

# Introducing your Contents policy



## Contacting us

In New Zealand, simply call **0800 80 24 24**

If you ever have a question, need help, or want to make an insurance claim, you're welcome to phone us any time, 24 hours a day.

**Australia** call us free on 1 800 887 863.

**United States** call us free on 1 800 593 9482.

**United Kingdom** call us free on 0800 096 5308.

**Somewhere else overseas** call us direct on 64 9 969 1150.

If you'd prefer to email us, it's easy. Just follow the link in the 'Contact Us' section at [www.state.co.nz](http://www.state.co.nz) or call in to your nearest State sales centre or State district agent – you can find the one nearest you by phoning **0800 80 24 24** or visiting 'Contact Us' at [www.state.co.nz](http://www.state.co.nz).

# Welcome to State

Thank you for choosing State to insure your belongings. You've made a great choice – we've been helping New Zealanders with their insurance needs for more than 100 years and are proud to be doing the same for you.



This document is your Contents Comprehensive policy wording. Please make sure you read it carefully, as it contains important information you should know, including what your insurance covers – and what it doesn't.

If you have any questions about your policy or think it doesn't provide the cover you need, please ring us straight away – we'll be happy to help.

**0800 80 24 24**

**www.state.co.nz**



This icon denotes important information

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# Your policy

## ▶ Reading your policy

### Words in bold

**You'll** notice that some words in **your** policy are in **bold**. This is because they have a special meaning. There is a list of these words and what they mean on page 17.

### Examples and headings

To make it easy for **you** to understand **your** policy, **we've** included some examples and comments in *italics*. Note these don't affect or limit the meaning of the section they refer to.

Please also note that the headings in this policy wording are designed to help **you** find **your** way around it. **You** mustn't use them when interpreting the policy wording.

## ▶ What your policy consists of

**Your** Contents Comprehensive Policy consists of this policy wording, the **schedule** and the information **you** provided in the **application**.

## ▶ You can change your mind

If **you're** not happy with this policy **you** are welcome to change **your** mind, but **you** must tell **us** within 15-days of the date it started. **We'll** then cancel it and refund in full any premium **you've** paid. This doesn't apply if **you** have made a claim on **your** policy.

## ▶ Our commitment to you

**We'll** do **our** best to:

- provide **you** with helpful, professional service
- act on **your** requests promptly
- provide **you** with policies that suit **your** needs
- give **you** information that will help **you** to reduce the risk of loss
- make **you** aware of policy conditions and obligations.

## ▶ Our agreement with you

Together, **you** and **we** have an agreement. **You** agree to pay **us** a premium for **your** cover and, in exchange, **we** promise to cover **you** as stated in this policy wording.



## Keeping us informed

When **you** apply for insurance with **us**, **you** have an important 'duty of disclosure'. This means that **you** must:

- give **us** all the information that a prudent insurer needs to decide whether to accept or decline **your application** for insurance. If **we** accept **your application**, it includes information that a prudent insurer needs to decide the cost of **your** insurance and the terms and conditions that will apply (including the **excess**), and
- provide **us** with true, accurate and complete information, even if **you** think it isn't important.

If **you** don't tell **us**, **your** insurance policy may not be valid and **you** may not be covered if **you** want to make a claim.

**You** must also tell **us** about changes that occur during the policy period - see 'Changes in circumstances' on page 15.

If **you're** not sure whether **you** should give **us** some information, tell **us** anyway. Simply call **us** on **0800 80 24 24** - **we'll** talk the matter over with you and let **you** know if it affects **your** policy. **We** treat all information **you** give **us** in accordance with the Privacy Act 1993.

*A prudent insurer uses good judgement, and carefully considers consequences and acts accordingly.*

## ▶ So what must you tell us?

**You** must tell **us** about anything that could affect **your** insurance with **us**.

For example, **you** must tell **us**:

- *if the home where we insure your contents will not be lived in for more than 60 consecutive days*
- *if the contents will be used by a tenant*
- *if you have been convicted of a criminal offence in the last 7-years*
- *if your contents will be used for business purposes*
- *if the home will be altered or added to*
- *if you move to a different address*
- *if you have been declined or refused insurance in the last 5-years*
- *if there has been any material change in circumstances since the policy started*
- *if you insure your contents again with anyone else*

These *examples* are only a guide.

Remember, **we** provide **your** insurance based on the information **you** gave **us** when **you** applied for it. If anything changes, or if **you** expect something to change, **you** must let **us** know or **your** policy may be unenforceable.

Please ask **us** if **you're** not sure if **you** should tell **us** about something.

## ▶ We must tell you about...

We must keep **you** updated on **your** insurance. For example, **we** must tell **you**:

- if we change the terms of your policy
- if we add new terms to your policy
- about any other changes to your policy
- before your policy renews, how much your new premium will be

## ▶ Our other responsibilities to you

- We'll answer your questions honestly and accurately
- We'll provide you with information and advice to help you understand your insurance and its terms and exclusions
- If you need it, we'll give you a copy of the information you gave us when you applied for your insurance
- When you first insure with us, and when you renew your policy, we'll tell you about the financial rating on our ability to pay for any claims our customers make

If **you** have any questions please call **us** on **0800 80 24 24**.

# Making a claim

When **you** need to make a claim, **we'll** be here to help **you** 24-hours a day, 7-days a week – just call **us** on **0800 80 24 24**.



## What you must do

If anything happens that could result in a claim under this policy, **you** must:

- do what **you** can to take care of **your contents** and prevent any further **loss** or liability, and
- tell **us** as soon as possible, and
- notify the police as soon as possible if **you** think the **loss** was caused by a criminal act, and
- allow **us** to examine the **contents** before any permanent repairs are started, and
- not destroy or dispose of anything that is, or could be, part of a claim, and
- as soon as possible, send **us** anything **you** receive from anyone about a claim or possible claim against **you**, and
- give **us** any information or help **we** ask for, and
- consent to **your** personal information in connection with **your** claim being disclosed to **us** and transferred to Insurance Claims Register Limited.

## ▶ What we'll do

When **you** contact **us** to make a claim under this policy, **we'll**:

- treat **you** fairly and process **your** claim within the terms of the policy, and
- explain how the claim process works, and
- advise **you** as best **we** can, on how to prevent further damage, and
- if possible, register **your** claim straight away after asking **you** questions and recording **your** responses, and
- if possible, accept **your** claim during the first phone call, and
- explain what **we** need to go ahead with **your** claim, and
- if required, arrange for a loss adjuster to inspect the damage and explain the procedure that will be followed, and
- keep **you** updated on **your** claim's progress, and
- give **you** all the information **you** need on how **we'll** settle **your** claim, and
- if **we** decline **your** claim, clearly explain why.

## What's the Insurance Claims Register?

It is an electronic register that holds a central record of claims lodged with participating insurance companies. These companies can access the claims history of a customer, for the specific purpose of checking for fraud. This helps to keep the cost of insurance affordable to **you**.

Make sure you read your policy thoroughly. That way there won't be any surprises when you need to claim.

That's helpful.

## Don't forget about your excess

When **you** make a claim, **we'll** deduct the **excess** from the amount **we** would otherwise pay for **your loss**. The **excess** applies to each **event** – unless specifically stated otherwise in another part of this policy.

If **we** insure both **your home** and its **contents** (at the same address) under separate policies and **you** claim under both for a **loss** caused by the same **event**, **you'll** only pay one policy **excess**. This will be the higher **excess** of the two policies.

If **we** settle a claim for:

1. the total loss of the **contents**, or
2. **your** spectacles, contact lenses, hearing aids or dentures, and **you** are 55 years or older,

**we** won't deduct the **excess** from that **loss**.

## ▶ Getting our permission first

**You** must ask for **our** permission before **you**:

- incur any expenses in connection with a claim under this policy, or
- negotiate, pay, settle, or admit any allegation that **you** are legally liable, or
- do anything that may prejudice **our** rights of recovery.

*'Rights of recovery' means that we can claim the money that we paid out on your claim back from the responsible person (if someone else that is not insured under this policy was responsible for the loss). You must not do anything that prevents us from doing that, or that disadvantages us when doing that.*

*It is best that you allow us to manage your claim on your behalf. We'll let you know how you can help us when we talk to you about your claim.*

## ▶ Honesty is the key

**You** and **we** have an agreement. As part of that agreement, **you** agree to be honest in all **your** dealings with **us**, just as **we'll** be honest with **you**. If **your** claim is dishonest or fraudulent in any way, **we** have the discretion to:

- decline **your** whole claim or part of it, and/or
- declare that this policy, or all the policies **you** have with **us**, are unenforceable from the date of the dishonest or fraudulent act.

## ▶ Things that will help us help you

- Keep **your** insurance documents in a safe and easily accessible place.
- Have **your** policy number handy when **you** contact **us**.
- Have any relevant information ready when **you** contact **us**, such as a lost item's brand name, model name, model number and special features.
- Keep records of the things **you** buy, especially high-value items, as this will help **us** process **your** claim.
- Let **us** know if **your** contact details change.
- Ask **us** if there's something **you're** not sure about.

*If you have gone on a spending spree, don't forget to update the amount your contents are insured for.*

**That's helpful.**

## ► If you have a problem with your claim

**We'll** always do **our** very best to get things right and provide **you** with the service **you** expect from **us**. However, sometimes things do go wrong – so when they do, **we** want to resolve the problem as quickly as possible.

Here's how **you** can help, in three easy steps:

### Step 1

Talk the problem over with the person **you've** been dealing with.

If they can't resolve the problem, or if **you're** unhappy with their response, contact their Claims Team Leader. It's best to put **your** complaint in writing, but if **you** prefer, **you** can phone the Claims Team Leader instead. They'll confirm that they've received **your** complaint, investigate the matter and update **you** on the outcome.

### Step 2

If **you're** not satisfied with the results of step 1, **you** can write to the Head of State Insurance at State Insurance, Private Bag 92130, Auckland.

**We'll** acknowledge **your** complaint within three working days of receiving it and make sure it's fully investigated. Within 10-days of receiving **your** complaint, **we'll** write to **you** with the outcome of the investigation – or, if it's not complete, **we'll** give **you** an update on progress.

### Step 3

If **we** can't resolve **your** complaint to **our** Chief Executive Officer within 2-months of receiving it, **we'll** let **you** know and advise **you** of **your** rights under the independent Insurance & Savings Ombudsman scheme, which considers complaints free of charge.

The Insurance & Savings Ombudsman can only consider complaints that have been investigated by the insurance company involved and that have resulted in a deadlock.

**You** can contact the Insurance & Savings Ombudsman by phoning 0800 888 202 or (04) 499 7612, by fax at (04) 499 7614 or by writing to PO Box 10 845, Wellington.

**You'll** find additional information and contact details on the web at [www.iombudsman.org.nz](http://www.iombudsman.org.nz).

# What you get if we accept your claim



Not all contents are insured for their replacement. This section explains what contents **we'll** replace and what **we** won't replace, if **we** accept **your** claim. It also explains when **we'll** repair the **contents**, when **we'll** replace them and when **we'll** pay **you** for them. It also tells **you** about contents that are only covered for certain amounts. Please make sure **you** read this section carefully. If **you** have any questions, just phone **us** on **0800 80 24 24**.

## ► Contents covered for replacement

All **contents** are covered for replacement, except those listed in 'Contents covered for present value' below and any item **you** choose not to repair or replace.

For **contents** covered for replacement, **we** can choose either to pay the cost of repairing an item as close as possible to its condition when it was new, or the cost of replacing it.

## ► Contents covered for present value

The items **we** cover for **present value** are:

- books,
- clothing and footwear,
- records, audio tapes, video tapes, compact discs (CDs) and digital versatile discs (DVDs),
- computer hardware that's more than 5 years old,
- computer software,
- camping equipment,
- watercraft and their parts and accessories,
- parts and accessories of motor vehicles, motor cycles, motor scooters (other than mobility scooters), trailers and caravans that are not in them or attached to them,
- parts and accessories of aircraft or other aerial devices that are not in them or attached to them,
- household linen,
- sports equipment,
- bicycles,

If an item is covered for **present value**, **we** can choose either to pay the cost of repairing it as close as possible to its condition immediately before the **loss** happened, or to pay its **present value**.

*'Present value' means the reasonable cost to repair or replace the item in New Zealand – so that you have an item that is of an equivalent age, quality and capability, and that is in the same general condition.*

## ▶ Maximum payments for specific types of contents

Unless **we** have agreed in writing that an item is a **specified item**, or a higher limit applies, the most **we'll** pay for any **event**, is shown below:

Description	Amount
BICYCLES: For a bicycle	\$2,000
CAMERAS: For a single <b>camera</b> (film, video or digital) or <b>camera</b> accessory	\$2,500
COLLECTIONS: For a single <b>collection</b>	\$2,500
JEWELLERY: For a single item of jewellery or watch	\$2,500
JEWELLERY (MULTIPLE): For multiple items of jewellery	\$15,000 in total for multiple items of jewellery that are not <b>specified items</b>
MONEY AND VOUCHERS: For all money, vouchers that can be redeemed for cash, bullion, unset precious stones, credit cards or stamps that are not part of a <b>collection</b>	\$500 in total
ORNAMENTS AND ART: For a single ornament, painting, picture or work of art	\$10,000
PARTS AND ACCESSORIES: For all parts and accessories of: a) watercraft b) motor <b>vehicles</b> , motor cycles, motor scooters, trailers and caravans c) aircraft and other aerial devices, that are not in them or attached to them.	\$1,000 in total
WATERCRAFT: For a surfboard, windsurfer, dinghy, kayak or canoe (including any parts and accessories that are in it or attached to it).	\$2,000

If the item is a **specified item**, or a higher limit applies the most **we'll** pay is the **specified sum insured** for that item.

## ▶ Maximum payment

Unless this policy specifically states otherwise in another section, the most **we'll** pay in total for any **event**, is the **sum insured** that is shown on the **schedule**.

## ▶ Goods and services tax

All amounts in this policy include GST.

## ▶ Claimant authorisation

If any person, except those named as the insured (in the **schedule**), makes a claim under this policy, then:

1. they authorise the insured to be their agent, and
2. they authorise the insured to negotiate and settle the claim, and
3. **we** may deal with the insured direct, and
4. **our** payment to the insured will represent payment to the person claiming.

*This means that anyone who is covered under this policy authorises the main insured to deal with us and settle the claim.*

*When you're going out,  
shut and lock all doors,  
windows, sheds and  
garages.*

*That's helpful.*

# What your policy covers



This section explains what **your** policy does and doesn't cover. Please read it carefully – and if **you** have any questions, call **us** on **0800 80 24 24**.

## ▶ Accidental loss

**You're** covered for sudden and **accidental loss** to the **contents** if the **loss** happens during the **period of cover** while the **contents** are:

1. in the home, or
2. temporarily removed from the home for use anywhere else in New Zealand.

### What you'll get

See 'What you get if we accept your claim' on page 7 for details on what **we'll** pay.

### What isn't covered?

See 'Exclusions that apply to the whole policy' on page 13 and 'Policy conditions' on page 15.

## ▶ Alternative accommodation

If **you** can't live in the **home** because of a **loss**:

1. covered by this policy, or
2. to the **home**:
  - (a) that is covered by another policy, or
  - (b) in which **you're** the tenant, and that would have been covered under **our** Home Comprehensive Policy if **we** had insured the property, or
3. covered by the Earthquake Commission,  
**we'll** pay the reasonable costs of:
  - (a) alternative accommodation (of a similar standard to the **home**) for **you** and **your** domestic pets, and
  - (b) moving the **contents** to the alternative accommodation and returning them to the **home**, and
  - (c) moving the **contents** to a secure storage facility, storing them while **you're** in alternative accommodation, and returning them to the **home**.

## What you'll get

The most **we'll** pay is \$20,000 for any **event**.

The payment will be additional to any maximum payments stated in this policy. If **you** live in the **home** as a tenant, **your** cover for alternative accommodation ends on the date that:

- (i) **your** tenancy agreement ends, or
- (ii) **you** move to another rental property, whichever happens first.

If **you** have alternative accommodation cover with **us** under any other policy, the most **we'll** pay under all policies is \$20,000 for any **event**.

## What isn't covered?

See 'Exclusions that apply to the whole policy' on page 13 and 'Policy conditions' on page 15.

## ▶ Contents in storage

**You** are covered while the **contents** are stored in a building operated by a commercial storage company, as long as:

1. **you** have notified **us** of the storage arrangements and **we** have approved these, and
2. they are stored for no more than 6 months, and
3. the **loss** was caused by:
  - (a) fire, lightning or explosion, or
  - (b) theft after a violent and forceful entry to the storage building, or
  - (c) storm or flood (but not if the water originates from inside the building), or
  - (d) water that leaks, overflows, or is discharged from any water system installed at the storage building, or
  - (e) earthquake, volcanic eruption, hydrothermal activity, landslip or tsunami, or
  - (f) aircraft or other aerial or spatial devices or articles dropped from them, or
  - (g) impact by a **vehicle**, and
4. the **loss** happened during the **period of cover**.

### What you'll get

See 'What you get if we accept your claim' on page 7 for detail on what **we'll** pay.

### What isn't covered?

See 'Exclusions that apply to the whole policy' on page 13 and 'Policy conditions' on page 15.

## ▶ Contents in transit

**You** are covered while the **contents** are in transit from the **home** to any permanent residence anywhere in New Zealand, as long as:

1. the **loss** was caused by:
  - (a) fire, lightning or explosion, or
  - (b) theft after a violent and forceful entry to any **vehicle** or building, or
  - (c) earthquake, volcanic eruption, hydrothermal activity, landslip or tsunami, or
  - (d) aircraft or other aerial or spatial devices or articles dropped from them, or
  - (e) the **vehicle** used to transport them is involved in a collision, and
2. the **loss** happens during the **period of cover**.

### What you'll get

See 'What you get if we accept your claim' on page 7 for detail on what **we'll** pay.

### What isn't covered?

See 'Exclusions that apply to the whole policy' on page 13 and 'Policy conditions' on page 15.

## ▶ Credit card theft

**You're** covered if **your** credit cards or debit cards are stolen and used fraudulently, during the **period of cover**, by someone:

1. who isn't related to **you**, and
  2. who isn't living at the home, and
  3. whose **contents** aren't covered by this policy,
- as long as **you've** complied with the terms and conditions of **your** credit card or debit card.

### What you'll get

**We'll** pay the unrecoverable amount **you've** lost up to a maximum of \$500.

### What isn't covered?

See 'Exclusions that apply to the whole policy' on page 13 and 'Policy conditions' on page 15.

## ▶ Fatal injury

**We'll** pay \$7,500 to **your** legal representative if **you** die as the result of a fire, or an incident involving burglars or thieves, that happens at the **home** during the **period of cover**.

Note the 'Other insurance' policy condition on page 16 doesn't apply to this fatal injury cover – and **you** won't have to pay any **excess**.

### What you'll get

The most **we'll** pay is \$7,500 for any fatal injury **event**. This will be additional to any maximum payments stated in this policy.

### What isn't covered?

See 'Exclusions that apply to the whole policy' on page 13 and 'Policy conditions' on page 15.

## ▶ Food spoilage

**You're** covered for **accidental loss**, during the **period of cover**, to perishable items, caused by:

1. **your** refrigerator or freezer stopping, or breaking down, or
2. disconnection of the power supply (including by an electricity supply company).

### What you'll get

**We'll** pay the reasonable costs of:

1. replacing perished items in **your** refrigerator or freezer, and
2. cleaning the refrigerator or freezer.

### What isn't covered?

**We** won't pay for perished items **you've** kept in connection with a business.

See also 'Exclusions that apply to the whole policy' on page 13 and 'Policy conditions' on page 15.

## ▶ Hidden gradual damage

**You're** covered for:

1. **hidden gradual damage** to **contents** that happens and is discovered during the **period of cover**, and
2. any other **contents** that aren't directly affected but must be damaged or destroyed to locate the cause of the **hidden gradual damage**, as long as **we've** given **our** permission first.

*'Hidden gradual damage' means hidden rot, hidden mildew or hidden gradual deterioration caused by water leaking from an internal tank, internal water pipe or internal waste disposal pipe installed at the home.*

### What you'll get

The most **we'll** pay during an **annual period** is \$2,500.

### What isn't covered?

**You're** not covered for:

1. wear and tear, depreciation, corrosion or rust, or
2. rot, mildew or gradual deterioration, except for **loss** as covered above.

See also 'Exclusions that apply to the whole policy' on page 13 and 'Policy conditions' on page 15.

## ▶ Home office

**You're** covered for **accidental loss**, during the **period of cover**, to office furniture and office equipment that **you** own and use for earning income at the **home**.

What you'll get

The most **we'll** pay for any **event** is:

1. \$7,500 when the **loss** happens at the **home**, or
2. \$1,500 when the **loss** happens when the furniture or equipment is **temporarily removed** from the **home**.

### What isn't covered?

See 'Exclusions that apply to the whole policy' on page 13 and 'Policy conditions' on page 15.

## ▶ Intentional damage

**You're** covered for **accidental loss** during the **period of cover**, caused intentionally by:

1. a tenant, or
  2. anyone who lives at the **home**,
- as long as the **loss** was caused by fire or explosion.

### What you'll get

See 'What you get if we accept your claim' on page 7 for details on what **we'll** pay.

### What isn't covered?

**You're** not covered for any **loss** caused intentionally by:

1. **you**, or
2. **your** husband or wife, or person with whom **you** are living in the nature of a marriage, or
3. **your family**.

*If you'd like cover for damage caused by a tenant, we have a policy specifically designed for landlords. For more information, phone us on 0800 80 24 24.*

See also 'Exclusions that apply to the whole policy' on page 13 and 'Policy conditions' on page 15.

## ▶ Personal liability

### What does 'personal liability' mean?

**'Personal liability'** is the legal liability that a person has for loss or damage suffered by someone else.

*For example:*

*If you forget about a pan of oil on the stove and it sets fire to the house you're renting, you'll be held legally liable (or personally liable) for the damage the fire caused.*

### Legal liability cover

**You're** covered for **your** legal liability for:

1. **accidental loss** to any property in New Zealand,
  2. **accidental bodily injury** to anyone in New Zealand,
  3. **accidental loss** to property where **you're** liable for the costs under Section 43 of the Forest and Rural Fires Act 1977,
  4. levies a fire authority imposes on **you** under Section 46 or 46A of the Forest and Rural Fires Act 1977 for a fire, or threat of fire,
- during the **period of cover**.

### Defence costs cover

**You're** also covered for defence costs **you** incur with **our** approval, for **your** liability under 1, 2 and 3 above. **We** won't unreasonably withhold **our** approval.

### What you'll get

#### Legal liability payment

The most **we'll** pay is \$1,000,000 for any **event**.

#### Defence costs payment

Defence costs covered by this policy are unlimited and payable in addition to the above legal liability payment limit.

#### Settlement of any claim

If **we** pay the full amount under this part of **your** policy (or any lesser amount that **we** can settle **your** liability for), plus **your** defence costs, this will meet all **our** obligations under this part of **your** policy.

Protect your valuables.  
Keep your house keys  
separate from your  
car keys, and don't  
keep any personal  
information on your  
key chain.  
That's helpful.

## What isn't covered?

**You're** not covered for liability:

1. in connection with a business, trade, profession or sponsorship, or
2. created by a contract or agreement, unless **you** would have been liable even without it, or
3. in connection with the ownership or use of any:
  - (a) **vehicle** (other than an electric wheelchair, domestic garden appliance, mobility scooter, golf cart or children's motorbike less than 50cc and used only off road), motor cycle, motor scooter, trailer, caravan, aircraft or other aerial device, or
  - (b) **watercraft**, other than any:
    - (i) surfboard, windsurfer, surf ski, dinghy, kayak or canoe (including its parts and accessories), and
    - (ii) any other **watercraft** powered by a motor or sail, with a **present value** of no more than \$2,000 including parts and accessories, or
4. in connection with any seepage, pollution or contamination (including the costs of removing, nullifying or cleaning up), unless it happens during the **period of cover** and is caused by a sudden **accidental event** that happens during the **period of cover**.

**You're** also not covered for exemplary damages or fines.

*'Damages' in this context refers to money claimed from you as compensation for harm done, or loss or injury. Exemplary damages is money claimed as punishment. The court awards this to punish someone for their outrageous conduct and to deter others.*

See also 'Exclusions that apply to the whole policy' on page 13 and 'Policy conditions' on page 15.

## ► Stress payment

If **we** settle a claim for the total **loss** of the **contents**, **we'll** pay **you** an additional amount for the stress **you** have suffered.

**You** can spend this money however **you** wish.

## What you'll get

**We'll** pay **you** \$1,000, which will be additional to any maximum payments in this policy.

## What isn't covered?

See 'Exclusions that apply to the whole policy' on page 13 and 'Policy conditions' on page 15.



# Exclusions that apply to the whole policy



This section explains things **your** policy doesn't cover that are additional to those already mentioned in the previous sections. Please read it carefully – and if **you** have any questions, call **us** on **0800 80 24 24**.

## ▶ The first 48-hours of your policy

When **you** first take out this policy, **you're** not covered for any **loss** caused by a storm, flood or landslip that happens during the first 48-hours.

This restriction doesn't apply if the policy starts immediately after another policy that insured the same property against the risks of storm, flood and landslip.

*For example:*

*If you're changing your insurance company to State and your cover continues without interruption, you'll be covered for storm, flood and landslip. However, if your policy with the other company didn't cover storm, flood or landslip, you won't be covered in the first 48-hours of this policy.*

*If your contents weren't insured at all before you took out this policy, you won't be covered for storm, flood and landslip in the first 48-hours.*

## ▶ Business use

**You're** not covered for **contents** used at any time for earning income, except for cover detailed under 'Home office' on page 11.

## ▶ Confiscation

**You're** not covered for **loss** connected in any way with the confiscation, nationalisation, requisition, acquisition or destruction of, or damage to property by order of government, public or local authority.

## ▶ Contents in storage

**You're** not covered for **loss** to **contents** while stored away from the **home**, except for cover detailed under 'Contents in storage' on page 9.

## ▶ Earthquake Commission cover

**You're** not covered for a **loss** that's already covered by the Earthquake Commission Act or that would have been covered if:

1. an **excess** hadn't been deducted (*for example, if the excess is greater than the value of the loss*), or
2. the Earthquake Commission hadn't exercised its power to decline the claim for that **loss**.

If the Earthquake Commission agrees to cover **your loss**, but the value of **your loss** is higher than the Commission's payment, **we'll** pay the difference between what the Earthquake Commission pays, or would have covered, and **your** maximum entitlement under this policy.

## ▶ Excess

For each **event**, **we'll** deduct the **excess** from the amount **we** would otherwise pay for **your loss** – unless specifically stated otherwise under another part of this policy.

If **we** insure both **your home** and its **contents** (at the same address) and **you** claim under both for a **loss** caused by the same **event**, **you'll** only pay one policy **excess**. This will be the higher **excess** of the two policies.

If **we** settle a claim for:

1. the total loss of the **contents**, or
2. **your** spectacles, contact lenses, hearing aids or dentures, and **you** are 55 years or older,

**we** won't deduct any **excess** from that **loss**.

## ▶ Faults and defects

**You're** not covered for the cost of fixing faulty design or faulty construction.

## ▶ Floor coverings

**You're** not covered for floor coverings that are not in the room(s) where the **loss** happened.

*For example:*

*If the carpet in your bedroom was damaged due to a storm, you can only claim for the carpet in that room. If the carpet needs to be replaced, you can only claim for the carpet that was damaged, even if you can't find a carpet to match the carpet in the rest of the house.*

## ▶ Gradual damage

**You're** not covered for:

1. wear and tear, depreciation, corrosion, or rust, or
2. rot, mildew or gradual deterioration, except for **loss** covered under 'Hidden gradual damage' on page 10.

## ▶ Insects, rodents and vermin

**You're** not covered for **loss** caused by insects, rodents or vermin (other than opossums). However, this applies only to the **contents** directly affected. It doesn't apply to any resultant **accidental loss** to other parts of the **contents**.

*For example, if a rat chews through your washing machine's hose, you are not covered for the hose, but you are covered for the damage the water causes. Keep in mind that other exclusions may still apply, such as the gradual damage exclusion.*

## ▶ Intentional damage

**You're** not covered for any **loss** that is intentionally caused by:

1. a **tenant**, or
2. any person who lives at the **home**, except where the **loss** is a result of fire or explosion, provided the fire or explosion was not intentionally caused by **you**, or **your** husband or wife or person with whom **you** are living in the nature of a marriage or **your family**.

## ▶ Loss caused by electricity

**You're** not covered for **loss** that electricity causes to fuses, protective devices or lighting or heating elements.

## ▶ Loss of electronic data

**You're** not covered for **loss** of electronic data and/or any liability arising from it. This includes **loss** of use, reduced functionality or any other associated **loss** or expense in connection with the electronic data.

## ▶ Mechanical and electrical equipment

**You're** not covered for the breakdown, failure or wearing out of any part of any mechanical or electrical equipment, unless burning out occurs.

## ▶ Nuclear and war risks

**You're** not covered for **loss** or liability and any defence costs connected in any way with:

1. operations using the nuclear fission or fusion process, or handling of radioactive material. This includes, but is not limited to:
  - (a) the use of nuclear reactors such as atomic piles, particle accelerators or generators and similar devices, or
  - (b) the use, handling or transportation of radioactive material, or
  - (c) the use, handling or transportation of any weapon or

- explosive device employing nuclear fission or fusion, or
2. war, invasion, an act of a foreign enemy, hostilities or war-like operations (whether war is declared or not), civil war, mutiny, rebellion or revolution, or
3. civil commotion assuming the proportions of or amounting to an uprising, insurrection or military or usurped power.

## ▶ Structural additions or alterations

**You're** not covered for **loss** to **contents** caused by:

1. structural additions or structural alterations to the **home**, unless **we've** been notified of the additions or alterations beforehand and **we've** agreed in writing to cover this, or
2. water entering the **home** because any roofing material, exterior cladding, window or door has been removed by:
  - (a) **you**, or
  - (b) any other person (other than a tenant) legally on the property.

*For example:*

*If you make alterations to your house, you must let us know beforehand. If you don't, your contents won't be covered if they are damaged as a result of the alterations.*

*You're also not covered if you remove the roof to do maintenance work and there's a downpour of rain.*

*Please ring us on 0800 80 24 24 for more information on arranging cover for structural additions or alterations.*

## ▶ Subsidence

**You're** not covered for **loss** or liability connected in any way with:

1. subsidence or erosion, or
2. settling, warping or cracking caused by earth or other movements.

## ▶ Terrorism

**You're** not covered for any **loss**, damage, death, injury, illness,

*Plant thorny shrubs  
outside windows to  
deter burglars.*

*That's helpful.*

liability, cost or expense directly or indirectly caused by, resulting from or in connection with:

1. an **act of terrorism**, regardless of any other cause or **event** contributing to the **loss**, damage, injury, illness, liability, cost or expense, or
2. any action taken to control, prevent, suppress or do anything else in relation to an **act of terrorism**.

## ▶ Vacant homes

This policy is automatically suspended if no one has been living in the **home** for more than 60 consecutive days.

If **you** tell **us** that no one will be living in the **home**, **we** may agree to continue **your** cover. However, **we** can change the terms of the policy at this time and **we'll** tell you if **we** do this. The policy will automatically start again as soon as the **home** is lived in again.

*For example:*

*If you're going on an overseas trip and leave your home unoccupied for more than 60-days, you won't be covered from the 61st day.*

*However, if you contact us before you leave, we may be able to continue your cover. Alternatively, we could decide not to cover you or to cover you but with additional terms.*

*If you don't contact us, your cover will be automatically suspended until you return from your trip and live in your house again.*



# Policy conditions



**Your** Contents Comprehensive policy has some important conditions. This section explains what they are and what happens if **you** don't follow them. Please read it carefully and if **you** have any questions phone **us** on **0800 80 24 24**.

## If you don't comply with the policy...

**You** and anyone else covered under this policy, must comply with this policy. If any of the terms of this policy are breached, **we** have the sole discretion to decline any claim **you** make – either the whole claim or part of it.

## ▶ Your obligations

### True statements and answers

The **application** is the basis of this policy. All statements and answers that **you** give, or any other person gives on **your** behalf, must be honest and accurate when **you**:

1. apply for this insurance, and/or
  2. let **us** know about any change in **your** circumstances, and/or
  3. make a claim under this policy,
- otherwise **we** can declare that this policy or all the policies **you** have with **us** are unenforceable from the date of the dishonest or fraudulent act.

### Changes in circumstances

**You** must let **us** know straight away if, after the start of this policy, there is a material increase or change in the **contents** risk **we** cover.

At any time, **we** may change the terms of this policy in response to what **you** tell **us**.

*Information is 'material' where we would have made different decisions about either accepting your insurance or setting the terms of the insurance, if we had known that information. Tell us if this information changes while we insure your contents – as soon as you know that the change will happen.*

*If you're not sure if information is 'material', tell us anyway.*

*The 'risk we cover' refers to the actual property or liabilities we insure (known as physical risks), and you or other people covered by this policy (known as moral risks).*

### Reasonable care

**You** must always take reasonable care to avoid circumstances that could result in a claim. **You** won't be covered if **you** are reckless or grossly irresponsible.

## We can take action in your name

**We** can take action in **your** name to:

1. negotiate, defend or settle any claim against **you** covered by this policy
2. to make a recovery from anyone else for anything covered by this policy, and **you** must cooperate with **us**.

**We'll** pay any costs associated with these actions.

**We're** also authorised by **you** to disclose personal information about **you** to anyone who holds a financial interest in the **contents**.

*For example, if you bought a television set on a hire purchase contract, then the company who you bought the television from has a financial interest in that television until you have paid the full amount.*

## ► Administering this policy

### Cancellation

**By you...**

**You** can cancel this policy at any time. If **you** do, **we'll** refund any premium due to **you** based on the **period of cover you** haven't used.

**You** must pay **us** any outstanding payments due to **us**.

**By us...**

**We** can cancel this policy by writing to or emailing **you** at the last known address **we** have for **you**. The policy will be cancelled on the 14th day after the date of the notice. **We'll** refund any premium due to **you** based on the **period of cover you** haven't used.

### Changing the terms

**We** can change this policy's terms (including the **excess**) by writing to or emailing **you** at the last known address **we** have for **you**. The change will take effect on this policy's renewal date.

### Joint insurance

If this policy covers more than one person, all persons are jointly covered.

*This means that if one person breaches the policy it affects everyone's ability to claim.*

### Other insurance

**You** must tell **us** if the **contents** are (or become) covered by another insurance policy. If **you** can claim under that insurance, **we'll** only pay the amount of any **loss** that's above the limit payable by the other insurance.

### Other parties with a financial interest

If **we** know of anyone who has a financial interest in the **contents**, **we** can pay them part or all of any claim proceeds. This payment goes towards meeting **our** obligations under the policy. However, anyone recorded as having a financial interest under this policy isn't covered by it and has no right to make a claim.

*Install good outside lighting and keep shrubs and trees well trimmed.*

*That's helpful.*

# Definitions

Here are the special meanings of the words shown in **bold** in this policy. The definitions apply to the plural and any other versions of the words.

*For example, the definition of 'accidental' also applies to 'accidentally', 'accident' and 'accidents'.*

## accidental

unexpected and unintended by **you**.

## act of terrorism

an act by any person or group(s) that includes (but isn't limited to) the use of force or violence and/or the threat of force or violence, whether they are acting alone or on behalf of or in connection with any organisation(s) or government(s). By its nature or context, this act is done for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and/or to make the public, or any section of the public, afraid.

## annual period

the **period of cover**. However, if **your** premium is paid by instalments other than annual payments, the annual period is any one 12-month period calculated from the date this policy first started, and consecutively after that.

## application

the information **you** provided to **us** when **you** applied for and bought this insurance.

## bodily injury

the **accidental** death of, or bodily injury to, any person, including sickness, disease, disability, shock, fright, mental anguish and mental injury.

## camera

the **camera** body and the standard lens that would normally be supplied with the body when originally purchased. Any additional lenses and/or accessories are separate items.

## collection

any collection of stamps, medals, phone cards, collector trading cards or coins.

## contents

- any of the following that **you** own or hire (as long as **you're** legally liable under the hire agreement):
  - (a) household goods and personal effects,
  - (b) carpets and floor coverings that are not glued to the floor,
  - (c) **watercraft** (including their parts and accessories in them or attached to them),
  - (d) electric wheelchairs, mobility scooters, domestic garden appliances, golf carts and children's motorbikes less than 50cc and used only off road (including their parts and accessories),
  - (e) portable swimming pools and portable spa pools,
  - (f) parts or accessories of:
    - (i) watercraft, and
    - (ii) motor **vehicles**, motor cycles, motor scooters, trailers and caravans, and
    - (iii) aircraft and other aerial devices, that are not in them or attached to them, and
- wedding or Christmas presents for other people being kept at the **home**, and
- contents owned by any of **your** children that are left with **you** while they live outside New Zealand.

It does not include:

- items used at any time for earning income, except for cover detailed under 'Home office' on page 11,
- livestock, domestic pets and other creatures,
- carpets and floor coverings that are glued to the floor,
- motor **vehicles**, motor cycles, motor scooters, trailers and caravans and their parts or accessories that are in them or attached to them,
- aircraft and other aerial devices and their parts or accessories that are in them or attached to them.

## event

any one event or series of events arising from one source or original cause.

## excess

this is the amount of the **loss** that **you** must pay. The amount of the excess is shown in the **schedule**.

## family

any family member who:

- lives with **you** permanently, or
- is a student attending a school, university or polytechnic and living away from the **home** while attending the school, university or polytechnic.

### hidden gradual damage

hidden rot, hidden mildew or hidden gradual deterioration, caused by water leaking from an internal tank, internal water pipe or internal waste disposal pipe, installed at the **home**.

### home

the buildings and grounds at the risk address shown in the **schedule**. It does not include any land, earth or fill.

### loss

physical loss or physical damage.

### period of cover

the 'Period of cover' shown in the **schedule**.

### present value

the reasonable cost to repair or replace an item in New Zealand that is of comparable age, quality and capability, and is in the same general condition.

### schedule

the latest version of **your** 'Policy Schedule' that **we** issued to **you** for this policy.

### specified item

any item listed in the **schedule** with a corresponding **specified sum insured**.

### specified sum insured

the amount shown in the **schedule** that corresponds with the **specified item**.

### sum insured

the 'Sum insured' shown in the **schedule**.

### temporarily removed

**contents** temporarily removed for a particular reason or purpose, with the intention that they will be returned to the **home**. This includes taking items to **your** place of work or on holiday.

It does not include **contents**:

- permanently removed from the **home**, or
- removed from the **home** to any place for storage, sale or exhibition, or
- removed while moving house or household removal except for cover detailed under 'Contents in transit' on page 10 or 'Contents in storage' on page 9.

### vehicle

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

### watercraft

any of the following:

- surfboard, windsurfer, surf ski, dinghy, kayak and canoe (including its parts and accessories)
- any other watercraft powered by motor or sail, with a **present value** of no more than \$2,000 including parts and accessories.

### we

State, a business division of IAG New Zealand Limited.

### you

- the person(s) shown as 'The Insured' in the **schedule**, and
- that persons' husband or wife or person with whom they are living in the nature of a marriage, and
- that persons' **family**.

*If you have any other questions just call us on 0800 80 24 24.*

**That's helpful.**

# Frequently asked questions

You'll probably have a few questions to ask us once you have read your policy. We've added a few frequently asked questions that may help you.

Note this section is designed to assist you with possible questions and does not form part of the policy document.

If you can't find your question here, or you want more information, just ring us on **0800 80 24 24**, we'll be happy to help.

## What are loss adjusters, and what do they do?

They help us get the information we need about your claim.

*For example:*

*We may ask a loss adjuster to visit you when you report certain types of claims. The adjuster will provide us with a report on the extent of the loss, if repairs are possible and estimate the overall cost of the claim.*

## Why does State want to know things that I think are private?

We need certain information to decide whether we'll accept your application for insurance. We also use the information to set your premium and excess.

We treat all the information you give us in accordance with the Privacy Act 1993. You can read more about this in 'Keeping us informed' on page 4.

## What happens if I don't give you all the information you ask for?

If we accept your application and the information you've given us is inaccurate or incomplete, your policy may not be valid. You can read more about this in 'Keeping us informed' on page 4.

## Will my premium increase if I make a claim?

Your premium won't always increase when you make a claim. However, every claim is different, so we will give you more information on this when you ring us.

## Am I entitled to any premium discounts?

As a Contents Comprehensive policy holder, you may qualify for a range of discounts:

### No claim discount

When you first insure with us, you may be entitled to receive a no claim discount of up to 40% depending on your loss history over the last 5-years.

Each time your policy renews, your no claim discount may be reduced if you had more than one claim during the previous period of cover. However, if you had no claims during that period of cover, the discount may increase up to a maximum of 40%.

### Linked policy discount

If you have your house and contents (at the same address) insured with us, you may qualify for this discount.

### Multi Policy Discount

If you have your own contents insured with us, as well as one or more policies to cover your home, car, motorcycle or rental property, you may qualify for a Multi Policy Discount.

### Years of insurance discount

This discount is based on how long you have held your policy with us.

*Discounts are not deducted from the GST, Fire Service Levy or Earthquake Commission Levy components of your premium.*

*If you are currently receiving any premium discounts, they will be shown on your policy schedule. It is your responsibility to ensure that you are receiving all appropriate discounts. If you believe you qualify for a discount that is different to that shown on your policy schedule, or you believe you qualify for a discount not shown on your schedule, and you wish to apply for such a discount please contact us on 0800 80 24 24.*

*The provision of discounts is done at our discretion. If we agree that you qualify for a discount, we reserve the right to determine the date from which the discount will be applied.*

## If I make a claim, will State replace my belongings with new ones?

While many of your belongings can be replaced, we don't insure them all for full replacement and we have limits on some items. You can read more detail about this in 'What you get if we accept your claim' on page 7 and 'What your policy covers' on page 9.

It's important to have enough cover for all your contents. To make sure you do, visit [www.state.co.nz](http://www.state.co.nz) and try our online contents calculator, or visit your local State sales centre.

## What can I use as proof of purchase for my contents?

If you make a claim, we may ask you to provide us with 'proof of purchase' or 'proof of ownership' for some items. Receipts are best, but we may also accept bank statements, video recordings, photos, operating/instruction manuals, credit card statements and original packaging.

In addition, retailers are required to keep copies of sales transactions for a certain time, so you may be able to get details of your transactions from the retailer from whom you bought the item(s).

## Now I have insurance, I'm covered for every event – right?

While you're covered for many major unexpected events, we don't cover everything. You can find out what your policy doesn't cover in 'Exclusions that apply to the whole policy' on page 13 and 'What your policy covers' on page 9. You must also comply with the 'Policy conditions' on page 15.

## I have friends visiting me for a few weeks. Are their belongings covered under my policy?

No. Your friends can't claim under your policy, they must arrange their own cover.

The definition of 'you' on page 18 and 'family' on page 17 explains who your policy covers.

## Do I have to pay an excess for every claim?

You'll pay an excess for most claims.

We'll do our best to recover your excess from any other person responsible for your loss, but sometimes we are unsuccessful, or the circumstances don't allow us to recover any money.

## I'm going overseas on holiday. Will the personal items I take with me overseas be covered?

Your policy only covers your belongings while you're in New Zealand. If you're going overseas, we recommend you buy a travel policy to cover your belongings while you're away. It's quick and easy to arrange – just phone us on **0800 80 24 24**.

State, a business division of IAG New Zealand Limited, has relationships with agents who issue our policies.

IAG New Zealand Limited pays remuneration to agents when they issue State policies and when these policies are renewed or varied.

### **State Contents Comprehensive Insurance Policy**

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[www.state.co.nz](http://www.state.co.nz)

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