

Chubb Travel Insurance Single Trip Policy Wording

CHUBB®

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Chubb Travel Insurance Single Trip

Policy Wording

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak.

To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Important Information about this Policy Wording

This document is Our insurance Policy Wording and describes the insurance contract between You and Us. It has been prepared to assist You in understanding Chubb One Trip Travel Insurance and making an informed choice about Your insurance requirements. It is up to You to choose the cover You need. It is important that You carefully read and understand this document before making a decision.

This Policy Wording of two contracts:

- The first contract provides cover to pay or reimburse You the non-refundable unused portion of all travel costs prepaid in advance plus a travel agent's cancellation fee for the cancellation of Your Trip before the start of Your Trip under Benefit Section 13 - Trip Cancellation or Postponement.
- The second contract provides indemnity for the balance of cover (all other benefits including optional add-on benefits if applicable). For the purpose of this Policy Wording, and all accompanying materials, the two contracts will be referred to and considered as one Policy document. All other provisions apart from the coverage sections apply to both contracts.

Your Certificate of Insurance also forms part of Your Policy.

Other documents may form part of Our Policy Wording and if they do, We will tell You in the relevant document. You can contact Us on 0800 422 346 or write to Us at Chubb Insurance New Zealand Limited, PO Box 734, Auckland 1140, New Zealand.

No Financial Advice

The information contained within this Policy Wording and accompanying material does not take into account Your personal circumstances, objectives, financial situation or needs and does not constitute financial advice. You should consider the terms, conditions, exclusions and limitations, and obtain financial advice if required, before making any decisions about this insurance policy.

Preparation Date

This Policy Wording was prepared on 18 March 2020.

PW Code 20PWCTISTNZ02

About the Insurer

Chubb Insurance New Zealand Limited (Company No. 104656, FSP No.35924) (Chubb) is the insurer of this product. In this Policy Wording, “We”, “Us”, “Our” means Chubb Insurance New Zealand Limited. Our contact details are:

Head Office: CU 1-3, Shed 24, Princes Wharf, Auckland 1010
Postal address: PO Box 734 Auckland 1140
O 0800 422 346 F +64 9 303 1909 E travel.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**). Further information about the Code is available at www.icnz.org.nz and on request.

Financial Strength Rating

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:

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.

Our rating is reviewed annually and may change from time to time, so please refer to the Chubb Insurance New Zealand Limited website to confirm our current insurer financial strength rating.

Chubb Assistance

Chubb Assistance is a twenty-four (24) hour emergency referral service. In the Event of a medical or similar emergency simply phone +64 9 374 1774, and get immediate help in locating medical assistance in Your local area. This service will also provide non-emergency pre-travel advice on some health-related matters, verify insurance coverage and can help co-ordinate immediate claim payments.

+64 9 374 1774
(Country) (City) (Number)

www.chubbassistance.co.nz

Where Your claim is excluded or falls outside the Policy coverage, the provision of emergency assistance by Chubb Assistance will not in itself be an admission of liability.

Considerable effort is made to locate, assess and reassess medical facilities and other services worldwide. However, the medical standards, sanitary conditions, reliability of telephone systems and facilities for urgent medical evacuations differ depending on the country/location and accordingly, it is not always possible to have control over these factors. In the circumstances, responsibility for any loss, medical complication or death resulting from any factor reasonably beyond Our control, cannot be accepted by Chubb Assistance or Us.

Duty of Disclosure

Your Duty of Disclosure

Before entering into a contract of insurance with Chubb Insurance New Zealand Limited (Chubb), each prospective Insured has a duty to disclose to Chubb information that is material to Chubb's decision whether to accept the insurance and, if so, on what terms. Information may be material whether or not a specific question is asked.

There is the same duty to disclose material information to Chubb before renewal, extension, variation or reinstatement of a contract of insurance with Chubb.

It is important that each prospective Insured understands all information provided in support of the application for insurance and that it is correct, as each prospective Insured will be bound by the answers and by the information it has provided.

The duty of disclosure continues after the application for insurance has been completed up until the time the contract of insurance is entered into.

Consequences of Non-Disclosure

If an Insured fails to comply with its duty of disclosure, Chubb may be entitled, without prejudice to its other rights, to reduce its liability under the contract in respect of a claim or refuse to pay the entire claim. Chubb may also have the right to avoid the contract from its beginning, this means the contract will be treated as if it never existed and no claims will be payable.

The Meaning Of Certain Words

Throughout this document, certain words begin with capital letters. These words have special meaning as set out in the Definitions section, on pages 53-58 of this Policy Wording.

Any reference to an Act, legislation or legislative instrument in this Policy Wording also refers to that Act, legislation or legislative instrument as amended and as may be in force from time to time.

Selecting Your Cover

All Insured Persons listed on Your Certificate of Insurance are covered under the Policy as long as they meet the eligibility criteria.

Eligibility Criteria

In order to purchase a Policy You must be at least eighteen (18) years of age when You apply. A policy may be purchased on behalf of an Insured Person under eighteen (18) years of age by a parent or legal guardian, the parent or legal guardian is not required to also be an Insured Person.

Insured Persons must be under 90 years of age, must have a permanent residence in New Zealand, unrestricted right of entry into New Zealand as well as access to long-term medical care in New Zealand and:

- be an New Zealand resident; or
- be on a skilled working visa (e.g. a 457 visa), but not a working holiday visa; or

- have a partner/spouse visa which allows you to stay in New Zealand for at least 2 years; or
- have a New Zealand passport.

When applying for cover you will be asked to specify the number of Adults and Children that cover is being sought for.

Geographical Cover

We will ask for the countries You are travelling to during the application process and We will provide cover for all the countries declared and listed on Your Certificate of Insurance.

Note that there is no cover as standard under any benefit section of the Policy for travel on a cruise, see General Exclusion 15 on page 46. If Your Trip includes travel on a cruise and You require cover You must purchase optional add-on benefit pack 28 - Cruise Pack as evidenced on Your Certificate of Insurance.

Commencement and Period of Cover

During the application process you will enter Your Trip Start Date and End Date.

Cover under Section 13 – Trip Cancellation or Postponement starts from the Issue Date and continues until the Start Date.

Cover under all other sections starts from the Start Date and continues until the end of the Period of Insurance.

If whilst on a Trip Your Period of Insurance needs to be extended, You must contact Us to request the extension. If the extension is accepted by Us You will need to pay the additional premium and We will issue an updated Certificate of Insurance. Note that it is not possible to extend Your Period of Insurance to be longer than three hundred and sixty five (365) days.

In the event that You are prevented from completing the return leg of a Trip within the Period of Insurance as a result of:

1. You suffering from an Accidental Injury or Sickness, which renders You unfit for travel as certified by a Doctor; or
2. You being an Overseas Resident In-patient at the expiry of the Period of Insurance; or
3. The Public Transportation in which you are travelling is unavoidably delayed,

the Period of Insurance will be automatically extended without additional premium for up to thirty (30) days for events (1) and (2) above and up to seven (7) days for event (3) above, subject to not resulting in the Period of Insurance being more than three hundred and sixty five (365) days.

Choice of Plans and Coverage Options

During the application process You will be provided with a choice of plans, the benefits vary between them including the sum insured.

In addition You may be presented with optional add-on benefit packs for selection and You may change the Policy Excess by selecting from the available options.

The Summary of Benefits table shown on pages 13-45 provides a summary of the benefits applicable to each of the available plans and it includes maximum amounts payable under each section together with any applicable sub-limit and Excess.

Optional Add-on Benefit Packs

Coverage under the core plans excludes cover for certain activities and You may be offered the option to add-on a benefit pack that extends the cover to include these activities. In addition the core plans may be extended through other add-on benefit packs.

Optional Add-on Benefit Packs available to include cover for activities excluded in the core plans

If Your Trip includes any of the following activities the Policy will only respond to claims arising from the activity where You have purchased the relevant optional add-on benefit pack as evidenced on Your Certificate of Insurance, additional benefits are also included:

- A cruise: If You are going on a cruise during Your Trip You will need to select this benefit pack to include cover for all claims related to the cruise.
- Winter Sports: Includes cover for Winter Sports, related equipment and Cancellation Expenses.
- Adventure Sports: Includes cover for Adventure Sports, related equipment and Cancellation Expenses.
- Golf: Includes cover for equipment, Cancellation Expenses and hole-in-one celebration costs.

Optional Add-on Benefit Packs to extend the benefits of Your plan

You will be provided with the option to include the following optional add-on benefit packs to extend the cover available under the core plans:

- Driving Holiday Pack: If You are hiring a Rental Vehicle on Your Trip You can select this benefit pack to include cover for Rental Vehicle Excess and other associated benefits.
- Family Protection Pack: Includes cover for childcare, student tutorial costs and child education fees in the event of Your or Your Child's Accidental Loss of Life or disability as well as an extended per item limit for strollers, child car seats and baby capsules.
- Increased Electronic Equipment Pack: Allows You to increase the per item limit for Electronic Equipment that is included in the core plan.

Option to change the Policy Excess

You may be provided the option to reduce or increase Your Policy Excess. If You reduce Your Policy Excess Your premium will increase and if You increase Your Policy Excess Your premium will reduce.

The Excess You select will be evidenced on Your Certificate of Insurance and will be applicable if 'Yes' is shown in the Summary of Benefits table.

NOTE: The default Excess payable for Electronic Equipment is \$250 and can't be reduced, if you select to increase Your Policy Excess to be more than \$250 then the Excess applicable for Electronic Equipment will increase as well.

Approved Medical Conditions

You will not be covered for any claim that arises directly or indirectly due to a Pre-existing Medical Condition (see general exclusions 11 & 12 on page 46 and definition on page 57).

Note that where Your claim is directly or indirectly related any other person's Pre-existing Medical Condition a sub-limit applies as specified in the Summary of Benefits table on pages 13-45.

However cover is available for Approved Medical Conditions as set out in the table within this section and:

1. the stipulated Requirement and/or Age Limits as set out in the table within this section, where applicable, are met; and
2. You are not travelling against medical advice; and
3. You are not travelling for the purpose of seeking medical attention; and
4. You have not been hospitalised (including day surgery or emergency department attendance) for the Pre-existing Medical Condition at any time during the twelve (12) months prior to the Issue Date (unless a shorter period is specified in the Requirement column); and
5. You are not over the age of seventy six (76) years at any time during the Period of Insurance (or a lower age where specified).

Approved Medical Condition table

Item	Medical Condition	Item	Medical Condition	Item	Medical Condition
1	Acne	15	Goitre	29	Osteopenia
2	Bell's Palsy	16	Glaucoma	30	Osteoporosis
3	Benign Positional Vertigo	17	Graves' Disease	31	Pernicious Anaemia
4	Bunions	18	Hay Fever	32	Plantar Fasciitis
5	Carpal Tunnel Syndrome	19	Hypothyroidism, including Hashimoto's Disease	33	Raynaud's Disease
6	Cataracts	20	Impaired Glucose Tolerance	34	Rhinitis
7	Coeliac Disease	21	Incontinence	35	Rosacea
8	Congenital Blindness	22	Insulin Resistance	36	Sinusitis (chronic)
9	Congenital Deafness	23	Iron Deficiency Anaemia	37	Sleep Apnoea
10	Dry Eye Syndrome	24	Lipoma	38	Solar Keratosis
11	Eczema	25	Macular Degeneration	39	Trigeminal Neuralgia
12	Folate Deficiency	26	Meniere's Disease	40	Trigger Finger
13	Food Intolerance	27	Migraine	41	Vitamin B12 Deficiency
14	Gastric Reflux	28	Nocturnal Cramps		
Item	Medical Condition	Requirement and/or Age Limit			
42	Asthma	You have not had an asthma attack requiring treatment by a Doctor in the twelve (12) months immediately prior to the Issue Date and have no other lung disease.			
43	^Diabetes Mellitus (Type I)	<ul style="list-style-type: none"> i. You were diagnosed over twelve (12) months immediately prior to the Issue Date, and ii. You have no eye, kidney, nerve or vascular complications, and iii. You do not also suffer from a known cardiovascular disease, Hypertension (raised blood pressure), Hyperlipidaemia (raised lipids) or Hypercholesterolemia (raised cholesterol) and iv. You are not over the age of fifty (50) years at any time during the Period of Insurance. 			
44	^Diabetes Mellitus (Type II)	<ul style="list-style-type: none"> i. You were diagnosed over twelve (12) months immediately prior to the Issue Date, and ii. You have no eye, kidney, nerve or vascular complications, and iii. You do not also suffer from a known cardiovascular disease, Hypertension (raised blood pressure), Hyperlipidaemia (raised lipids) or Hypercholesterolemia (raised cholesterol). 			
45	Epilepsy	There has been no change to Your medication in the twelve (12) months immediately prior to the Issue Date.			
46	Gout	The gout has remained stable for the six (6) months immediately prior to the Issue Date.			

Approved Medical Condition table, continued

Item	Medical Condition	Requirement and/or Age Limit
47	Hiatus Hernia	No surgery is planned in the next twelve (12) months immediately after the Issue Date.
48	Hip Replacement	It was performed more than six (6) months immediately prior to the Issue Date.
49	Hypercholesterolemia (Raised Cholesterol)^	You do not also suffer from a known cardiovascular disease and/or Diabetes.
50	Hyperlipidaemia (Raised Lipids)^	
51	Hypertension (Raised Blood Pressure)^	
52	Peptic Ulcer	Your condition has remained stable for more than six (6) months immediately prior to the Issue Date.
53	Stroke	If the stroke occurred more than twelve (12) months immediately prior to the Issue Date and no further rehabilitation or specialist review is planned.
54	Underactive Thyroid	If not as a result of a tumour.

^ Diabetes (Type I and Type II), Hypertension (raised blood pressure), Hyperlipidaemia (raised lipids) or Hypercholesterolemia (raised cholesterol) are risk factors for cardiovascular disease. If You have a history of cardiovascular disease, and it is a Pre-Existing Medical Condition, cover for these conditions is excluded.

Participation in Activities and/or Sport

If you intend to participate in activities and/or sport during Your Trip you should ensure that You understand what You may or may not be covered for under Your Policy.

You will be covered whilst participating in tourist activities if they can be undertaken without age restriction, specific training or requiring specialised equipment (including those activities with height or general health warnings, e.g. whale watching). There is also cover for tourist activities provided by a recognised tour operator or commercial operator providing that You are acting under the guidance and supervision of qualified guides/instructors, where relevant, whilst carrying out such activities (e.g. theme park rides or bungee jumping).

You need to be aware of the following general exclusions:

General exclusion 10 excludes any claim that arises from You or Your Travel Companion not taking all reasonable efforts or Your carelessness, negligence or recklessness avoiding Your Accidental Injury.

General exclusion 17 is related to air travel which means we exclude claims directly or indirectly related to activities and sport that involve air travel to participate in such as gliding or sky diving (but not hot air ballooning when carried out by a licensed operator).

General exclusion 22 excludes any claim that arises directly or indirectly due to You participating in:

- a) Extreme Sports and Activities; or
- b) Winter Sports unless You have purchased cover for Section 29 – Winter Sports Pack as shown on Your Certificate of Insurance; or
- c) Adventure Sports unless You have purchased cover for Section 30 – Adventure Sports Pack as shown on Your Certificate of Insurance; or
- d) scuba diving unless You hold a PADI certification (or similar recognised qualification) or when diving with a qualified instructor. In these situations the maximum depth that this Policy covers is as specified under Your PADI certification (or similar recognised qualification) but no deeper than thirty (30)

metres and You must not be diving alone unless You have purchased cover for Section 29 – Adventure Sports Pack as shown on Your Certificate of Insurance; or

- e) Mountaineering; or
- f) any professional competitions or sports in which You receive remunerations, sponsorships or any forms of financial rewards; or
- g) racing of any kind, other than on foot but this does not include ultra-marathons, biathlons and triathlons; or
- h) motorcycling for any purpose except involving the use of a motorcycle with an engine capacity of 200cc or less, provided that the driver holds a current New Zealand motorcycle license and You wear a helmet whilst in use.

Where:

Mountaineering means the ascent or descent of a mountain ordinarily necessitating the use of specified equipment including but not limited to crampons, pickaxes, anchors, bolts, carabineers and lead-rope or top-rope anchoring equipment.

Extreme Sports and Sporting Activities means any sports or sporting activities that present a high level of inherent danger (i.e. involve a high level of expertise, exceptional physical exertion, highly specialised gear or stunts).

By way of example, this means that:

You will be covered for activities carried out on an amateur basis such as:	Regardless of whether they are carried out on a professional or amateur basis, You will not be covered for things such as:
<ul style="list-style-type: none"> • amateur golf or tennis • bungee jumping • camel or elephant riding • dragon boating • go-karting • inline skating, skateboarding or ice skating • parasailing • riding a motorcycle or moped if less than 200cc, You are wearing a helmet and hold an New Zealand motorcycle license • rowing • snorkeling • surfing. 	<ul style="list-style-type: none"> • big wave surfing • canoeing down rapids • cliff jumping • gliding • horse jumping • hunting • mountain biking • Mountaineering • sky diving • stunt riding • skiing or snowboarding • ultra marathons, biathlons, triathlons.
In addition You may be offered the option to add-on a benefit pack that removes the associated activity exclusion and extend cover to include:	
Adventure Sports Pack (see benefit section 30 on page 41)	Winter Sports Pack (see benefit section 29 on page 40)
<p>Included sports and/or activities:</p> <ol style="list-style-type: none"> 1. diving up to forty (40) metres (subject to PADI Certification) 2. expedition bicycle touring 3. mountain biking 4. motorcycling (if more than 200cc, You are wearing a helmet and hold a New Zealand motorcycle license) 5. quad biking 6. trekking/mountain trekking up to four thousand (4,000) metres 7. white water rafting of Grade 4 and above 8. 4 wheel driving adventure. 	<p>Included sports and/or activities (but not when Backcountry/Off-piste where relevant):</p> <ol style="list-style-type: none"> 1. glacier walking with a qualified guide 2. skiing 3. snowboarding 4. snow tubing/rafting 5. snow mobiling.

Summary of Benefits and Exclusions

This section contains a helpful summary about Chubb Travel Insurance.

Please note that it is a limited summary only. It does not form part of Your Policy and it cannot be relied on as a full description of the cover provided.

Although We have tried to draw important features of the Policy Wording to Your attention, each benefit section is subject to terms, conditions, exclusions and limitations not listed in the summary.

Please note that other documents that make up the Policy such as the Certificate of Insurance may also amend the standard terms, conditions and exclusions contained in this Policy Wording.

Special Exclusion (COVID-19)

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To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

What We Pay

Maximum sum insured amounts apply, as set out in the Summary of Benefits table. The benefit sum insured applies on a per Adult basis unless otherwise stated. If you are travelling with Children each benefit sum insured applies to both the Adult and any Child/ren. Where specified, sub-limits also apply.

The term 'Unlimited' only means there is no specified dollar sum insured and does not relate to the terms, conditions and exclusions. Policy terms do apply limits on what We will pay for such benefits.

Exclusions

This Policy provides cover for many unexpected and unforeseen Events and emergencies but We don't cover everything.

There are exclusions that apply to all benefit sections (see General Exclusions, pages 46-47) and there may be additional exclusions and terms and conditions for specific benefit sections, these are listed under 'What is Not Covered' and 'Terms and Conditions' in the relevant section.

You should ensure that you understand all the exclusions under Your Policy but here is a summary of some of the key ones when You will not be covered if it is a factor in why You are making a claim:

Things that are illegal or reckless

- You have done something willfully, intentionally or commit an illegal act, see general exclusions 7;
- You being intoxicated by alcohol or drugs (not prescribed by a Doctor), see general exclusion 9;
- You don't take all reasonable efforts to look after your belongings including if You leave Your belongings Unattended, see general exclusion 10 and 'What is Not Covered' under benefit sections 22, 23, 29(b), 30(b), 31(a), 33(a) and 34;
- You don't take all reasonable efforts to avoid any injury, see general exclusion 10;
- any errors or omissions in any booking arrangements by You, Your travel agent or any other person acting on your behalf, including the failure to obtain the relevant Travel Documents for Your Trip, see general exclusion 16.

Things that are medically related

- You undertake travel against the advice of a Doctor, for seeking medical treatment or after You have been diagnosed with a Terminal Illness, see general exclusion 11.
- You or Your Travel Companion having a Pre-existing Medical Condition unless it is an Approved Medical Condition, see general exclusions 12.

- due to Your or Your Travel Companion's childbirth or pregnancy. The only time where this exclusion does not apply is when the claim relates to an unexpected medical complication or caused by Accidental Injury or Sickness, see general exclusion 13.

Things that you do or participate in

- You having booked or travelling on a cruise (unless you have purchased optional add-on benefit pack 28 – Cruise Pack), see general exclusion 15.
- Your engagement in Manual Work, see general exclusion 20.
- Your participation in Adventure Sports or Winter Sports (unless you have purchased the relevant optional add-on benefit pack) or Extreme Sports and Activities, see general exclusion 22.

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Summary of Benefits Table

Core Plans – Trips Overseas

Section	Cover Description	Plan Maximum Sum Insured			Does an Excess or Waiting Period apply?	
		Prestige	Comprehensive	Essential		
Medical Expenses Overseas						
1	Medical Expenses Overseas	Cover for Medical Expenses incurred Overseas as a direct result of Accidental Injury or Sickness and Dental Expenses incurred Overseas as a direct result of Accidental Injury. There is a sub-limit for Dental Expenses.	Unlimited \$2,500	Unlimited \$1,000	Unlimited \$500	Yes
2	Trauma Counselling Overseas	Cover for the cost of trauma counselling Overseas if you suffer psychological trauma because you have been a victim of or witnessed a criminal act such as kidnap, sexual assault, rape, murder, violent robbery or an Act of Terrorism.	\$2,000	\$1,000	Not applicable	No
3	Overseas Resident In-patient Additional Expenses	Cover for a daily contribution to additional expenses when a Doctor deems it necessary for You to be Confined in a Hospital for more than a day due to an Accidental Injury or Sickness.	\$200 per day \$10,000 in the aggregate	\$200 per day \$5,000 in the aggregate	\$100 per day \$2,000 in the aggregate	No
4	Additional Accommodation and Public Transportation Expenses	a) Your or Your Travel Companion's Cancellation Expenses or Additional Trip Expenses: Cover for Your Cancellation Expenses and Additional Trip Expenses due to an Accidental Injury or Sickness that prevents You from continuing Your Trip. b) Relative or friends Public Transportation and accommodation expenses: Cover for Your Relative or friend to travel to You and accompany Your Children Home or to remain with You.	Unlimited	Unlimited	Unlimited	Yes
5	Overseas Phone Charges in an Emergency	Cover for phone charges (excluding via public telephone using an international calling card) incurred when engaging with Chubb Assistance during an emergency.	\$500	\$500	Not applicable	No

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Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period	
		Prestige	Comprehensive	Essential		
Personal Accident						
6	Permanent Disablement	Cover in the Event that an Accidental Injury results in Your Permanent Disablement. The sub-limit applies to Children.	\$25,000 \$10,000 sub-limit	\$15,000 \$10,000 sub-limit	Not applicable	No
7	Loss of Income	Cover for Your regular weekly wage/salary when You are unable to attend Your Usual Work in New Zealand due to You being disabled (as certified by a Doctor) following an Accidental Injury Overseas.	\$400 per week \$10,400 in the aggregate (6 months)	\$400 per week \$5,200 in the aggregate (3 months)	Not applicable	30 days
8	Unexpired Membership	Cover for the pro-rata amount of Your pre-paid membership, association or registration fees when You are unable to participate in any sport or gym activity (as certified by a Doctor) following an Accidental Injury Overseas and You are not able to suspend Your membership.	\$2,000	\$500	Not applicable	No
9	Home Help	Cover in the Event You are unable to conduct Your normal household duties for more than 7 consecutive days (as certified by a Doctor) after You return Home due to an Accidental Injury Overseas.	\$1,000	\$500	Not applicable	No
10	Accidental Loss of Life	Cover in the Event an Accidental Injury results in Your Accidental Loss of Life. The sub-limit applies to Children.	\$25,000 \$1,000 sub-limit	\$15,000 \$1,000 sub-limit	Not applicable	No
11	Return of Mortal Remains	Cover for expenses for services provided or arranged by Chubb Assistance for the transportation of Your mortal remains to Your Home or another place in New Zealand as nominated by the legal representative of Your estate.	\$10,000	\$10,000	\$10,000	No
12	Credit Card Cover	Cover for the outstanding balance on Your charge or credit card at the time of an Accidental Injury resulting in Your Accidental Loss of Life.	\$5,000	\$2,500	Not applicable	No

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Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period	
		Prestige	Comprehensive	Essential		
Travel Cancellation and Disruption						
13	Trip Cancellation or Postponement	<p>a) Trip Cancellation Expenses</p> <p>Cover for Your Cancellation Expenses when it is necessary for You to cancel Your Trip due to specified reasons.</p> <p>b) Trip Postponement Expenses</p> <p>Cover for Your Additional Trip Expenses when it is necessary for You to postpone Your Trip due to specified reasons.</p>				Yes
14	Missed Departure or Public Transportation Delay (specified reasons)	<p>a) You miss Your Public Transportation</p> <p>Cover for either Cancellation Expenses or Additional Trip Expenses due to You missing the departure of Your Public Transportation due to specified reasons and to arrange the replacement of Your Travel Documents where we have accepted Your claim under Section 23.</p> <p>b) Your Public Transportation is delayed, rescheduled or cancelled for specified reasons</p> <p>Cover for either Cancellation Expenses or Additional Trip Expenses due to Your Public Transportation being delayed, rescheduled or cancelled due to specified reasons.</p>	<p>Unlimited</p> <p>\$4,000 sub-limit applies when due to Relative or Business Partner Pre-existing Medical Condition</p>	<p>\$15,000</p> <p>per Event</p> <p>and in the aggregate for sections 13, 14 and 15</p> <p>\$4,000 sub-limit applies when due to Relative or Business Partner Pre-existing Medical Condition</p>	<p>\$5,000</p> <p>per Event</p> <p>and in the aggregate for sections 13, 14 and 15</p> <p>\$4,000 sub-limit applies when due to Relative or Business Partner Pre-existing Medical Condition</p>	Yes
15	Cut Trip Short	<p>Cover for Cancellation Expenses and Additional Trip Expenses when You cut Your Trip short and return directly to Your Home due to:</p> <ol style="list-style-type: none"> Your Relative or Business Partner's unexpected death, Accidental Injury or Sickness which their Doctor has certified as being life-threatening; or Your Home becoming uninhabitable or Your Business Premises are significantly damaged following fire, storm, flood or Natural Disaster meaning Your presence is required on premises. 				Yes

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Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period	
		Prestige	Comprehensive	Essential		
Travel Cancellation and Disruption, continued						
16	Public Transportation Delay (unspecified reasons) and Overbooking	Cover in the Event Your Public Transportation is delayed by more than 6 hours or You are denied boarding due to overbooking. Allowance to cover meals, refreshments, internet or other items at Your departure point. Necessary additional accommodation costs and related transfer costs due to the delay	\$3,500 in the aggregate \$150 sub-limit \$2,000	\$2,500 in the aggregate \$100 sub-limit \$1,000	\$1,500 in the aggregate \$50 sub-limit \$500	No
17	Special Events	Cover for the reasonable additional cost to make alternative Public Transportation arrangements in order to arrive at Your destination on time for a Special Event when Your Public Transportation has been delayed or You have been denied boarding due to overbooking.	\$3,000	\$2,000	Not applicable	Yes
18	Denied Access to Accommodation	Cover for Cancellation Expenses or Additional Trip Expenses when you need to make alternative accommodation arrangements due to being denied access to Your pre-booked and pre-paid accommodation due to specified reasons.	\$2,000	\$1,000	Not applicable	Yes
19	Travel Agent Cancellation Fees	Cover for cancellation fees charged by travel agents related to claims accepted under Sections 4, 13, 14, 15 or 18.	Lesser of \$1,500 or 15% of the refundable amount of the cancelled travel arrangements	Lesser of \$1,000 or 15% of the refundable amount of the cancelled travel arrangements	Lesser \$750 or 15% of the refundable amount of the cancelled travel arrangements	Yes
20	Resumption of Trip	Cover for Your Additional Trip Expenses for Public Transportation where You have been covered under Section 15 – Cut Trip Short or Chubb Assistance returned You to New Zealand under Section 1 – Medical Expenses Overseas and You want to resume Your Trip.	\$5,000	\$3,000	Not applicable	No
21	Pet Boarding Expenses	Cover for additional pet boarding expenses due to You being prevented from returning Home by the End Date as a result of specified reasons.	\$500	\$500	Not applicable	No

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak. To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period	
		Prestige	Comprehensive	Essential		
Baggage, Personal Effects, Travel Documents and Money						
22	Baggage and Personal Effects (excluding Travel Documents and Money)	Cover for Your baggage and personal effects (excluding Travel Documents and Money) when they are lost, stolen or damaged. Per item limits apply.	\$25,000 in the aggregate for all items	\$10,000 in the aggregate for all items	\$5,000 in the aggregate for all items	Yes
		i. Electronic Equipment (excluding mobile phones)	\$5,000 per item \$1,000 sub-limit	\$3,000 per item \$1,000 sub-limit	\$1,500 per item \$1,000 sub-limit	\$250
		A sub-limit applies when the Public Transportation provider has specifically instructed that the items must be placed in the hold and no prior instruction or advice regarding this was available to You prior to checking in.				
		ii. Mobile phone	\$1,500 per item	\$1,000 per item	\$1,000 per item	\$250
		iii. Jewellery/watches	\$1,500 per item \$1,000 sub-limit	\$750 per item \$1,000 sub-limit	\$500 per item \$1,000 sub-limit	Yes
A sub-limit applies when the Public Transportation provider has specifically instructed that the items must be placed in the hold and no prior instruction or advice regarding this was available to You prior to checking in.						
	iv. Any other item	\$1,000 per item	\$500 per item	\$500 per item	Yes	
23	Travel Documents	Cover for the cost to replace Travel Documents lost, stolen or damaged Overseas.	\$500	\$500	\$500	Yes
24	Money and Unauthorised use of Cards	Cover for the value of Money and legal liability arising from unauthorised use of credit card transactions when lost or stolen Overseas whilst they are carried on Your person or in a locked safe at Your accommodation.	\$1,000	\$250	Not applicable	Yes
25	Baggage Delay	Cover for reimbursement for the cost of reasonable essential clothing and toiletries when all of Your baggage is delayed by Your Public Transportation provider for more than 12 or 48 hours.	\$500 12 hours	\$250 12 hours	\$250 12 hours	No
			\$1,000 48 hours	\$500 48 hours	\$500 48 hours	

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak. To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period	
		Prestige	Comprehensive	Essential		
Other						
26	Personal Liability	Cover for compensation that You become legally liable to pay due to Your negligence resulting in either physical damage to someone else's tangible property or the bodily injury or death of someone else.	\$5,000,000	\$2,000,000	\$1,000,000	Yes
27	Hijack/Kidnap	Cover in the Event You are forcibly detained on Public Transportation due to it being hijacked by persons using violence or threat of violence or You being kidnapped Overseas.	\$1,000 per day and \$30,000 in the aggregate	\$300 per day and \$10,000 in the aggregate	Not applicable	No

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak. To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Core Plans – Trips New Zealand (Domestic)

Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period	
		Prestige	Comprehensive	Essential		
Personal Accident						
6	Permanent Disablement	Cover in the Event that an Accidental Injury results in Your Permanent Disablement. The sub-limit applies to Children.	\$10,000 \$5,000 sub-limit	\$5,000 \$2,500 sub-limit	Not applicable	No
10	Accidental Loss of Life	Cover in the Event an Accidental Injury results in Your Accidental Loss of Life. The sub-limit applies to Children.	\$10,000 \$1,000 sub-limit	\$5,000 \$1,000 sub-limit	Not applicable	No
11	Return of Mortal Remains	Cover for expenses for services provided or arranged by Chubb Assistance for the transportation of Your mortal remains to Your Home or another place in New Zealand as nominated by the legal representative of Your estate.	\$10,000	\$10,000	\$10,000	No
12	Credit Card Cover	Cover for the outstanding balance on Your charge or credit card at the time of an Accidental Injury resulting in Your Accidental Loss of Life.	\$5,000	\$2,500	Not applicable	No

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak. To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period	
		Prestige	Comprehensive	Essential		
Travel Cancellation and Disruption						
13	Trip Cancellation or Postponement	<p>a) Trip Cancellation Expenses Cover for Your Cancellation Expenses when it is necessary for You to cancel Your Trip due to specified reasons.</p> <p>b) Trip Postponement Expenses Cover for Your Additional Trip Expenses when it is necessary for You to postpone Your Trip due to specified reasons.</p>				Yes
14	Missed Departure or Public Transportation Delay (specified reasons)	<p>a) You miss Your Public Transportation Cover for either Cancellation Expenses or Additional Trip Expenses due to You missing the departure of Your Public Transportation due to specified reasons.</p> <p>b) Your Public Transportation is delayed, rescheduled or cancelled for specified reasons Cover for either Cancellation Expenses or Additional Trip Expenses due to Your Public Transportation being delayed, rescheduled or cancelled due to specified reasons.</p>	<p>\$15,000</p> <p>\$2,000 sub-limit applies when due to Relative or Business Partner Pre-existing Medical Condition</p>	<p>up to \$5,000 per Event and in the aggregate for sections 13, 14 and 15</p> <p>\$2,000 sub-limit applies when due to Relative or Business Partner Pre-existing Medical Condition</p>	<p>up to \$2,500 per Event and in the aggregate for sections 13, 14 and 15</p> <p>\$2,000 sub-limit applies when due to Relative or Business Partner Pre-existing Medical Condition</p>	Yes
15	Cut Trip Short	<p>Cover for Cancellation Expenses and Additional Trip Expenses when You cut Your Trip short and return directly to Your Home due to:</p> <ol style="list-style-type: none"> Your Relative or Business Partner's unexpected death, Accidental Injury or Sickness which their Doctor has certified as being life-threatening; or Your Home becoming uninhabitable or Your Business Premises are significantly damaged following fire, storm, flood or Natural Disaster meaning Your presence is required on premises. 				Yes

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak. To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period	
		Prestige	Comprehensive	Essential		
Travel Cancellation and Disruption, continued						
16	Public Transportation Delay (unspecified reasons) and Overbooking	Cover in the Event Your Public Transportation is delayed by more than six (6) hours or You are denied boarding due to overbooking. Allowance to cover meals, refreshments, internet or other items at Your departure point. Necessary additional accommodation costs and related transfer costs due to the delay	\$3,500 in the aggregate \$150 sub-limit \$1,000	\$2,500 in the aggregate \$100 sub-limit \$500	\$1,500 in the aggregate \$50 sub-limit \$250	No
17	Special Events	Cover for the reasonable additional cost to make alternative Public Transportation arrangements in order to arrive at Your destination on time for a Special Event when Your Public Transportation has been delayed or You have been denied boarding due to overbooking.	\$3,000	\$2,000	Not applicable	Yes
18	Denied Access to Accommodation	Cover for Cancellation Expenses or Additional Trip Expenses when you need to make alternative accommodation arrangements due to being denied access to Your pre-booked and pre-paid accommodation due to specified reasons.	\$2,000	\$1,000	Not applicable	Yes
19	Travel Agent Cancellation Fees	Cover for cancellation fees charged by travel agents related to claims accepted under Sections 13, 14, 15 or 18.	Lesser of \$1,500 or 15% of the refundable amount of the cancelled travel arrangements	Lesser of \$1,000 or 15% of the refundable amount of the cancelled travel arrangements	Lesser \$750 or 15% of the refundable amount of the cancelled travel arrangements	Yes
21	Pet Boarding Expenses	Cover for additional pet boarding expenses due to You being prevented from returning Home by the End Date as a result of specified reasons.	\$500	\$500	Not applicable	No

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak. To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period	
		Prestige	Comprehensive	Essential		
Baggage, Personal Effects, Travel Documents and Money						
22	Baggage and Personal Effects (excluding Travel Documents and Money)	Cover for Your baggage and personal effects (excluding Travel Documents and Money) when they are lost, stolen or damaged. Per item limits apply.	\$25,000 in the aggregate for all items	\$10,000 in the aggregate for all items	\$5,000 in the aggregate for all items	Yes
		i. Electronic Equipment (excluding mobile phones)	\$5,000 per item	\$3,000 per item	\$1,500 per item	\$250
		A sub-limit applies when the Public Transportation provider has specifically instructed that the items must be placed in the hold and no prior instruction or advice regarding this was available to You prior to checking in.	\$1,000 sub-limit	\$1,000 sub-limit	\$1,000 sub-limit	
		ii. Mobile phone	\$1,500 per item	\$1,000 per item	\$1,000 per item	\$250
		iii. Jewellery/watches	\$1,500 per item	\$750 per item	\$500 per item	Yes
A sub-limit applies when the Public Transportation provider has specifically instructed that the items must be placed in the hold and no prior instruction or advice regarding this was available to You prior to checking in.	\$1,000 sub-limit	\$1,000 sub-limit	\$1,000 sub-limit			
	iv. Any other item	\$1,000 per item	\$500 per item	\$500 per item	Yes	
25	Baggage Delay	Cover for reimbursement for the cost of reasonable essential clothing and toiletries when all of Your baggage is delayed by Your Public Transportation provider for more than 12 or 48 hours.	\$500 12 hours	\$250 12 hours	\$250 12 hours	No
			\$1,000 48 hours	\$500 48 hours	\$500 48 hours	
Other						
26	Personal Liability	Cover for compensation that You become legally liable to pay due to Your negligence resulting in either physical damage to someone else's tangible property or the bodily injury or death of someone else.	\$1,000,000	\$500,000	\$200,000	Yes

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak. To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Optional Add-on Benefit Packs

Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period
		Prestige	Comprehensive	Essential	
28. Cruise Pack					
a)	Cruise	General Exclusion 15 is not applicable for your Policy when Cruise Pack is shown as 'Included' on Your Certificate of Insurance. The definition of Cancellation Expenses is extended to include reasonable pre-paid, non-refundable and unused portion of cruise activities and day excursions.			
b)	Cabin Confinement	Cover for a daily contribution to additional expenses when a Doctor deems it necessary for You to be confined in Your cabin on a cruise for more than a day due to an Accidental Injury or Sickness.	\$100 per day \$1,000 in the aggregate		No
29. Winter Sports Pack					
a)	Winter Sports	General Exclusion 22(b) is not applicable for your Policy when Winter Sports Pack is shown as 'Included' on Your Certificate of Insurance.			
b)	Own Winter Sport Equipment	Cover for when Your Winter Sports Equipment is lost, stolen or damaged.	\$1,500 per item \$3,000 in the aggregate		Yes
c)	Winter Sport Equipment Hire	Cover for the cost of hiring alternative Winter Sports Equipment when Your Winter Sports Equipment is lost, stolen or damaged or is delayed by Your Public Transportation by more than 24 hours.	\$1,500		Yes
d)	Unused Winter Sports Costs	Cover in the Event You suffer an Accidental Injury or Sickness and a Doctor certifies that you are unable to use the unused pre-booked and pre-paid ski passes, ski hire, tuition fees or lift passes we will reimburse You for the non-refundable amount.	\$1,000		Yes
e)	Piste Closure	Cover for the cost of transport and additional ski passes at the nearest alternative resort when all the lift systems are closed for more than 24 hours due to insufficient snow, severe weather or power failure at Your pre-booked ski holiday resort.	\$1,000		Yes
f)	Weather and Avalanche Closure	Cover for Your reasonable Additional Trip Expenses due to You being delayed from leaving Your ski holiday resort for more than 12 hours due to severe weather or an avalanche that has been confirmed in writing by the relevant authority.	\$1,000		Yes

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak. To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period
		Prestige	Comprehensive	Essential	
30. Adventure Sports Pack					
a)	Adventure Sports	General Exclusion 22(c) is not applicable for your Policy when Adventure Sports Pack is shown as 'Included' on Your Certificate of Insurance.			
b)	Own Adventure Sport Equipment	Cover for when Your Adventure Sports Equipment is lost, stolen or damaged.	\$1,500 per item \$3,000 in the aggregate		Yes
c)	Adventure Sport Equipment Hire	Cover for the cost of hiring alternative Adventure Sports Equipment when Your Adventure Sports Equipment is lost, stolen or damaged or is delayed by Your Public Transportation by more than 24 hours.	\$1,500		Yes
d)	Unused Adventure Sports Costs	Cover in the Event You suffer an Accidental Injury or Sickness and a Doctor certifies that you are unable to use the unused pre-booked and pre-paid Adventure Sports costs we will reimburse You for the non-refundable amount.	\$1,000		Yes
31. Golf Pack					
a)	Own Golf Equipment	Cover for when Your Golf Equipment is lost, stolen or damaged.	\$1,500 per item \$3,000 in the aggregate		Yes
b)	Golf Equipment Hire	Cover for the cost of hiring alternative Golf Equipment when Your Golf Equipment is lost, stolen or damaged or is delayed by Your Public Transportation by more than 24 hours.	\$1,500		Yes
c)	Unused Golf Costs	Cover in the Event You suffer an Accidental Injury or Sickness and a Doctor certifies that you are unable to use the unused pre-booked and pre-paid green fees, golf buggy hire or golf club hire we will reimburse You for the non-refundable amount.	\$1,000		Yes
d)	Hole-in-One	Cover for reimbursement of the customary food and beverages at the golf club house for the purpose of celebrating Your hole-in-one.	\$500		Yes
e)	Own Golf Equipment	Cover for when Your Golf Equipment is lost, stolen or damaged.	\$1,500 per item \$3,000 in the aggregate		Yes

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak. To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period	
		Prestige	Comprehensive	Essential		
32. Driving Holiday Pack						
a)	Rental Vehicle Excess	Cover in the Event You become liable to pay a Rental Vehicle insurance excess as a result of the theft or collision involving Your Rental Vehicle whilst in Your control.	\$5,000			No
b)	Baggage and Personal Effects whilst in vehicle	Cover for when Your baggage and personal effects when stored out of sight in Your locked Rental Vehicle during the day are stolen.	\$500 per item \$2,000 in the aggregate			Yes
c)	Lost Key	Cover for the expenses to replace the key to Your Rental Vehicle if you lose it.	\$500			Yes
d)	Towing Expenses	Cover for reasonably incurred towing expenses to return Your Rental Vehicle to the nearest depot when You are unfit to drive it by reason of an Accidental Injury or Sickness.	\$1,000			No
e)	Carjacking Incident or Road Rage Incident	Cover in the Event you sustain an Accidental Injury as a result of being the victim of a Carjacking Incident or Road Rage Incident.	\$2,000			No
33. Family Protection Pack						
a)	Extended the per item for strollers, child car seats and baby capsules	Cover for when Your stroller, child car seat and baby capsule is lost, stolen or damaged.	\$1,500 per item \$3,000 in the aggregate			Yes
b)	Childcare Benefit	Cover for the reasonable and necessary daily expenses incurred for the services of a registered childcare provider when you sustain an Accidental Injury Overseas.	\$200 per day \$2,000 in the aggregate			No
c)	Student Tutorial Costs	Cover for the reasonable and necessary incurred home tutorial services where You are a registered full time student and when You sustain an Accidental Injury Overseas and You are unable to attend registered classes.	\$200 per day \$2,000 in the aggregate			No

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak. To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Section	Cover Description	Plan Maximum Sum Insured			Excess/ Waiting Period	
		Prestige	Comprehensive	Essential		
33. Family Protection Pack, continued						
d)	Child Education Fees	Cover for the reimbursement of school or university fees in the Event You sustain an Accidental Injury that results in Your Accidental Loss of Life and You have surviving Children.	\$2,500 per child \$5,000 in aggregate			No
34. Increased Electronic Equipment Pack						
	Increased per item limit	Electronic Equipment	\$10,000 per item	\$6,000 per item	\$3,000 per item	\$250
		Mobile phone	\$3,000 per item	\$2,000 per item	\$2,000 per item	\$250

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak. To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Benefits

In this section We outline the full details for each benefit including ‘What is Covered’, ‘What We Will Pay’ ‘What is Not Covered’ and ‘Terms and Conditions’.

Where We have agreed to enter into a Policy with You, in return for You paying Us or agreeing to pay the required premium, We will provide You with cover for the following benefits where applicable for the plan you have selected including any applicable optional add-on benefit packs you purchased as specified on Your Certificate of Insurance.

Cover is only provided for each applicable benefit:

- where the relevant covered Event occurs in a country/location that you have declared during the application process;
- up to the maximum limits specified in the Summary of Benefits table;
- subject to the applicable Excess You selected as shown on Your Certificate of Insurance and the Summary of Benefits tables; and
- subject to the terms conditions and exclusions of the Policy.

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak.

To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

Core Benefits (Sections 1 – 27)

Section 1 – Medical Expenses Overseas

This benefit is not available for expenses incurred in New Zealand

What is Covered	If during the Period of Insurance and whilst You are on a Trip, You incur Medical Expenses as a direct result of Accidental Injury or Sickness or Dental Expenses as a direct result of Accidental Injury,
What We Will Pay	We will pay or reimburse You in respect of such expenses up to the maximum sum insured specified in the Summary of Benefits table for the plan You have selected as shown on Your Certificate of Insurance. If You are a Resident In-patient Overseas, We will pay for a shared room. If a shared room is not available, We will, at Our discretion and that of Our medical advisers, pay to upgrade You to a single room. A sub limit applies to Dental Expenses as specified in the Summary of Benefits table.
What is Not Covered	In addition to the General Exclusions on pages 46-47, We will not pay for any: <ol style="list-style-type: none"> 1. further expenses incurred by You if We wish to return You to New Zealand but You refuse (where in the opinion of the treating Doctor and Chubb Assistance, You are fit to travel); or 2. expenses incurred for prostheses, contact lenses, spectacles, hearing aids, dentures or medical equipment unless prescribed by a Doctor for the treatment of Accidental Injury or Sickness. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	If You are admitted to hospital or You anticipate costs covered under this section are likely to exceed \$2,000, You must advise Chubb Assistance as soon as practically possible. We have the option of returning You to New Zealand if the cost of Medical Expenses Overseas or any Additional Trip Expenses are likely to exceed the cost of returning You to New Zealand, subject always to medical advice. If Chubb Assistance deems it necessary for Us to return You to New Zealand:

	<ol style="list-style-type: none"> 1. if You do not hold a return airline ticket, an amount equal to the cost of an economy class one way ticket will be deducted from Your claim for repatriation expenses; and 2. We shall not be liable to pay or reimburse You for any Medical Expenses or Dental Expenses in New Zealand. <p>We also have the option of evacuating You to the nearest Hospital in another country/location if deemed necessary by Chubb Assistance due to the necessary medical treatment and/or facility not being available in the immediate vicinity.</p> <p>The cost of returning You to New Zealand from Overseas or to evacuate You to the nearest Hospital in another country/location will only be paid if it was arranged by Chubb Assistance or if due to reasons beyond Your control, You are unable to notify Chubb Assistance to make the necessary arrangements, We shall reimburse You for expenses incurred in relation to the necessary arrangement, up to the amount which Chubb Assistance would have incurred for services provided under the same circumstances.</p>
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Section 2 – Trauma Counselling Overseas

Cover for trauma counselling is not available under the Essential plan or for expenses incurred in New Zealand

What is Covered	If during the Period of Insurance and whilst on a Trip, You suffer psychological trauma as a result of being a victim of, or eye witnessing a criminal act such as kidnap, sexual assault, rape, murder, violent robbery or an Act of Terrorism,
What We Will Pay	We will reimburse You for the cost of trauma counselling Overseas which is provided by a registered psychologist or psychiatrist (who is not an Insured Person or their Relative) provided the treatment is certified as necessary by a Doctor for Your wellbeing up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 3 – Overseas Resident In-patient Additional Benefit

This benefit is not available for expenses incurred in New Zealand

What is Covered	If during the Period of Insurance and whilst on a Trip, You suffer an Accidental Injury or Sickness that incurs Medical Expenses and a Doctor deems it necessary for You to be Confined in a Hospital for more than one (1) day,
What We Will Pay	We will pay You the daily benefit amount for each continuous Day of Confinement thereafter up to the maximum sum insured specified in the Summary of Benefits table for the plan You have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 4 – Additional Accommodation and Public Transportation Expenses

a) Your or Your Travel Companion's Cancellation Expenses or Additional Trip Expenses

What is Covered	If during the Period of Insurance and whilst on a Trip; <ol style="list-style-type: none"> 1. You suffer an Accidental Injury or Sickness that prevents You from continuing Your Trip, and 2. You or Your Travel Companion who remains with You, incur Additional Trip Expenses,
What We Will Pay	We will pay or reimburse the necessary Cancellation Expenses or Additional Trip Expenses until: <ol style="list-style-type: none"> 1. the completion of the Period of Insurance; or 2. You are able to resume Your Trip; or 3. You are able to travel Home, <p>whichever occurs first, up to the maximum sum insured specified in the Summary of Benefits table for the plan You have selected as shown on Your Certificate of Insurance.</p>

What is Not Covered	In addition to the General Exclusions on pages 46-47, We will not pay for Your original Public Transportation cost for returning Home. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	This benefit is only payable on the written advice of a Doctor that You cannot continue Your Trip solely by reason of the Accidental Injury or Sickness and Chubb Assistance has accepted Your inability to continue Your Trip. Additional Trip Expenses are to be at the same class/level as originally booked. An upgrade of class/level can be offered if it is deemed necessary by the Doctor and Chubb Assistance approves the upgrade.

Section 4 – Additional Accommodation and Public Transportation Expenses, continued

b) Relative or friend's Public Transportation and accommodation expenses

What is Covered	If during the Period of Insurance and whilst on a Trip: You suffer an Accidental Injury or Sickness that prevents You from continuing Your Trip and You are a Resident In-patient; and <ol style="list-style-type: none"> 1. Your Relative or friend travels to accompany Your Children back Home; or 2. Your Relative or friend travels to and remains with You,
What We Will Pay	We will pay or reimburse You for one (1) Relative or friend's reasonable Public Transportation and accommodation expenses, until: <ol style="list-style-type: none"> 1. They have accompanied Your Children back Home; or 2. You are able to resume Your Trip; or 3. You are able to travel Home; or 4. the completion of the Period of Insurance, <p>whichever occurs first, up to the maximum sum insured specified in the Summary of Benefits table for the plan You have selected as shown on Your Certificate of Insurance.</p>
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	This benefit is only payable on the written advice of a Doctor that You cannot continue Your Trip solely by reason of the Accidental Injury or Sickness and Chubb Assistance has accepted Your inability to continue Your Trip.

Section 5 – Overseas Phone Charges in an Emergency

Cover for phone charges in an emergency is not available under the Essential plan or when travelling in New Zealand

What is Covered	If during the Period of Insurance and whilst on a Trip, You incur charges for use of Your mobile phone or a standard land line used for the sole purpose of engaging the services of Chubb Assistance, or an authorised representative of Chubb Assistance, during an emergency, in relation to a claim that has been submitted and accepted under Your Policy,
What We Will Pay	We will reimburse You for the phone charges up to the maximum amount shown in the Summary of Benefits Table for the plan You have selected as shown on Your Certificate of Insurance.
What is Not Covered	In addition to the General Exclusions on pages 46-47, We will not pay for any public telephone charges using an international calling card. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	Phone charges incurred must be supported by an itemised statement of charges.

Section 6 – Permanent Disablement

Cover for Permanent Disablement is not available under the Essential plan

What is Covered	If during the Period of Insurance and whilst on a Trip, You suffer an Accidental Injury that results in Your Permanent Disablement within twelve (12) months of the date of the Accidental Injury,
What We Will Pay	We will pay You the amount specified in the Summary of Benefits table for the plan You have selected as shown on Your Certificate of Insurance. The sub-limit specified in the Summary of Benefits table applies in relation to the amount We will pay in respect of each Child.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	You must obtain and follow advice and treatment given by a Doctor as soon as possible after suffering an Accidental Injury.

Section 7 – Loss of Income

Cover for loss of income is not available under the Essential plan or when travelling in New Zealand

What is Covered	If during the Period of Insurance and whilst on a Trip, You suffer an Accidental Injury which results in You being disabled as certified by a doctor and: <ol style="list-style-type: none">1. You are unable to attend Your Usual Work in New Zealand for a period of more than thirty (30) days after You originally planned to resume Your Usual Work; and2. You lose all of Your regular weekly wage/salary,
What We Will Pay	We will pay You: <ol style="list-style-type: none">1. Your regular weekly wage/salary (net of income tax) for each week, after thirty (30) days, up to the maximum weekly amount shown in the Summary of Benefits Table for the plan You have selected as shown on Your Certificate of Insurance;2. for a period of up to a maximum of six (6) months; up to the maximum period and amount specified in the Summary of Benefits table for the plan You have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	You will need to provide evidence of Your regular weekly wage/salary in support of Your claim.

Section 8 – Unexpired Membership

Cover for unexpired membership is not available under the Essential plan or when travelling in New Zealand

What is Covered	If during the Period of Insurance and whilst on a Trip, You suffer an Accidental Injury that results in You being disabled and unable to continue Your participation in any sport or gym activity, as certified by a Doctor, for which You have pre-paid a membership, association or registration fee,
What We Will Pay	We will reimburse You the pro-rata amount of such fees paid for the current season or membership period where Your membership is not able to be suspended up to the maximum sum insured shown in the Summary of Benefits table for the plan You have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 9 – Home Help

Cover for home help is not available under the Essential plan or when travelling in New Zealand

What is Covered	If, during the Period of Insurance and whilst on a Trip, You suffer an Accidental Injury that results in You being unable to conduct Your normal household duties for more than seven (7) consecutive days as certified by a Doctor after You return Home,
What We Will Pay	We will pay You the maximum sum insured shown in the Summary of Benefits table for the plan You have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 10 – Accidental Loss of Life

Cover for Accidental Loss of Life is not available under the Essential plan

What is Covered	If during the Period of Insurance and whilst on a Trip, You suffer an Accidental Injury that solely results in Your Accidental Loss of Life within twelve (12) months of the date of the Accidental Injury,
What We Will Pay	We will pay Your estate the amount specified in the Summary of Benefits table for the plan You have selected as shown on Your Certificate of Insurance. The maximum We will pay in relation to the Accidental Loss of Life of a Child is \$1,000 per Child.
What is Not Covered	In addition to the General Exclusions on pages 46-47 We will not pay for a claim resulting from Your suicide. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	Where the Accidental Loss of Life is as a result of a Disappearance it will only be paid if the legal representatives of Your estate (or the parent/legal guardian/executor in respect of Children where relevant) give Us a signed undertaking that these amounts will be repaid to Us, if it is later found that You did not die or did not die as a result of an Accidental Injury. All payments for Children under 16 years will be paid to a parent/guardian/executor or other such person as specified under New Zealand's Life Insurance Act 1908.

Section 11 – Return of Mortal Remains

Cover for home help is not available under the Essential plan or when travelling in New Zealand

What is Covered	If during the Period of Insurance and whilst on a Trip, You die and Chubb Assistance or Our authorised representative makes the necessary arrangements for the return of Your mortal remains to Your Home or another place in New Zealand as nominated by the legal representative of Your estate,
What We Will Pay	We shall pay or reimburse: <ol style="list-style-type: none">1. Your estate the expenses for services provided and/or arranged for the transportation, medical services and medical supplies necessarily incurred as a result of the return of Your mortal remains;2. Your estate the expenses actually incurred Overseas for services and supplies by a mortician or undertaker, including the cost of embalming and cremation if so elected;3. Up to two (2) of Your Relative or friend's Public Transportation and accommodation expenses to travel to accompany Your mortal remains to Your Home or another place in New Zealand as nominated by the legal representative of Your estate. All payments made by Us shall not exceed the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 12 – Credit Card Cover

Cover for credit card cover is not available under the Essential plan or when travelling in New Zealand

What is Covered	If during the Period of Insurance and whilst on a Trip, You suffer an Accidental Injury that results in a claim accepted by Us under Section 10 - Accidental Loss of Life,
What We Will Pay	We will pay Your estate the amount outstanding on any charge or credit card account in Your name as at the time of the Accidental Injury giving rise to Your Accidental Loss of Life up to the maximum sum insured shown in the Summary of Benefits table for the plan You have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 13 – Trip Cancellation or Postponement

a) Trip Cancellation Expenses

What is Covered	<p>If following the Issue Date of Your Policy, it is necessary to cancel Your Trip prior to the Start Date due to:</p> <ol style="list-style-type: none"> 1. You or Your Travel Companion being: <ol style="list-style-type: none"> a) rendered unfit to travel on Your Start Date due to an Accidental Injury or Sickness in the opinion of a Doctor; or b) subpoenaed to attend court in New Zealand during Your Period of Insurance; or c) quarantined; or d) required to sit unexpected exams in regard to studies undertaken during Your Period of Insurance; or 2. Your or Your Travel Companion's unexpected death; or 3. Your Relative or Business Partner's unexpected death, Accidental Injury or Sickness which their Doctor certified as being life-threatening and which resulted in You cancelling Your Trip; or 4. Your Home being uninhabitable following fire, storm, or flood occurring such that Your presence is required on the premises during Your Period of Insurance; or 5. You being in the New Zealand armed services or emergency services and Your leave is revoked; or 6. a Natural Disaster that has recently happened or is reasonably expected to happen either at the destination of Your Trip or at Your Home which prevents You from commencing Your Trip; or 7. the Ministry of Foreign Affairs and Trade (MFAT) has issued a 'do not travel' warning for the destination of Your Trip; or 8. an Act of Terrorism at the destination of Your Trip,
What We Will Pay	<p>We will pay or reimburse You the Cancellation Expenses up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.</p> <p>Where You cancel Your Trip due to reason (2) above and Your Relative or Business Partner's unexpected death, Accidental Injury or Sickness was due to a Pre-existing Medical Condition, the maximum amount we will pay for a claim related to this is sub-limited as specified in the Summary of Benefits table.</p>
What is Not Covered	<p>In addition to the General Exclusions on pages 46-47, we will not pay for:</p> <ol style="list-style-type: none"> 1. any change of plans or disinclination on Your part or that of any other person to travel (including due to Your nervous, anxiety or stress disorders unless certified by a Doctor); 2. Your, or Your Travel Companion, Relative or Business Partner's, financial circumstances, contractual obligation or business obligation; 3. the failure of Your travel agent to pass on monies to operators or to deliver promised services; 4. a lack in the number of persons required to commence any tour, conference, accommodation or travel arrangements or the negligence of a wholesaler or operator. <p>Please refer to the Special Exclusion (COVID-19) on page 47.</p>
Terms and Conditions	This coverage is only effective if this Policy is purchased before You become aware of any circumstance which could lead to the cancellation of Your Trip.

Section 13 – Trip Cancellation or Postponement, continued

b) Trip Postponement Expenses, continued

What is Covered	<p>If following the Issue Date of Your Policy, it is necessary to postpone Your Trips Start Date due to:</p> <ol style="list-style-type: none"> 1. You or Your Travel Companion being; 2. rendered unfit to travel on your Start Date due to an Accidental Injury or Sickness in the opinion of a Doctor; or 3. subpoenaed to attend court in New Zealand during Your Period of Insurance; or 4. quarantined; or 5. required to sit unexpected exams in regard to studies undertaken during Your Period of Insurance; 6. Your Relative or Business Partner's unexpected death, Accidental Injury or Sickness which their Doctor certified as being life-threatening and which resulted in You postponing Your Trip; or 7. Your Home becoming uninhabitable following fire, storm, or flood occurring such that Your presence is required on the premises during the Period of Insurance; or 8. You being in the New Zealand armed services or emergency services and Your leave is revoked; or 9. a Natural Disaster that has recently happened or is reasonably expected to happen either at the destination of Your Trip or at Your Home which prevents You from commencing Your Trip; or 10. the Ministry of Foreign Affairs and Trade (MFAT) has issued a 'do not travel' warning for the destination of Your Trip; or 11. an Act of Terrorism at the destination of Your Trip,
What We Will Pay	<p>We will pay or reimburse You either the Cancellation Expenses or Additional Trip Expenses up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.</p> <p>Where You postpone Your Trip due to reason (2) above and Your Relative or Business Partner's unexpected death, Accidental Injury or Sickness was due to a Pre-existing Medical Condition the maximum amount we will pay for a claim related to this is sub-limited as specified in the Summary of Benefits table.</p>
What is Not Covered	<p>In addition to the General Exclusions on pages 46-47, we will not pay for:</p> <ol style="list-style-type: none"> 1. any change of plans or disinclination on Your part or that of any other person to travel (including due to nervous, anxiety or stress disorders unless certified by a Doctor); 2. Your, or Your Travel Companion, Relative or Business Partner's, financial circumstances, contractual obligation or business obligation; 3. the failure of Your travel agent to pass on monies to operators or to deliver promised services; or 4. a lack in the number of persons required to commence any tour, conference, accommodation or travel arrangements or the negligence of a wholesaler or operator. <p>Please refer to the Special Exclusion (COVID-19) on page 47.</p>
Terms and Conditions	<p>This coverage is only effective if this Policy is purchased before You become aware of any circumstance which could lead to the postponement of Your Trip.</p>

Section 14 – Missed Departure or Public Transportation Delay (specified reasons)

a) You miss Your Public Transportation

What is Covered	<p>If during the Period of Insurance and whilst on a Trip, You miss the departure of Your Public Transportation when You are unavoidably and unexpectedly prevented from getting to Your departure point due to:</p> <ol style="list-style-type: none"> 1. severe weather; or 2. a Natural Disaster; or 3. a collision of a motor vehicle, water craft, aircraft or train in which You are travelling; or 4. Riot, Strike, civil commotion or hijack; or 5. Your Travel Documents have been lost, stolen or damaged; or 6. an Act of Terrorism,
What We Will Pay	<p>We will pay or reimburse any Cancellation Expenses or Additional Trip Expenses to:</p> <ol style="list-style-type: none"> 1. continue Your original Trip; and/or 2. arrange the replacement of Your Travel Documents where we have accepted Your claim under Section 23 – Travel Documents,

	up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	This coverage is only effective if this Policy is purchased before You become aware of any circumstance which could lead to Your Public Transportation being delayed, rescheduled or cancelled. You must claim from the Public Transportation provider first and provide Us with written confirmation from the Public Transportation provider of the cause and period of the delay and the amount of compensation offered by them.

b) Your Public Transportation is delayed, rescheduled or cancelled for specified reasons

What is Covered	If during the Period of Insurance and whilst on a Trip, You are at Your departure point and Your Public Transportation is delayed or rescheduled or is cancelled due to: <ol style="list-style-type: none"> 1. severe weather; or 2. a Natural Disaster; or 3. Riot, Strike, civil commotion or hijack; or 4. the mechanical breakdown of Your Public Transportation; or 5. grounding of Public Transportation as a result of mechanical or structural defect; or 6. any event leading to airspace restriction or airport closure; or 7. an Act of Terrorism,
What We Will Pay	We will pay or reimburse any Cancellation Expenses or Additional Trip Expenses to continue Your original Trip less any compensation that You are entitled to, offered or provided for by any other party (for example the airline) up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	This coverage is only effective if this Policy is purchased before You become aware of any circumstance which could lead to Your Public Transportation being delayed, rescheduled or cancelled. You must claim from the Public Transportation provider first and provide Us with written confirmation from the Public Transportation provider of the cause and period of the delay and the amount of compensation offered by them.

Section 15 – Cut Trip Short

What is Covered	If during the Period of Insurance and whilst on a Trip, You cut Your Trip short and return directly to Your Home before the End Date due to: <ol style="list-style-type: none"> 1. Your Relative or Business Partner's unexpected death, Accidental Injury or Sickness which their Doctor certified as being life-threatening; or 2. Your Home becoming uninhabitable or Your Business Premises are significantly damaged following fire, storm, flood or Natural Disaster occurring such that Your presence is required on the premises,
What We Will Pay	We will pay or reimburse Your Cancellation Expenses or Additional Trip Expenses up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance. Where You cut Your Trip short due to reason (1) above and Your Relative or Business Partner's unexpected death, Accidental Injury or Sickness was due to a Pre-existing Medical Condition the maximum amount we will pay for a claim related to this is sub-limited as specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 16 – Public Transportation Delay (unspecified reasons) and Overbooking

What is Covered	<p>If during the Period of Insurance and whilst on a Trip, You are delayed by more than six (6) hours due to:</p> <ol style="list-style-type: none"> 1. Your Public Transportation being delayed for any unforeseen reason outside of Your control other than specified in Section 14; or 2. You being denied boarding of Your Public Transportation due to overbooking.
What We Will Pay	<p>We will pay or reimburse:</p> <ol style="list-style-type: none"> 1. an allowance to cover expenses at Your departure point (for example meals, refreshments, internet); and 2. any necessary Additional Trip Expenses including any additional related transfer costs; <p>less any compensation that You are entitled to, offered or provided for by any other party (for example, the airline) up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.</p>
What is Not Covered	<p>Please refer to the General Exclusions on pages 46-47.</p> <p>Please refer to the Special Exclusion (COVID-19) on page 47.</p>
Terms and Conditions	<p>This coverage is only effective if this Policy is purchased before You become aware of any circumstance which could lead to You or Your Public Transportation being delayed.</p> <p>You must claim from the Public Transportation provider first and provide Us with written confirmation from the Public Transportation provider of the cause and period of the delay and the amount of compensation offered by them.</p>

Section 17 – Special Events

Cover for special events is not available under the Essential plan

What is Covered	<p>If during the Period of Insurance and whilst on a Trip, You are unable to arrive on time for a Special Event due to:</p> <ol style="list-style-type: none"> 1. Your Public Transportation being delayed for any unforeseen reason outside of Your control; or 2. You being denied boarding of Your Public Transportation due to overbooking.
What We Will Pay	<p>We will pay or reimburse You for the reasonable additional cost, to use alternative Public Transportation arrangements to arrive at Your destination on time, less any compensation that You are entitled to, offered or provided for by any other party (for example airline), up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.</p>
What is Not Covered	<p>Please refer to the General Exclusions on pages 46-47.</p> <p>Please refer to the Special Exclusion (COVID-19) on page 47.</p>
Terms and Conditions	<p>This coverage is only effective if this Policy is purchased before You become aware of any circumstance which could lead to You or Your Public Transportation being delayed.</p> <p>You must claim from the Public Transportation provider first and provide Us with written confirmation from the Public Transportation provider of the cause and period of the delay and the amount of compensation offered by them.</p>

Section 18 – Denied Access to Accommodation (specified reasons)

Cover for denied access to accommodation is not available under the Essential plan

What is Covered	If during the Period of Insurance and whilst on a Trip, You need to make alternative accommodation arrangements because You are denied access to Your pre-booked and pre-paid accommodation or it is uninhabitable due to: <ol style="list-style-type: none">1. severe weather; or2. a Natural Disaster; or3. an Act of Terrorism; or4. a fire,
What We Will Pay	We will pay or reimburse You for the Cancellation Expenses or Additional Trip Expenses, less any compensation by anyone else that You are entitled, offered or provided (for example accommodation provider), up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	This coverage is only effective if this Policy is purchased before You become aware of any circumstance which could lead to Your accommodation being uninhabitable. You must claim from the accommodation provider first and provide Us with written confirmation from them of the cause and period of the denied access and the amount of compensation offered by them.

Section 19 – Travel Agent Cancellation Charges

What is Covered	Where Your claim has been accepted under: <ol style="list-style-type: none">1. Section 4 –Additional Public Transportation and Accommodation Expenses (Overseas only); or2. Section 13 –Trip Cancellation or Postponement; or3. Section 14 – Missed Departure or Public Transportation Delay (specified reasons); or4. Section 15 – Cut Trip Short; or5. Section 18 – Denied Access to Accommodation (specified reasons), and Your travel agent charges a cancellation fee associated with making the required changes to Your travel arrangements,
What We Will Pay	We will reimburse You for the travel agent cancellation charges up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 20 – Resumption of Trip

Cover for resumption of Trip is not available under the Essential plan

What is Covered	If during the Period of Insurance, Your claim under Section 15 – Cut Trip Short has been accepted or Chubb Assistance returned you to New Zealand under Section 1 and: <ol style="list-style-type: none">1. You want to resume Your Trip before the end of the Period of Insurance; and2. Your original Trip was more than twenty-one (21) days in duration; and3. less than 50% of Your original Trip has elapsed at the time of cutting Your Trip short,
What We Will Pay	We will pay or reimburse Your Additional Trip Expenses for Public Transportation to resume Your Trip up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Terms and Conditions	Additional Trip Expenses are to be at the same class/level as originally booked. Your cover will recommence once You resume Your Trip, subject to Your Period of Insurance as specified on Your Certificate of Insurance.
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Section 21 – Pet Boarding Expenses

Cover for pet boarding expenses is not available under the Essential plan

What is Covered	If during the Period of Insurance and whilst on a Trip, You are prevented from returning Home by the End Date as a result of an Event covered under Sections 1, 14 or 16 and Your pet is in boarding,
What We Will Pay	We will pay or reimburse You the additional pet boarding expenses up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 22 – Baggage and Personal Effects (excluding Travel Documents and Money)

What is Covered	If during the Period of Insurance and whilst on a Trip, Your baggage and/or personal effects are lost, stolen or damaged,
What We Will Pay	We will at Our discretion either: <ol style="list-style-type: none"> 1. reimburse the value of the baggage or personal effects after allowing for reasonable depreciation for items that are more than two (2) years old; or 2. arrange and pay for, or reimburse the cost of, repairing or replacing the baggage or personal effects with articles in the same condition but not with articles better or more extensive than the baggage or personal effects were when new. <p>Limits apply for any one (1) item (a set or pair of items, including attached and unattached accessories, will be treated as one (1) item) as specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.</p> <p>For Jewellery or Electronic Equipment placed in the care of a Public Transportation provider, a sub-limit applies.</p> <p>The maximum sum insured for all items is specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.</p>
What is Not Covered	In addition to the General Exclusions on pages 46-47, We will not pay for: <ol style="list-style-type: none"> 1. items left Unattended; or 2. Jewellery, watches and/or Electronic Equipment left Unattended in Your accommodation and not stored in a locked safe or where a locked safe is not available, not stored out of sight; or 3. Money, credit cards and Travel Documents; or 4. Winter Sports Equipment, Adventure Sports Equipment, Golf Equipment (cover for these items is available as an optional add-on benefit in this Policy and subject to additional premium); or 5. damage to sporting equipment whilst in use; or 6. damage to surfboards and waterborne crafts of any description, at any time; or 7. electrical or mechanical breakdown; or 8. items sent under the provision of any freight contract; or 9. items forwarded in advance and unaccompanied; or 10. damage to fragile or brittle items (other than spectacles or to lenses in cameras, video cameras or binoculars); or 11. damage caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration; or 12. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities. <p>Please refer to the Special Exclusion (COVID-19) on page 47.</p>
Terms and Conditions	You must report your loss or theft to the police or responsible Public Transportation provider within twenty-four (24) hours and provide Us with a written record prepared by the police or Public Transportation provider at the time the loss or theft is reported.

Section 23 – Travel Documents

This benefit is not available for travel in New Zealand

What is Covered	If during the Period of Insurance and whilst on a Trip, Your Travel Documents are lost, stolen or damaged,
What We Will Pay	We will reimburse You the replacement cost of Your Travel Documents up to the maximum sum insured as specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	In addition to the General Exclusions on pages 46-47, We will not pay for: <ol style="list-style-type: none"> 1. items left Unattended; or 2. items left Unattended in Your accommodation and not stored in a locked safe or where a locked safe is not available, not stored out of sight; or 3. damage caused by atmospheric or climatic conditions, wear and tear or vermin; or 4. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 24 – Money and Unauthorised Use of Cards

Cover for Money and unauthorised use of cards is not available under the Essential plan or when travelling in New Zealand

What is Covered	If during the Period of Insurance and whilst on a Trip, Your Money or credit card is lost, stolen, or used without authorisation whilst either: <ol style="list-style-type: none"> 1. carried on Your person; or 2. carried in a bag you are holding; or 3. in a locked safe at Your accommodation; or 4. where a locked safe is not available at Your Accommodation, stored out of sight.
What We Will Pay	We will reimburse You for: <ol style="list-style-type: none"> 1. the value of Your Money that has been lost or stolen; and 2. any legal liability You have resulting from Your credit card being lost, stolen or used without authorisation, up to the maximum sum insured as specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	You must report your loss or theft to the police and in respect to credit cards Your card issuer, within twenty-four (24) hours and provide Us with a written record prepared by the police at the time the loss or theft is reported.

Section 25 – Baggage Delay

What is Covered	If during the Period of Insurance and whilst on a Trip: <ol style="list-style-type: none"> 1. all Your baggage is delayed by Your Public Transportation provider for more than twelve (12) or forty eight (48) hours; and 2. You require reasonably essential items such as clothing and toiletries to use until your baggage arrives,
What We Will Pay	We will reimburse You for the items purchased up to the maximum sum insured as specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	You must report your delayed baggage to the responsible Public Transportation provider and obtain and provide to Us the baggage irregularity report or similar report.

Section 26 – Personal Liability

What is Covered	If during the Period of Insurance and whilst on a Trip, You commit an act of negligence which results in You becoming legally liable to pay compensation for either physical damage caused to someone else's tangible property or the bodily injury or death of someone else,
What We Will Pay	We will pay that compensation up to the maximum sum insured specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	<p>In addition to the General Exclusions on pages 46-47, We will not pay for:</p> <ol style="list-style-type: none"> 1. loss of or damage to property belonging to or held in trust by or in custody or control of You other than temporary accommodation occupied by You in the course of your Trip; or 2. bodily injury, loss or damage caused directly or indirectly in connection with the ownership, possession or use by You, Your employee or agent of any: <ol style="list-style-type: none"> a) mechanically propelled vehicle; or b) aircraft or waterborne craft or vessel (other than non-mechanically powered waterborne craft not exceeding 10 metres in length whilst used on inland waters), or the loading or unloading of such craft or vessel; or c) firearms (other than sporting guns); or d) animals; and e) vicarious liability for the acts of a Child under the age of eighteen (18) years of age in the connection with the above; or 3. bodily injury, loss or damage to property arising directly or indirectly from: <ol style="list-style-type: none"> a) the nature of products sold by You; or b) advice furnished by You; or c) the conduct of Your business, trade or profession; or d) activities or volunteer work organised by, or under the auspices of, any charitable, voluntary, not for profit, social or similar organisation when liability for such activities or work should reasonably be included within the organisation's own Public Liability policy; or 4. liability is in respect of bodily injury to any person who is Your Relative; or 5. liability assumed under contract or agreement unless such liability would have attached in the absence of such contract or agreement; or 6. aggravated, exemplary or punitive damages or the payment of any fine or penalty; or 7. liability arising out of any wilful or malicious act; or 8. liability arising out of the transmission of a venereal or communicable disease. <p>Please refer to the Special Exclusion (COVID-19) on page 47.</p>
Terms and Conditions	<ol style="list-style-type: none"> 1. No admission, offer, promise, payment or indemnity shall be made without Our written consent. Consent can be applied for by calling Us. 2. We shall be entitled to take over and conduct in Your name, the defence or settlement of any claim and We shall have full discretion in the handling of any proceedings. <p>We may at any time pay to You, in connection with any claim or series of claims arising from the one original cause, the maximum amount specified in the Summary of Benefits Table (after deduction of any amount(s) already paid as compensation) or any lesser amount for which such claim(s) can be settled and upon such payment being made, We shall be under no further liability in connection with such claim(s), except for the payment of costs and expenses recoverable or incurred prior to the date of such payment.</p>

Section 27 – Hijack and Kidnapping

Cover for hijack and kidnapping is not available under the Essential plan or when travelling in New Zealand

What is Covered	If during the Period of Insurance and whilst on a Trip, You are forcibly detained on Public Transportation due to it being hijacked by persons using violence or threat of violence or You being kidnapped,
What We Will Pay	We will pay You for each twenty-four (24) hour period or part thereof per day sum insured up to the maximum sum insured as specified in the Summary of Benefits table for the plan you have selected as shown on Your Certificate of Insurance.
What is Not Covered	<p>Please refer to the General Exclusions on pages 46-47.</p> <p>Please refer to the Special Exclusion (COVID-19) on page 47.</p>

Optional Add-on Benefit Packs (Sections 28 – 34)

Section 28 – Cruise Pack

You will not have any cover for the following benefits or for claims arising directly or indirectly from You having booked or travel on a cruise unless you have purchased this cover as shown on Your Certificate of Insurance

a) Cruise

What is Covered	<p>If You have purchased Cruise Pack as shown on Your Certificate of Insurance, General Exclusion 15 is removed in its entirety and cover is available for claims related to cruises subject to the terms and conditions of Your Policy.</p> <p>In addition the Cancellation Expenses definition is deleted in its entirety and replaced with the following:</p> <p>Cancellation Expenses means the reasonable prepaid, non-refundable and unused portion of Public Transportation, accommodation, cruise activities and day excursions, Entertainment Tickets, training or conference costs including a travel agent's cancellation fee. Where frequent flyer points or similar rewards points have been used and the loss of such points cannot be recovered from any other source, the retail cost at time of booking will be used as the cost.</p>
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b) Cabin Confinement

What is Covered	If during the Period of Insurance and while on a Trip, You suffer an Accidental Injury or Sickness that incurs Medical Expenses on Your cruise and a Doctor deems it necessary for You to be confined in Your cabin for more than one (1) day,
What We Will Pay	We will pay You the daily benefit amount for each continuous day of confinement thereafter up to the maximum sum insured specified in the Summary of Benefits table for the plan You have selected as shown on Your Certificate of Insurance.
What is Not Covered	<p>Please refer to the General Exclusions on pages 46-47.</p> <p>Please refer to the Special Exclusion (COVID-19) on page 47.</p>

Section 29 – Winter Sports Pack

You will not have any cover for the following benefits or for claims arising directly or indirectly from You participating in Winter Sport unless you have purchased this cover as shown on Your Certificate of Insurance

a) Winter Sports

What is Covered	If You have purchased Winter Sports Pack as shown on Your Certificate of Insurance, General Exclusion 22(b) is removed in its entirety and cover is available for claims related to Winter Sports subject to the terms and conditions of Your Policy.
What is Not Covered	<p>In addition to the General Exclusions on pages 46-47, We will not pay for participating in Winter Sports in Backcountry/Off-piste.</p> <p>Please refer to the Special Exclusion (COVID-19) on page 47.</p>

Section 29 – Winter Sports Pack, continued

You will not have any cover for the following benefits or for claims arising directly or indirectly from You participating in Winter Sport unless you have purchased this cover as shown on Your Certificate of Insurance

b) Own Winter Sport Equipment

What is Covered	If during the Period of Insurance and whilst on a Trip, Your Winter Sports Equipment is lost, stolen or damaged,
What We Will Pay	<p>We will at Our discretion either:</p> <ol style="list-style-type: none"> 1. reimburse the value of the Winter Sports Equipment after allowing for reasonable depreciation for items that are more than two (2) years old; or 2. arrange and pay for, or reimburse the cost of, repairing or replacing the Winter Sports Equipment with articles in the same condition but not with articles better or more extensive than the Winter Sports Equipment were when new. <p>Limits apply for any one (1) item, as specified in the Summary of Benefits table. A set or pair of items (including attached and unattached accessories) will be treated as one (1) item for the purpose of this limit. For example, a pair of skis and bindings or a pair of ski boots will be one item.</p> <p>The maximum sum insured for all items is specified in the Summary of Benefits table.</p>

What is Not Covered	In addition to the General Exclusions on pages 46-47, We will not pay for: <ol style="list-style-type: none"> 1. damage to items whilst in use; or 2. items left Unattended (other than any ski storage facility provided by Your accommodation provider but not for helmet, goggles, avalanche air bag and transceiver packages); or 3. electrical or mechanical breakdown; or 4. damage caused by wear and tear, vermin or any process of cleaning, repairing, restoring or alteration; or 5. items sent under the provision of any freight contract; or 6. items forwarded in advance and unaccompanied; or 7. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	You must report your loss or theft to the police or responsible Public Transportation provider within twenty-four (24) hours and provide Us with a written record prepared by the police or Public Transportation provider at the time the loss or theft is reported.

c) Winter Sport Equipment Hire

What is Covered	If during the Period of Insurance and whilst on a Trip, Your Winter Sports Equipment is: <ol style="list-style-type: none"> 1. lost, stolen or damaged and a claim has been accepted by Us under Section 29(b); or 2. delayed by Your Public Transportation provider by more than twenty-four (24) hours;
What We Will Pay	We will reimburse You the cost of hiring alternative Winter Sports Equipment up to the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

d) Unused Winter Sports Costs

What is Covered	If during the Period of Insurance and whilst on a Trip, You suffer an Accidental Injury or Sickness and a Doctor certifies You are unable to use Your pre-booked and pre-paid ski passes, ski hire, tuition fees or lift passes,
What We Will Pay	We will reimburse You for the non-refundable cost of the unused portion up to the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	Any claims must be accompanied by a copy of a medical report provided by a Doctor detailing the nature and extent of the Accidental Injury or Sickness and as a result confirming Your inability to participate in Winter Sports.

Section 29 – Winter Sports Pack, continued

You will not have any cover for the following benefits or for claims arising directly or indirectly from You participating in Winter Sport unless you have purchased this cover as shown on Your Certificate of Insurance

e) Piste Closure

What is Covered	If during the Period of Insurance and whilst on a Trip, all lift systems are closed for more than twenty-four (24) hours due to insufficient snow, bad weather or power failure at Your pre-booked ski holiday resort,
What We Will Pay	We will reimburse You for the cost of transport to the nearest alternative resort and additional ski passes at that resort up to the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	In addition to the General Exclusions on pages 46-47, We will not pay: <ol style="list-style-type: none"> 1. any claims arising if Your holiday resort does not have skiing facilities greater than 1,000 metres above sea level; 2. any claims unless the resort is open and there is sufficient snow for normal on piste skiing activities. Please refer to the Special Exclusion (COVID-19) on page 47.

f) Weather and Avalanche Closure

What is Covered	If during the Period of Insurance and whilst on a Trip, you are delayed from being able to leave Your ski holiday resort for more than twelve (12) hours due to severe weather or an avalanche that has been confirmed in writing by the appropriate authority,
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What We Will Pay	We will pay or reimburse You for reasonable Additional Trip Expenses up to the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 30 – Adventure Sports Pack

You will not have any cover for the following benefits or for claims arising directly or indirectly from You participating in Adventure Sports unless you have purchased cover as shown on Your Certificate of Insurance

a) Adventure Sports

What is Covered	If You have purchased Adventure Sports Pack as shown on Your Certificate of Insurance, General Exclusion 22(c) is removed in its entirety and cover is available for claims related to Adventure Sports subject to the terms and conditions of Your Policy.
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b) Own Adventure Sport Equipment

What is Covered	If during the Period of Insurance and whilst on a Trip, Your Adventure Sport Equipment is lost, stolen or damaged,
What We Will Pay	We will at Our discretion either: <ol style="list-style-type: none"> reimburse the value of the Adventure Sport Equipment after allowing for reasonable depreciation for items that are more than two (2) years old; or arrange and pay for, or reimburse the cost of, repairing or replacing the Adventure Sport Equipment with articles in the same condition but not with articles better or more extensive than the Adventure Sports Equipment were when new. <p>The maximum sum insured for all items is specified in the Summary of Benefits table.</p>
What is Not Covered	In addition to the General Exclusions on pages 46-47, We will not pay for: <ol style="list-style-type: none"> damage to items whilst in use; or items left Unattended; or electrical or mechanical breakdown; or damage caused by wear and tear, vermin or any process of cleaning, repairing, restoring or alteration; or items sent under the provision of any freight contract; or items forwarded in advance and unaccompanied; or loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities. <p>Please refer to the Special Exclusion (COVID-19) on page 47.</p>
Terms and Conditions	You must report your loss or theft to the police or responsible Public Transportation provider within twenty-four (24) hours and provide Us with a written record prepared by the police or Public Transportation provider at the time the loss or theft is reported.

Section 30 – Adventure Sports Pack, continued

You will not have any cover for the following benefits or for claims arising directly or indirectly from You participating in Adventure Sports unless you have purchased cover as shown on Your Certificate of Insurance

c) Adventure Sport Equipment Hire

What is Covered	If during the Period of Insurance and whilst on a Trip, Your Adventure Sport Equipment is: <ol style="list-style-type: none"> lost, stolen or damaged and a claim has been accepted by Us under Section 30(b); or delayed by Your Public Transportation provider by more than twenty-four (24) hours;
What We Will Pay	We will reimburse the cost of hiring alternative Adventure Sports Equipment up to the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47.

d) Unused Adventure Sports Costs

What is Covered	If during the Period of Insurance and whilst on a Trip, You suffer an Accidental Injury or Sickness and a Doctor certifies You are unable to use Your pre-booked and pre-paid Adventure Sports costs,
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What We Will Pay	We will reimburse You for the non-refundable cost of the unused portion up to the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	Any claims must be accompanied by a copy of a medical report provided by a Doctor detailing the nature and extent of the Accidental Injury or Sickness and as a result confirming Your inability to participate in Adventure Sport.

Section 31 – Golf Pack

You will not have any cover for the following benefits unless you have purchased cover as shown on Your Certificate of Insurance

a) Own Golf Equipment

What is Covered	If during the Period of Insurance and whilst on a Trip, Your Golf Equipment is lost, stolen or damaged,
What We Will Pay	We will at Our discretion either: <ol style="list-style-type: none"> reimburse the value of the Golf Equipment after allowing for reasonable depreciation for items that are more than two (2) years old; or arrange and pay for, or reimburse the cost of, repairing or replacing the Golf Equipment with articles in the same condition but not with articles better or more extensive than the Golf Equipment were when new. <p>The maximum sum insured for all items is specified in the Summary of Benefits table.</p>
What is Not Covered	In addition to the General Exclusions on pages 46-47, We will not pay for: <ol style="list-style-type: none"> damage to items whilst in use; or items left Unattended; or electrical or mechanical breakdown; or damage caused by wear and tear, vermin or any process of cleaning, repairing, restoring or alteration; or items sent under the provision of any freight contract; or items forwarded in advance and unaccompanied; or loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities. <p>Please refer to the Special Exclusion (COVID-19) on page 47.</p>
Terms and Conditions	You must report your loss or theft to the police or responsible Public Transportation provider within twenty-four (24) hours and provide Us with a written record prepared by the police or Public Transportation provider at the time the loss or theft is reported.

b) Golf Equipment Hire

What is Covered	If during the Period of Insurance and whilst on a Trip, Your Golf Equipment is: <ol style="list-style-type: none"> lost, stolen or damaged and a claim has been accepted by Us under Section 31(a); or delayed by Your Public Transportation provider by more than twenty-four (24) hours;
What We Will Pay	We will reimburse the cost of hiring alternative Golf Equipment up to the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

c) Unused Golf Costs

What is Covered	If during the Period of Insurance and whilst on a Trip, You suffer an Accidental Injury or Sickness and a Doctor certifies You are unable to use Your pre-booked and pre-paid green fees, golf buggy hire, or golf club hire,
What We Will Pay	We will reimburse You for the non-refundable cost of the unused portion up to the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	Any claims must be accompanied by a copy of a medical report provided by a Doctor detailing the nature and extent of the Accidental Injury or Sickness and as a result confirming Your inability to play golf.

d) Hole-in-One	
What is Covered	If during the Period of Insurance and whilst on a Trip, You score a hole-in-one whilst playing golf, and You purchase customary food and beverages at the golf club house for the purpose of celebrating,
What We Will Pay	We will reimburse You for the customary food and beverages incurred up to the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	Any claims for reimbursement must be accompanied by a copy of the certificate for the hole-in-one issued by the club and original receipts supporting the incurred amount.

Section 32 – Driving Holiday Pack

You will not have any cover for the following benefits unless you have purchased cover as shown on Your Certificate of Insurance

a) Rental Vehicle Excess	
What is Covered	If during the Period of Insurance and whilst on a Trip, You become liable to pay a Rental Vehicle insurance excess as a result of the theft or a collision involving Your Rental Vehicle whilst in Your control,
What We Will Pay	We will reimburse You for the excess up to the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	In addition to the General Exclusions on pages 46-47, We will not pay for: <ol style="list-style-type: none"> any damage unless as part of the Rental Vehicle arrangement, You have accepted the motor insurance provided by the Rental Vehicle organisation, against loss or damage to the Rental Vehicle during the rental period; or any theft or collision arising from the operation of a Rental Vehicle in violation of the terms of the rental agreement or applicable motor vehicle insurance policy. Please refer to the Special Exclusion (COVID-19) on page 47.
b) Baggage and Personal Effects whilst in Rental Vehicle	
What is Covered	If during the Period of Insurance and whilst on a Trip, Your baggage or personal effects that have been stored out of sight in Your locked Rental Vehicle during the day are stolen,
What We Will Pay	We will at Our discretion either: <ol style="list-style-type: none"> reimburse the value of the baggage or personal effects after allowing for reasonable depreciation for items that are more than two (2) years old; or reimburse the cost of, replacing the baggage or personal effects with articles in the same condition but not with articles better or more extensive than the baggage or personal effects were when new. Limits apply for any one (1) item (a set or pair of items, including attached and unattached accessories, will be treated as one (1) item) as specified in the Summary of Benefits table. The maximum sum insured for all items is specified in the Summary of Benefits table.
What is Not Covered	In addition to the General Exclusions on pages 46-47, We will not pay for: <ol style="list-style-type: none"> Jewellery, watches, Electronic Equipment, Travel Documents or Money; or items left Unattended in Your Rental Vehicle overnight. Please refer to the Special Exclusion (COVID-19) on page 47.
Terms and Conditions	You must report your theft to the police within twenty-four (24) hours and provide Us with a written record prepared by the police at the time the loss or theft is reported.
c) Lost Key	
What is Covered	If during the Period of Insurance and whilst on a Trip, You lose the key for Your Rental Vehicle,
What We Will Pay	We will reimburse You for the expenses to replace the key You are liable for up to the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

d) Towing Expenses

What is Covered	If during the Period of Insurance and whilst on a Trip: <ol style="list-style-type: none">1. You sustain an Accidental Injury or Sickness; and2. on the written advice of a Doctor, You are unfit to drive Your Rental Vehicle solely by reason of the Accidental Injury or Sickness,
What We Will Pay	We will pay or reimburse You for the reasonably incurred towing expenses to return Your Rental Vehicle to the nearest depot, up to the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

e) Carjacking Incident or Road Rage Incident

What is Covered	If during the Period of Insurance and whilst on a Trip, You sustain an Accidental Injury as a result of being the victim of a Carjacking Incident or Road Rage Incident,
What We Will Pay	We will pay You the maximum sum insured specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 33 – Family Protection Pack

You will not have any cover for the following benefits unless you have purchased cover as shown on Your Certificate of Insurance

a) Extended per item limit for strollers, child car seats and baby capsules

What is Covered	If during the Period of Insurance and whilst on a Trip, Your stroller, child car seat or baby capsule is lost, stolen or damaged,
What We Will Pay	We will at Our discretion either: <ol style="list-style-type: none">1. reimburse the value of the stroller, child car seat or baby capsule after allowing for reasonable depreciation for items that are more than two (2) years old; or2. arrange and pay for, or reimburse the cost of, repairing or replacing stroller, child car seats or baby capsules with articles in the same condition but not with articles better or more extensive than the stroller, child car seats or baby capsules were when new. Limits apply for any one (1) item (a set or pair of items, including attached and unattached accessories, will be treated as one (1) item) as specified in the Summary of Benefits table. The maximum sum insured for all items is specified in the Summary of Benefits table.
What is Not Covered	In addition to the General Exclusions on pages 46-47, We will not pay for: <ol style="list-style-type: none">1. items left Unattended; or2. electrical or mechanical breakdown; or3. damage caused by wear and tear, vermin or any process of cleaning, repairing, restoring or alteration; or4. items sent under the provision of any freight contract; or5. items forwarded in advance and unaccompanied; or6. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities. Please refer to the Special Exclusion (COVID-19) on page 47.

b) Childcare Benefit

What is Covered	If during the Period of Insurance and whilst on a Trip, You suffer an Accidental Injury which results in You being unable to care for Your children as certified by a Doctor,
What We Will Pay	We will pay or reimburse You for the reasonable and necessary daily expenses incurred for the services of a registered childcare provider but only in respect of additional costs that would not otherwise have been incurred, up to the maximum amount specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

c) Student Tutorial Costs

What is Covered	If during the Period of Insurance and whilst on a Trip, You are a registered full time student and suffer from an Accidental Injury which results in You being unable to attend registered classes as certified by a Doctor,
What We Will Pay	We will reimburse the daily cost of reasonably and necessarily incurred home tutorial services up to the specified daily sum insured and the maximum sum insured in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

d) Child Education fees

What is Covered	If during the Period of Insurance and whilst on a Trip, You sustain an Accidental Injury that results in a claim accepted by Us under Section 10 - Accidental Loss of Life and You have surviving Children,
What We Will Pay	We will reimburse Your estate for up to two (2) of Your surviving Children's subsequently incurred school or university fees up to the specified sum insured for each Child specified in the Summary of Benefits table.
What is Not Covered	Please refer to the General Exclusions on pages 46-47. Please refer to the Special Exclusion (COVID-19) on page 47.

Section 34 – Increased Electronic Equipment Pack

You will not have any cover for the following benefit unless you have purchased cover as shown on Your Certificate of Insurance

What is Covered	If during the Period of Insurance and whilst on a Trip, Your Electronic Equipment is lost, stolen or damaged,
What We Will Pay	We will at Our discretion either: <ol style="list-style-type: none"> 1. reimburse the value of the Electronic Equipment after allowing for reasonable depreciation for items that are more than two (2) years old; or 2. arrange and pay for, or reimburse the cost of, repairing or replacing the Electronic Equipment with articles in the same condition but not with articles better or more extensive than the Electronic Equipment were when new. <p>Limits apply for any one (1) item (a set or pair of items, including attached and unattached accessories, will be treated as one (1) item) as specified in the Summary of Benefits table.</p> <p>The maximum sum insured for all items is specified in the Summary of Benefits table.</p>
What is Not Covered	In addition to the General Exclusions on pages 46-47 the exclusions listed under 'What is Not Covered' under Section 22 – Baggage and Personal Effects (excluding Travel Documents and Money) on page 36 also apply. Please refer to the Special Exclusion (COVID-19) on page 47.

General Exclusions

We will not pay for any claims arising directly or indirectly from:

1. War or any act of War, invasion, foreign enemy, Civil War, rebellion, revolution, insurrection, military or usurped power;
2. any nuclear reaction or contamination, ionising rays or radioactivity;
3. any prohibition, regulation or intervention by government authorities;
4. any loss or expenses with respect to a Specially Designated List or which if reimbursed or paid by Us would result in Us being in breach of trade or economic sanctions or other such similar laws or regulations;
5. the refusal, failure or inability of any person, company or organisation, including but not limited to a travel agent, tour operator, accommodation provider, Public Transportation provider, vehicle rental agency or any other travel or tourism services provider to provide services or accommodation due to their Insolvency or the Insolvency of any person, company or organisation they deal with;
6. any loss or expenses which arises in connection with or is contributed by You undertaking any Trip or part of Trip against travel advice where the Ministry of Foreign Affairs and Trade (MFAT) has issued a 'do not travel' warning. Refer to the safe travel website (www.safetravel.govt.nz) for the status of each country/location.

If You want to cancel a Trip or part of Trip due to a 'do not travel' MFAT warning issued after the Issue Date, then the Cancellation Expenses or Additional Trip Expenses will be covered under Section 13 - Trip Cancellation or Postponement;

7. illegal acts (or omissions) by You or Your executors, administrators, legal heirs or personal representatives;
8. loss resulting directly or indirectly from action taken by the government authorities including confiscation, seizure, destruction and restriction;
9. Your intoxication by alcohol or drugs not prescribed by a Doctor;
10. You or Your Travel Companion not taking all reasonable efforts or Your carelessness, negligence or recklessness in safeguarding Your property or avoiding Your Accidental Injury or Sickness or minimising any claim under the Policy;
11. Your or Your Travel Companion's travel booked or undertaken against the advice of any Doctor, or for the purpose of seeking medical attention, or after a Terminal Illness has been diagnosed;
12. Your or Your Travel Companion's Pre-existing Medical Condition unless it is an Approved Medical Condition (this exclusion does not apply to Section 11 - Return of Mortal Remains);
13. Your or Your Travel Companion's childbirth or pregnancy unless it is due to unexpected medical complications or caused by Accidental Injury or Sickness;
14. the transmission of a venereal disease or virus which affects You when not as a result of an Accidental Injury;
15. You having booked or travelling on a cruise unless You have purchased cover for Section 28 - Cruise Pack as shown on Your Certificate of Insurance;
16. any errors or omissions in any booking arrangements by You, Your Travel Companion, Your travel agent or any other person acting on your behalf, including the failure to obtain the relevant Travel Documents for Your Trip;

17. air travel other than as a fare-paying passenger on a fully licensed passenger carrying aircraft operated by an airline, an air charter company for the regular transportation of passengers or a licensed hot air ballooning operator;
18. You being covered by:
 - a) any workers compensation legislation such as the Accident Compensation Act 2001; or
 - b) any transport accident legislation; or
 - c) any government sponsored fund; or
 - d) plan or medical benefit scheme; or
 - e) any other insurance policy required to be effected by or under law;
19. any benefit that if paid would result in Our contravening the Insurance (Prudential Supervision) Act 2010, *Life Insurance Act 1908* or any amendment to, or consolidation or re-enactment of, those Acts or the general insurance licence granted to us by the Reserve Bank of New Zealand;
20. You engaging in Manual Work;
21. consequential loss of any kind including loss of enjoyment or any financial loss not specifically covered in the Policy;
22. You participating in:
 - a) Extreme Sports and Activities; or
 - b) Winter Sports unless You have purchased cover for Section 29 – Winter Sports Pack as shown on Your Certificate of Insurance; or
 - c) Adventure Sports unless You have purchased cover for Section 30 – Adventure Sports Pack as shown on Your Certificate of Insurance; or
 - d) scuba diving unless You hold a PADI certification (or similar recognised qualification) or when diving with a qualified instructor. In these situations the maximum depth that this Policy covers is as specified under Your PADI certification (or similar recognised qualification) but no deeper than thirty (30) metres and You must not be diving alone unless You have purchased cover for Section 29 – Adventure Sports Pack as shown on Your Certificate of Insurance; or
 - e) white water rafting Grade 4 (of international scale of river difficulty) and above; or
 - f) Mountaineering; or
 - g) any professional competitions or sports in which You receive remunerations, sponsorships or any forms of financial rewards; or
 - h) racing of any kind, other than on foot but this does not include ultra-marathons, biathlons and triathlons; or
 - i) motorcycling for any purpose except involving the use of a motorcycle with an engine capacity of 200cc or less, provided that the driver holds a current New Zealand motorcycle license and You wear a helmet whilst in use.

Special Exclusion (COVID-19)

This Policy does not cover and we will not (under any sections) pay for claims of any kind directly or indirectly arising from, relating to or in any way connected with the Coronavirus Disease 19 (COVID-19) (or any mutation or variation thereof) and/or its outbreak.

To the extent that any term or condition in the Policy may be inconsistent with this exclusion, this exclusion shall prevail.

General Conditions

Premium

We take a number of factors into account when calculating Your premium which could include but not limited to Your risk profile, the geographical region and plan and/or options You have chosen and other information You provide to Us when applying for this insurance.

Factors that increase the risk to Us generally increase the premium (e.g. where You apply to be covered under the plan with the highest level of cover or have chosen additional benefit options) and those that lower the risk reduce premium payable (e.g. where You are undertaking a short Trip).

Your premium includes any amounts payable that take into account Our obligation (actual or estimated) to pay any relevant compulsory government charges, taxes or levies (including GST) in relation to the Policy.

We will tell You, when You apply, what premium is payable, when it needs to be paid and how it can be paid.

Cover is effective from the Policy Issue Date as shown on Your Certificate of Insurance.

Significant Tax Implications

Generally, Your premiums are not tax deductible and claims payments are not assessable income for tax purposes unless You purchase Your Policy for business purposes. This tax information is a general statement only. See Your tax adviser for information about Your personal circumstances.

Goods and Services Tax

Where You are a registered entity You may be entitled to an input tax credit for Your premium and/or for things covered by this Policy. You must disclose these entitlements to Us if You make a claim under Your Policy.

If We agree to pay a claim under Your Policy, We will base any claim payment on the Goods and Services Tax (GST) inclusive costs (up to the relevant policy limit). However, We will reduce any claim payment by an input tax credit You are, or would be, entitled to for the repair or replacement of insured property or for other things covered by this Policy.

Fourteen (14) Day Money Back Guarantee - Cooling Off Period

You have fourteen (14) days from the date We confirmed, electronically or in writing, that You are covered under Your Policy to decide if this insurance meets Your needs.

You may cancel Your Policy simply by advising Us in writing within those fourteen (14) days to cancel it. If You do this We will refund any premiums You have paid during this period.

These cooling off rights do not apply if You have commenced the Trip or You have made or You are entitled to make a claim during this period.

Cancellation of Your Policy

We may cancel Your Policy by giving You written notice to the address on file where You have:

1. breached the Duty of Disclosure;
2. breached a provision of Your Policy; or
3. made a fraudulent claim under any policy of insurance.

If We cancel, We will refund the premium for Your Policy less an amount to cover the period for which You were insured.

You may cancel Your Policy during the cooling off period by giving Us written notice.

New Zealand Law and Currency

Your Policy is governed by the laws of New Zealand. Any dispute or action in connection with Your Policy shall be conducted and determined in the courts New Zealand

All payments by You to Us and Us to You or someone else under Your Policy must be in New Zealand currency.

If expenses are incurred in a foreign currency, then the rate of currency exchange used to calculate the amount payable in New Zealand Dollars (NZD) will be the rate at the time You incur the expense or suffer the loss.

Cap on Benefits relating to the Loss of a Child

In accordance with the Life Insurance Act 1908, with respect to the loss of a Child under the age of ten (10) years at the time of loss, the amount of any benefit payable under Section 10 (Accidental Loss of Life) and/or Section 11 (Return of Mortal Remains) and any other benefit payable in relation to their death, is limited to a total of NZD\$2,000 less any other amount permitted to be paid in respect of the same Child by another company or by any friendly society.

Claims

How do I make a claim under my Policy?

Overseas emergency – Call Chubb Assistance on +64 9 374 1774

If You are admitted to hospital or You anticipate medical or additional accommodation or travel expenses, which may be covered under this Policy are likely to exceed \$2,000, You should advise Chubb Assistance as soon as practically possible.

Non-emergency – Making a claim is quick and easy. In 5 steps You can submit Your claim online by visiting the Chubb Claims Centre at <https://www.chubbclaims.com/ace/nz-en/>.

What will I need to submit a claim online?

You (or Your legal representative) will need to provide:

1. Your Policy number as shown on Your Certificate of Insurance, which enables Us to verify Your Policy details. If You cannot locate Your Policy number, please call 0800 422 346.
2. Your email address.
3. Your contact information, which allows Us to give You real-time updates on Your claim status or contact You for additional information.
4. Supporting documents. The documents required vary based on claim type, but may include any relevant:
 - receipts or other proof of expenses;
 - proof of earnings that are being claimed;
 - reports that have been obtained from the police, accommodation provider or Public Transportation provider about the loss, theft or damage;
 - photographs or quotes (please attach these to Your online submission to expedite assessment);
 - additional evidence that We may request to enable Us to assess Your claim.
5. Intended payee information, which allows Us to quickly make approved payments.

What should I do before I submit a claim?

1. Take all reasonable steps to mitigate any further losses or unnecessary expenses, including notifying Chubb Assistance as soon as practically possible.

2. Within twenty-four (24) hours of any loss, theft or damage to luggage or personal effects You must report the Event to the police as well as any other appropriate authority in the circumstances, such as an accommodation provider, Transport Provider (including airline as in some instances the airline may be responsible for the loss, theft and/or damage) and written acknowledgment obtained.
3. In respect of overseas medical claims, You should submit claims to Your private health insurance provider prior to lodgment of a claim with Us.

When should I notify Chubb of my claim?

You should advise Us as soon as possible of an occurrence or an Event which could lead to a claim, or within thirty (30) days of the Event taking place which gives rise to a claim, or as soon as reasonably practical.

Will I need to undertake a medical examination?

If required and to enable Us to confirm if some of the benefits sections within the Policy respond or continue to respond to an Event, We may need to arrange for You to undertake a medical examination at Our expense when and as often as We may reasonably require. We may also arrange an autopsy if We reasonably require one.

Is depreciation applied to any claimable amount?

Unless Your Policy states otherwise, when an item is more than two (2) years old We will deduct an amount for depreciation when calculating the amount payable for loss, theft or damage to Your luggage or personal effects. The depreciation rate is determined by Us by taking into consideration factors such as the age of the item and reasonable wear and tear, the value on the second hand market and advances in technologies which reflect in the price of the item if You were to purchase it now.

Can I claim under this Policy if I can claim for the same expense under another insurance policy e.g. my private health insurance?

If You wish to submit Your claim under this Policy, please advise Us if You have already made a claim under any other insurance policies, or tell Us if You have any insurance policies in place which might respond to Your loss. As a general rule, the amount You can recover for Your expenses under this Policy or any other policies cannot exceed Your expenses.

Can I claim expenses that I have incurred in obtaining evidence to submit with my claim?

No, expenses (other than medical examination expenses) incurred by You in obtaining evidence for Us to assess Your claim cannot be claimed as an expense under this Policy. These expenses are payable by You.

Can I admit liability if an Event occurs which may give rise to a claim?

No, You (or Your legal representative) should not make any offer, promise of payment or admit any liability without written consent from Us. You should request the claim against You to be put in writing.

Do I need to help Chubb make recoveries for any amounts paid under the Policy?

Yes, You may need to help Us to make recoveries of any amounts that We pay You under Your Policy. We have the right to sue under any other party in Your name to recover money payable or paid under the Policy, or to choose to defend any action brought against You. You must provide reasonable assistance to Us in this regard.

How long will it take for my claim to be assessed?

Once all information that has been requested to support Your claim has been submitted, if We approve Your claim, We will settle Your claim within five (5) business days.

If my claim is approved, how long will it take for me to receive payment?

Once We have approved Your claim, if there is an associated payment due to You, We will issue the payment within five (5) business days.

If I die, will my estate be able to claim under the Policy?

Yes, if Your Policy provides cover in the event of Your death, Your estate will be able to make a claim under the policy.

I don't have internet access / an email address to submit my claim online, can I still submit a claim?

Yes, however this may increase the time taken to assess Your claim. You can call Us on 0800 422 346 to request a claim form to be mailed out to you which can then be mailed back to Us.

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.

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 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:

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

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 referred to Chubb's dispute resolution team. Chubb's internal dispute resolution team can be contacted via:

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

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. Subject to FSCL's Terms of Reference, 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:

Postal address: 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
W 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.

Definitions

Please use this definitions section to find the meaning of these words throughout this Policy Wording.

Accidental Injury means a bodily injury resulting from an accident, which is not an illness and which:

- a) is caused by violent, external and visible means; and
- b) occurs as a result of an accident occurring during Your Period of Insurance; and
- c) results within twelve (12) months of the accident; and
- d) includes sickness directly resulting from medical or surgical treatment rendered necessary by the accident; and
- e) may include a bodily injury caused by You being directly and unavoidably exposed to the elements as a result of an accident.

Accidental Loss of Life means death occurring as a result of an Accidental Injury and includes Disappearance.

Act of Terrorism means any actual or threatened use of force or violence directed at or causing damage, injury, harm or disruption, or commission of an act dangerous to human life or property, against any individual, property or government, with the stated or non-stated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not, committed by a Terrorist or Freedom Fighter. Act of Terrorism shall also include any act, which is verified or recognised by the (relevant) government as an act of terrorism.

Robberies or other criminal acts, primarily committed for personal gain and acts arising primarily from prior personal relationships between perpetrator(s) and victim(s) shall not be considered an Act of Terrorism.

Additional Trip Expenses means the reasonable:

- a) additional administrative expenses incurred or charged by the booking agent or operator, where it is possible to amend Your original Public Transportation or accommodation booking; or
- b) additional Public Transportation or accommodation expenses incurred, where it is not possible to amend Your original Public Transportation or accommodation booking as confirmed by the operator.

Adult means an Insured Person who is not a Child.

Adventure Sports means:

- a) scuba diving up to forty (40) metres (subject to PADI Certification);
- b) white water rafting of Grade 4 and above with a qualified guide;
- c) mountain biking;
- d) quad biking;
- e) expedition bicycle touring;
- f) motorcycling;
- g) trekking/mountain trekking between three thousand (3,000) and four thousand (4,000) metres above sea level;
- h) four (4) wheel driving adventure.

Adventure Sports Equipment means any item of sports equipment that is intended to be used whilst taking part in Adventure Sports.

Approved Medical Condition means a medical condition We deem as being accepted as long as You meet the terms and conditions as set out within Approved Medical Conditions section on pages 8-9.

Backcountry/Off-piste means participating in Winter Sports in a sparsely inhabited rural region over ungroomed and unmarked slopes where fixed mechanical means of ascent are not present or outside the ski resort boundaries.

Business Partner means a person with whom You own a registered New Zealand business which has an New Zealand Business Number.

Business Premises means, in relation to Your registered New Zealand business that has an New Zealand Business Number, trading premises or headquarter premises You own or occupy.

Cancellation Expenses means the reasonable prepaid, non-refundable and unused portion of Public Transportation, accommodation, Entertainment Tickets, training or conference costs excluding a travel agent's cancellation fee. Where frequent flyer points or similar rewards points have been used and the loss of such points cannot be recovered from any other source, the retail cost at time of booking will be used as the cost.

Carjacking Incident means the violent theft or attempted theft of Your Rental Vehicle which is under the care and control of, or occupied by or immediately intended to be occupied by You.

Certificate of Insurance means the document We provide You which contains details of the cover provided to You by Us.

Child or Children means the unmarried child or children of the Insured Persons (including step or legally adopted children) who are:

- a) up to and including eighteen (18) years of age; or
- b) up to and including twenty-three (23) years of age whilst they are full-time students at an accredited institution of higher learning and primarily dependent upon You for maintenance and support.

Civil Commotion means a disturbance, commotion or disorder created by civilians usually against a governing body or the policies thereof.

Civil War means any of the following, whether declared or not: armed opposition, insurrection, revolution, armed rebellion, sedition, between two or more parties belonging to the same country/location where the opposing parties are of different ethnic religious or idealistic groups, any military or usurped power.

Confined or Confinement means at least a Day of Confinement as a Resident In-patient (other than as a day patient) upon the advice of, or under the regular care and attendance of, a Doctor.

Day of Confinement means a period for which the Hospital charges for room or board.

Dental Expenses means reasonable, necessary and customary expenses for dental treatment incurred (including charges for medical supplies or services) as a result of Accidental Injury to natural tooth/teeth carried out by a Dentist, but does not include costs caused by or related to the deterioration and/ or decay of tooth/teeth or associated tissue or involving the use of precious metals.

Dentist means Your attending dentist or surgeon who is registered or licensed to practice dentistry under the laws of the country/location in which they practice, other than Your Relative.

Disappearance means if Your body has not been found within twelve (12) months from the date of the disappearance, sinking or wrecking of a Transportation in which You were travelling on that date, We will presume, subject to there being no evidence to the contrary, You have died as a result of an Accidental Injury.

Doctor means Your attending doctor or specialist who is registered or licensed to practice medicine under the laws of the country/location in which they practice, other than Your Relative.

Electronic Equipment means any computers (including laptops, notebooks and tablets), mobile phones, global positioning devices, personal music/recording/gaming devices, cameras and other electronic items of a similar nature as deemed by Us, which are intended for personal use.

End Date means the date You complete Your Trip as shown on Your Certificate of Insurance.

Entertainment Tickets means tickets granting admission to theme parks, musicals, plays, theatre or drama performances, concerts and sports events.

Event means an occurrence that could give rise to a claim for a benefit under Your Policy. Any one occurrence or series of occurrences attributable to one source or originating cause is deemed to be one Event.

Excess means the amount payable by You in respect of each Event where You make a successful claim. The Excess is the first amount of a claim which You must bear. We do not pay for this amount.

Extreme Sports and Activities means any sports or activities that present a high level of inherent danger (i.e. involve a high level of expertise, exceptional physical exertion, highly specialised gear or stunts) including but not limited to:

- a) BASE jumping,
- b) big wave surfing,
- c) canoeing down rapids,
- d) cliff jumping,
- e) horse jumping,
- f) ultra marathons, biathlons, triathlons, and
- g) stunt riding,

Golf Equipment means golf clubs, golf bag, golf shoes and non-motorised golf trundle/trolley.

Home means Your usual place of residence in New Zealand.

Hospital means a legally constituted establishment operated pursuant to the laws of the country/location in which it is based, which holds a license as a hospital (if licensing is required in the state or government jurisdiction) and meets the following requirements:

- a) operates primarily for the reception, medical care and treatment of sick, ailing or injured persons as in-patients;
- b) provides full-time nursing service by and under the supervision of a staff of nurses;
- c) has a staff of one or more Doctors available at all times;
- d) maintains organised facilities for the medical diagnosis and treatment of such persons, and provides (where appropriate) facilities for major surgery within the confines of the establishment or in facilities controlled by the establishment; and

Hospital shall not include the following:

- a) a mental institution; an institution confined primarily to the treatment of psychiatric disease including sub-normally; the psychiatric department of a hospital;
- b) a health hydro or nature cure clinic;
- c) a place for or a special unit of a hospital used primarily as a place for drug addicts or alcoholics;
- d) a clinic, nursing, rest, rehabilitative, convalescent home, extended-care facility or similar establishment.

Insolvency means bankruptcy, provisional liquidation, liquidation, insolvency, appointment of a receiver or administrator, entry into a scheme of arrangement, statutory protection stopping the payment of debts or the happening of anything of a similar nature under the laws of any jurisdiction.

Insured means the person named as the Insured on the Certificate of Insurance and who pays the premiums to Us in respect of Insured Persons.

Insured Persons means the persons named in Your Certificate of Insurance who satisfy the eligibility requirements and for which premium has been paid or agreed to be paid.

Issue Date means the date We agree to provide insurance under the Policy as shown on Your Certificate of Insurance.

Jewellery means objects such as rings, bracelets, brooches, necklaces, bangles, earrings, lockets and the like.

Limb means the entire limb between the shoulder and the wrists and includes the whole hand (entire hand below the wrist), or between the hip and the ankle and includes the whole foot (entire foot below the ankle).

Manual Work means being actively at work involving You undertaking physical labour or manual operations or active personal participation in any of the following:

- a) underground work, mining work, military duties, offshore work, construction work, or outside building or installation exceeding three (3) metres in height; or
- b) work that involves heavy machinery, explosives or hazardous material; or
- c) work as a diver, life guard, taxi driver, bus driver, or other commercial vehicle or heavy vehicle driver, dispatch rider or delivery person; or
- d) work of a manual nature that involves specialist equipment and training, or work that presents risk of serious injury including but not limited to oil riggers, fishermen, crane operators or welders; or
- e) working as a musician or singer where Your income earned from such work in total accounts for no more than fifteen percent (15%) of Your annual income from all sources; or
- f) working as a seasonal worker (e.g. fruit picking) and involves operating machinery;

Medical Expenses means the following necessary, reasonable and customary expenses incurred in the medical or surgical treatment of Accidental Injury or Sickness by or on advice of a Doctor:

- a) Doctor's fees;
- b) Hospital fees;
- c) medical supplies and medications;
- d) medical and/or laboratory tests and x-rays;
- e) ambulance transportation expenses.

Money means coins, bank notes, travellers' and other cheques.

Mountaineering means the ascent or descent of a mountain ordinarily necessitating the use of specified equipment including but not limited to crampons, pickaxes, anchors, bolts, carabineers and lead-rope or top-rope anchoring equipment.

Natural Disasters means extreme weather conditions (including but not limited to typhoons, hurricanes, cyclones or tornadoes), naturally occurring wildfires, floods, tsunamis, volcanic eruptions, earthquakes, landslides or other convulsion of nature or by consequences of any of the occurrences mentioned.

Overseas means anywhere outside New Zealand.

Partner means spouse, de-facto or life partner (including a same sex partner) with whom You have been living permanently with for at least three (3) months or more at the Issue Date.

Period of Insurance means:

- a) in respect of claims arising under Section 13 - Trip Cancellation or Postponement, the period starting from the Issue Date and ending at the Start Date of Your Trip as shown on Your Certificate of Insurance; and
- b) in respect of all other cover, the period starting from the Start Date and ending on the End Date of Your Trip, as shown on Your Certificate of Insurance;

Permanent Disablement means the following when caused by an Accidental Injury:

- a) physical severance or total loss of the use of a Limb having lasted twelve (12) consecutive months and at the expiry of that period, in the opinion of a Doctor, is beyond hope of improvement; or
- b) irrecoverable loss of all sight in an eye.

Policy means Your Policy Wording and Certificate of Insurance and any other document that We tell You forms part of Your Policy describing the insurance contract between You and Us.

Pre-existing Medical Condition means any physical defect, condition, illness or disease of You, Your Travel Companion, Relative or Business Partner for which:

- a) treatment, diagnosis, consultation, advice (including advice for treatment) has been received in the twelve (12) month period immediately preceding the Issue Date; or
- b) medication has been prescribed for in the twelve (12) month period immediately preceding the Issue Date; or
- c) treatment is planned and yet to be received; or
- d) a condition, the manifestation of symptoms of which a reasonable person in the circumstances would be expected to be aware at the Issue Date; and
- e) is not an Approved Medical Condition.

Policy Wording means this document.

Public Transportation means any land, sea or air transportation operated under a license for the transportation of fare paying passengers, and which has fixed and established routes and or schedule only.

Public Place means shops, airports, streets, hotel foyers and grounds, restaurants, beaches, private car parks and any place the public has access to.

Relative means Your Partner, parent, parent-in-law, step-parent, child, brother, sister, brother-in-law, sister-in-law, daughter-in-law, son-in-law, half-brother, half-sister, fiancé(e), niece, nephew, uncle, aunt, step-child, great grandparent, grandparent or grandchild.

Rental Vehicle means a rented sedan, hatchback, station-wagon, campervan, motorcycle or other non-commercial vehicle rented from a licensed motor vehicle rental/hire company for the sole purpose of carrying an Insured Person on public roadways and shall not include any other vehicle or use.

Resident In-patient means You who are Confined as a resident bed patient in a Hospital.

Riot means the act of any person taking part together with others in any disturbance of the public peace (whether or not in connection with a Strike or lock-out) or the action of any lawfully constituted governmental authority in suppressing or attempting to suppress any such disturbance or in minimising the consequences of such disturbance.

Road Rage Incident means the violent physical act occurring whilst You are occupying Your Rental Vehicle intended for use on public roadways and intentionally committed by a person who is not a Travel Companion or a Relative.

Sickness means an illness or disease (contracted or manifested during the Period of Insurance) which requires immediate treatment by a Doctor and is not an Accidental Injury.

Special Event means a graduation, wedding, 25th or 50th wedding anniversary, funeral, or pre-paid and pre-booked training course, conference, sports event, concert or festival.

Specially Designated List means names of a person, entities, groups, corporate specified on a list who are subject to trade or economic sanctions or other such similar laws or regulations of the United States of America, Australia, United Nations, European Union or United Kingdom.

Start Date means the date You commence Your Trip as shown on Your Certificate of Insurance.

Strike means organised industrial action or any temporary stoppage of work by the concerted action of the employees of any Public Transportation operator as a result of an industrial or labour dispute.

Terminal Illness means any medical condition, which is likely to result in death and which has been diagnosed by a Doctor prior to the Issue Date.

Terrorist or Freedom Fighter means an individual or organisation, irrespective of ethnic, religious or ideological background or beliefs, which uses violence or the threat of violence to promote their cause or beliefs.

Travel Companion means an Adult travelling with You and is an Insured Person.

Travel Documents means passports, travel tickets, visas, entry permits and other similar documents.

Trip means a trip made during the Period of Insurance by You and shall commence from the time:

- a) For Overseas Trips, You leave Your Home or usual place of employment in New Zealand to proceed directly to the place of embarkation in New Zealand to commence travel to the intended destination(s) Overseas and shall terminate upon Your arrival Home or upon the expiry of the Period of Insurance, whichever is earlier;
- b) For domestic Trips, You leave Your Home or usual place of employment in New Zealand to commence travel and involves You travelling more than a one hundred (100) kilometre radius from Your Home for at least one (1) paid overnight stay and shall terminate upon Your arrival Home or upon the expiry of the Period of Insurance, whichever is earlier.

Unattended means Your baggage and/or personal effects have been left:

- a) with someone You don't know; or
- b) in a place where You are unable to prevent them being taken; or
- c) in a place where they are out of Your sight (other than when in Your locked accommodation whilst you are checked in); or
- d) in any motor vehicle (but not Your Rental Vehicle if You have selected optional add-on benefit pack 32-Driving Holiday Pack as shown on Your Certificate of Insurance); or
- e) in any Public Transportation (other than when in the care of Your Public Transportation provider); or
- f) in a Public Place.

Usual Work means permanent full or part time employment, including self-employment, which you are engaged in prior to Your Trip Start Date and that You intend to return to at the end of the Period of Insurance.

War means War, whether declared or not, or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

We, Our, Us means the insurer Chubb Insurance New Zealand Limited (Company No. 104656 Financial Services Provider No. 35924).

Winter Sports means the following (but not when Backcountry/Off-piste where relevant):

- a) skiing;
- b) snowboarding;
- c) snow tubing/rafting;
- d) snow mobiling;
- e) glacier walking with a qualified guide.

Winter Sports Equipment means skiing or snowboarding equipment including skis and bindings, ski poles, ski boots, snowboards including bindings, snowboard boots, helmet, goggles, avalanche air bag and transceiver packages.

You, Your means the Insured Person(s) named in the Certificate of Insurance.

About Chubb in New Zealand

Chubb is the world's largest publicly traded property and casualty insurance company. With operations in 54 countries and territories, Chubb provides corporate and commercial 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, Paris and other locations, and employs more than 30,000 people worldwide.

Chubb's operation in New Zealand (Chubb Insurance New Zealand Limited) offers corporate and commercial property & casualty, group personal accident and corporate travel insurance products. Chubb in NZ also serves individuals with a substantial home and contents portfolio to protect, and individuals purchasing travel and personal accident insurance. It leverages global expertise and local acumen to tailor solutions to mitigate risks for clients ranging from large multinational companies to local corporates and SMEs, with all product offerings transacted through brokers.

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

Contact Us

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