set or to part of a larger unit, We will pay whichever is least:

- the cost to repair the damaged property to its condition before the loss;
- the cost to replace it;
- the cost to make up the difference between its market value before and after the loss; or
- the amount of coverage for that pair, set or unit.

However, if You agree to surrender the undamaged article(s) of the pair, set or unit to Us and We agree to accept, We will pay You the full Replacement Cost of the entire pair, set or unit, subject to the applicable amount of coverage for that pair, set or unit.

Replacement Cost is the amount required to repair or replace the pair, set or unit, whichever is less.

C: Extra Coverages

These coverages are included in Your Valuable Articles Coverage and are in addition to the Sum Insured for Your Valuable Articles unless stated otherwise in Your Policy or an exclusion applies.

Newly acquired Valuable Articles

For some categories of Valuable Articles, We automatically cover newly acquired articles that You own if You already have itemised articles shown in the Coverage Summary in that category. The amount of coverage for these articles is described below.

Fine art

We cover Your newly acquired fine art for 25% of Your total itemised coverage for fine art.

You must request coverage for the newly acquired fine art within 90 days after You acquire them, and pay the additional premium from the date acquired. We reserve the right not to insure the newly acquired articles after the 90th day.

Jewellery, furs, cameras and musical instruments

We cover Your newly acquired jewellery, furs, cameras and musical instruments for 25% of Your total itemised coverage in the same category, up to \$100,000 for each category. You must request coverage for these newly acquired articles within 90 days after You acquire them, and pay the additional premium from the date acquired. We reserve the right not to insure the newly acquired articles after the 90th day.

Fine art expenses

We pay for expenses You incur for defective title legal costs and defective title. These extra coverages apply only if an amount of coverage for itemized fine art is shown in Your Coverage Summary.

Defective title legal costs

We will pay for reasonable legal costs You incur due to claims made against You for lack of title or defective title to an itemised article of fine art covered under this Policy, of which You were not aware, up to \$100,000 with prior notice to Us before incurring any fees or expenses.

The most We will pay for all claims for defective title legal costs during the Policy Period, regardless of the number of claims or the number of articles, is \$100,000. This coverage only applies to claims made against You and reported to Us during the Policy Period.

Defective title

If it is proven that You are not the rightful owner of an itemised article of fine art covered under this Policy following a successful claim against You for defective title or lack of title, We will pay for Your loss of that article. The most We will pay for all claims for defective title during the Policy Period regardless of the number of claims or the number of articles is \$100,000.

Defective title cover only applies to itemised fine art purchased by You during the period We have insured Your fine art.

The coverages for defective title legal costs and defective title do not apply:

- to any lack of title or defective title that were known by You prior to taking possession of the article, or could have been discovered by You by making reasonable and proper inquiries as to the article's provenance before receiving it;
- to an article that has been sold;
- to any debt incurred by You from a pledge or lien on the article; or
- arising from Your bankruptcy, insolvency, receivership, liquidation or other financial restructuring or difficulties.

Fine art works in progress

If an amount of coverage for itemised fine art is shown in Your Coverage Summary, We cover uncompleted works of art by an artist commissioned by You that are damaged or destroyed by a peril that would be covered under this Policy prior to completion or which cannot be completed by the artist due to the artist's death. We will pay for the costs You incurred for the materials or supplies for the artist and the contracted costs for labour up to \$100,000 but not more than the amount of non-recoverable deposits or the full commission price if prepaid. This is the most We will pay regardless of the number of policies providing You with coverage for fine art.

Jewellery works in progress

If an amount of coverage for itemised jewellery is shown in Your Coverage Summary, We cover uncompleted items of jewellery by a jeweller or designer commissioned by You that, are damaged or destroyed by a peril that would be covered under this Policy prior to completion or which cannot be completed by the jeweller or designer due to the death of the jeweller or designer. We will pay for the costs You incurred for the materials or supplies and the contracted costs for labour up to \$25,000 but not more than the amount of non-recoverable deposits or the full commission price if prepaid. This is the most We will pay regardless of the number of policies providing You with coverage for jewellery.

D: Exclusions

These exclusions apply to Your Valuable Articles Coverage, including the Extra Coverages, unless stated otherwise. The words "caused by" mean any loss that is contributed to, made worse by, or in any way results from that peril.

Musical and photographic articles used for profit

We do not cover any loss or damage to musical instruments, cameras or equipment related to musical instruments or cameras used for profit, except in an incidental Business activity that does not have gross revenues of \$5,000 or more in any year and conforms to local, regional or national laws.

Intentional acts

We do not cover any loss or damage caused intentionally by a person named in the Coverage Summary, that person's spouse, a Family Member or a person who lives with You. We also do not cover any loss or damage caused intentionally by a person acting under the direction or instruction of a person named in the Coverage Summary, that person's spouse, a Family Member, or a person who lives with You.

We do cover You or a Family Member who is not directly or indirectly responsible for causing the intentional loss or damage. An intentional act is one done deliberately with conscious design. This exclusion will not apply when the loss or damage is caused by an intentional act committed for the purpose of preventing Personal Injury or Property Damage or eliminating danger to persons or property.

Misappropriation

We do not cover any loss or damage caused by the stealing, theft, taking or other misappropriation by or under the direction of a person named in the Coverage Summary, that person's spouse, a Family Member, or a person who lives with You. This exclusion does not apply to the stealing, theft, taking or other misappropriation by Your domestic workers, guests or tenants, unless the misappropriation was at the direction or instruction of a person named in the Coverage Summary, that person's spouse, a Family Member, or a person who lives with You.

Wear and tear

We do not cover any loss or damage caused by wear and tear, gradual deterioration, fading, rust, corrosion, bacteria, dry or wet rot, warping, insects or vermin. We do insure subsequent Covered Loss unless another exclusion applies.

Fungi and mould

We do not cover any loss or damage caused by the presence of mould, however caused, or any loss caused by mould. We do cover mould resulting from fire or lightning unless another exclusion applies. Mould means fungi, mould, mould spores, mycotoxins, and the scents and other by-products of any of these.

Inherent vice and breakdown

We do not cover any loss or damage caused by inherent vice, latent defect or mechanical breakdown if:

- i. You were aware of the inherent vice, latent defect or mechanical breakdown at the time this Policy was entered into; or
- ii. a reasonable person in the circumstances could be expected to have been aware of the inherent vice, latent defect or mechanical breakdown at the time this Policy was entered into.

We do cover any damage to household electrical motors provided there is actual burning out of the motor and provided the burning out is not caused by lack of proper maintenance. We do insure subsequent Covered Loss unless another exclusion applies.

Computer error

We do not cover any cost to correct an error or deficiency in computer programming or instructions to a computer.

Acts of war

We do not cover any loss or damage caused by war, undeclared war, civil war, insurrection, rebellion, revolution, warlike acts by a military force or personnel, any action taken in hindering or defending against any of these, the destruction or seizure of property for a military purpose, or any consequences of any of these acts, regardless of any other direct or indirect cause or event, whether covered or not, contributing in any sequence to the loss or damage. If any act that is within this exclusion involves nuclear reaction, radiation, or radioactive contamination, this acts of war exclusion supersedes the nuclear, biological, chemical or radiation hazard exclusion.

Nuclear, biological, chemical or radiation hazard

We do not cover any loss or damage caused by nuclear reaction, radiation, or biological, chemical, radioactive contamination, regardless of how it was caused. We do insure subsequent Covered Loss due to fire resulting from a nuclear reaction unless another exclusion applies.

Special exclusions for fine art

We do not cover these losses for fine arts:

- damage caused by cleaning, repairing, refinishing, altering, restoring, reframing, retouching or being worked on; and
- any loss to property at a showground or at the premises of a national or international exhibition, unless We agree in advance to cover the fine arts.

Special exclusions for collectibles

We do not cover these losses for collectibles:

- fading, creasing, denting, scratching, tearing, thinning, colour transfer, dampness, change in temperature, or temperature extremes;
- cleaning repairing, refinishing, altering, restoring, reframing, retouching or being worked on; or
- use other than as a collectible.

Special exclusions for stamps and coins

We do not cover these losses for stamps or coins:

- creasing, denting, scratching, tearing, thinning, colour transfer, dampness, extreme temperature or gradual deterioration;
- damage caused from handling or being worked on; or
- disappearance of an individual stamp, coin, or other such item that is insured as part of a collection unless it is mounted in a volume and the page is also lost.

Special exclusion for wine

We do not cover any loss or damage to covered wine caused by extreme temperature, gradual deterioration or spoilage. This exclusion applies to both itemised and blanket wine coverage.

We do cover wine which spoils due to changes or extremes of temperature caused by:

- off premises power interruption;
- interruption of premises power supply;
- mechanical or electrical breakdown of climate control equipment.



Family Protection Coverage

This part of Your Masterpiece Policy provides Family Protection Coverage during the Policy Period for You or a Family Member anywhere in the world, unless stated otherwise or an exclusion applies, except those places listed as destinations to which you are advised not to travel or to which you should reconsider your need to travel by the New Zealand Government Ministry of Foreign Affairs and Trade. These destinations can be found online at www.safetravel.govt.nz

Family Protection Coverage means car-jacking, hijacking, child abduction, stalking threat, home invasion, aggravated assault, cyberbullying, air rage and road rage coverage.

A: Definitions

The following words used in this coverage section have special meanings which are defined here.

Accidental Death and Dismemberment Loss means the loss of life, loss of speech, loss of hearing, loss of hand, loss of both hands, loss of foot, loss of both feet, loss of sight of an eye, loss of sight of both eyes, loss of thumb and index finger, or Mutilation which:

- is sudden, unforeseen, and unexpected; and
- is independent of any illness, disease or other bodily malfunction; and
- happens by chance; and
- arises from a source external to the Victim; and
- occurs within one year of the car-jacking, hijacking, child abduction, home invasion, aggravated assault, air rage or road rage Occurrence.

Beneficiary means the person or entity to be paid in the event a Victim suffers a covered loss of life, in the following order:

- the spouse of the Victim who lived with the Victim; if none,
- the domestic partner of the Victim who lived with the Victim; if none,
- in equal shares to the surviving children of the Victim; if none,
- in equal shares to the surviving parents of the Victim; if none,
- in equal shares to the surviving brothers and sisters of the Victim; if none,
- the estate of the Victim.

Covered relative means the following relatives of the person named in Your Coverage Summary and a spouse or partner who lives with that person:

- children, their children or other descendants of theirs;
- parents, grandparents or other ancestors of theirs including adoptive parents, step-parents and step-grandparents; or
- siblings, their children or other descendants of theirs;

who do not live with You, including spouses or domestic partners of all of the above.

Loss of life means:

- accidental death as determined by a medical examiner or similar local governing medical authority; or
- the absence of communication from the Victim for a period of two years after a hijacking, car-jacking or child abduction occurrence.

Loss of speech means the permanent total loss of the capability of speech, as determined by a Physician.

Loss of hearing means the permanent total loss of the capability of hearing in both ears, as determined by a Physician.

Loss of hand or loss of both hands means the permanent total loss of function of a hand or both hands, as determined by a Physician.

Loss of foot or loss of both feet means the permanent total loss of function of a foot or both feet, as determined by a Physician.

Loss of sight of an eye or loss of sight of both eyes means the permanent loss of sight of an eye or both eyes to the extent of legal blindness, as determined by a Physician.

Loss of thumb and index finger means the permanent total loss of function of a thumb and index finger, of the same hand, as determined by a Physician.

Mutilation means complete severance of an entire finger, toe, ear, nose or genital organ, as determined by a Physician.

Physician means a person who is licensed as a medical doctor under the laws of the jurisdiction in which treatment is given to a Victim and who is qualified to provide such medical treatment. A Physician does not include You or a Family Member.

Victim means:

- You, a Family Member or a Covered relative if a car-jacking Occurrence;
- the abducted child if a child abduction Occurrence;
- You, a Family Member, or Your guest if a home invasion Occurrence;
- You or a Family Member if a hijacking, aggravated assault, air rage or road rage Occurrence

who suffers the Accidental Death or Dismemberment Loss after a car-jacking, hijacking, child abduction, home invasion, air rage or road rage Occurrence.

B: How We will Pay Your Claim

Amount of Coverage

The amounts of coverage provided are shown under Family Protection Coverage for:

- car-jacking coverage;
- cyberbullying coverage
- hijacking coverage;
- child abduction coverage;
- stalking threat coverage;
- aggravated assault coverage
- home invasion coverage;
- air rage coverage; or
- road rage coverage.

We will not pay more than the amount of coverage shown for each covered car-jacking, cyberbullying, hijacking, child abduction, stalking threat, aggravated assault, home invasion, air rage or road rage Occurrence, regardless of how many policies or people are involved in the Occurrence. If a loss is covered under more than one part of Family Protection Coverage (car-jacking, cyberbullying, hijacking, child abduction, stalking threat, aggravated assault, home invasion, air rage and road rage coverage), We will pay under the part giving the most coverage, but not under more than one part.

The Accidental Death and Dismemberment benefit amount for Loss of life will be paid to the Beneficiary. The Accidental Death and Dismemberment benefit amount other than for Loss of life will be paid to the Victim.

If a Victim has multiple Accidental Death and Dismemberment Losses as the result of a car-jacking, hijacking, child abduction, aggravated assault, home invasion, air rage or road rage Occurrence, We will pay only the single largest Accidental Death and Dismemberment benefit amount applicable to the Accidental Death and Dismemberment Losses suffered.

If more than one Victim suffers an Accidental Death and Dismemberment Loss in the same car-jacking, hijacking, child abduction, aggravated assault, home invasion, air rage or road rage Occurrence, We will not pay more than \$50,000. If any car-jacking, hijacking, child abduction, aggravated assault, home invasion, air rage or road rage Occurrence results in multiple Accidental Death and Dismemberment benefit amounts which when payable exceed \$50,000 in total, the sum of \$50,000 will be divided proportionately based on each applicable Accidental Death and Dismemberment benefit amount payable.

Car-jacking Coverage

We will pay for Car-jacking expenses You, a Family Member, or a Covered relative incur solely and directly as a result of a Car-jacking Occurrence.

Car-jacking Occurrence means the unlawful forced removal or detention of:

- You or a Family Member operating or occupying any motorised land vehicle; or
- a Covered relative operating a Covered vehicle with permission from You or a Family Member, or occupying a Covered vehicle;

during the theft or attempted theft of that vehicle or Your property in that vehicle.

Covered vehicle means any private passenger vehicle, motorcycle and motor home You or a Family Member owns, rents or has furnished for regular use.

Car-jacking expenses means the reasonable costs for:

1. *related counselling services* up to \$50,000 for each person (You, a Family Member, or a Covered relative who witnessed the car-jacking Occurrence), up to a maximum of \$75,000 for each Car-jacking Occurrence;
2. *related rest and recuperation expenses* for You, a Family Member, or a Covered relative who witnessed the Car-jacking Occurrence, up to a maximum of \$10,000 for each Car-jacking Occurrence, as prescribed by a Physician, psychologist or other authorised mental health professional not related to You, a Family Member or a Covered relative when incurred within 180 days after the Car-jacking Occurrence;
3. *salary lost* during the first 60 days after the Car-jacking Occurrence, up to \$50,000 for each person (You, a Family Member, or a Covered relative who witnessed the car-jacking Occurrence), up to a maximum of \$75,000 for each car-jacking Occurrence, in excess of any other valid and collectible benefits including disability allowance or insurance, workers compensation, unemployment benefit, employee sick pay, or other similar salary replacement plans;
4. *related hotel or paid accommodation costs* for You or a Family Member to be located closer to the hospital or medical centre where the Victim is receiving medical treatment, up to a maximum of \$10,000 for each Car-jacking Occurrence, unless You or a Family Member have a Residence which is geographically closer to such hospital or medical treatment centre;
5. *The Covered vehicle's Comprehensive Physical Damage Deductible* applied to damage sustained by the Covered vehicle in the Car-jacking Occurrence up to a maximum of \$5000.

Reward benefit:

We will also pay up to a maximum of \$5,000 for each Car-jacking Occurrence to any person or organisation not causing that Occurrence for information leading to the arrest and conviction of any person(s) who caused the Car-jacking Occurrence. The following are not eligible to receive this reward payment: You, a Family Member, or a Covered relative who witnessed the Car-jacking Occurrence.

Cyberbullying Coverage

We will pay for Cyberbullying expenses You or a Family Member incur solely and directly as a result of a Cyberbullying Occurrence.

Cyberbullying Occurrence means two or more similar or related acts of harassment or intimidation, including defamation of character, invasion of privacy, or threats of violence:

- committed against You or Your Family Members;
- by computer, telephone, portable device (such as a smartphone, electronic tablets or handheld computers), or any similar electronic device or means,

first committed within the Policy Period;

- resulting in:
 - wrongful termination;
 - false arrest;
 - wrongful discipline of You or a Family Member by a governing official or body of a primary or secondary school, institution of higher education, or private school; or
 - debilitating shock, mental anguish, or mental injury, as diagnosed by a licensed Physician, psychologist or other authorised mental health professional (other than You or a Family Member), leading to the inability of You or a Family Member to attend school full-time or work for more than one week.

Any such acts:

- committed by any person or group of persons acting in concert; or
- in which any person or group of persons is involved or implicated,

are considered to be one Occurrence, even if a series of similar or related acts occurs over multiple Policy Periods.

Cyberbullying Occurrence does not mean an Occurrence for acts against You or a Family Member arising out of business activities or the pursuit or holding of a public office by You or a Family Member.

Cyberbullying expenses means the reasonable costs for:

1. *related counselling services* up to \$50,000 for each person (You or a Family Member) when incurred within one year after an act committed as part of the Cyberbullying Occurrence;
2. *related rest and recuperation expenses* for You or a Family Member up to a maximum of \$15,000 for each Cyberbullying Occurrence, as prescribed by a Physician, psychologist or other authorised mental health professional (other than You or a Family Member), when incurred within 180 days after an act committed as part of the Cyberbullying Occurrence;
3. *salary lost* due to wrongful termination during the first 60 days after an act committed as part of the Cyberbullying Occurrence, up to a maximum of \$50,000 for each Cyberbullying Occurrence, in excess of any other valid and collectible benefits including disability insurance, workers' compensation insurance, unemployment compensation, salary and wage continuation, or other similar salary replacement plans;

4. *related temporary relocation expenses* for You and your Family Members, up to a maximum of \$15,000, when incurred within 60 days after an act committed as part of the Cyberbullying Occurrence;

5. *related costs for:*

- temporary private tutoring; or
- any increase in expense for school enrolment if the student relocates to an alternative but similar school,

up to \$15,000 for You or a Family Member, when incurred within 60 days after an act committed as part of the Cyberbullying Occurrence;

6. *the following related reasonable costs* You or a Family Member incurs, up to \$15,000 per person, up to a maximum of \$30,000 for each Cyberbullying Occurrence, when incurred within one year after an act committed as part of the Cyberbullying Occurrence for:

- a professional public relations consultant;
- a professional digital forensic analyst to aid in prosecution;
- a professional cyber security consultant;
- a reputation management firm.

The most We will pay for all Cyberbullying expenses combined for the Cyberbullying Occurrence is \$50,000.

Hijacking Coverage

We will pay for Hijacking expenses You or a Family Member incur solely and directly as a result of a Hijacking Occurrence.

Hijacking Occurrence means the unlawful detention of You or a Family Member by violence or threat of violence by a person or group, where such unlawful detention occurs for a duration in excess of four hours while in or aboard a commercial conveyance. This coverage does not apply to hijacking Occurrences on a commercial conveyance with a scheduled departure, layover, or destination point that is on the New Zealand Government Ministry of Foreign Affairs and Trade list of destinations to which You should not travel or to which You should reconsider Your need to travel.

Hijacking expenses means the reasonable costs for:

1. *related counselling services* up to \$50,000 for each person (You or a Family Member), up to a maximum of \$75,000 for each hijacking Occurrence, as prescribed by a licenced counsellor, when incurred within one year after the Hijacking Occurrence;
2. *related rest and recuperation expenses* for You or a Family Member, up to a maximum of \$10,000 for each Hijacking Occurrence, as prescribed by a Physician, psychologist or other authorized mental health professional not related to You or a Family Member, when incurred within 180 days after the Hijacking Occurrence;
3. *salary lost* during the first 60 days after the Hijacking Occurrence, up to \$50,000 for each person (You or a Family Member), up to a maximum of \$75,000 for each Hijacking Occurrence, in excess of any other valid and collectible benefits including disability allowance or insurance, workers' compensation insurance, unemployment benefit, employee sick pay, or other similar salary replacement plans;
4. *non-refundable expenses* incurred by You or a Family Member for Your scheduled trip, up to a maximum of \$5,000, for each Hijacking Occurrence, for the following:
 - a) additional accommodation or transportation to bring You or a Family Member to the original destination if You or a Family Member missed the original departure;
 - b) additional accommodation or transportation to bring You or a Family Member to the return destination, or to travel from the place where the trip was interrupted to the place where You or a Family Member can rejoin the trip; and
 - c) the unused portion of land, sea, or air arrangements or accommodations that You or a Family Member paid as part of the trip,

due to the scheduled trip's cancellation or interruption caused by a Hijacking Occurrence.

Child Abduction Coverage

We will pay for Child abduction expenses You, a Family Member, a Covered relative, or an abducted child's parent or legal guardian incur solely and directly as a result of a Child abduction Occurrence.

Child abduction Occurrence means the wrongful taking, false imprisonment, or wrongful detention during the Policy Period of one or more of Your or a Family Member's children, or one or more children in the care of You or a Family Member, under the age of 13.

Child abduction expenses means the reasonable costs for:

1. *related counselling services* for:
 - a) the abducted children, up to a maximum of \$50,000, when incurred within one year after the abduction occurs; and
 - b) You, a Family Member, a Covered relative who witnessed the Child abduction Occurrence (not including the abducted child), or a Covered relative who is the parent or legal guardian of the abducted child, including those expenses incurred up to 180 days after the recovery of the abducted child, or verification of the abducted child's loss of life, up to a maximum of \$25,000,for each Child abduction Occurrence;
2. *related rest and recuperation expenses* for You, a Family Member, a Covered relative who witnessed the Child abduction Occurrence, or a Covered relative who is the parent or legal guardian of the abducted child up to a maximum of \$25,000 for each Child abduction Occurrence, as prescribed by a Physician, psychologist, or other authorized mental health professional, when incurred within 12 months after the recovery of the abducted child, or verification of the abducted child's loss of life, whichever comes first;
3. *salary lost* during the first 60 days after the Child abduction Occurrence, up to \$50,000 for each person (You, a Family Member, or a Covered relative who is the parent or legal guardian of the abducted child), up to a maximum of \$75,000 for each Child abduction Occurrence, in excess of any other valid and collectible benefits including disability insurance, workers' compensation insurance, unemployment benefit, salary and wage continuation, or other similar salary replacement plans; and
4. *related travel, meals, lodging and phone expenses* incurred by You, a Family Member, a Covered relative who witnessed the child abduction, or a Covered relative who is the parent or legal guardian of the abducted child, including those expenses incurred up to 30 days after the recovery of the abducted child or the verification of the abducted child's loss of life, up to a maximum of \$25,000 for each Child abduction Occurrence;
5. *the following related reasonable costs* You or the parent or legal guardian of the abducted child incur, up to a maximum of \$100,000, when incurred within 12 months after a Child abduction Occurrence for:
 - a) a professional public relations consultant;
 - b) a professional forensic analyst;
 - c) publicity expenses incurred to locate the abducted children;
 - d) a professional security consultant.

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Reward benefit:

We will also pay up to a maximum of \$25,000 for each Child abduction Occurrence to any person or organisation not causing that Occurrence for information leading to the arrest and conviction of any person(s) who caused the Child abduction Occurrence. The following are not eligible to receive this reward payment; You, a Family Member, the parent or guardian of the abducted child, or a Covered relative who witnessed the Child abduction Occurrence.

Stalking Threat Coverage

We will pay for Stalking threat expenses You or a Family Member incur solely and directly as a result of a Stalking threat Occurrence.

Stalking threat Occurrence means:

- an act or acts committed with the intent to damage property owned by You or a Family Member, or to harass, injure or harm You or a Family Member;
- the person committing the act or acts is the subject of a court order or injunction issued to protect You or a Family Member; and
- the act or acts occur on consecutive or non-consecutive days within a period of 120 days.

Stalking threat expenses means the reasonable costs You or a Family Member incur for:

1. *related professional security consultant* and professional security guard services up to a maximum of \$25,000 for each Stalking threat Occurrence;
2. *related residential security expenses* to change all locks, install or improve security bars, motion sensing lights and a centrally monitored home security system, or other similar security expenses for Your Residence(s) listed in Your Coverage Summary, up to a maximum of \$15,000. You must obtain Our prior consent unless immediate action is required for safety reasons;
3. *related temporary relocation expenses* up to a maximum of \$25,000;
4. *related counselling services* up to \$25,000 for You or a Family Member, up to a maximum of \$50,000 for each Stalking threat Occurrence, as prescribed by a licensed counsellor, when incurred within one year after the Stalking threat Occurrence;

up to a maximum of \$75,000 per Policy Period for all Stalking threat expenses.

Aggravated Assault Coverage

We will pay for Aggravated assault expenses You or a Family Member incur solely and directly as a result of an Aggravated assault Occurrence.

Aggravated assault Occurrence means an unlawful act of violence or threat of violence to You or a Family Member by a person who has unlawfully taken or attempted to take any possessions belonging to You or a Family Member whilst away from Your House.

Aggravated assault expenses means the reasonable costs for:

- *related counselling services* up to \$50,000 for each person (You or a Family Member), up to a maximum of \$75,000 for each Aggravated assault Occurrence, as prescribed by a licenced counsellor, when incurred within one year after the Aggravated assault Occurrence;
- *related rest and recuperation expenses* for You or a Family Member, up to a maximum of \$10,000, for each Aggravated assault Occurrence, as prescribed by a Physician, psychologist or other authorised mental health professional not related to You or a Family Member when incurred within 180 days after the Aggravated assault Occurrence;
- *salary lost* during the first 60 days after the Aggravated assault Occurrence, up to \$50,000 for each person (You or a Family Member), up to a maximum of \$75,000 for each Aggravated assault Occurrence, in excess of any other valid and collectible benefits including disability allowance or insurance, workers compensation, unemployment benefit, employee sick pay or other similar salary replacement plans;

Reward benefit:

We will also pay up to a maximum of \$5,000 for each Aggravated assault Occurrence to any person or organisation not causing that Occurrence for information leading to the arrest and conviction of any person(s) who caused the Aggravated assault Occurrence.

The following are not eligible to receive this reward payment: You, a Family Member, or the Police.

Home Invasion Coverage

We will pay for Home invasion expenses You, a Family Member, or Your guest incur solely and directly as a result of a Home invasion Occurrence.

Home invasion Occurrence means an unlawful act of violence or threat of violence to You, a Family Member, or Your guest by a person who unlawfully entered Your Residence(s) listed in Your Coverage Summary, a temporary residence, a watercraft, or a motor home whilst You, a Family Member, or Your guest are present.

Home invasion expenses means the reasonable costs for:

1. *related counselling services* up to \$50,000 for each person (You, a Family Member, or Your guest), up to a maximum of \$75,000 for each Home invasion Occurrence, as prescribed by a licensed counsellor, when incurred within one year after the Home invasion Occurrence;
2. *related rest and recuperation expenses* for You, a Family Member, or Your guest, up to a maximum of \$10,000, for each Home Invasion Occurrence, as prescribed by a Physician, psychologist or other authorised mental health professional not related to You, a Family Member or a Covered relative when incurred within 180 days after the Home invasion Occurrence;
3. *salary lost* during the first 60 days after the Home invasion Occurrence, up to \$50,000 for each person (You, a Family Member, or Your guest), up to a maximum of \$75,000 for each Home invasion Occurrence, in excess of any other valid and collectible benefits including disability allowance or insurance, workers compensation, unemployment benefit, employee sick pay or other similar salary replacement plans;
4. *related residential security expenses* for You to improve the locks, alarm or other related security systems of Your Residence(s) listed in Your Coverage Summary which is subject to the Home invasion Occurrence, up to a maximum of \$25,000. You must obtain Our prior consent unless immediate action is required for safety reasons;
5. *related professional security consultant* and professional security guard services for You or a Family Member up to a maximum of \$25,000 for each Home invasion Occurrence;
6. *related temporary accommodation expenses* for You, a Family Member, or Your guest, up to a maximum of \$25,000 when incurred within 60 days after a Home invasion Occurrence;
7. *related hotel or paid accommodation costs* for You or a Family Member to be located closer to the hospital or medical centre where the Victim is receiving medical treatment, up to a maximum of \$10,000 for each Home invasion Occurrence, unless You or a Family Member have a residence which is geographically closer to such hospital or medical treatment centre;

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8. *related permanent home removal expenses*, except stamp duty or any other applicable taxes, up to a maximum of \$25,000 if You permanently relocate away from Your Residence listed in Your Coverage Summary which is subject to the Home invasion Occurrence, when incurred within 6 months after a Home invasion Occurrence. This coverage does not apply if Your Residence listed in Your Coverage Summary was already for sale or You intended to permanently relocate before the Home invasion Occurrence; and
9. *the Deductible* for Your Deluxe House Coverage and Deluxe Contents Coverage for Your Residence(s) listed in Your Coverage Summary applied to damage sustained in the Home invasion Occurrence.

Reward benefit:

We will also pay up to a maximum of \$5,000 for each Home invasion Occurrence to any person or organisation not causing that Occurrence for information leading to the arrest and conviction of any person(s) who caused the Home invasion Occurrence. The following are not eligible to receive this reward payment: You, a Family Member, or Your guest.

Your guest means:

- any regular domestic employee at Your Residence(s) listed in Your Coverage Summary; or
- any other person invited as a guest by You or a Family Member to Your Residence(s) listed in Your Coverage Summary or temporary residence.

Your guest does not include individuals who live with You or a Family Member and are not related to You or a Family Member.

Temporary residence means:

- a private dwelling not owned by You;
- the private sleeping quarter(s) in a hotel, motel, inn, villa, spa, resort, hostel, or dormitory; or
- the private sleeping quarter(s) in a commercial ocean liner or other similar commercial watercraft.

that You or a Family Member is occupying or is visiting by invitation.

Watercraft means a watercraft with sleeping quarters that is not a commercial ocean liner or other similar commercial watercraft.

Air Rage or Road Rage Coverage

We will pay for Air rage expenses incurred by You or a Family Member and Road rage expenses incurred by You, a Family Member or Your chauffeur, solely and directly as a result of an Air rage or Road rage Occurrence. Road rage expenses incurred by Your chauffeur are covered only if a Road rage Occurrence occurs whilst Your chauffeur is driving You or a Family Member.

Air rage Occurrence means physical bodily harm against You or a Family Member by a violent person whilst You or a Family Member are occupying an aircraft as a passenger.

Road rage Occurrence means physical bodily harm against You, a Family Member or Your chauffeur by a violent person whilst You, a Family Member or Your chauffeur are in any private passenger vehicle or motor home You or a Family Member owns, rents or has furnished for regular use.

Air rage or road rage expenses means the reasonable costs for:

1. *related counselling services* up to \$5,000 for You or a Family Member as prescribed by a licensed counsellor, when incurred within one year after the air rage or road rage Occurrence;
2. *related rest and recuperation expenses* for You or a Family Member or in the event of a road rage Occurrence Your chauffeur, up to a maximum of \$10,000, for each air rage or road rage Occurrence, as prescribed by a Physician, psychologist or other authorised mental health professional not related to You, a Family Member or a Covered relative when incurred within 180 days after the air rage or road rage Occurrence;
3. *Salary lost* during the first 60 days after the air rage or road rage Occurrence up to \$50,000 for each person (You or a Family Member) up to a maximum of \$75,000 for each air rage or road rage Occurrence in excess of any other valid and collectible benefits including disability allowance or insurance, workers compensation, unemployment benefit, employee sick pay, or other similar salary replacement plans;
4. *The Covered vehicle's Comprehensive Physical Damage Deductible* applied to damage sustained by the Covered vehicle in the road rage Occurrence up to a maximum of \$5000;
5. *The non-refundable expenses* incurred by You or a Family Member for Your or a Family Member's scheduled trip, up to a maximum of \$5,000 for each air rage Occurrence for the following:
 - a) additional accommodations or transportation to bring You or a Family Member to the original destination if You or a Family Member missed the original departure;
 - b) additional accommodations or transportation to bring You or a Family Member to the return destination, or to travel from the place where the trip was interrupted to the place where You or a Family Member can rejoin the trip; and
 - c) the unused portion of land, sea, or air arrangements or accommodations that You or a Family Member paid as part of the trip due to the scheduled trip's cancellation or interruption caused by an air rage Occurrence.

Covered vehicle means any private passenger vehicle, motorcycle and motor home You or a Family Member owns, rents or has furnished for regular use.

C: Extra Coverages

Accidental death & dismemberment

We will pay an Accidental death and dismemberment benefit amount for the Accidental death and dismemberment loss the Victim suffers as a direct result of a car-jacking, hijacking, child abduction, home invasion, aggravated assault, air rage or road rage occurrence.

Accidental death and dismemberment benefit amount means the following types of Accidental death and dismemberment loss and corresponding benefits, up to a maximum of \$50,000

Accidental death and dismemberment loss	Benefit
Loss of life	\$50,000
Loss of speech and loss of hearing	\$50,000
Loss of speech or loss of hearing and one of the following: loss of hand, loss of foot, loss of sight of an eye	\$50,000
Loss of both hands	\$50,000
Loss of both feet	\$50,000
Loss of sight of both eyes	\$50,000
Loss of a combination of any two of the following: loss of hand, loss of foot, loss of sight of an eye	\$50,000
Loss of speech	\$25,000
Loss of hearing	\$25,000
Loss of one hand	\$25,000
Loss of one foot	\$25,000
Loss of sight of one eye	\$25,000
Loss of thumb and index finger	\$25,000
Mutilation	\$12,500

The loss of life benefit for children under the age of twenty three (23) is limited to \$10,000.

Modification Expenses

We will pay up to \$25,000 for each Occurrence for Home and vehicle modification expenses if You or a Family Member suffers a permanent physical injury solely and directly as a result of a car-jacking, hijacking, child abduction, aggravated assault, home invasion, Air rage or road rage Occurrence.

We will not pay more than this amount of coverage for Home and vehicle modification expenses for a covered car-jacking, hijacking, child abduction, aggravated assault, home invasion, air rage or road rage Occurrence regardless of how many policies or people are involved in the Occurrence.

Home and vehicle modification expenses means those reasonable expenses incurred by You or a Family Member within 2 years of a car-jacking, hijacking, child abduction, aggravated assault, home invasion, air rage or road rage Occurrence for the necessary costs to improve accessibility and use of Your Residence premise(s) or Your vehicle(s) or those of a Family Member.

These modifications must be:

- recommended by a Physician;
- appropriate for the condition of the individual who suffered the permanent physical injury;
- made by service providers experienced in making such modifications; and
- in compliance with any applicable laws or ordinances.

D: Exclusions

These exclusions apply to Your Family Protection Coverage, including the extra coverages, unless stated otherwise. The words “caused by” mean any loss or damage that is contributed to, made worse by, or in any way results from that peril.

Accident Compensation Corporation (ACC)

We will not pay any amounts under Your Family Protection Coverage that are payable to You or a Family Member by ACC.

False report

We do not cover loss arising from a false report of air rage, cyberbullying, road rage, car-jacking, hijacking, stalking threat, child abduction, aggravated assault or home invasion Occurrence by You or a Family Member or any person acting on behalf of You or a Family Member, whether acting alone or in collusion with others.

Acts of certain persons

We do not cover any loss caused by You, a Family Member, a Covered relative, a family relative, an estranged spouse or former spouse of any of them, or a domestic partner or former domestic partner of any of them, or any person acting on behalf of any of them, whether acting alone or in collusion with others.

We do not cover any loss caused by a person unrelated to You or a Family Member, other than a domestic employee or residential staff, who live with You or ever lived with You for six (6) or more months. We also do not cover loss caused by a civil authority. However, this exclusion does not apply to coverage provided under stalking threat coverage.

Persons known

Under air rage coverage, We do not cover any loss by a person known to You or a Family Member.

Under road rage coverage, We do not cover any loss by a person known to You, a Family Member or Your chauffeur.

Children in your care

We do not cover child abduction expenses or Accidental death and dismemberment loss for children in the care of You or a Family member when:

- You or a Family Member is participating in any organized activity with or in association with any organization or entity;
- You or a Family Member is providing this care as a home day care provider in your Residence premises and You or a Family member earns annual gross revenues in excess of \$5,000 as a home day care provider; or
- You or a Family Member is providing this care as an employee or volunteer of a for-profit or not-for-profit entity providing service for the care of children.

However this exclusion does not apply to Your children, the children of a Family Member, or the children of a Covered relative, in the care of You or a Family Member.

Your guest

We do not cover Your guest(s) in a temporary residence who share the cost of the lodging.

Legal counsel

We do not cover the costs of legal counsel.

Salary lost

We do not cover salary lost under car-jacking, expenses, hijacking expenses, child abduction expenses, air rage expenses, road rage expenses, cyberbullying expenses, aggravated assault expenses or home invasion expenses if immediately prior to the car-jacking Occurrence, hijacking Occurrence, child abduction Occurrence, air rage Occurrence, road rage Occurrence, cyberbullying Occurrence, aggravated assault Occurrence or home invasion Occurrence, the person with salary lost was receiving disability insurance, social security disability, unemployment compensation, or was on personal or medical leave.

Substance abuse treatment

We do not cover any expenses for substance abuse treatments unless the substance abuse was directly caused by the car-jacking, cyberbullying, hijacking, child abduction, stalking threat, aggravated assault, home invasion, air rage or road rage Occurrence.

Childbirth or miscarriage

We do not cover Accidental death and dismemberment loss caused by Your childbirth or miscarriage.

Suicide or intentional dismemberment

We do not cover Accidental death and dismemberment loss caused by the Victim's suicide, attempted suicide or dismemberment that is intentionally self-inflicted.

Vehicles used for a fee

We do not cover loss arising out of Your, a Family Member's or a Covered relative's ownership or operation of a vehicle while it is being used to carry people or property for a fee. This exclusion does not apply to a shared-expenses car pool, unless another exclusion applies.

Rest and recuperation expenses

We do not cover any expenses when prescribed by a counsellor, Physician, psychologist or other authorised mental health professional who is related to You, a Family Member or Covered relative.



Personal Liability Coverage

This part of Your Masterpiece Policy provides You with Personal Liability Coverage for which You or a Family Member may be legally liable anywhere in the world. We cover Damages a Covered Person is legally responsible to pay for Personal Injury or Property Damage which takes place any time during the Policy Period and is caused by an Occurrence, subject to the terms, conditions and exclusions stated in the Policy.

A: Definitions

The following words used in this coverage part have the special meaning defined here.

Bodily Injury means physical bodily harm, (including sickness or disease or death that results from it), required care and loss of services.

Covered Person means:

- You or a Family Member;
- any person or organisation with respect to their legal responsibility for covered acts or omissions of You or a Family Member; or
- any combination of the above.

Damages means the sum that is paid or is payable to satisfy a claim settled by Us or resolved by judicial procedure or by a compromise We agree to in writing.

Personal Injury means the following injuries, and resulting death:

- Bodily Injury;
- shock, mental anguish or mental injury;
- false arrest, detention, false imprisonment, malicious prosecution or humiliation
- wrongful entry or eviction; and
- publication or utterance of libel or slander, or of other defamatory or derogatory material of a publication or utterance in violation of right of privacy.

Property Damage means physical injury to or destruction of tangible property, including the subsequent loss of its use. Tangible property includes the cost of recreating or replacing stocks, bonds, deeds, mortgages, bank deposits, and similar instruments, but does not include the value represented by such instruments.

Registered Vehicle means any motorised land vehicle not described in unregistered vehicle.

Unregistered Vehicle means:

- any motorised land vehicle not designed for or required to be registered for use on public roads;
- any motorised land vehicle which is decommissioned at Your Residence;
- any motorised land vehicle used primarily on and to service a Residence premises shown in the Coverage Summary;
- any motorised land vehicle used to assist the disabled that is not designed for or required to be registered for use on public roads; or
- golf carts not registered for use on public roads.

B: How We Will Pay Your Claim

Limit of Liability

The Sum Insured for liability is shown in the Coverage Summary.

Limit of liability shown in the Coverage Summary is the maximum amount We will pay on Your behalf from any one Occurrence during the Policy Period irrespective of how many claims, homes, watercraft or claimants are involved in any one Occurrence.

Any costs We pay for legal expenses (see defence coverages) are in addition to the Sum Insured for liability.

Defence coverages

We will defend a Covered Person against any suit seeking covered Damages for Personal Injury or Property Damage. We provide this defence at Our own expense, with counsel of Our choice, even if the suit is groundless, false or fraudulent. We may investigate, negotiate and settle any such claim or suit at Our discretion.

As part of Our investigation, defence, negotiation or settlement We will pay:

- all premiums on appeal bonds required in any suit We defend;
- all premiums on bonds to release attachments for any amount up to the amount of coverage (but We are not obligated to apply for or furnish any bond);
- all expenses incurred by Us;
- all costs taxed against a Covered Person;
- all interest accruing after a judgment is entered in a suit We defend on only that part of the judgment We are responsible for paying. We will not pay interest accruing after We have paid the judgment up to the sum insured;
- all prejudgment interest awarded against a Covered Person on that part of the judgment We pay or offer to pay. We will not pay any prejudgment interest based on the period of time after We make an offer to pay the sum insured;
- all earnings lost by each Covered Person at Our request, up to \$250 a day, to a total of \$10,000;
- other reasonable expenses incurred by a Covered Person at Our request; and
- the cost of bail bonds required of a Covered Person because of a Covered Loss.

In jurisdictions where We may be prevented by local law from providing these defence coverages, We will pay only those defence expenses that We agree in writing to pay and that are incurred by You.

C: Extra Coverages

These coverages are included in Your Personal Liability Coverage and are in addition to the Sum Insured for Damages and defence costs unless stated otherwise.

Damage to the property of others

We cover the Replacement Cost of other people's property, up to \$15,000 for each Occurrence, if the property is damaged or destroyed by a Covered Person, irrespective of legal liability.

Replacement cost is the amount required to repair or replace other people's property, whichever is less.

Credit cards, forgery and counterfeiting

We cover up to a total of \$30,000 for:

- a Covered Person's legal obligation resulting from loss or theft of a credit card, bank card, debit card or their account numbers issued to You or a Family Member, provided that all the terms for using the card are complied with;
- a Covered Person's legal obligation resulting from loss caused by theft or Unauthorised use of a credit card, bank card, debit card or their account numbers issued to You or a Family Member when used electronically, including use on the internet, provided that all the terms for using the card are complied with;
- loss to a Covered Person caused by forgery or alteration of any cheque or negotiable instrument; or
- loss caused by a Covered Person's acceptance in good faith of any counterfeit paper currency.

Unauthorised use means use of a credit card, bank card, debit card or their account numbers without permission from You or a Family Member.

Unauthorised use does not mean use of a credit card, bank card, debit card or their account numbers:

- in excess of the amount authorised by You or a Family Member; or
- by a person or entity with unlimited use of a credit card, bank card, debit card or their account numbers issued to You or a Family Member.

We provide defence coverages for any claim or suit seeking covered Damages against a Covered Person for loss, theft, or Unauthorised use of a credit card, bank card, debit card or their account numbers. We have the option to defend a claim or suit against a Covered Person (or against a bank, with respect to this coverage) for forgery or counterfeiting. Our obligation to defend any suit seeking covered Damages ends when Our payment under this coverage equals \$30,000 and has been paid.

If You have a loss under the credit cards, forgery and counterfeiting coverage of this Policy, You must:

- notify Us or Your broker of Your loss;
- in case of theft You must notify the police or similar competent authority;
- notify the credit card service company or the issuing bank;
- include evidence or an affidavit supporting Your claim, including the amount of and cause of the loss in any statement You prepare at Our request;
- submit to an examination under oath, as often as We may reasonably require You, Family Members and other members of Your household to do so;
- upon Our request submit a signed description of the circumstances surrounding a loss and Your interest in it; and
- produce all records and documents We request and permit Us to make copies.

This Personal Liability Extra Coverage for Credit cards, forgery and counterfeiting does not apply to losses covered under the Personal Liability Extra Coverage for Identity fraud.

Identity fraud

We cover Your or a Family Member's Identity fraud expenses, up to a maximum of \$75,000 for each Identity fraud occurrence. A \$500 Deductible applies to each and every claim.

Identity fraud means the act of knowingly transferring or using, without lawful authority, Your or a Family Member's means of identity which constitutes a violation of law or a crime under any government's law or local law.

Identity fraud Occurrence means any act or series of acts of identity fraud by a person or group commencing in the Policy Period.

Identity fraud expenses means:

- costs for notarising affidavits or similar documents for law enforcement agencies, financial institutions or similar credit grantors and credit agencies;
- costs of sending certified mail to law enforcement agencies, financial institutions or similar credit grantors and credit agencies;
- loan application fees for re-applying for loan(s) due to the rejection of the original application because the lender received incorrect credit information;
- telephone expenses for calls for businesses, law enforcement agencies, financial institutions or similar credit grantors and credit agencies;
- earnings lost by You or a Family Member as a result of time off work to complete fraud affidavits, meet with law enforcement agencies, credit agencies, merchants or legal counsel, up to \$250 a day, to a total of \$10,000;
- reasonable attorney expenses incurred with prior notice to Us for:
 - the defence of You or a Family Member against any suit(s) by businesses or their collection agencies;
 - the removal of any criminal or civil judgments wrongly entered against You or a Family Member; and
 - any challenge to the information in Your or a Family Member's consumer credit report.

Identity fraud expenses does not include expenses incurred due to any fraudulent, dishonest or criminal act by You or a Family Member or any person acting with You or a Family Member, or by any authorised representative of You or a Family Member, whether acting alone or in collusion with others.

In addition to the duties described in Policy Conditions, You or a Family Member will notify an applicable law enforcement agency and provide supporting documentation to Us.

This Personal Liability Extra Coverage for Identity fraud does not apply to losses covered under Personal Liability Extra Coverage for Credit cards, forgery, and counterfeiting.

Kidnap expenses

We will pay up to a maximum of \$100,000 for Kidnap expenses a Covered Person incurs solely and directly as a result of a Kidnap and ransom Occurrence. In addition, We will also pay up to \$25,000 to any person for information not otherwise available leading to the arrest and conviction of any person(s) who kidnaps You, a Family Member or a Covered relative. You or a Family Member or a Covered relative who witnesses the Occurrence are not eligible to receive this reward payment.

Kidnap and ransom Occurrence means the actual or alleged wrongful taking of:

- You;
- one or more Family Members; or
- one or more Covered relatives while visiting or legally travelling with You or a Family Member;

from anywhere in the world during the Policy Period except those places listed as destinations to which you are advised not to travel or to which you should reconsider your need to travel by the New Zealand Government Ministry of Foreign Affairs and Trade. These destinations can be found online at www.safetravel.govt.nz

The Occurrence must include a demand for ransom payment which would be paid by You or a Family Member in exchange for the release of the kidnapped person(s).

Kidnap expenses means the reasonable costs for:

- a professional negotiator;
- a professional security consultant;
- a professional security guard service;
- a professional public relations consultant;
- travel, meals, lodging and phone expenses incurred by You or a Family Member;
- advertising, communications and recording equipment;
- related medical, cosmetic, psychiatric and dental expenses incurred outside New Zealand by the kidnapped person within 12 months from that person's release;
- attorney's expenses;
- a professional forensic analyst;
- earnings lost by You or a Family Member, up to \$250 a day, to a maximum of \$10,000.

Kidnap expenses does not include expenses incurred due to any kidnap and ransom occurrence caused by:

- You or a Family Member;
- a Covered relative;
- any guardian, or former guardian of You or a Family Member;
- any domestic partner, estranged domestic partner, or former domestic partner of You or a Family Member;
- any person unrelated to You or a Family Member who lives with You or has ever lived with You for 6 or more months, other than a domestic employee or a person employed by You for farm work; or
- a civil authority;

or any person acting on behalf of any of the above, whether acting alone or in collusion with others.

Covered relative means the following relatives of the person named in Your Coverage Summary, or a spouse who lives with that person, or any Family Member:

- children, their children or other descendants of theirs;
- parents, grandparents or other ancestors of theirs (including adoptive parents, step-parents and step-grandparents); or
- siblings, their children or other descendants of theirs;

who do not live with You, including spouses or domestic partners of all the above.

Golfers' Cover

We cover You or a Family Member for the following expenses whilst playing golf or participating in any activity at a golf club, anywhere in the world, unless stated otherwise or an exclusion applies:

Third party damage

We cover all Property Damage during the Policy Period to another person's property caused by a Covered Person, irrespective of legal liability; and

Personal accident

In the event that You or a Family Member suffers Bodily Injury during the Policy Period whilst playing golf which results in their:

- death;
- loss of limb(s); or
- loss of eye(s).

We will pay You or a Family Member, or in the event of death their estate, \$25,000 (or less for a minor if limited by law).

We will not pay more than \$25,000 for any one Occurrence. Death, Loss of limb(s), or Loss of eye(s) must occur within 12 months of the date of the Occurrence.

Loss of limb(s) means:

- in the case of a lower limb, permanent physical severance at or above the ankle or permanent total loss of use of an entire leg or foot; or
- in the case of an upper limb, permanent physical severance at or above the wrist or permanent total loss of use of an entire arm or hand.

Loss of eye(s) means total and irrevocable loss of sight in one or both eyes.

Hole in one

We cover up to \$1,000 in the event of a hole in one achieved by You or a Family Member during an official competition round. Your scorecard and certification from Your club or match secretary must be submitted. No Deductible applies to this coverage.

Tax audit expenses

We will pay for the reasonable cost of accountant fees which You incur as a result of Your personal taxation affairs being audited by the New Zealand Inland Revenue Office. Any such audit must be first notified to You during the Policy Period and You must advise Us of any such audit. The maximum We will pay is \$10,000 in any one Policy Period regardless of the number of claims.

We will not pay for:

- any audit conducted in relation to criminal activity;
- any fines, penalties or shortfall in the amount of tax payable;
- fees where the final assessment of Your taxable income for the period being audited is 20% higher than Your original declaration;
- any fees incurred outside any statutory time limit;
- any fees incurred as a result of any fraudulent act or fraudulent admission or any statement made by You or on Your behalf to a taxation officer which is false or misleading or can be attributed to deliberate evasion or recklessness;
- any audit conducted in relation to any facts or circumstances of which You were aware or ought to have been aware prior to the commencement of this Policy which were likely to lead to Your making a claim under this Policy;
- any fees incurred in relation to any enquiries from the New Zealand Inland Revenue Office which are not related to an identified intention to conduct an audit.

D: Exclusions

These exclusions apply to Your Personal Liability Coverage, including the Extra Coverages, unless stated otherwise.

Buildings not listed in Your Coverage Summary

We do not cover liability arising from Your ownership of any building which is not listed in Your Coverage Summary

Motorised land vehicles

We do not cover any Damages arising out of the ownership, possession or use of any motorised land vehicle. This includes any trailers or watercraft being towed by or carried on any registered vehicle.

This exclusion does not apply to:

- decommissioned motorised land vehicles in storage at Your Residence;
- to unregistered motorised land vehicles used solely on and to service the Residence listed in Your Coverage Summary;
- to unregistered motorised land vehicles used to assist the disabled;
- to battery powered bicycles which comply with New Zealand legislation and which do not require registration for use on public roads;
- to unregistered golf carts; or
- to quad bikes and motorcycles with an engine capacity of less than 51cc used within the grounds of a Residence listed in the Coverage Summary and not registered for road use.

Aircraft

We do not cover any Damages arising out of the ownership, possession or use of any aircraft. We do cover Damages arising out of the use of an aircraft charter by You with paid crew, not owned by You or any entity in which You have an ownership interest or leasehold interest. We do not cover any Property Damage to aircraft rented to, owned by, or in the care, custody or control of a Covered Person.

Aircraft includes remote piloted aircraft (RPAs) as defined by the Civil Aviation Authority (CAA) and associated legislation as amended from time to time.

Large watercraft

We do not cover any Damages arising out of the ownership, possession, use or towing of any watercraft 8 metres or longer or with more than 50 horsepower owned or controlled, directly or indirectly, by a Covered Person, or any watercraft furnished or rented to a Covered Person for longer than 30 days. We do cover watercraft being stored, unless another exclusion applies.

Racing

We do not cover any Damages arising out of the participation in or practice for competitive racing of any motorised land vehicle, watercraft or aircraft. This exclusion does not apply to sailboat racing even if the sailboat is equipped with an auxiliary motor.

Pools and spas

We do not cover any Damages arising out of a Covered Person's pool or spa failing to comply with any minimum safety measures required by building regulation or code applicable in the region where the pool or spa is located.

Non-permitted use

We do not cover any person who uses a motorised land vehicle, watercraft or aircraft without permission from You or a Family Member.

Permitted use

We do not cover any Damages arising from any Covered Person permitting the use of a motorised land vehicle, watercraft or aircraft by any person.

Contamination

We do not cover any Damages arising out of the discharge, dispersal, seepage, migration or release or escape of pollutants. We do not cover the cost to extract pollutants from land or water, or the cost to remove, restore or replace polluted or contaminated land or water. A pollutant is any solid, liquid, gaseous or thermal irritant or contaminant, including smoke, vapour, soot, fumes, acids, alkalis, chemicals and waste. A contaminant is an impurity resulting from the mixture of a substance with a foreign substance. Waste includes materials to be disposed of, recycled, reconditioned or reclaimed.

Director's liability

We do not cover any Damages for any Covered Person's actions or failure to act as an officer or member of a board of directors of any corporation or organisation. We do cover such Damages if You or a Family Member is:

- an officer or member of a board of directors of a body corporate or a committee member of a cross-lease property; or
- not compensated as an officer or member of a board of directors of a not-for-profit corporation or organisation;

unless another exclusion applies.

Covered person's property

We do not cover any person for Property Damage to property owned by any Covered Person.

Property in Your care

We do not cover any person for Property Damage to property of others rented to, occupied by, used by or in the care of any Covered Person, to the extent that the Covered Person is required by contract to provide insurance. But We do cover such Damages for loss caused by fire, smoke or explosion unless another exclusion applies.

Discrimination

We do not cover any Damages arising out of discrimination due to age, race, colour, sex, creed, national origin or any other discrimination.

Molestation, misconduct or abuse

We do not cover any Damages arising out of any actual, alleged or threatened sexual molestation; sexual misconduct or harassment or abuse.

Intentional acts

We do not cover any Damages arising out of an act intended by any Covered Person to cause Personal Injury or Property Damage, even if the injury or damage is of a different degree or type than actually intended or expected. We do cover such Damages if the act was reasonably intended to protect people or property unless another exclusion applies. An intentional act is one which is done deliberately with conscious design.

Business pursuits

We do not cover any Damages arising out of a Covered Person's Business pursuits, investment or other profit seeking activities. We do cover Damages arising out of volunteer work for an organised and registered charitable, religious or community group, a residential investment property which is listed in Your Coverage Summary, an incidental business away from home, an incidental business at home, incidental farming, or home business premises liability, unless another exclusion applies.

Incidental business away from home means a self-employed sales activity, or a self-employed business activity normally undertaken by persons under the age of 18 such as newspaper delivery, babysitting, caddying and lawn care. Any of these activities must:

- not yield gross revenues in excess of \$10,000 in any year;
- have no employees subject to workers' compensation or other similar disability laws; and
- conform to local, regional or national laws.

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Policy Wording - Personal Liability Coverage

Incidental business at home means a business activity other than farming, conducted in whole or in part on the Residence premises which must:

- not yield gross revenues in excess of \$25,000 in any year, except for the business activity of managing one's own personal investment, regardless of where the revenues are produced;
- have no employees subject to workers' compensation or other similar disability laws; and
- conform to local, regional or national laws.

Incidental farming means a farming activity, which meets all of the following requirements:

- is incidental to Your use of the premises as Your Residence;
- does not involve employment of others for more than 1,500 hours of farm work during the Policy Period; and
- does not produce more than \$50,000 in gross annual revenue from agricultural operations

and with respect to the raising or care of animals:

- does not produce more than \$50,000 in gross annual revenues;
- does not involve more than 50 sales transactions during the Policy Period; and
- does not involve the sale of more than 50 animals during the Policy Period.

Contamination

With respect to incidental farming described above We also do not cover any actual or alleged Damages arising out of the discharge, dispersal, seepage, migration or release or escape of pollutants. We do not cover any cost or expense arising out of any request, demand or order to:

- extract pollutants from land or water;
- remove, restore or replace polluted or contaminated land or water; or
- test for, monitor, clean up, remove, contain, treat, detoxify or neutralise pollutants, or in any way respond to or assess the effects of pollutants.

This exclusion does not apply if the discharge, dispersal, seepage, migration or release or escape is sudden and accidental. A pollutant is any solid, liquid, gaseous or thermal irritant or contaminant, including smoke, vapour, soot, fumes, acids, alkalis, chemicals and waste. A contaminant is an impurity resulting from the mixture of a substance with a foreign substance. Waste includes materials to be disposed of, recycled, reconditioned or reclaimed.

Home business premises liability means business or professional activities when legally conducted by You or a Family Member at Your Residence shown in the Coverage Summary. We provide coverage only for Personal Injury or Property Damage arising out of the physical condition of that Residence if:

- You do not have any employees involved in Your business or professional activities who are subject to workers' compensation or other similar disability laws; or, if You are a doctor or dentist, You do not have more than two employees subject to such laws;
- You are a home day care provider whose annual gross revenues from this activity do not exceed \$5,000; or
- there is no other valid and collectible insurance.

We do not cover Damages or consequences resulting from business or professional care or service performed or not performed.

Public office

We do not cover any Damages arising out of a Covered Person's pursuit or holding of an elected public office period. But We do cover such Damages for You or a Family Member if:

- the annual compensation of the office, whether accepted or not, does not exceed \$20,000; and
- the hours required to perform the duties of the office do not exceed an annual average of 20 hours work per week during the Policy Period.

Financial guarantees

We do not cover any Damages for any Covered Person's financial guarantee of the financial performance of any Covered Person, other individual or organisation.

Professional services

We do not cover any Damages for any Covered Person's performing or failure to perform professional services or for professional services for which any Covered Person is legally responsible or licensed.

Contractual liability

We do not cover any Damages arising from contracts or agreements unless liability for such Damages would have existed without the agreement.

Personal injury to a Covered Person

We do not cover any Damages for Personal Injury for any Covered Person or their dependents where the ultimate Beneficiary is the offending party or defendant. We also do not cover any Damages for Personal Injury for which You or a Family Member can be held legally liable, in any way, to a spouse, a Family Member, a person who lives with You, or a person named in the Coverage Summary. We also do not cover any Damages for Personal Injury for which a spouse, a Family Member, a person who lives with You, or a person named in the Coverage Summary can be held legally liable, in any way, to You or a Family Member.

Illness

We do not cover Damages resulting from any illness, sickness or disease transmitted intentionally or unintentionally by a Covered Person to anyone, or any consequence resulting from that illness, sickness or disease. We also do not cover any Damages for Personal Injury resulting from the fear of contracting any illness, sickness or disease, or any consequence resulting from the fear of contracting any illness, sickness or disease.

Fungi and mould

We do not cover any actual or alleged Damages arising from mould, the fear of mould or any consequences resulting from mould or the fear of mould, Mould means fungi, mould, mould spores, mycotoxins and the scents and other by-products of any of these.

Failure to supervise

We do not cover any actual or alleged Damages arising from:

- any entrustment of property;
- the failure to supervise or the negligent supervision of any person; or
- any parental or ownership liability,

which arises in or arises from a criminal act.

Liability for the acts of others

We do not cover any person for Damages arising from:

- any entrustment of property;
- the failure to supervise or the negligent supervision of any person; or
- any parental or ownership liability.

This exclusion applies only to Damages arising out of the ownership, maintenance or use of any motorised land vehicle, watercraft 8 metres or longer or with more than 50 engine rated horsepower or aircraft.

Acts of war

We do not cover any Damages caused by war, undeclared war, civil war, insurrection, rebellion, revolution, warlike acts by a military force or personnel, any action taken in hindering or defending against any of these, the destruction or seizure of property for a military purpose, or any consequences of any of these acts, regardless of any other direct or indirect cause or event, whether covered or not, contributing in any sequence to the loss. If any act that is within this exclusion involves nuclear reaction, radiation, or radioactive contamination, this acts of war exclusion supersedes the nuclear, biological, chemical or radiation hazard exclusion.

Nuclear, biological, chemical or radiation hazard

We do not cover any Damages arising from nuclear reaction, radiation, or biological, chemical, radioactive contamination, regardless of how it was caused. We do insure subsequent Covered Loss due to fire resulting from a nuclear reaction unless another exclusion applies.

Policy Conditions

This part of Your Masterpiece Policy explains the conditions that apply to Your Policy.

General Conditions

These conditions apply to this Policy in general and to each coverage in it.

Renewals

We may offer to continue this Policy for renewal periods, at the premiums and under the Policy provisions in effect at the date of renewal. We can do this by mailing You a bill for the premium to the address shown in the Coverage Summary, along with any changes in the Policy provisions or amounts of coverage.

You may accept Our offer by paying the required premium on or before the starting date of each renewal period.

Subrogation

If We make a payment under this Policy, We will assume any recovery rights a Covered Person has in connection with that loss or damage, to the extent We have paid for the loss or damage.

All of Your rights of recovery will become Our rights to the extent of any payment We make under this Policy. A Covered Person will do everything necessary to secure such rights; and do nothing after a loss or damage to prejudice such rights. However, You may waive any rights of recovery from another person or organisation for a Covered Loss in writing before the loss or damage occurs.

Examination under oath

We have the right to examine under oath or affirmation as often as We may reasonably require, You or any Family Member of Yours. We may also ask You or any Family Member of Yours to give Us a signed description of the circumstances surrounding a pecuniary or economic loss and to produce all records and documents We request and permit Us to make copies.

Compliance with laws and regulations

You must take reasonable measures to comply with statutory obligations and regulations imposed by any statutory or governmental authority.

Assistance

You, a Family Member, or a Covered Person must provide Us with all available information and cooperate with Us fully. This includes providing any papers in the case or other documents which may help Us in the event that We provide a defence.

Application of coverage

Coverage applies separately to each Covered Person. However, this provision does not increase the amount of coverage for any one Occurrence.

Duplicate coverage

If a loss is covered under more than one part of this Policy, We will pay You under the part giving You the most coverage, but not under more than one part. However, when both Valuable Articles Coverage and Contents Coverage are shown in the Coverage Summary, and a loss or damage is covered under both parts, Your amount of coverage will equal the combined total of both Contents and Valuable Articles limits subject to the Contents Special Limits and Policy provisions. In no event will We make duplicate payments.

Assignment

You cannot transfer Your interest in this Policy to anyone else unless We agree in writing to the transfer.

Policy changes

This Policy can be changed only by a written amendment that only We can issue.

Bankruptcy or insolvency

We will meet all Our obligations under this Policy regardless of whether You, Your estate, or anyone else or his or her estate becomes bankrupt or insolvent.

In case of death

In the event of Your death, We cover Your legal representative or any person having proper temporary custody of Your property until a legal representative is appointed and qualified, but only with respect to Your premises and other property covered under this Policy at the time of death. We will also cover any member of Your household who is a Covered Person at the time of death.

Liberalisation

We may extend or broaden the coverage provided by this Policy. If We do this during the Policy Period or within 60 days before it begins, without increasing the premium, then the extended or broadened coverage will apply to Occurrences after the effective date of the extended or broadened coverage.

Applicable Law

Should any dispute arise concerning this Policy, the dispute will be determined in accordance with the law of New Zealand.

Sanctions

We shall not be deemed to provide cover and We shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose Us, or Our parent to any sanction, prohibition or restriction implemented pursuant to resolutions of the United Nations or the trade and economic sanctions, laws or regulations of New Zealand, the European Union, United Kingdom, or United States of America.

Liability Conditions

These conditions apply to all liability coverages in this Policy.

Other insurance

If at the time of an Occurrence under this Policy there is any other insurance covering the same loss, damage, accident or liability or any part thereof, You will give Us written notice as soon as practicable after the loss, damage, accident or liability occurs. We do not cover any loss under the Personal Liability Coverage if it is insured to any extent under any other insurance policy nor will We contribute towards any claim under any other insurance policy until the cover under the other insurance covering the loss, damage, accident or liability is exhausted.

Your duties after a loss

In case of an accident or Occurrence, the Covered Person shall perform the following duties that apply:

Notification

You must notify Us or Your agent or broker as soon as possible.

Assistance

You must provide Us with all available information. This includes any court papers or other documents which help Us in the event that We defend You.

Cooperation

You must cooperate with Us fully in any legal defence. This may include any association by Us with the Covered Person in defence of a claim reasonably likely to involve Us.

Admission of liability

You must not make any admission of liability or any payments unless We agree or incur any expense other than for first aid.

Appeals

If a Covered Person or any primary insurer, does not appeal a judgement for covered Damages, We may choose to do so. We will then become responsible for all expenses, taxable costs and interest arising out of the appeal. However, the sum insured for Damages will not be increased.

Property Conditions

These conditions apply to all coverages for damage to property.

Other insurance

We do not cover any loss under the Deluxe House Coverage if it is insured to any extent under any other insurance policy nor will We contribute towards any claim under any other insurance policy. Where there is a Covered Loss under the Deluxe Contents Coverage or the Valuable Articles Coverage and You can claim under any other insurance, We will only pay the amount of any Covered Loss over and above the limit payable by the other insurance.

Your duties after a loss or damage

If You have a loss or damage this Policy may cover, You must perform these duties:

Notification

You must immediately notify Us or Your agent or broker of Your loss or damage. In case of theft or accident, You must also notify the police or similar competent authority.

Protect property

You must protect Your property from further loss or damage, and make any repairs that are necessary to protect the property. Keep an accurate record of Your expenses. We will pay the reasonable costs of protecting the property from further damage. This will not increase the sum insured that applies.

Prepare an inventory

At Our request You must prepare and submit to Us an inventory of damaged or lost personal property, describing the property in full. It should show in detail the amount insured under this Policy and actual amount of the loss. Attach bills, receipts and other documents to support Your inventory.

Display property

You must show Us the damaged property when We ask.

Proof of loss

You must submit to Us, within 60 days after We request, Your signed, sworn proof of loss providing all information and documentation We request such as the cause of loss, inventories, receipts, repair estimates and other similar records.

Pecuniary or economic loss

We will only pay for loss or damage to covered property in which You or a Family Member has a pecuniary or economic loss. We will not pay more than the amount of coverage that applies to Your pecuniary or economic loss.

Abandoning property

You cannot abandon any property to Us unless We agree to accept it, or to a third party unless We agree.

Carrier and bailees

We will not make any payments under this Policy to the benefit of any carrier or other bailee of damaged or lost property.

Reward Benefit

We will pay up to \$5,000 in any one Policy Period for information leading to a conviction in connection with a Covered Loss under this Policy. The maximum amount We will pay in any Policy Period is \$5,000, regardless of the number of people providing information and the number of Covered Losses. This benefit is not payable to You or a Family Member.

Family Protection Conditions

The following conditions apply to the Family Protection Coverage.

Other insurance

If at the time of an Occurrence under this Policy there is any other insurance covering the same loss, damage, accident or liability or any part thereof, You will give Us written notice as soon as practicable after the loss, damage, accident or liability occurs. This Policy pays nothing until the cover under the other insurance for loss, damage, accident or liability is exhausted. We do not cover any loss under the Family Protection Coverage if it is insured to any extent under any other insurance policy nor will We contribute towards any claim under any other insurance policy until the cover under the other insurance covering the loss, damage, accident or liability is exhausted.

Your duties after a loss

In case of a car-jacking, cyberbullying, hijacking, child abduction, stalking threat, home invasion, aggravated assault air rage or road rage Occurrence, You or a Family Member shall perform the following duties for coverage to apply:

Notification

You must notify Us or Your broker as soon as possible. You or a Family Member shall also notify the police as soon as possible.

Assistance

You must provide Us or cause Us to be provided with all available information and cooperate with Us fully.

Proof of loss

At Our request You must submit to Us or cause to be submitted, within 60 days after We request an affirmative proof of loss with full particulars. Failure to give written proof of loss within this time frame will not invalidate or reduce any claim if notice is given as soon as reasonably possible.

Examination

As often as We may reasonably require, We have the right to examine under oath, You, Family Members, Covered relatives, Victims, Your chauffeur and Your guests, and have them subscribe the same. We may also ask You or the Beneficiary to give Us a signed description of the circumstances surrounding a loss and to produce all records and documents We request and permit Us to make copies.

Physical examination and autopsy

A person making a claim under Family Protection Coverage must submit as often as We reasonably require to physical examinations by physicians We select. We may also have an autopsy done by a Physician, unless prohibited by law. Any examinations or autopsies that We require will be done at Our expense.

Special Conditions

In the event of conflict with any other conditions of Your Policy, these conditions supersede.

Legal action against Us

You agree not to bring legal action against Us unless You have first complied with all conditions of this Policy. For property, You also agree to bring any action against Us within two years after a loss occurs, but not until 30 days after proof of loss has been submitted to Us and the amount of loss has been determined.

Alteration of risk: additions, alterations or renovations

It is a condition of this Policy that You inform Us of additions, alterations or renovations to Your House or other permanent structures at the beginning of and at the completion of the construction. On receiving that notification We may adjust the coverage for Your House or other permanent structure based on the construction cost information You provide. If You do not notify Us of the additions, alterations or renovations, or You provide Us with insufficient or incorrect information, We may be entitled to reduce Our liability under this Policy.

International relocation

It is a condition of this Policy that You inform Us in advance if You or a Family member are relocating to a principal residence outside New Zealand. On receiving that notification We may adjust the coverage based on the information You provide. If You do not notify Us of the international relocation or You provide Us with insufficient or incorrect information We may be entitled to reduce Our liability under this Policy.

Appraisals

If You or We fail to agree on the amount of loss, You and We may agree on the selection of an independent appraiser in order to reach a mutual agreement. You and We will share the expenses incurred equally and every effort will be made to reach an agreement within a reasonable time. However, We do not waive Our rights under this Policy by agreeing to an appraisal.

Mortgagee or loss payee

If a mortgagee or loss payee is named in this Policy, any loss payable will be paid to the mortgagee or loss payee and You, as interests appear. If more than one mortgagee or loss payee is named, the order of payment will be the same as the order of precedence of the mortgagees.

If We deny Your claim, that denial will not apply to a valid claim of the mortgagee or loss payee, if the mortgagee or loss payee:

- pays any premium due under this Policy on demand if You have neglected to pay the premium;
- submits a signed, sworn statement of loss within 60 days after receiving notice from Us of Your failure to do so.

Policy conditions relating to appraisals and payment of property claims apply to the mortgagee and loss payee.

If this Policy is cancelled or not renewed by Us the mortgagee or loss payee will be notified, in writing, at least 3 days before the date cancellation takes effect. If We pay the mortgagee or loss payee for any loss or damage and deny payment to You then:

- We are subrogated to all the rights of the mortgagee or loss payee granted under the mortgage on the property; or
- at Our option, We may pay to the mortgagee or loss payee the whole principal on the mortgage plus any accrued interest. In this event We will receive a full assignment and transfer of the mortgage and all securities held as collateral to the mortgage debt.

Subrogation will not impair the right of the mortgagee or loss payee to recover the full amount under the mortgagee's or loss payee's claim.

Non renewal

If We decline to renew all or part of this Policy, We will mail a notice of non renewal to the agent or broker shown in Your Coverage Summary, or to the address shown in the Coverage Summary, at least 14 days before the Policy ends. Our right to decline to renew applies to each coverage or limit in this Policy.

Your cancellation

You may cancel this Policy or any part of it at any time by returning it to Us or notifying Us in writing of the future date that the cancellation is to take effect.

Our cancellation

We may cancel this Policy or any part of it by giving You 14 days prior notice in writing if any of the following circumstances apply:

- You have failed to comply with the duty of utmost good faith.
- You have failed to comply with the duty of disclosure
- You made a misrepresentation to Us during the negotiations for this Policy
- You have failed to comply with a provision of this Policy
- You have failed to pay the premium
- where You have made a fraudulent claim under this Policy or any other policy of insurance (whether with Us or another insurer) that provided cover during any part of the period during which this Policy of insurance provides cover
- You fail to advise Us of a material change in Your circumstances during the Policy Period
- There is a material change in New Zealand law affecting this Policy.

Should We or You cancel Your Policy, We shall retain a pro-rata proportion of the premium for the time the Policy has been in force.

Refund

In the event of cancellation by You or by Us, We will refund premium based on the effective date of cancellation or as soon as possible afterwards. Any return premium will be calculated on a pro-rata basis relating to the time on risk and will depend upon any claims made by You. However, We will not refund any premium in the event We have paid a claim for:

- a lost or totally destroyed Valuable article;
- a loss for the maximum sum insured provided under any coverage parts of this Policy.

About Chubb in New Zealand

Chubb is the world's largest publicly traded property and casualty insurance company. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly. The company is also defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London and other locations, and employs approximately 31,000 people worldwide.

Chubb's operation in New Zealand (Chubb Insurance New Zealand Limited) offers corporate Property & Casualty, Group Personal Accident and corporate Travel Insurance products through brokers. It leverages global expertise and local acumen to tailor solutions to mitigate risks for clients ranging from large multinational companies to local corporates.

More information can be found at www.chubb.com/nz

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