

The Tower Comprehensive Car Insurance policy offers extensive coverage for the insured vehicle, including loss or damage to the car, manufacturer-supplied equipment, tools, and agreed-upon accessories or modifications. It provides liability protection for legal claims resulting from accidental property damage or bodily injury caused by the insured vehicle, with coverage limits of up to \$25 million for property damage and \$1 million for bodily injury. However, the policy excludes coverage for unapproved modifications, personal effects left in the car, and business tools. Coverage is limited to social, domestic, or private use, and while anyone driving the car with permission is covered, additional conditions apply for drivers under 25 years old.

The claims process requires the policyholder to ensure safety, document damages, and contact Tower to initiate a claim. Automatic benefits include coverage for child car seats, a lump sum for fatal injuries to the insured or their partner, and replacement costs for lost or stolen keys, all subject to specific limits. Notably, if a claim is made for an accident where the policyholder is not at fault, no excess will be charged. The policy will not cover any loss if the same loss is covered by another insurance policy.

The policy can be canceled by either party, and changes can be made as needed. It operates under New Zealand law, with communication conducted through the provided contact methods. The document emphasizes the importance of understanding the terms and conditions, including responsibilities and exclusions, to ensure proper coverage and compliance. Repairs conducted by approved Repair Partners are guaranteed for as long as the policyholder owns the car, contingent upon claim acceptance. Coverage extends to any car purchased to replace or in addition to the insured car, provided the purchase price does not exceed \$125,000, lasting for 14 days from the purchase date with limits set at the lesser of the purchase price, market value, or \$125,000. Road clearing costs are covered up to \$1,000 if the claim is accepted, and theft from a locked garage incurs no excess. If the car is deemed economical to repair, the insurer will arrange repairs through a Repair Partner; otherwise, reimbursement will be based on assessed reasonable repair costs.

Towing and temporary storage costs are covered if the claim is accepted, along with reasonable travel and accommodation costs up to \$500 for the policyholder and passengers if the car cannot be driven. Optional benefits include coverage for accessories and modifications, rental vehicle hire for loss of use, and a roadside breakdown service, each with specific limits and conditions. Exclusions include liability for personal injury under the Accident Compensation Act, bodily injury to the policyholder or driver, consequential losses, and damage to property in the care of the insured. Coverage is void if the car is driven by someone under 25, intoxicated, unlicensed, or involved in criminal acts. Additional exclusions cover mechanical failures, wear and tear, communicable diseases, cyber incidents, and losses related to war and terrorism. The policyholder must maintain the car, report changes in usage or driver status, and ensure all statements made to the insurer are honest and complete.

The policy outlines key responsibilities and conditions for the policyholder. If the insured or any authorized driver is charged with a driving offense (excluding parking), has their license suspended or canceled, has a claim declined, or has had insurance refused or canceled, the insurer may change the terms or premium of the policy. The insurer reserves the right to cancel the policy if there is a substantial change in risk. The policyholder must take reasonable care to protect the vehicle, ensure it is securely locked, and activate any alarms when unattended. Premiums must be paid in full by the due date, and failure to do so within 28 days may result in policy cancellation, effective from the due date of the unpaid premium. If the policy is canceled, it will take effect seven days after notice is provided, and any unused premium will be refunded.

In the event of a claim, the policyholder must inform the insurer promptly of any circumstances that may lead to a claim, including notifying the police for incidents of arson, theft, or malicious damage. The policyholder must also take reasonable steps to prevent further loss, obtain permission before repairs, and provide necessary documentation and cooperation during the claims process. If the claim is accepted, the policyholder must ensure repairs are carried out promptly and cooperate in

recovering costs from other parties involved.

The policy specifies that the excess is the amount the policyholder is responsible for in each claim event, with additional excesses applicable under certain conditions, such as when an inexperienced driver is involved. Claims for repairs will be settled based on the lesser of the repair cost, market value, or agreed value, while total loss claims will be settled based on the agreed or market value, with provisions for accessories and modifications. The insurer may use new, recycled, or reconditioned parts for repairs.

The policy can be canceled by the policyholder within 15 days of the start date for a full refund, provided no claims have been made. The insurer can also cancel the policy with written notice, effective seven days after notification. Any changes to the policy terms will be communicated with at least seven days' notice, and the policyholder has the right to cancel if they do not agree to the changes. The policy is governed by New Zealand law, and all claims will be paid in New Zealand currency, including applicable taxes. Communication will be directed to the last notified address, and the policyholder must inform the insurer of any address changes. The insurer encourages policyholders to raise any concerns for resolution, providing a process for internal and external dispute resolution.

The insurance policy outlines various definitions and terms relevant to coverage, including the definitions of loss, market value, modifications, and excess. It specifies that transmission of diseases or agents can occur through various means, potentially threatening human health or property value. The "period of insurance" is defined by the dates on the insurance certificate, with coverage beginning at 12:00 am on the selected start date or at purchase time, and ending at 11:59 pm on the last day or upon cancellation.