

# WELCOME TO YOUR ANZ ASSET PROTECTOR INSURANCE POLICY

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Thank you for choosing this ANZ Asset Protector insurance policy to protect what's important to you.



Vero Insurance New Zealand Limited (Vero) is the insurer that provides these insurance policies. Once you've purchased your insurance policy, you'll deal with Vero for the ongoing management of your insurance and for any claims you need to make.

In this policy wording booklet, we set out what's covered and what's not covered under your insurance, your responsibilities, and how we work together with you at claim time.

## What

When we say 'you' or 'your', we mean the insured person or people named on your *schedule*, and their spouse, de facto partner, or civil union partner.

Under the Contents insurance policy wording, when we say 'you' or 'your' we also cover you or your partner's immediate family, if they live with you and aren't covered by any other contents insurance.

## Who we mean by 'we'

When we say 'we', 'us', or 'our', we mean Vero Insurance New Zealand Limited.

## The documents that make up your insurance policy — keep them safe

Your insurance policy is made up of two parts.

1. This policy wording booklet. It explains what we do and don't cover, how to contact us, the responsibilities you have under the policy, and how to make a claim.
2. The *schedule*. It gives details specific to you, including who and what is insured, and when cover starts and ends. The *schedule* also includes any special terms that might apply, which might also detail things that we do and don't cover.

## Read your policy documents so you know what we do and don't cover

We agree to give you insurance cover as outlined in this policy wording booklet and your *schedule*, as long as your premium payment is up to date.

Read your insurance policy documents carefully, so you know what you are, and are not, covered for. Keep them together in a safe place.

ANZ Asset Protector is underwritten by Vero Insurance New Zealand Limited and distributed through ANZ Bank New Zealand Limited. No member of ANZ, its related companies or any other person guarantees Vero, its subsidiaries or any of the products issued by them. ANZ may receive commission on any policy it arranges.

## Headings in this policy wording are descriptive

The headings used in this booklet are descriptive, to help you find information. They're not part of the terms and conditions, so you can't rely on them to interpret the policy's meaning.

## Words in italics have specific meanings

When words are in *italics*, they have specific meanings that we've defined in the Dictionary on page 99. When we use these words, we mean the definitions we give in the Dictionary section.

## The different sections of this policy wording booklet

This booklet includes five insurance policy wordings. The type of insurance you've bought will be shown on your *schedule*. Make sure you read and understand it.

You'll find information that applies to all the policies at the start and end of the booklet. The middle sections describe the cover and exclusions and how we settle claims for each policy.

## Five ANZ Asset Protector insurance policy wordings

You will have one or more of these policies. Make sure you read and understand the policy you've bought, that's shown on your *schedule*.

Home	page 5
Contents	page 29
Motor vehicle	page 46
Boat	page 65
Lifestyle Block	page 73

## Three types of cover under the Motor vehicle policy

The Motor vehicle policy wording includes three different *cover types*.

Comprehensive	page 49
Third Party, Fire and Theft	page 54
Third Party Only	page 57

## Information that applies to all policies

The policy wording booklet includes the information below, and following sections, which apply across all five insurance policies.

How to contact us	page 4
How to make a claim	page 4
How to make a complaint	page 4
Making a claim	page 87
What your responsibilities are	page 90
Policy conditions and other important information	page 94
Dictionary of defined words	page 99

## **Tell us if anything is incorrect, or if things change**

If any information you've given us is incorrect, tell us straight away. Any incorrect or incomplete information can affect your insurance cover — we can refuse a claim, reduce a claim payment, or *avoid* your policy — so telling us is important.

Tell us if anything changes, whether it's your contact details, or your circumstances. For example, tell us if:

- your home or lifestyle block is going to be *unoccupied*.
- you change the address where your vehicle or boat is kept overnight.
- if you or anyone driving your vehicle is convicted of a criminal offence.
- if you modify your vehicle from the manufacturer's standard specifications.

If there's anything you don't understand, just ask.

You have other responsibilities under this policy. Please refer to page 90 for details.

## HOW TO CONTACT US

Get in touch with our claims or customer sales and service teams. We're always happy to help.

<b>Claims</b>	0800 269 252
From outside NZ	+64 9 363 4192
Existing claims email	anzclaimsenquiries@vero.co.nz

<b>Customer sales and service</b>	0800 831 123
From outside NZ	+64 9 363 4195
Email	anzinsurance@vero.co.nz

## HOW TO MAKE A CLAIM

If something happens and you think you may need to make a claim, first ensure that everyone is safe. If you think a crime has occurred, tell the police.

Then, contact us as soon as possible by choosing one of the following options.

- For a fast and easy experience, claim online at [www.vero.co.nz/anzclaims](http://www.vero.co.nz/anzclaims)
- Call **0800 269 252** (+64 9 363 4192 from outside NZ)

Once we have all the information we need, we'll decide the best way to advance your claim.

For more information, read the 'Making a claim' section of this booklet on page 87.

## HOW TO MAKE A COMPLAINT

We take your concerns seriously. If you have a concern, contact us. We'll listen to you, and work with you to resolve it quickly and effectively.

If you're not satisfied after talking to us, we have a formal complaints process we can take you through.

If you have a complaint about a claim that can't be resolved, we can refer you to our independent, external complaints service.

### Contact us first

If you have a concern, contact us first.

<b>Claims</b>	0800 269 252
From outside NZ	+64 9 363 4192

<b>Customer sales and service</b>	0800 831 123
From outside NZ	+64 9 363 4195

<b>Email</b>	complaints@vero.co.nz
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<b>Postal address</b>	Customer Care Adviser Vero Insurance New Zealand Limited Private Bag 92120 Auckland 1142
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## HOME INSURANCE — YOUR HOME COVER UNDER THIS POLICY

You're covered for *accidental* loss or damage to your home, during the *period of insurance*.

Your cover also includes the benefits listed under the heading 'Details of your cover — the benefits we include' on page 7, if the circumstances they outline apply.

Your cover, including the benefits and optional benefits, is subject to the limitations, exclusions, conditions and cover limits that apply to this policy.

### What we mean by 'home'

When we use the word 'home' we mean the dwelling, including a residential flat or holiday home, which is:

- owned by you
- used for *residential purposes*
- located within the *residential boundaries*
- at the address shown on your *schedule*.

### What 'home' also includes

Home also includes the following items which are owned by you, used for *residential purposes*, and located within the *residential boundaries* of the address:

- each additional self-contained unit capable of being lived in, and that you intend to be lived in, or that is being lived in by one or more people (if your *schedule* specifically shows these additional dwelling units as part of your home)
- permanent domestic outbuildings, garages, greenhouses, decks, and terraces
- fixtures and fittings permanently attached to the buildings or site, such as:
  - aerials
  - built-in barbeques
  - fixed wall and floor coverings
  - fixed light fittings and appliances that are permanently fitted to a gas, plumbing, or electrical supply
  - exterior blinds and awnings
  - fixed clotheslines
  - letterboxes
  - septic tanks, heating oil tanks, service and water tanks, including their fixed pumps
  - permanent spa or in-ground swimming pools, including their fixtures, pipes, and fixed pumps
  - solar power systems
- walls, fences and gates
- driveways, paths, patios, footpaths, tennis courts, and permanently installed artificial grass or turf
- any above- or under-ground services that you own or are liable for, like gas pipes, freshwater pipes, underground sewerage and drainage pipes, and cables for electricity, telephone, and broadband
- any private road, lane, right-of-way, access way, or bridge that you own and that gives access to a driveway that you own (up to a maximum of \$50,000)
- any part of the building used as a *home office* or *healthcare practice*.

### What 'home' doesn't include

We don't cover these things as part of your home under this policy:

- land, earth or fill
- an adjacent property owner's share of the following — any walls, fences, gates, retaining walls, pipes, cables, driveways, private roads, rights of way, access ways, or bridges

- bridges or anything on them (however, we do cover a bridge which you own and which gives access to a driveway you own)
- cable cars, lifts or elevators outside the home building
- culverts, ponds, dams and slipways
- curtains, drapes or blinds
- hedges, trees, shrubs, lawns and plants, apart from what's covered by the Landscaping benefit
- landlord's furnishings, unless Landlord's extension optional benefit is shown on your *schedule*
- non-solar powered generation equipment, except for wind- and fuel-powered generation equipment covered by the Power generation equipment benefit
- retaining walls, apart from what's covered under the Retaining walls benefit
- wharves, piers, jetties and similar structures
- contents
- temporary structures
- sea walls, flood walls, and levees.

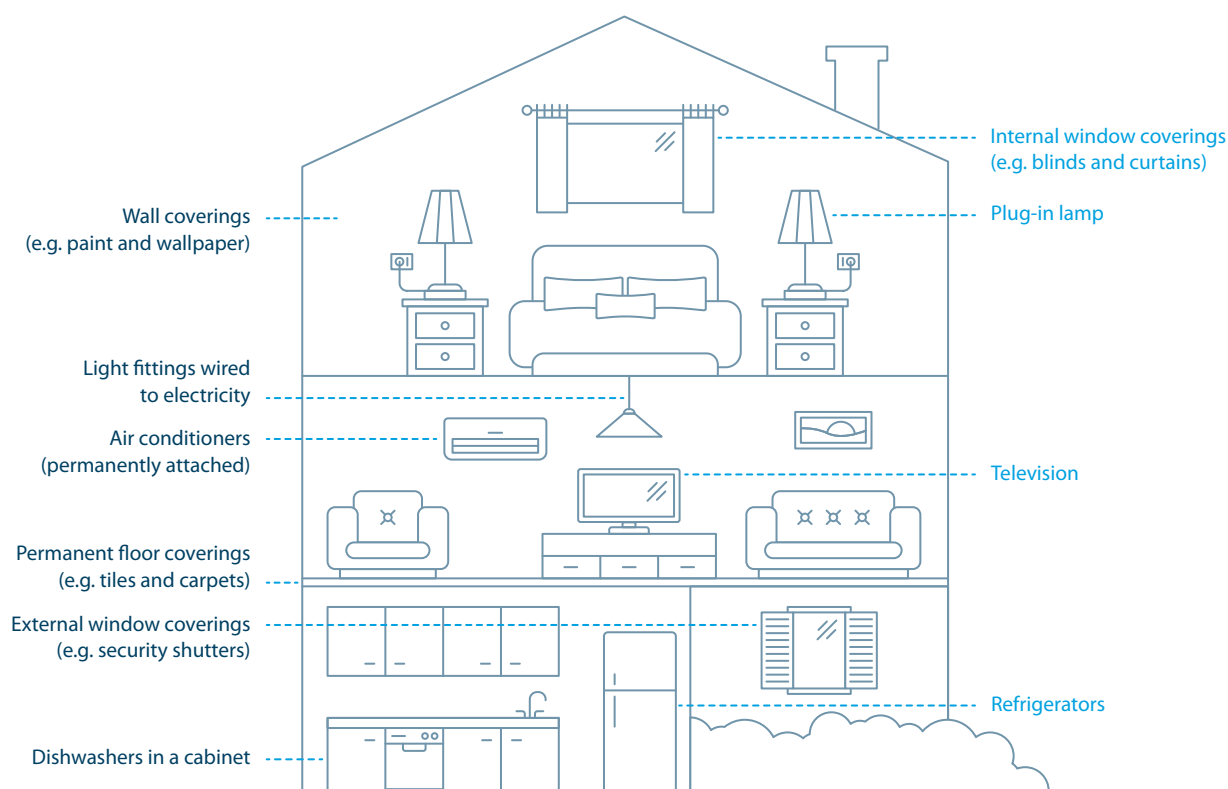
## YOUR HOME AND CONTENTS

### Your home

The residential building at the insured address and includes structural improvements, fixtures, fittings and domestic outbuildings.

### Your contents

Includes your furniture, furnishings, valuables, personal possessions and unfixed household goods.



## Details of your cover — the benefits we include

This section explains in detail the benefits we provide, and what we'll pay for each.

☑ — the benefit is paid from within your home *sum insured*

⊕ — the benefit is paid in addition to your home *sum insured*

Benefit	Page	Benefit	Page
⊕ ANZ home lending payment	7	☑ Power generation equipment	12
☑ Blockages to water and sewage pipes	7	⊕ Property owner's liability	12
☑ Damage caused by authorities to prevent loss	8	☑ Resetting or reprogramming your security system	14
⊕ Environmental improvements	8	☑ Retaining walls	14
☑ Gradual damage	8	☑ Sale and purchase	15
⊕ Landscaping	9	☑ Stolen or lost keys, and resetting keypads	15
☑ Methamphetamine contamination	9	⊕ SumExtra	15
☑ Minor building work	10	⊕ Temporary accommodation	16
☑ Natural hazard	11	☑ Tree removal	17

### ANZ home lending payment — we'll pay you an additional amount if you have a total loss

If you have a mortgage with ANZ for the home insured under this policy, and we pay you for a *total loss* claim, we'll pay you an extra \$2,000 for you to use as you wish.

⊕ Any amount we pay under this benefit, we'll pay in addition to your *sum insured*.

### Blockages to water and sewage pipes — we'll cover clearing blockages to water and pipes

We'll pay the reasonable cost of clearing an *accidental* blockage in an underground water or sewage pipe.

We'll pay if all the following apply.

- The blockage was not caused by the roots of any tree or plant.
- The blockage happened during the *period of insurance*.
- The blocked pipe is within the *residential boundaries* of your home.

If clearing the blockage damages part of a driveway, patio, path, paving, tennis court, or other permanent structure that forms part of the home, we'll cover the cost of repairing or rebuilding the damaged part. We won't cover any other maintenance costs.

The maximum we'll pay under this benefit is up to \$1,500 during any one *period of insurance*.

☑ Any amount we pay under this benefit, we'll pay out of your home *sum insured*.

## Damage caused by authorities — we'll cover damage caused to prevent other loss

We'll pay for damage to your home caused by government or local authorities if the damage was necessary to prevent other loss or damage that your policy covers.



Any amount we pay under this benefit, we'll pay out of your home *sum insured*.

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## Environmental improvements — we'll pay for home improvements that make your home more environmentally friendly

We'll pay up to \$3,500 for the extra costs associated with buying and installing new environmental improvements to your home.

Environmental improvements are alterations or additions of equipment to your home to help protect or conserve the environment — such as rainwater tanks, solar power systems, and compost equipment.

For you to claim this benefit, all the following circumstances need to apply.

- We've accepted a claim under this policy and the cost of repairing the loss or damage is more than 80% of the home *sum insured*.
- We're authorising or arranging the repairs to your home.
- Your home does not already have the environmental equipment.
- We have agreed to the environmental improvements before you buy or install them.

This benefit doesn't cover environmental improvements needed for the repair or rebuilding of your home to comply with the latest building regulations. However, these improvements may be covered by the 'Statutory requirements' benefit on page 26.



Any amount we pay under this benefit, we'll pay in addition to your home *sum insured*.

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## Gradual damage — we'll cover gradual damage caused by leaking water pipes

We'll pay up to \$3,000 for the repair of gradual physical damage to your home resulting from water leaking or overflowing from any internal water system.

This includes the reasonable cost of searching for the source of the leak or overflow, as long as we've accepted a claim for the gradual damage. We won't pay to repair the actual pipe or vessel that is leaking or overflowing.

The damage must have first started after you bought the home.

An internal water system is either of the following.

- Any water pipe, waste disposal pipe, water cylinder or water storage tank that is permanently connected and contained within the walls, floors or roof of your home.
- Any pipe hidden from view that is connected to an appliance like a washing machine or dishwasher.



Any amount we pay under this benefit, we'll pay out of your home *sum insured*.

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