



Home Comprehensive and Contents Comprehensive Insurance

Change Summary

STATE

Important changes

This change summary applies if you have a **State Home Essentials Insurance SI1049/8 04/19** policy or a **State Contents Essentials Insurance SI1047/9 05/19** policy that will renew on or after **10 March 2025**.

When your policy renews, it will renew on the new **State Home Comprehensive and Contents Comprehensive Insurance SI6995/2 12/24** policy wording.

This document provides an overview of the most important changes to your policy, which include a number of new and updated benefits as well as new and updated terms and conditions.

This document does not form part of your insurance contract.

What do you need to do?

1. Check Part 1 of this document and decide whether you need to take any action.
2. See Part 2 of this document for a summary of your new policy.
3. Read your new policy wording at state.co.nz/documents. Select the 'Home Comprehensive and Contents Comprehensive Insurance' policy wording and refer to the relevant sections.

You can customise your cover online through your **My State** account. If you have any questions about your cover, please contact us on **0800 80 24 24** or go to state.co.nz/contact and we will be happy to help.

State Insurance is a business division of IAG New Zealand Limited.

The availability of insurance cover is subject to your application being approved. Terms, conditions and exclusions apply.



Part 1: You may need to take action

Policy	What you need to know	What you need to do
<p>Home Comprehensive Insurance</p>	<p>Changes to your home cover</p> <p>Cover for your home is no longer limited to its present value. This means if we accept a claim for loss or damage to your home, we will pay the reasonable repair or replacement costs up to your Total Sum Insured. This is called ‘Sum insured replacement’ cover.</p> <p>It is important to ensure your home is covered for the amount it would cost to rebuild it (including materials and labour, demolition costs, council consents and professional fees). One way to do this is by getting an estimate using the <u>Cordell Sum Sure calculator</u>.</p> <p>You could also qualify for ‘Replacement’ cover for fire or explosion. To qualify, you need to insure your home for an amount that is equal to or greater than the Cordell Sum Sure Estimate generated by the Cordell Sum Sure calculator above.</p> <p>Home Sum Insured</p> <p>These items are now included within your Home Sum Insured:</p> <ul style="list-style-type: none"> • all retaining walls up to \$50,000 • permanently fixed swimming pools, including their necessary equipment such as pumps, up to \$50,000 per item • tennis courts • permanently fixed spa pools • bridges, culverts, permanent fords or dams up to \$15,000 per item • wells and boreholes including their pumps, linings and casings • private utility plant and associated equipment, such as wind and water mills, and diesel generators. 	<p>Review your Home Sum Insured amount and any other sums insured in your Policy Schedule. You can also use the <u>Cordell Sum Sure calculator</u> to get an estimate, or the estimate provided by an independent insurance valuation for your home.</p> <p>If you need to increase this amount or make any changes, you can do this online through your <u>My State</u> account, or contact us.</p> <p>You may be able to insure items with a policy limit for a higher amount. Contact us for more information.</p>



Policy	What you need to know	What you need to do
<p>Home Comprehensive Insurance</p>	<p>Automatic cover removed – Additional costs for heritage homes now optional</p> <p>The additional costs usually required to repair or rebuild a heritage home are no longer included automatically.</p> <p>Cover is available under the new ‘Additional costs for heritage homes’ optional benefit.</p>	<p>Customise your cover by purchasing or removing any optional benefits online through your My State account, or contact us.</p> <p>See the summary of this and other options in ‘Part 2: Home Comprehensive Insurance’ below and refer to your new policy wording for details.</p>
<p>Home Comprehensive Insurance</p>	<p>Cover for your home</p> <p>Your new Home Comprehensive Insurance policy is not designed for residential rental properties.</p> <p>Cover for residential rental properties is available under the Landlord’s Home Insurance policy.</p>	<p>Contact us if you want to purchase the Landlord’s Home Insurance policy or for more information about the cover.</p>
<p>Contents Comprehensive Insurance</p>	<p>Change to your contents cover</p> <p>Most contents are now covered for replacement value. This means if we accept a claim for contents that are lost, stolen or damaged beyond repair, we will pay the replacement cost of these items up to your Contents Sum Insured.</p> <p>It is important to ensure your Contents Sum Insured is enough to cover all of your and your family’s belongings and the things in your home. One way to do this is by getting an estimate using the Contents calculator.</p>	<p>Review your Contents Sum Insured amount in your Policy Schedule. You can also use the Contents calculator to get an estimate. Contact us if you need to increase this amount or make any changes.</p>



Policy	What you need to know	What you need to do
<p>Contents Comprehensive Insurance</p>	<p>Higher limit for watches and jewellery The policy limit for watches and jewellery is increased from \$2,500 to \$3,000 per item. Certain other policy limits are also increased.</p> <p>Change in cover for some personal transportation devices Motorised personal transportation devices that meet the ‘motor vehicle’ definition in the Land Transport Act 1998 are now only covered if they are listed in your Policy Schedule as ‘specified items’. These devices include any:</p> <ul style="list-style-type: none"> • electric scooters with a maximum power output of over 300 watts (lower-powered electric scooters are covered automatically and do not need to be specified) • motorised skateboards, e-roller skates or e-unicycles. 	<p>Review the policy limits for certain types of contents in your new policy wording.</p> <p>If you have a personal transportation device, check if the item now needs to be specified as it may not be covered automatically.</p> <p>Let us know straight away if you need to make any changes to the value of any ‘specified items’, or if you want to add or remove items. You may need to provide us an up-to-date insurance valuation to increase the value of your ‘specified item’ or to add a new item.</p>
<p>Contents Comprehensive Insurance</p>	<p>Automatic benefit removed – Excess-free spectacles, dentures and hearing aids now optional (regardless of your age) Excess-free spectacles, contact lenses, hearing aids or dentures if you are 55 years of age or over is no longer included automatically. Cover is available under the new ‘Excess-free spectacles, dentures and hearing aids’ optional benefit.</p> <p>New automatic benefit – Contents with you or your family on overseas trips This new automatic benefit covers your and your family’s contents that you take with you while travelling in Australia or the South Pacific Islands. This benefit also provides an option to select ‘Worldwide cover for jewellery and watches’ for any item of jewellery or watch you choose to specify and includes broader cover.</p>	<p>Customise your cover by purchasing any optional benefits online through your My State account, or contact us.</p> <p>If you want to purchase ‘Worldwide cover for jewellery and watches’, contact us.</p> <p>See the summary of these and another option in ‘Part 2: Contents Comprehensive Insurance’ below and refer to your new policy wording for details.</p>



Policy	What you need to know	What you need to do
<p>Contents Comprehensive Insurance</p>	<p>Cover for contents</p> <p>Your new Contents Comprehensive Insurance policy is not designed for contents that you, as a landlord, provide for your tenants to use, such as furniture, electrical appliances and other household goods.</p> <p>Cover for landlord’s contents at your residential rental property is available under the Landlord’s Contents Insurance policy.</p>	<p>Contact us if you want to purchase the Landlord’s Contents Insurance policy or for more information about the cover.</p>
<p>Home Comprehensive and Contents Comprehensive Insurance</p>	<p>Changes to excesses</p> <p>Standard excesses have been updated and for most customers an increased standard excess now applies. Your Policy Schedule will show your new excess and premium amounts.</p>	<p>Review your excess in your Policy Schedule. If you want to make any changes, contact us to find the excess that works best for you.</p>
<p>Home Comprehensive and Contents Comprehensive Insurance</p>	<p>Changes to discounts</p> <p>There may be changes to the discounts available to you.</p>	<p>Go to statenz.custhelp.com/app/discount for more information about these changes.</p>



Part 2: Summary of your new policy

We have summarised the cover available under the new Home Comprehensive Insurance and Contents Comprehensive Insurance policies below. However this is a summary only. It is important to read your new policy wording to understand the full details of what you are covered for, as well as the exclusions, conditions and limitations that apply. This summary does not form part of your insurance contract.

Natural Hazards Insurance Act

From 1 July 2024, the Natural Hazards Insurance Act 2023 replaced the Earthquake Commission Act 1993. This means that Natural Hazards Cover (NHCover) provided by the Natural Hazards Commission Toka Tū Ake replaces EQCover previously provided by the Earthquake Commission.

We have made some changes to terms and associated definitions in your policy wording to reflect this change, including in the 'Natural hazard damage' automatic benefit (which replaces the 'Natural disaster' automatic benefit). There is no change to the cover we provide as a result of this change.

Home Comprehensive Insurance

Automatic cover and benefits

These are automatically included in your Home Comprehensive Insurance policy.

Sudden and accidental loss or damage	Covered, no longer limited to specified perils
Legal liability	Higher limit of \$2,000,000. This limit now includes defence costs.
Electronic programs	Covered
Fatal injury	\$10,000 per event
Hidden gradual damage	\$3,000 per year
Landscaping	\$1,500 per event. Extends to landscaping that sustained loss or damage if we accept a claim for loss or damage to your home from the same event.
Methamphetamine contamination	\$30,000 per event, minimum \$2,500 excess applies
Natural hazard damage	Covered
New structure build	\$10,000 per year



One incident – one excess	If one incident results in a claim under more than one benefit or sub-section of a benefit, we deduct only the highest applicable excess. This also applies if one incident results in more than one claim under your boat, car, caravan, contents, home, landlord's, motorcycle, motorhome, residential contract works or trailer policy, at the same address.
Removal of debris	Covered
Replacement of keys and locks	No excess if your claim is only for keys that are lost, stolen or duplicated without your permission. If your claim is for keys that are damaged, your excess applies.
Sale and purchase	Covered
Stress payment	\$2,000 following a total loss
Sustainability upgrade	\$15,000 following a total loss
Temporary accommodation	\$30,000 per event. Extends to compulsory evacuation due to impending damage. Your home must be your main residence.
Water or sewage pipe blockage	\$500 per year. No excess if your claim is only for clearing blocked pipes.
Optional benefits These are available to purchase under your Home Comprehensive Insurance policy.	
Additional costs for heritage homes	Covers the additional costs or fees required to comply with any heritage covenant or order, when repairing or rebuilding your heritage home on the same site
Excess-free glass and bathroom fixtures	No excess if your claim is only for the breakage of glass or bathroom fixtures. If you do not purchase this benefit your excess applies on any claim for these items.
Lifestyle block fencing	\$5,000 per event
Matching floor coverings	Covers the replacement of identical fitted floor coverings in other rooms to the damaged floor covering, if a match cannot be found



Other important things to know

Section	What is new
<p>Part one – cover for your home</p> <p>What we mean by ‘home’</p>	<p>What we mean by ‘home’ now includes any of the following that you own:</p> <ul style="list-style-type: none"> • items used only for domestic purposes: <ul style="list-style-type: none"> - permanent sheds within or on the residential boundary of your home - retaining walls - tennis courts, permanently fixed spa pools and swimming pools, including their necessary equipment such as pumps. • items used primarily for domestic purposes but may also have rural lifestyle use: <ul style="list-style-type: none"> - outbuildings within or on the residential boundary of your home - bridges, culverts, permanent fords and dams - wells and boreholes including their pumps, linings and casings - private utility plant and associated equipment, such as wind and water mills, and diesel generators.
<p>Part one – cover for your home</p> <p>When the most we pay is the replacement cost</p>	<p>In certain circumstances, we do not apply the limits of your Home Sum Insured and Special Feature Sum Insured, and instead we replace your home up to its floor area and replace your special feature</p>
<p>Part one – cover for your home</p> <p>What we pay – how we settle a claim</p>	<p>Changes to how we settle a claim:</p> <ul style="list-style-type: none"> • When your home is economic to repair – we pay the reasonable cost to repair the part of your rental home that sustained loss or damage. Previously, we paid the difference between the present value of your home before and after the loss or damage. • When your home is a total loss – we will choose to pay you in one of the following ways: <ul style="list-style-type: none"> - the reasonable cost you incur to rebuild your home - our estimate of the reasonable cost you would incur to rebuild your home, less any demolition and removal costs we incurred - the reasonable cost you incur to buy another home anywhere in New Zealand including reasonable legal and associated fees, if you choose to buy another home.



Section	What is new
	<ul style="list-style-type: none"> • Standard of repair or rebuild – settlement is based on the reasonable cost to repair or rebuild your home to an equivalent size and specification on its original site within a reasonable time frame. Previously, the cost of repair was limited to the amount it would cost to put your home back to the condition it was in before the loss or damage happened.
<p>Exclusions – what we do not cover</p>	<p>New exclusions:</p> <ul style="list-style-type: none"> • Communicable disease • Computer systems • Criminal acts • Sanctions • Weapons. <p>Updated exclusions:</p> <ul style="list-style-type: none"> • Causes of loss – excludes loss or damage connected to insects, rodents, slugs or snails and the like, or vermin (but not possums). However, this only applies to the part of the property directly affected, not to resultant loss or damage to other parts of your home. • Types of loss: <ul style="list-style-type: none"> - excludes undamaged parts of a bathroom suite or kitchen suite - now excludes the accidental burn out of any mechanical, electrical or electronic equipment, or its parts, over 15 years old where the burn out is caused by an external force • Liability – no cover for liability connected to asbestos • Terrorism – now only excludes terrorism involving biological, chemical, electromagnetic, radioactive or nuclear pollution, contamination or explosion.
<p>Conditions of your cover</p>	<p>If your home is a total loss, your Home Comprehensive Insurance policy will be automatically cancelled from the end of the day of the loss.</p> <p>If you pay the premium by instalments, we deduct any premium you owe us up to the end of the period of insurance before we settle a total loss claim. This is because we agreed the premium at the start of the period of insurance, and you must pay the premium in full, whether you pay in one lump sum or by instalments.</p>



Section	What is new
Definitions	<p>New definitions:</p> <ul style="list-style-type: none">• contamination claim• contamination damage• contamination level• hidden gradual damage• methamphetamine• natural hazard fire• remediate• retaining wall• total loss. <p>Updated definitions:</p> <ul style="list-style-type: none">• motor vehicle• natural hazard (<i>replaces the 'natural disaster' definition</i>)• NHI Act (<i>replaces the 'EQC Act' definition</i>). <p>There are other updated definitions – refer to your new policy wording for details.</p>



Contents Comprehensive Insurance

Automatic cover and benefits

These are automatically included in your Contents Comprehensive Insurance policy.

Sudden and accidental loss or damage	Covered, no longer limited to specified perils
Legal liability	Higher limit of \$2,000,000. This limit now includes defence costs. Extends to general average or salvage charges if contents are being carried by ship and covered under the 'Contents in transit when you are moving house' automatic benefit.
Contents in storage	Covered in a bank or vault. Covered for specified perils in other storage facility with our prior approval.
Contents in transit when you are moving house	Covered up to your Contents Sum Insured for specified perils, including storm or flood. For all other loss or damage, \$10,000 per event. Extends to contents in a storage facility for up to 14 days.
Contents with you or your family on overseas trips	\$5,000 per trip of up to 3 weeks. Includes contents of your family travelling with you or your partner. Contact us if you want to purchase 'Worldwide cover for jewellery and watches'. This covers any item of jewellery or watch you specify and includes broader cover that also extends to your family travelling alone.
Cover when replacing a whiteware appliance with a more energy-efficient model	Covered
Electronic data and programs	Covered
Fatal injury	\$10,000 per event
Food spoilage	\$1,000 per event
Hidden gradual damage	\$3,000 per year
Home office equipment	\$10,000 per event for items at home, \$1,500 per event for items temporarily away from home
Identity theft	\$2,500 per event
Moving to a new home	Covered



One incident – one excess	If one incident results in a claim under more than one benefit or sub-section of a benefit, we deduct only the highest applicable excess. This also applies if one incident results in more than one claim under your boat, car, caravan, contents, home, landlord's, motorcycle, motorhome, residential contract works or trailer policy, at the same address.
Removal of unrepairable items	Covered
Replacement of keys and locks	No excess if your claim is only for keys that are lost, stolen or duplicated without your permission. If your claim is for keys that are damaged, your excess applies.
Stress payment	\$2,000 following a total loss
Students living away from home	Covered up to your Contents Sum Insured if the student is living in accommodation run by the school or institution. If the student is not living in such accommodation, \$5,000 per event. Your home must be your main residence.
Temporary accommodation	\$30,000 per event. Extends to compulsory evacuation due to impending damage. Your home must be your main residence.
<p>Optional benefits</p> <p>These are available to purchase under your Contents Comprehensive Insurance policy.</p>	
Excess-free spectacles, dentures and hearing aids	No excess if your claim is only for spectacles, dentures or hearing aids. If you do not purchase this benefit your excess applies on any claim for these items.
Lifestyle block contents and tools of trade	\$5,000 per event for certain lifestyle block items at the property address



Other important things to know

Section	What is new
	An excess now applies if we settle a total loss claim for contents
Part one – cover for contents	<p>New clause:</p> <ul style="list-style-type: none"> • Contents covered for repair or replacement. <p>Updated clauses:</p> <ul style="list-style-type: none"> • What we mean by ‘contents’ • Contents covered for repair or present value • The most we pay for certain types of contents • The most we pay for contents in total, excluding specified items.
Exclusions – what we do not cover	<p>New exclusions:</p> <ul style="list-style-type: none"> • Communicable disease • Computer systems • Criminal acts • Sanctions • Weapons. <p>Updated exclusions:</p> <ul style="list-style-type: none"> • Causes of loss – excludes loss or damage connected to insects, rodents, slugs or snails and the like, or vermin (but not possums). However, this only applies to contents directly affected, not to resultant loss or damage to other contents. • Remotely piloted aircraft and kitesurfing equipment – excludes cover where the use of such equipment breaches the Civil Aviation Authority rules • Types of loss: <ul style="list-style-type: none"> - excludes undamaged parts of a pair or set, however this does not apply if the loss or damage to one item prevents the entire set from functioning - now only excludes loss or damage arising from any fault, defect, error or omission to contents directly affected, not to resultant loss or damage to other contents - now only excludes the accidental burn out of any mechanical, electrical or electronic equipment, or its parts, over 15 years old where the burn out is caused by an external force



Section	What is new
	<ul style="list-style-type: none"> • Liability – no cover for liability connected to: <ul style="list-style-type: none"> - asbestos - the ownership of your home or its grounds, or any other building or permanent structure - the ownership or use of any aerial recreational item such as a hang glider, parachute, paraglider or parasail • Terrorism – now only excludes terrorism involving biological, chemical, electromagnetic, radioactive or nuclear pollution, contamination or explosion.
Conditions of your cover	<p>If your contents are a total loss, your Contents Comprehensive Insurance policy will be automatically cancelled from the end of the day of the loss.</p> <p>If you pay the premium by instalments, we deduct any premium you owe us up to the end of the period of insurance before we settle a total loss claim. This is because we agreed the premium at the start of the period of insurance, and you must pay the premium in full, whether you pay in one lump sum or by instalments.</p>
Definitions	<p>New definitions:</p> <ul style="list-style-type: none"> • closest equivalent item • contents sum insured • hidden gradual damage • natural hazard fire. <p>Updated definitions:</p> <ul style="list-style-type: none"> • motor vehicle • natural hazard (<i>replaces the 'natural disaster' definition</i>) • NHI Act (<i>replaces the 'EQC Act' definition</i>). <p>There are other updated definitions – refer to your new policy wording for details.</p>

