

Standard House Policy

Blanket



Thank you for choosing Blanket Standard House Insurance

Find out what your insurance does and doesn't cover

This document explains how the insurance works, your responsibilities, and how to make a claim. Please read it carefully, as it's really important you understand it. While there's a lot of information, if you take time to read it now, you'll know what the insurance covers. Just as important – you'll also know what it doesn't cover.

This House Insurance Policy document sets out the policies benefits, what's not covered, and the main terms and conditions of the insurance agreement.

If you are viewing this digitally, I'm interactive. Click the section you'd like in the Table of Contents and go directly there.

Looking for something specific? Search key words by pressing **Ctrl + F (PC)** or **Command + F (Mac)** on your computer.

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Important stuff about this policy

Our promise to you

In return for **you** having paid or promised to pay the required premium **we** agree to insure **you** as set out in this policy.

Your policy

Your policy with us consists of:

- > any information provided to **us** by **you** or on **your** behalf including **your** proposal,
- > this policy document,
- > any endorsements or clauses that **we** apply to **your** policy, and
- > the **schedule**.

Duty of disclosure

When **you** apply for insurance, **you** have a legal duty of disclosure. This means **you** or anyone applying on **your** behalf must tell **us** everything **you** know (or could be reasonably expected to know) that might affect **our** decision when deciding:

- > to accept **your** insurance, and/or
- > the cost or terms of the insurance, including the **excess**.

In particular, **you** should tell **us** anything which may increase the chance of a claim under this policy, or the amount of a claim under this policy.

You also have this duty every time **your** insurance renews and when **you** make any changes to it. If **you** or anyone on **your** behalf breaches this duty of disclosure, **we** may treat this policy as being of no effect and to have never existed.

Please ask **us** if **you** aren't sure whether **you** need to tell **us** about something.

Changes to facts or circumstances during the policy

You must tell **us** of any material change to any of the facts or circumstances existing at the beginning of the **period of insurance**. This includes any structural additions or structural alterations which **you** make to the **home**.

If **you** do notify **us** of a change, **we** may alter the premium, the terms of **your** insurance or cancel the insurance with effect from the date on which the change first occurred.

Changing your mind

If **you** change **your** mind **you** can cancel **your** policy within 30 days of it starting provided **you** have not made a claim.

We'll then cancel the policy from its commencement and refund in full any premium **you** have paid.

Reading this policy

There are words in bold that have specific meaning(s) and are explained in the 'Definitions' section at the end of this policy document.

The headings that **we** have used in this policy document are intended to help **you** find **your** way through it more easily. They are not intended to be used for interpreting the contents of the policy document.

Privacy Act and the Insurance Claims Register

By entering into this insurance contract with **us**, **you** consent to **your** personal information being collected by **us** and being shared by **us** with other insurance companies, claims supply partners and brokers, for the purposes of entering into this policy with **you** and any claim in connection with this policy.

You also consent to any personal information **we** hold in connection with any claim that **you** make being transferred to the **Insurance Claims Register**, a register operated by Insurance Claims Register Limited for use by participant insurers, including **us**.

This information may be accessed by participant insurers for the purpose of managing claims.

Fair Insurance Code

We are committed to complying with the Fair Insurance Code as published by the Insurance Council of New Zealand. This means **we'll**:

- > provide insurance contracts which are understandable and show the legal rights and obligations of both **us** and **you**;
- > explain the meaning of legal or technical words or phrases;
- > explain the special meanings of words or phrases as they apply in the policy;
- > manage claims quickly, fairly and transparently;
- > clearly explain the reason(s) why a claim has been declined;
- > provide **you** with a written summary of **our** complaints procedure as soon as disputes arise and advise **you** how to lodge a complaint and tell **you** about the Insurance and Financial Services Ombudsman Scheme.

Concern or complaint

We aim to provide a great standard of service in everything **we** do.

If **you** have a concern or complaint, **we** want to hear from **you** so that **we** have the opportunity to make it right. **You** can contact **us** on 09 377 1432 or see www.ando.co.nz for information on **our** complaints and dispute resolution process.

What we agree to cover

This policy provides insurance for **your house**, plus a number of extra benefits.

In this section, **we** explain what is covered by the policy. In the section, 'What We Won't Cover' **we** set out some of the things that **we** don't cover under this policy.

You should read all sections to get a full picture of what is covered by this policy, what **your** obligations are and what **we'll** pay.

Main insuring promise

We'll cover **you** for **accidental loss** to the **house** that occurs during the **period of insurance** subject to the policy's terms, conditions and exclusions.

Additional policy benefits

The cover provided by the additional policy benefits are included within the **sum insured** unless otherwise noted. The additional policy benefits are subject to the terms and conditions of the policy.

Authorities damage

We'll cover **you** for the cost of repairing any physical damage to the **house** caused by any government or local authorities to prevent **loss** to the **house** which would be covered by this policy.

If **your** claim under this additional policy benefit is connected with a **natural disaster**, then any amount that **we** pay **you** under this benefit reduces the **natural disaster sum insured**.

Electronic programmes

We'll cover **you** for the reasonable cost of resetting, restoring or reprogramming any software that is necessary to operate any electronic equipment installed in **your house** where that equipment has suffered **loss** covered by this policy. However, this does not extend to the cost of replacing any data stored on any of this equipment.

The most **we'll** pay **you** under this additional policy benefit for any one **event** is \$1,500. This limit is in addition to the **natural disaster sum insured**.

Hidden gradual damage

We'll cover **you** for gradual physical damage to **your house** provided that the damage is caused by the leaking or overflowing of a:

- > water pipe or waste disposal pipe, or
- > bath, shower, basin, sink, toilet, cistern, bidet, water storage tank,

which is hidden from view within the **house** or enclosed within its walls, ceiling, cupboards, floors or roof space and which is permanently connected to the **house's** plumbing system.

We won't cover **you** for:

- > any other gradually occurring damage;
- > the cost of repairing the water pipe, the waste disposal pipe, bath, shower, basin, toilet, cistern, bidet or the water storage tank, including the cost of accessing these items; or
- > any damage that occurs before or after the period of insurance.

The maximum that **we'll** pay **you** under this additional policy benefit is \$3,000 for all **events** occurring during the **period of insurance**.

Home office

We'll cover you for loss to any part of the **house** that is used as a home office that occurs during the **period of insurance**.

If **your** claim under this additional policy benefit is connected with a **natural disaster**, then any amount that **we** pay **you** under this benefit reduces the **natural disaster sum insured**.

Keys and locks

We'll cover you for the cost of replacing keys or locks that give access to the **house** or changing key codes if the security of **your house** is at risk following theft, **loss** or unauthorised duplication of **your** keys.

We'll also cover you for the cost of opening any safe or strong room following theft or disappearance of its key or combination.

The most **we'll pay you** under this additional policy benefit for any one **event** is \$2,000. This limit is in addition to the **natural disaster sum insured**.

If **you** have another policy with **us** which also covers these costs, the most **we'll pay you** is \$2,000 in total under all of the policies for any one **event**.

The **excess** does not apply to this additional policy benefit.

Landscaping

We'll cover you for accidental loss to **your** gardens (including hedges, trees, shrubs, and plants), garden edging and lawns that occurs during the **period of insurance** where:

- > the **house** was also damaged in the same **event** and **we** have agreed to pay a claim for **loss** to the **house**;
- > a vehicle not belonging to **you** and/or not in **your** control causes damage by impact during the **period of insurance** without causing any damage to the **house**.

The most **we'll pay you** under this additional policy benefit for any one **event** including the cost of clearing and replanting with new seedlings is \$5,000. This limit is in addition to the **natural disaster sum insured**.

Legal liability

We'll cover **you** for **your** legal liability to other people arising out of an occurrence which causes:

- > **accidental loss** to other people's property;
- > **bodily injury** to other people;

provided that:

- > the occurrence happens during the **period of insurance**; and
- > it occurs within New Zealand; and
- > it is caused by or through or in connection with **your** ownership of the **house** or its grounds or the **site**.

Defence costs

We'll also cover **you** for **defence costs** incurred by **you** with **our** approval, for liability arising under the above items.

Reparation

We'll cover **you** for **your** legal liability to pay **reparation** to a person who has suffered **accidental loss** of property or **bodily injury** resulting from **you** committing an offence during the **period of insurance** in connection with the ownership of **your house**, **provided that**:

- > **you** or any other person entitled to cover under this additional policy benefit must tell **us** immediately if **you** or they are charged with the offence, and
- > **we** must give **our** written approval before any offer of **reparation** is made.

We won't cover **you** for any amounts that are covered under the Accident Compensation Act 2001 ('the Act'), or would be covered but for:

- > a failure by the victim to correctly notify a claim to the Accident Compensation Corporation within the time required under the Act, or
- > the victim's decision, for whatever reason, not to claim any amount he or she would be entitled to claim under the Act, or
- > a decision by the Accident Compensation Corporation to decline a claim or limit its liability in whole or in part and for any reason whatsoever.

This additional policy benefit does not provide cover for any **defence costs**, court costs or levies.

What we'll pay

The most we'll pay **you** under this additional policy benefit for any one **event** is:

- > \$2,000,000 for **loss** to other people's property; and
- > \$1,000,000 for **bodily injury**.

The above limits are inclusive of related legal costs and expenses incurred.

If **you** have cover for **your** legal liability under any other insurance policy with **us**, **you** can only claim for **your** legal liability under one of the policies.

If **you** make a claim under this additional policy benefit:

- > **we** shall be entitled, but not obliged, to take over and control the defence of the claim and may settle any claim;
- > **we** may appoint a lawyer of **our** choice to represent **you** in the defence of the claim;
- > **we** may pay, if **we** choose, the full amount under this section of the policy, or any lesser amount for which the liability can be settled plus **defence costs** incurred.

If **we** do so this will meet all **our** obligations under this additional policy benefit.

The cover provided by this additional policy benefit is in addition to the **natural disaster sum insured**.

Natural disaster

We'll cover **you** for **loss** to the **house** caused by, arising from or connected with a **natural disaster** that occurs during the **period of insurance**, provided that the **loss** is covered under the **EQC Act** and the cost of repairing or rebuilding the portion of **your house** which has sustained **loss** because of the **natural disaster** is more than **your** cover under **EQC Act**.

The most **we'll** pay under this additional policy benefit is the difference between the maximum payable by the Earthquake Commission and **your natural disaster sum insured**.

Where the **loss** would have been covered under the **EQC Act** but:

- > **you** failed to notify the Earthquake Commission of a claim within the time required under the **EQC Act**, or
- > the Earthquake Commission declines **your** claim, or only partially settles **your** claim,

we'll only pay the difference between the maximum that would have been payable had the Earthquake Commission accepted **your** claim in full, and the cost to repair or rebuild the part/s of **your house** that suffered the **loss** up to the **natural disaster sum insured**.

There is no cover for the **excess** payable by **you** under the **EQC Act**.

We'll also cover **you** for **loss** to the **house** caused by a **natural disaster** that the Earthquake Commission does not cover because the **loss** has occurred in a part of the **house** or **lifestyle farm** which does not fall within the cover provided under the **EQC Act**. For such claims, the **excess** will be \$5,000 per **event** (or **your** standard **excess** if higher).

If **we** accept a claim or claims under:

- > this additional policy benefit; and/or
- > the Authorities damage additional policy benefit; and/or
- > the Home office additional policy benefit; and/or
- > the Retaining walls additional policy benefit;

because of **loss** to the **house** related to a **natural disaster** then the maximum that **we'll** pay **you** under all of these benefits combined for all **events** occurring during the **period of insurance** is the difference between the **natural disaster sum insured** and the amount(s) the Earthquake Commission pays **you** before the deduction of the **excess** under the **EQC Act**.

If **your house** suffers **loss** which is covered by this policy, then the **natural disaster sum insured** will be reduced immediately by the amount of the **loss**.

- > The **natural disaster sum insured** won't reinstate following a **total loss** even if the **loss** is repaired or the **house** is rebuilt.
- > If the **house** is not a **total loss**, the **natural disaster sum insured** won't reinstate unless and until the **loss** is repaired. The amount of cover will be reinstated as and to the extent that the **loss** is repaired.

In addition, the **natural disaster sum insured** is deemed to be reduced below the sum specified in the **schedule** by the amount of all unrepaired **loss** which occurred in previous **periods of insurance**.

New building work

We'll cover **accidental loss** to new building work during the **period of insurance**.

New building work includes all of the following:

- > any work being undertaken to alter existing fittings or features at **your house**;
- > any new structure being built within the **residential boundaries** of the **house**, if **you** own it (or if **you** are responsible for it while it is being built), provided that it will be covered by this **house** policy when complete, except where there are any alterations to an external wall of a **residential building**;
- > any building materials that are intended for use as part of the alterations to **your house** and which are owned by **you** and located within the **residential boundaries** of the **house** we insure.

The most we'll pay for all **events** occurring during the **period of insurance** is \$20,000.

Post disaster inflation

We may, at our sole and absolute discretion, increase the **natural disaster sum insured** available under this policy if:

- > a **natural disaster** has occurred near the **house** causing widespread damage to the property of the community and, as a direct result, building costs have significantly increased;
- > **you** intend to repair or rebuild the **house**; and,
- > the **natural disaster sum insured** is inadequate to wholly cover the actual cost required to repair or rebuild the **house** solely due to the increase in building costs described above.

The most we'll increase the **natural disaster sum insured** by is 10%.

Retaining walls

We'll cover **you** for **accidental loss** to **retaining walls** that occurs during the **period of insurance**.

The most we'll pay **you** under this additional policy benefit is \$100,000 for any one **event** unless an increased amount is stated on the **schedule**. If **your** claim under this additional policy benefit is connected with a **natural disaster**, then any amount that we pay **you** under this additional policy benefit reduces the **natural disaster sum insured**.

We won't cover **you** for **loss** to incomplete **retaining walls** or any **retaining wall** for which a building or resource consent was legally required and either:

- > building or resource consent was not obtained; or
- > the local authority has not issued a code compliance certificate in respect of the **retaining wall**.

We won't cover **you** for **loss** to any **retaining wall** that is covered under the **EQC Act**.

Sale and purchase

If **you** have entered into a contract to sell the **house**, we'll cover the purchaser on the same basis that we insure **you** under this policy for **loss** to the **house** that occurs during the period between the date the contract was entered and:

- > the date of settlement; or
- > the date on which the purchaser takes possession of the house; or
- > the expiry of the **period of insurance**;

whichever occurs first.

The cover provided by this additional policy benefit will only be available to the purchaser if the purchaser:

- > meets all conditions of this policy, and
- > has not otherwise insured the **house** at the time of the **loss**.

The cover provided to the purchaser under this additional policy benefit shall never be greater than the cover which would have been available to **you** if **you** had not entered into the contract to sell the **house**.

Stress payment

If **your house** is a **total loss** and **we** accept a claim under this policy, **we'll** pay **you** an additional sum of \$1,000 for the stress caused by this **loss**.

This limit is in addition to the **natural disaster sum insured**.

If **you** have another policy with **us** which also provides a benefit related to stress, the most **we'll** pay **you** is \$1,000 in total under all of the policies for any one **event**.

Temporary accommodation

If **your house** becomes **uninhabitable** due to **loss** to the **house** that occurs during the **period of insurance** which is covered by this policy or covered entirely by the Earthquake Commission, **we'll** pay the reasonable cost of temporary accommodation of a similar quality to **your house** for **you**, members of **your family** who were permanently living with **you** immediately before the **loss**, and **your domestic animals**.

We'll also pay the reasonable cost of temporary accommodation where **your house** is otherwise safe and sanitary, but **you're** prevented from accessing it by an order or direction of government or local authorities made during the **period of insurance** due to possible or impending **loss** to the **house** which would be covered by this policy or covered entirely by the Earthquake Commission.

We'll stop paying temporary accommodation as soon as any of the following occur:

- > **your house** has been repaired or rebuilt;
- > **your house** is no longer **uninhabitable**;
- > **you** move into another **house** that **you** own;
- > **we** settle **your** claim under this policy by paying **you** a sum of money;
- > **we** have provided temporary accommodation for 12 months; or
- > **we** have paid \$20,000 for temporary accommodation.

If **you**, or a member of **your family**, have any other policy with **us** which also provides cover for temporary accommodation, **you** and **your family** are only entitled to payment of this benefit under one policy per **event**.

If **you** have made a claim for the cost of temporary accommodation under this policy (or under any other policy that **you** have with **us**) and another **loss** occurs to **your house** while **you're** living in temporary accommodation, then the most **we'll** pay is \$20,000 for all claims or **events** combined.

We won't pay this benefit where **your house** is insured as or used as a holiday home.

The limits contained in this additional policy benefit are in addition to the **natural disaster sum insured**.

Tree removal

If **your house** suffers **accidental loss** because a tree or part of a tree falls onto the **house** and **we** have agreed to pay a claim covered by this policy:

- > **we'll** cover **you** for the cost of removing the tree from the **house** to enable repairs to be carried out; and
- > **we'll** cover **you** for the cost to remove from **your** property the rest of the tree, including any parts of that tree that have not fallen.
- > **we** won't cover **you** for the cost to remove stumps from the ground.

The most **we'll** pay **you** under this additional policy benefit for any one **event** is \$2,000. This limit is in addition to the **natural disaster sum insured**.

Water or sewerage pipe blockage

We'll cover **you** for the cost of clearing an **accidental** blockage in an underground water or sewage pipe that occurs during the **period of insurance**, provided:

- > the blocked pipe is within the **residential boundaries**, and
- > the blockage was not caused by the roots of any tree or plant.

The cover provided by this additional policy benefit only extends to:

- > the costs of clearing the **accidental** blockage; and
- > the cost of repairing or rebuilding any driveway, patio, path, paving, tennis court, or other permanent structure within the **residential boundaries** which is damaged or disturbed by the work to clear the blockage.

We won't cover **you** for any maintenance costs.

The most **we'll** pay **you** under this additional policy benefit for all **events** occurring during the **period of insurance** is \$1,500. This limit is in addition to the **natural disaster sum insured**.

Optional policy benefits

The following optional policy benefits may be added to **your** policy for an additional premium. If **you** have selected an optional policy benefit and paid the extra premium it will be shown on **your schedule**.

The optional policy benefits are subject to the policy's terms, conditions and exclusions.

Excess-free glass cover

If the **schedule** shows that **you** have chosen 'Excess-free glass cover', **we** won't require **you** to pay an **excess** for claims solely for **accidental** breakage of:

- > windows, doors or screens in the **house**; or
- > sinks, baths, wash basins, toilet bowls, shower cabinets, bidets, fixed glass lampshades, permanently fixed mirrors or glass built-in furniture in the **house**, or which are part of the **house**.

Extra landscaping cover

If the **schedule** shows that **you** have chosen 'Extra landscaping cover', the most **we'll** pay **you** under the 'Landscaping' additional policy benefit is \$50,000 for any one **event**.

This limit is in addition to the **natural disaster sum insured**.

What we won't cover

These exclusions apply to all sections of this policy, including the cover provided in the additional policy benefits and the optional policy benefits, unless this policy expressly states otherwise.

Confiscation

We won't cover you for any **loss**, cost, liability, damage, or lost rent caused by, arising from or connected with **your house** being confiscated or seized by anyone with a financial interest in **your house**.

Except for physical damage covered under the additional policy benefit 'Authorities damage' **we won't cover you** for any **loss**, cost, liability, damage, or lost rent caused by, arising from or connected with the confiscation, nationalisation, destruction, acquisition, designation of the **house**, any part of the **house** or any other property by the government, a government agency or local authority.

Consequential loss

Except for the cover expressly provided under the following additional policy benefits:

- > Temporary accommodation;
- > Electronic programmes;
- > Keys and locks;
- > Legal liability;
- > Loss of rent;
- > Stress payment;
- > Tree removal,

we won't cover you for **consequential loss** of any kind.

Earth and other movements

We won't cover you for any **loss**, cost, liability, damage or lost rent caused by, arising from or connected with:

- > subsidence;
- > erosion;
- > vibration;
- > weakening or removal of support;
- > lifting or other movement of the **house**; or
- > settlement or any earth movement, except for **loss** covered under the additional policy benefit 'Natural disaster'.

Electronic data

We won't cover **you** for **loss** of or damage to computer software or **electronic data**, other than cover provided under the additional policy benefit 'Electronic programmes'.

We won't cover **you** for **loss**, cost, liability, damage or lost rent caused by, arising from or connected with:

- > interference with;
- > malfunction of;
- > loss of use of;
- > reduced functionality of,

software or **electronic data**.

However, this exclusion doesn't apply to any resultant **loss** to other parts of the **house** which aren't electronic equipment.

Excess

We won't cover **you** for **your excess** on this or any other policy.

Existing damage

We won't cover **you** under this policy for:

- > any **loss** or damage to **your house** which was present at the beginning of the **period of insurance**; or
- > any **loss** or damage to **your house** for which **we** have previously paid a claim, but the **loss** or damage has not yet been repaired or replaced.

Faults and defects

We won't cover **you** for any **loss**, cost, liability, damage or lost rent caused by, arising from, connected with, or consisting of any fault, defect, error or omission in:

- > any design, plan, or specification; or
- > workmanship, method of construction or materials.

However, this exclusion does not apply to any resultant **loss** to other parts of the **house**.

Floor coverings

We won't cover **you** for floor coverings that aren't in the room(s) where the **loss** happened.

Glass and windows

We won't cover you for the cost of:

- > repairing any wear and tear or deterioration of **your house** which is necessary for broken glass to be replaced; or
- > repairing any damage or replacing any framing necessary to enable broken glass to be replaced; or
- > replacement of undamaged glass to create a match.

Gradual damage

Except for gradual physical damage covered under the additional policy benefit 'Hidden gradual damage' **we won't cover you** for:

- > wear and tear;
- > corrosion or rust;
- > rot, mildew or mould;
- > depreciation;
- > gradual deterioration of any form; or
- > any **loss**, cost, liability, damage or lost rent caused by, arising from or connected with any of the above.

Heritage or historic houses

We won't cover you for any additional costs or fees required to comply with any heritage covenants or orders that apply to **your house** or **site**.

Hydrostatic pressure

We won't cover you for **loss** to swimming pools, spa pools or other in-ground structure, which is caused by, arises from or involves hydrostatic pressure.

However, this exclusion does not apply to any resultant **loss** to other parts of the **house**.

Intentional damage

We won't cover you for any **loss**, cost, liability, damage or lost rent directly or indirectly caused by, arising from, or connected with intentional, deliberate, malicious or criminal acts or omissions by:

- > **you**;
- > **your family**;
- > anyone living with **you**; or
- > any **guest** in the **house**.

Land damage

We won't cover you for the costs associated with the repair, preparation, stabilisation or other treatment of the land to enable the repair or rebuilding of **your house**.

We won't cover you for any **loss**, cost, liability, damage or lost rent directly or indirectly caused by, arising from or connected with the condition of the land on which **your house** is situated where:

- > **you**, or a previous owner of **your house**, received payment from the Earthquake Commission for damage to the land on which the **house** is situated and the land was not appropriately repaired, or
- > **you** were aware or ought to have been aware that the land required repair or posed a threat to **your house** at the commencement of this policy.

Legal liability

We won't cover **you** for legal liability:

- > for exemplary or punitive damages;
- > for legal costs incurred by any other party that **you** may be ordered to pay;
- > assumed by agreement unless **you** would have been liable anyway;
- > for **loss** to **your** own property; or
- > for **loss** to property in **your** care, custody or control.

We'll also not cover **you** for legal liability including **reparation** caused by, arising from or connected with:

- > any business, trade, profession or sponsorship;
- > the ownership or use of any **motor vehicle** (other than domestic ride on lawn-mowers, mobility scooter or golf carts), trailer, caravan, watercraft, aircraft or other aerial device;
- > the ownership or possession of any animals other than **domestic pets**;
- > illegal or unlawful activities or events;
- > pollution or contamination; or
- > intentional, deliberate or malicious acts or omissions by **you** or **your family**.

Loss caused by electricity

We won't cover **you** for **loss** to fuses, protective devices, lighting or heating elements that is caused by electricity.

However, this exclusion won't apply to any resultant **loss** to other parts of the **house**.

Loss caused by storm, flood or landslip within the first 48 hours

We won't cover **you** for **loss** caused by a storm, flood or landslip which occurs within the first 48 hours of **your** policy commencing.

This exclusion won't apply if the policy starts immediately after another policy that insured the same property against the perils of storm, flood and landslip or if this policy was taken out at the time **you** took possession of the property.

Mechanical or electrical breakdown

We won't cover **you** for any **loss**, cost, liability, damage or lost rent caused by, arising from or connected with the failure of any mechanical, electronic or electrical equipment.

However, this exclusion won't apply:

- > to any resultant **loss** to other parts of the **house**; or
- > if the **loss** results from a sudden, unforeseen and physical **accidental** external cause.

Natural disaster

We won't cover **you** for any **loss** or damage caused by a **natural disaster** when there has been an official announcement of a **natural disaster** warning by Civil Defence, the National Emergency Management Agency or any other Government department and where **your** request to bind cover, or amend existing cover, is made after the announcement and/or before the warning has been lifted.

New building work

We won't cover **you** for **loss**, cost, liability, damage or lost rent directly or indirectly caused by, arising from or connected with any new building work involving:

- > non-structural alterations where the expected value of the completed work, or the cost that an independent professional would charge, including building materials, is more than \$20,000 including GST;
- > any new dwelling being built;
- > alterations that involve excavation more than 1 metre deep;
- > alterations that involve any work on, or removal of load bearing walls;
- > re-piling or any work involving piles or foundations;
- > removal of roofing or external cladding;
- > structural alterations or alterations that involve an extension, such as an additional room being added to the existing **house**;
- > structures or alterations that **you** are building for commercial purposes;
- > alterations that have not been granted a building consent or similar, where one is required;
- > alterations that are subject to a separate contract works insurance policy.

Non-compliance

We won't cover **you** for **loss**, cost, liability, damage or lost rent directly or indirectly caused by, arising from or connected with the non-compliance of **your house** with New Zealand laws and regulations which apply to it.

Nuclear

We won't cover **you** for any **loss**, cost, liability, damage or lost rent caused by, arising from or connected with:

- > ionising radiation, or
- > contamination by radioactivity, or
- > any nuclear waste, or
- > the combustion or fission of nuclear fuel or nuclear weapons material.

Pest damage

We won't cover **you** for any **loss**, cost, liability, damage or lost rent caused by, arising from or connected with insects, pests, rodents or vermin (except possums).

However, this exclusion won't apply to any resultant **loss** to other parts of the **house**.

Pollution and contamination

We won't cover **you** for any **loss**, cost, liability, damage or lost rent caused by, arising from, or connected with pollution or contamination including the use, consumption, storage or manufacture of any **controlled drug**.

However, this exclusion does not limit the cover provided under the additional policy benefit 'Use or manufacture of drugs by a tenant'.

Recklessness

We won't cover **you** for any **loss**, cost, liability, damage or lost rent caused by, arising from, or connected with recklessness or grossly irresponsible behaviour by **you**.

For example, this exclusion applies but is not limited to any **loss**, cost, liability or lost rent in connection with:

- > a tree falling over where it was known that the tree was unsound or unstable;
- > water in any form (including hail and snow) entering the **house** because any roofing material, exterior cladding, window or door has been removed.

Structural additions or alterations

We won't cover **you** for any **loss** to structural additions or structural alterations.

We also won't cover **you** for any **loss**, cost, liability, damage or lost rent caused by, arising from or connected with any structural additions, structural alterations or any building work other than cover provided under the 'New building work' additional policy benefit or minor repairs or maintenance.

Terrorism

We won't cover **you** for any **loss**, cost, liability, damage or lost rent caused by, arising from, or connected with an **act of terrorism**, including in connection with controlling, preventing, suppressing, retaliating against, or responding to an **act of terrorism**.

Unlawful substances

We won't cover **you** for **loss**, cost, liability or damage arising from or in connection with the consumption, manufacture, storage, or distribution of any **controlled drug** at or in the vicinity of the **house**.

Unoccupied houses

We won't cover **you** for **loss** to the **house** if the **schedule** shows that your **house** is a holiday home and the **house** is **unoccupied**.

This exclusion will not apply if:

- > the **house** and its lawns and gardens are kept in a tidy condition; and
- > all external doors and windows are kept locked; and
- > all papers and mail are collected; and,
- > the **house** is inspected inside and outside every 60 days by **you** or a person nominated by **you**.

If a **loss** occurs at a time when **your house** is **unoccupied**, **you** must pay the **unoccupied excess** shown on the **schedule** for each individual **event**.

War

We won't cover **you** for any **loss**, cost, liability, damage, or lost rent directly or indirectly caused by, arising from or in connection with war, invasion, hostilities or war like operations (whether war is declared or not), rebellion, or revolution.

What happens if you need to claim

When **you** need to make a claim, **we**'ll be here to help **you**. However, there are some things that **you** must do.

What you must do

Immediately after an **event** occurs, **you** must:

- > take all reasonable steps to protect **yourself** and **your** property;
- > take all reasonable steps to prevent further **loss**;
- > immediately tell us about the **event**;
- > notify the police as soon as possible if **you** think the **loss** was caused by a criminal act;
- > keep any damaged property and allow **us** to inspect any areas of the **house** or **lifestyle farm** where the **loss** occurred;
- > provide all reasonable assistance and co-operate with **us** and **our** assessors, investigators, lawyers or anyone else **we** appoint;
- > obtain **our** consent before incurring any costs to repair or rebuild the **house** or **lifestyle farm**;
- > give **us** any information **we** ask for or help which **we** reasonably request; and
- > assist **us** without charge if **we** decide to take any recovery action against somebody else in respect of **your loss**.

If **you** become aware of a claim against or a circumstance that could give rise to a claim against **you** which is or could be covered under the additional policy benefit 'Legal liability' **you** must:

- > immediately tell **us**;
- > as soon as possible, send **us** everything **you** receive from anyone about the claim or possible claim against **you**;
- > not admit liability without **our** consent;
- > not incur any expense without **our** consent;
- > not negotiate with the claimant or make payment to the claimant or make any agreement in relation to any claim.

If **you** make a claim on this policy, **you** must be honest and truthful.

If **your** claim is dishonest or fraudulent in any way, **we** may:

- > decline **your** whole claim or part of it, and/or
- > recover from **you** anything that **we** have already paid **you** in respect of **your** claim or the **event**, and/or
- > declare that this policy and any other policy **you** have with **us**, to be of no effect and to no longer exist from the date of the dishonest or fraudulent act.

How we'll settle your claim

We'll settle **your** claim for **loss** that is covered under this policy by following the process set out below.

Is it possible to repair or rebuild?

If it is not physically or legally possible to economically repair the **loss** or rebuild **your house** on the same **site**, we'll pay **you** the **natural disaster sum insured**.

Rebuild or repair the damage, or leave it as is – you decide

If **your** claim is made under the additional policy benefit 'Natural disaster' the maximum we'll pay **you** is the **natural disaster sum insured**.

If it is physically, legally and economically possible to repair the **loss** or rebuild **your house** on the same **site** then **you** must decide whether **you** want the **loss** to be repaired or **house** to be rebuilt.

If **you** don't want the **loss** to be repaired or the **house** to be rebuilt, then we'll pay **you** the **present day value** of the **loss**.

If **you** do want the **loss** to be repaired or the **house** to be rebuilt then we'll decide how we'll settle **your** claim, as below.

You must advise **us** of **your** decision within three months of the claim being accepted and a repair or rebuild strategy being confirmed by **us**. If **you** don't decide within this period then **we** may choose to settle **your** claim by paying **you** the **present day value** of the **loss**.

Economic to repair

If **we** decide that it is economic to repair the **loss to your house** we'll, at **our** option, choose one of the following:

- > repair the **loss to your house**; or
- > pay **you** the actual reasonable repair costs that **you** incur to repair the **loss to your house**, as those costs are incurred by **you**.

If **you** opt not to commence repair work within 12 months we'll, at **our** option, choose one of the following:

- > pay **you** the **present day value** of the **loss**; or
- > pay **you** the actual reasonable repair costs that **you** incur to where **you** have chosen to rebuild **your house** on a different **site** in New Zealand, as those costs are incurred by **you**; or
- > if requested, pay for **you** to buy another comparable house in New Zealand (excluding the value of the land) up to the actual reasonable repair costs.

Uneconomic to repair

If **we** decide that it is uneconomic to repair the **loss to your house**, we'll, at **our** option, choose one of the following:

- > rebuild **your house** on the same **site**; or
- > pay **you** the actual cost that **you** incur to rebuild **your house** on the same **site**, as those costs are incurred by **you**;
or
- > pay **you** the actual cost that **you** incur to rebuild **your house** on a different **site** in New Zealand that **you** provide,
or
- > with **your** agreement, pay for **you** to buy another comparable house in New Zealand (excluding the value of the land).

How we'll repair or rebuild

If **we** rebuild or repair **your house**, or pay for **you** to do so, **we'll** use or make payment on the basis of:

- > a building standard or specification which repairs or rebuilds the damaged part of the **house** to a condition similar to but no more extensive or better than, that part's condition when new; and
- > the use of building materials and construction methods commonly used at the time of the repair or rebuild; and
- > only replicate heritage features if the techniques necessary are still in common use and the building materials are readily available in New Zealand; and
- > **we** may, at **our** option, retain any salvaged property.

Extra costs which we'll pay

If **we** choose to pay **you** the actual reasonable incurred repair or rebuild costs, **we'll** also pay **you** the following costs as they are incurred with **our** prior written consent:

- > the extra cost of complying with laws and regulations necessary for repairing or rebuilding the **loss to your house** provided that:
 - > the compliance cost solely relates to the parts of the **house** that suffered the **loss** covered by the policy;
 - > the damaged parts of the **house** complied with all laws and regulations at the time they were built or altered;
- > reasonable architects', engineers' and surveyors' fees necessary for repairing or rebuilding the **loss to your house**;
- > the reasonable incurred cost of demolition and removal of debris including the contents.

We won't pay these extra costs if **we** choose to carry out the repair or rebuild work, or **we** pay for **you** to buy a comparable house, or **we** pay the **present day value** of the **loss**.

What we won't pay

We won't pay:

- > any extra cost of repairing or rebuilding any part of **your house** caused by that part not having a legally required building consent when it was built, or that part being built contrary to the building consent issued;
- > if **you** rebuild **your house** on a different **site**, any extra costs associated with that **site** which otherwise would not have been incurred at the original **site**;
- > the cost of repairing or rebuilding any part of **your house** that has not suffered **loss** which is covered by this policy;
- > any compliance costs arising from any central or local government statute, regulation or by-law where the sole purpose of that legislation is to reduce the **house's** or **land's** exposure to a natural hazard;
- > the cost of repair or rebuild beyond what is reasonable and practical;
- > the cost to repair or rebuild **your house** to exactly its previous shape, location, dimensions, appearance or condition, or beyond what is reasonably comparable with the original **house** when first built or renovated; or
- > costs incurred without **our** consent. **We** may want to work with **you** to agree on suitable contractors and obtain quotes.

The maximum we'll pay

The maximum amount that **we'll** pay **you** or incur **ourselves** for any **event** is the lesser of:

- > the actual cost to rebuild the actual square metre area of **your house** before the **loss**, or the square metre area shown on the **schedule** (whichever is the lesser), and
- > the actual cost to rebuild or replace other items covered under the definition of **house**, or
- > if the **loss** to **your house** is caused by, arises from or connected with a **natural disaster** the maximum amount **we'll** pay **you** is the **natural disaster sum insured** plus any amounts payable under the following additional policy benefits:
 - > Electronic programmes;
 - > Keys and locks;
 - > Landscaping;
 - > Legal liability;
 - > Loss of rent;
 - > Reparation;
 - > Stress payment;
 - > Temporary accommodation;
 - > Tree removal;
 - > Water or sewerage pipe blockage.

Our terms and conditions

Assignment

You must not assign or attempt to assign:

- > this policy or **your** interest in this policy to anybody else; or
- > any claim or claim proceeds under this policy

without **our** prior written consent.

If **you** don't obtain **our** prior written consent, **we** won't be bound by the purported assignment.

Breach of any condition

If **you** or any other person or entity **we** cover under this policy, or anyone acting on **your** behalf, breaches any of the provisions, terms, conditions and other requirements of this policy, **we** may not pay **your** claim either in whole or in part.

This does not affect any of **our** other rights, including the right to avoid the policy for non-disclosure or, where **your** claim is dishonest or fraudulent, to declare that this policy and any other policy **you** have with **us** are of no effect from the date of the dishonest or fraudulent act.

Cancellation

You may cancel **your** policy with **us** at any time unless **you** have made a claim for a **total loss**. If **you** cancel **your** policy, then **we'll** refund any unused premium that **you** have paid.

We may cancel **your** policy with **us**:

- > if **you** have not paid the premium or a premium instalment within 28 days of the due date. Cancellation will take effect from the first day of the period to which the unpaid premium relates; or
- > for any other reason, by advising **you** by letter or email to **your** last known address or by advising **your** broker or agent in writing. Cancellation will take effect on the 30th day after the date of **our** email or letter to **you** or **our** advice to **your** broker or agent. **We'll** refund any unused premium **you** have paid.

Change of terms

We may modify the terms of this policy by advising **you** by letter or email to **your** last known address or by advising **your** broker or agent in writing. Modification will take effect on the 30th day after the date of **our** email or letter to **you** or **our** advice to **your** broker or agent.

Claim by people who aren't the named insured(s)

If a person who is not a named insured in the **schedule** has a claim which is covered by this policy, they must authorise **you** to be their agent in respect of the claim. **We'll** deal with **you** in respect of their claim and any payment **we** make to **you** will be effective as if it was payment to them. **We** won't be obligated to consider or settle a claim brought directly by a person who is not a named insured in the **schedule**.

Double insurance

You must immediately tell **us** if **you** insure anything already insured under this policy again with someone else.

We won't cover **you** under this policy for any **loss**, costs, liability or damage that is also covered under any other policy with a different insurer to the extent of **your** cover under that other policy.

Events

Any series of sudden and unforeseen **events** arising from one source or original cause shall be treated in this policy as if it was a single **event**.

Goods and Services Tax (GST)

The **natural disaster sum insured** referred to in **your** policy and the **schedule** is inclusive of any Goods and Services Tax (GST). All other amounts (including all benefit limits and **excesses**) are also inclusive of Goods and Services Tax (GST).

Governing law

This insurance contract is governed by New Zealand law and the New Zealand courts have exclusive jurisdiction in respect of this policy.

Interested parties

If **you** tell **us** that **you** would like a party who has a financial interest in the **house**, such as a bank or finance company, to be noted as an interested party then **we** may partially or fully settle a claim by making payment to the interested party. This payment will either go towards meeting or completely fulfilling **our** obligations under this policy.

The interested party is not covered by this policy and does not have any right to make a claim under this policy.

You authorise **us** to disclose any of **your** personal information to the interested party.

Joint insureds

If the **schedule** shows multiple insureds, or the insured is a trust, or the policy otherwise covers multiple people, then all insureds and people covered are jointly insured. The joint insureds are deemed to act with the express authority of each other. This means, for example, that if one person breaches the policy or cancels the policy or settles a claim, it will affect all other joint insureds.

Reasonable care

You must take reasonable care at all times to avoid circumstances that could result in a claim.

Total loss

When **we** settle a claim for a **total loss** **your** policy ends on the date of the **event** and **you're** not entitled to any refund of premium.

Your excess

The **excess** is the amount **you** must pay for each individual **event** when **you** make a claim. The amount of the **excess** is shown on the **schedule**.

If a **loss** occurs at a time when **your house** is **unoccupied**, and **we** cover **you** under this policy for the **loss**, **you** must pay the “**unoccupied excess**” shown on the **schedule** for each **event**.

If **your house** suffers a **loss** and **we** have accepted **your** claim and **we** accept another claim arising from the same **event** for **loss** to **your** contents and/or **your** car then **you** will only be required to pay one **excess**. The **excess** that **you** pay will be the highest of those **excesses** (including the **unoccupied excess** if applicable).

If **you** occupy the **house** when the **loss** occurs, and **your** claim is solely for **accidental** breakage of:

> glass in any windows, doors, or screens in the **house**; or

sinks, baths, wash basins, toilet bowls, shower cabinets, bidets, fixed glass lampshades, permanently fixed mirrors or glass built-in furniture in the **house**, then the standard **excess** that will apply is \$250 for each **event**.

However, if the **schedule** shows that **you** have chosen the optional benefit ‘Excess-free glass cover’ and **your** claim is solely for **accidental** breakage of glass in:

> windows, doors or screens in the **house**; or

> sinks, baths, wash basins, toilet bowls, shower cabinets, bidets, fixed glass lampshades, permanently fixed mirrors or glass built-in furniture in the **house**, or which are part of the **house**,

then **we** won’t require **you** to pay an **excess**.

Definitions

Accidental

Means unexpected and unintended by **you**.

Act of terrorism

Means an act by any person, group of people, organisation or government, including but not limited to the use or threatened use of force or violence, which is committed with the probable intention to:

- > influence any government; or
- > put fear into the public or any section of the public

and which by its nature or context is probably done for, or in connection with any:

- > political;
- > religious;
- > ideological;
- > ethnic;

purpose or reason or similar purpose or reason.

Bodily injury

Means bodily injury, death, illness, disability, disease, fright, shock, mental anguish or mental injury to another person.

Consequential loss

Means any intangible **loss**, **loss** of use or enjoyment, **loss** of value and any additional cost, liability or damage that is a consequence of the **loss**, costs or liability which is directly covered under this policy.

Controlled drug

Has the same meaning as in the Misuse of Drugs Act 1975 (or any amendments or substituted legislation).

Defence costs

Means the reasonable costs, charges, fees and expenses (including but not limited to lawyers' fees, investigators' fees and experts' fees) incurred with **our** prior written consent which relate directly to the claim.

Domestic pets

Means an animal of a domesticated species (for example cats, dogs, horses or ponies) which **you** own, and which lives permanently with **you** at **your house**.

Electronic data

Means facts, concepts and information converted to a form usable for interpreting or processing communications by electronic and electromechanical data processing or electronically controlled equipment. It includes programs, software and other coded instructions for processing and manipulating data or directing and manipulating such equipment.

EQC Act

Means the Earthquake Commission Act 1993 (or any amendments or substituted legislation).

Event

Means an occurrence that causes a **loss**.

Excess

An **excess** is the amount **you** must pay for each **event** when **you** make a claim.

Guest

Means a person who enters **your house** with **your** consent, or with the consent of a person who lives at **your house**.

House

Means **your house** and includes all the following items which are owned by **you**, used for residential purposes and located within the **residential boundaries** of the insured address shown in the **schedule**:

- > residential buildings including sleep-outs, outbuildings such as sheds, garages, carports, greenhouses, and pergolas;
- > buildings which are used for **lifestyle farm** purposes and for the storage of:
 - > tools,
 - > animal feed,
 - > machinery and/or vehicles;
- > decks, balconies, patios, verandahs;
- > pathways, paving, driveways or sports courts, any private road, lane, right-of-way or access way providing access to a driveway owned by or shared by **you** and for which **you're** responsible;
- > fences, gates, and free-standing garden walls;
- > fixed water tanks, septic tanks and their systems;
- > fixed or built-in swimming pools, spa pools and saunas and their systems;
- > solar panels and solar heating systems;
- > internal or external appliances or fixtures that are permanently plumbed or wired into the building;
- > carpets and fixed floor coverings including glued, smooth edge or tacked carpet and floating floors;
- > drains, pipes, gas lines, cables and poles for which **you're** legally responsible;
- > aerials and satellite dishes that are attached to **your house**.

However, **house** does not include the following:

- > land, earth or fill;
- > temporary structures;
- > any part of the **house** being constructed, de-constructed, undergoing structural additions or structural alterations, other than cover provided under the 'New building work' additional policy benefit, and which is not suitable for permanent residential use or occupation during this time;
- > any part of the **house** that is used for business or commercial purposes except where it is used solely as a home office for clerical purposes by **you**, or **we** agree to that use and it is shown in the **schedule**;

- > any part of the **house** that is built for or used for **commercial farming** purposes, including but not limited to any livestock handling yards, woolsheds, packing sheds, milking sheds, animal rearing sheds, or silos of any type;
- > structure(s) or property not at the situation shown on the **schedule** unless otherwise noted on **your schedule**;
- > **retaining walls**; except for the automatic cover provided under the 'Retaining walls' additional policy benefit;
- > lawns, trees, plants, hedges, vines and shrubs except for the automatic cover provided under the additional policy benefit - Landscaping;
- > boat ramps, wharves, jetties, landings, pontoons, piers, water based structures, breakwaters and sea walls, flood walls unless otherwise noted on **your schedule**;
- > **power generation equipment** unless otherwise noted on **your schedule**;
- > cable cars and associated equipment unless otherwise noted on **your schedule**;
- > culverts, dams, bridges unless otherwise noted on **your schedule**;
- > wells and bore holes unless otherwise noted on **your schedule**;
- > fittings including curtains and blinds;
- > household goods and personal effects;
- > any neighbouring property owner's share in any residential property, access way, bridge, fence(s), or **retaining wall(s)** jointly owned by **you** and other property owners

unless **we** have otherwise agreed in writing.

Insurance Claims Register (ICR)

Is an electronic register that holds a central record of claims lodged with participating insurance companies like **us**. These companies can access the claims history of a customer for the specific purpose of checking for fraud.

Lifestyle farm

Means a property of less than 20 acres (unless **we** have otherwise agreed in writing) which is maintained without expectation of being a primary source of income or being run as a commercial farming business.

It does not include any commercial farm operations or commercial farm building.

Loss

Means physical **loss** or physical damage.

Market value

Means the market value of **your house**, excluding land, immediately prior to the **loss**, as determined by an independent registered valuer appointed by **us**.

Motor vehicle

Means any type of machine on wheels, or tracks, that is made or intended to be propelled by its own power, as well as anything towed by the machine.

Natural disaster

Means an earthquake, natural landslip, volcanic eruption, hydrothermal activity, tsunami or **natural disaster** fire, as defined in the **EQC Act**. It does not include any gradual or slow-moving slips.

Natural disaster sum insured

Means the sum specified as such in the **schedule**.

Period of insurance

Means the **period of insurance** shown on the **schedule**.

Present day value

Means either, at **our** option, of:

- > the **market value**; or
- > the depreciated **replacement cost** as assessed by an independent registered valuer appointed by **us**; or
- > the estimated cost of repairing the **loss**, less wear and tear and depreciation, but including the cost of complying with government or local authority by-laws or regulations.

Power generation equipment

Means any wind or fuel powered electricity generation equipment, including any associated structure, wiring, power storage device(s), switching, generators and distribution equipment.

Reparation

Means an amount ordered by a New Zealand Court to be paid to the victim of an offence under Section 32 of the Sentencing Act 2002 (and any amendments or substituted legislation).

Replacement cost

Means the costs that would be reasonably required to repair, rebuild or replace the damaged part of **your house** to the standard set out in this policy.

Residential boundaries

Means the part of **your** land on which **your** residential building is located, and which is used primarily for residential purposes. It does not include any parts of **your** land which are used for commercial farming purposes.

Retaining wall(s)

Means a wall which has a specific purpose to retain land whether in full or in part except for a wall which forms part of the structure of any building.

Schedule

Means the latest current policy **schedule** and any endorsements made to that **schedule**.

Site

Means the land at the address on the policy **schedule** on which your **house** is located and includes the yard or garden situated within the legal boundaries of that land. It does not include the roadside area outside your **house** or any area that is common property in a multi-residency property.

Total loss

Means that the **loss to your house** is uneconomic to repair, or if the **loss** was caused by a **natural disaster**, that the cost to repair the **loss to your house** exceeds the **natural disaster sum insured**.

Uninhabitable

Means that **your house**:

- > is no longer a safe or sanitary place for anyone to occupy; or
- > it no longer has a functional bathroom or kitchen; or
- > has been determined by government, local authorities, or **us** to be **uninhabitable** due to physical damage to **your house** or possible future physical damage to **your house**.

Unoccupied

Means **you** or a person authorised by **you** is not using **your house** as a residence for a time longer than 60 days.

Unoccupied excess

Means the additional 'unoccupied excess' shown in the **schedule**.

Unused premium

Means the amount of the premium which relates to the period after the policy has been cancelled as a percentage of the whole.

We, us, our

Means Ando Insurance Group Limited on behalf of the issuer, The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 (Incorporated in Australia), Level 26, 188 Quay Street, Auckland, 1010.

You, your

Means the person(s) or entity named in the **schedule** as the Insured.

Your family

Means any **family** member who lives with **you** permanently, and includes:

- > **your** husband, wife, partner and/or any person with whom **you're** living in the nature of marriage;
- > **your** children or other dependents;
- > a student attending a school, university or polytechnic and living away from the **home** while attending the school, university or polytechnic.

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