

The Comprehensive Car Insurance policy from Tower Limited offers extensive coverage for the insured vehicle, including liability protection up to \$25 million, bodily injury coverage, legal defense costs, and various benefits such as collision cover and claims for accidents not at fault. Coverage includes manufacturer-supplied equipment, accessories, and domestic trailers, while exclusions encompass modifications not approved by the insurer, tire damage unless due to malicious acts, and personal effects left in the vehicle. The policy is applicable only for social, domestic, or private use, and covers anyone driving the car with the policyholder's permission, with certain restrictions for drivers under 25.

The claims process requires the policyholder to ensure safety, document damage, and contact the insurer for assistance. The insurer will guide the policyholder through the claims process, assess claims, and provide updates. Responsibilities of the policyholder include notifying the insurer of new regular drivers or legal charges against covered individuals. The policy can be canceled or modified under New Zealand law, with communication facilitated through provided contact details. The policy emphasizes clarity and has received the WriteMark for plain language standards.

Coverage includes loss or damage to the car due to sudden and accidental incidents during the insurance period in New Zealand, third-party liability for accidental property damage, and bodily injury claims. Automatic benefits include coverage for child car seats, a lump sum for fatal injuries, lost or stolen keys, natural disaster damage, and new vehicle replacement if the car is a total loss within two years of purchase. Exclusions include liability for personal injury covered under the Accident Compensation Act, bodily injury to the policyholder or anyone in charge of the car, consequential losses, and damage to property in the policyholder's care. Coverage is void if the car is driven by someone exceeding legal alcohol limits, unlicensed, or under the influence of drugs, and losses occurring within 48 hours of policy commencement due to specific natural events or criminal acts are also excluded.

The policy does not cover incidents involving nuclear fission or fusion, inability to use the car unrelated to covered losses, or use for purposes other than those for which the vehicle was designed, including business activities. Additionally, it excludes racing, off-road use (except when launching or retrieving a boat), and claims related to faults, mechanical failures, wear and tear, or depreciation unless resulting loss occurs from these exclusions. Coverage for losses associated with communicable diseases and cyber incidents is also excluded, as are losses arising from war and terrorism.

Policyholders must maintain the vehicle in roadworthy condition, be honest in communications, and promptly notify the insurer of any changes in usage, driver status, or legal issues. Premiums must be paid in full by the due date, and failure to comply may result in claim denial or policy cancellation. If canceled, the insurer will provide a seven-day notice and refund any unused premium. In the event of a claim, policyholders must inform the police of theft or malicious damage, take steps to prevent further loss, and obtain permission before incurring repair costs. They must cooperate fully with the insurer during the claims process, including allowing inspections and providing necessary documentation.

For repairs, the insurer may arrange the repair or pay the reasonable cost, with the maximum payout being the lesser of the repair cost, market value at the time of loss, or the agreed value stated in the policy. In cases of total loss, the insurer will pay the agreed or market value and will take ownership of the vehicle. The policy specifies that replacement parts may be new, recycled, or reconditioned, and costs for parts not available in New Zealand are covered up to specified limits.

The policy does not cover costs related to importing parts or accessories from outside New Zealand, expenses incurred from the inability to match existing paint, or the replacement of parts or accessories that have not suffered loss. Policyholders can cancel the policy by notifying the insurer, with a refund for any unused premium. The insurer may also cancel the policy under certain

conditions, providing at least seven days' notice. A free look period of 15 days is available for policyholders to cancel for a full refund, provided no claims have been made. Changes to the policy can be made with the insurer's agreement, and if the policyholder disagrees with proposed alterations, they can cancel the policy and receive a refund. The policy is governed by New Zealand law, and all sums insured are expressed in New Zealand currency, including GST. Communication will be directed to the last notified address, and policyholders must inform the insurer of any address changes. The policy encourages policyholders to voice concerns and provides a procedure for dispute resolution, with key definitions clarifying the scope of coverage and responsibilities.