

International Business Cover Policy Wording

Effective 17 December 2020



Contents

Important Matters	3
Schedule of Benefits	7
Definitions	9
Pre-existing Medical Conditions	11
General Conditions	11
General Exclusions	12
Section 1 - Cancellation and Travel Disruption Benefits	13
Section 2 - Medical Benefits	16
Section 3 - Personal Accident and Loss of Income	17
Section 4 - Baggage, Personal Effects and Money Benefits	18
Section 5 - Personal Liability	20
Section 6 - Other Benefits	21

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get things sorted.

0800 630 115
aatravelinsurance.co.nz

Important Matters

This document contains important information about **Our** business travel insurance specially tailored to today's business traveller. The benefits provide cover for a multitude of possible unexpected events with the major concerns of medical expenses, travel curtailment and loss of deposits met without a limit.

This policy is issued and managed by **AWP Services New Zealand Limited trading as Allianz Partners, Level 3, 1 Byron Avenue, Takapuna, Auckland 0622** and underwritten by **The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 (Incorporated in Australia), ("Hollard")**, (referred to as "**Us**", "**We**" or "**Our**").

What We will pay

In consideration of the payment of the premium, **We** agree to indemnify **You** in the manner and to the extent set out in this document.

This document, the Certificate of Insurance, application form and any written confirmation issued by **Us** extending or limiting cover form **Your** insurance contract.

We will pay claims up to the policy's Maximum Benefit amounts shown in the Schedule of Benefits, depending on whether **You** have elected to purchase the Platinum or Gold plan. **Your** Certificate of Insurance details the type of cover **You** have purchased. The policy limits apply per **Insured Person** and are stated in New Zealand Dollars.

Please read this Policy Wording carefully and note the exclusions in each section along with the General Conditions and General Exclusions ensure that **You** understand the cover provided by **Us**.

If **You** need any clarification on **Your** cover or the Policy Wording please contact either **Your** issuing agent, or **Our** Customer Care Team on Toll Free **0800 630 115**.

Business and leisure travel

The policy **You** have selected is designed primarily for business and leisure travel where the main intention of the trip is for business purposes.

Cover for **Journeys** up to 30 days is provided for leisure only travel by **Insured Persons** working for the business (and their **Close Relatives** who have paid the premium required) providing the trip is declared on the annual declaration of **Journeys** and disclosed and agreed by **Us** prior to travel occurring.

If **You** need any clarification on **Your** cover or this Policy Wording please contact either **Your** issuing agent, or **Our** Customer Care Team on Toll Free **0800 630 115**.

Insured

The insured(s) under this policy is the person or persons named on the Certificate of Insurance. In this document, the insured is also referred to as "**You**" or "**Your**".

Dependent Children travelling with an **Insured Person** (refer to DEFINITIONS) are covered at no additional charge. Their policy benefits will be shared within the travelling **Insured Person's** policy limits.

Period of insurance

Your policy commences once a Certificate of Insurance has been issued to **You** and the required premium is paid. The period of insurance continues until the expiry date shown on **Your** Certificate of Insurance or until **You** return to **Your** normal place of residence, whichever is the earlier date.

For frequent flyer, or multi-user plans **Your** policy is activated at the commencement of each **Journey** undertaken in the period of insurance.

If **You** have purchased a frequent flyer plan then each **Journey** is covered up to a maximum of 90 days.

For the multi-user plan the period of insurance is provided annually for the number of days of travel purchased and paid for under this policy.

Excess

An excess, as stated in **Your** Certificate of Insurance, will be deducted from **Our** settlement if **You** make a claim (unless a higher excess has been imposed on **Your** cover by **Us** and confirmed to **You** in writing). This excess applies under this policy to each separate event giving rise to a claim.

There will be no excess charged if **You** have purchased and paid the additional premium for a No Excess policy. This will be shown on **Your** Certificate of Insurance.

Important claims information

If during **Your Journey** **You** are to be hospitalised, require evacuation or repatriation services, need to make alternative travel or accommodation arrangements or have lost **Your Personal Baggage** or **Personal Money**, please notify **Us** as soon as possible.

All claims must be notified as soon as possible and in any event no later than 30 days after the completion of the **Journey**. If **You** do not contact **Us** this may affect the acceptance or payment of **Your** claim.

We provide **Our** customers with easy access to **Our** 24 hour emergency assistance service. A single call will put **You** directly in touch with a doctor or travel specialist who will be able to assist **You** and confirm cover available under **Your** policy. **You** will be advised of any steps **You** will need to follow in successfully claiming under **Your** policy.

You can call collect from anywhere in the world for

emergency medical and travel assistance:

**Reverse charge call through telephone operator:
+64 9 486 6868**

If **Your Personal Baggage**, effects or **Personal Money** are stolen, **You** must notify the local police or local government authority within 24 hours and **You** must obtain a copy of their incident report. Any loss or damage to **Personal Baggage** whilst in the custody of the carriers (e.g. an airline or bus company) must be notified to them immediately and a property irregularity report obtained.

You must provide **Us** with all reports, receipts, doctor's certificates, information and proof **We** reasonably require to help substantiate any claim.

Pre-existing Medical Conditions

It is important to understand that **Pre-existing Medical Conditions** may not be covered under **Your** policy. Certain **Pre-existing Medical Conditions** are covered automatically within certain criteria for travellers who are insured under the Business Policy.

Cover for conditions outside of those detailed in the **Pre-existing Medical Conditions** section may be available following a medical assessment.

Correctness of Statements and Fraud

If any claim under this policy is in any respect fraudulent, or if any false declaration is made or false or incorrect information is used in support of any claim, then **We** can, at **Our** sole discretion, not pay **Your** claim and cancel **Your** cover under this policy from the date that the incorrect statement or fraudulent claim was made to **Us**.

Your Duty of Disclosure

When **You** apply for insurance or alter this policy, **You** have a duty at law, to disclose to **Us** all material facts. A material fact is one that may influence a prudent insurer in deciding whether or not to accept the cover and, if so, on what terms and conditions and for what premium.

Examples of information **You** may need to disclose include:

- anything that increases the risk of an insurance claim;
- any criminal conviction subject to the Criminal Records (Clean Slate) Act 2004;
- if another insurer has cancelled or refused to insure or renew insurance, has imposed special terms, or refused any claim;
- any insurance claim or loss made or suffered in the past.

These examples are a guide only. If there is any doubt as to whether any particular piece of information needs to be disclosed, this should be referred to **Us**.

If **You** fail to comply with **Your** Duty of Disclosure it may result in:

- this policy being avoided retrospectively with the effect that the policy never existed;
- this policy being cancelled;
- the amount **We** pay if **you** make a claim being reduced; or
- **Us** refusing to pay a claim.

Change of circumstances

During the period of insurance, **You** must tell **Us** immediately of any material change in the circumstances surrounding the subject matter of this insurance that:

- increases the risk **We** are insuring, or
- alters the nature of the risk **We** are insuring.

Once **You** have told **Us**, **We** may immediately change the terms of this policy or cancel it. If **You** fail to tell **Us**, **We** may apply these changes retrospectively from the date **You** ought to have reasonably told **Us**.

Cancelling this policy

We may cancel this policy in the following circumstances only, by giving **You** 14 days prior notice by email sent to **Your** last known email address supplied to **Us**:

1. If **You** fail to comply with **Your** duty of utmost good faith;
2. If **You** fail to comply with a provision of this policy, including a provision relating to the payment of the premium;
3. If **You** make a fraudulent claim under this policy.

Cooling-off period

If **You** are not completely satisfied with the extent of cover provided by this policy **You** may cancel this policy within 14 days after **You** are issued with **Your** Certificate of Insurance. **You** will be given a full refund of the premium **You** have paid, provided **You** have not started **Your Journey** and **You** do not wish to make a claim or exercise any other right under the policy.

Extension of the period of Insurance

If there is a delay outside of **Your** control:

1. where **You** are required to suspend **Your Journey** on the advice of a **Registered Medical Practitioner**; or
2. to any vehicle, vessel or aircraft in which **You** are travelling as a ticket holding passenger which results in **Your** homeward **Journey** not being completed during the period of insurance;

this policy is extended by up to 6 months to allow **You** to complete **Your Journey** by the next available and convenient transportation.

Jurisdiction and Choice of Law

This policy is governed by and construed in accordance with the laws of New Zealand and **You** agree to submit to the exclusive jurisdiction of the courts of New Zealand. **You** agree that it is **Your** intention that this Jurisdiction and Choice of Law clause applies.

Limitation of cover

Notwithstanding anything contained in this policy wording **We** will not provide cover nor will **We** make any payment or provide any service or benefit to any person or party where providing such cover, payment, service or benefit would expose **Us** to or violate any applicable trade or economic sanction or any law or regulation.

Fair Insurance Code

Hollard is a member of the Insurance Council of New Zealand and adheres to the Fair Insurance Code, which provides **You** with assurance that **We** have high standards of service to **Our** customers. A copy of the Fair Insurance Code is available from the Insurance Council of New Zealand website: www.icnz.org.nz/fair-insurance-code.

Dispute Resolution Process

If **You** have a complaint or dispute in relation to this insurance, or the services of Allianz Partners or its representatives, please call Allianz Partners on 0800 630 115 or put the complaint in writing and send it to The Dispute Resolution Department, PO Box 33 313, Takapuna, Auckland 0740, New Zealand, or email **Your** complaint to DisputeResolution@allianz-assistance.co.nz.

We will attempt to resolve the matter in accordance with **Our** Internal Dispute Resolution procedure. To obtain a copy of this please contact **Us**.

We are registered by law with an independent, external dispute resolution scheme. To obtain a copy of **Our** External Dispute Resolution process, please contact **Us**.

If **Your** complaint or dispute is not satisfactorily resolved, **We** will provide **You** with information on **Our** external dispute resolution provider.

Privacy Notice

To arrange and manage Your insurance and provide You with Our services, We (in this Privacy Notice “We”, “Our” and “Us” means AWP Services New Zealand Limited trading as Allianz Partners of Level 3, 1 Byron Avenue, Takapuna, Auckland, and Our agents) collect, store, use and disclose Your personal information including sensitive information. We usually collect it directly from You but also from others (including those authorised by You such as Your family members, travelling companions, Your doctors, hospitals, and other persons whom We consider necessary including

our agents). We are the “data controller” and are responsible for ensuring Your personal information is used and protected in accordance with applicable laws and regulations. Personal information We collect includes, for example, Your name, address, date of birth, phone number, email address, medical information, passport details, bank account details, as well as other information We collect when You visit our website such as Your IP address and online preferences.

Any personal information provided to Us is used by Us and our agents to evaluate and arrange Your insurance. We also use it to administer and provide the insurance services and manage Your and Our rights and obligations in relation to the insurance services, including managing, processing, investigating claims and screening to comply with economic sanctions obligations. We may also collect, use and disclose it for product development, marketing (where permitted by law or with Your consent), customer data analytics, research, IT systems maintenance and development, recovery against third parties, fraud investigations and for other purposes with Your consent or where authorised by law. We do not use sensitive information for marketing purposes or provide that information to any third parties for marketing.

You authorise Us to disclose Your personal information to recipients including third parties (some of whom are data processors) in New Zealand and overseas involved in the above processes, such as travel consultants, travel insurance providers and intermediaries, agents, distributors, reinsurers, claims handlers and investigators, cost containment providers, medical and health service providers, overseas data storage (including “cloud storage”) and data handling providers, transportation providers, legal and other professional advisers, Your agents, broker and travelling companions, your travel group leader if You travel in a group, Your employer if You have a corporate travel policy, Your bank if You have bank credit card insurance, the Insurance Claims Register and Our related and group companies and Hollard. In addition You authorise Us to disclose Your personal information to Our agent the New Zealand Automobile Association Incorporated to use in accordance with its privacy policy available at aa.co.nz/privacy. Some of these third parties may be located in other countries including in Australia, Europe, Asia, Canada or the USA. We will use reasonable endeavours to ensure people We disclose Your personal information to outside New Zealand are required to protect it in a way that provides comparable safeguards to those set out under New Zealand privacy law, such as via contractual data protection obligations, Our group binding corporate rules or because they are subject to laws of another country with comparable protections. However, You acknowledge that sometimes overseas recipients

of Your personal information may not be required to protect it in a way that provides comparable safeguards to those provided under the New Zealand privacy law.

Where permitted by law or with Your consent, We may contact You with offers of products or services (from Us, Our related companies, as well as offers from our business partners) that We consider may be relevant and of interest to You (including insurance products). This could be via telephone, post, electronic messages (including email) online or via other means. You can withdraw Your consent at any time if You no longer wish to receive marketing material or promotional offers from Us or Our related companies and business partners by calling Our Contact Centre on 0800 800 048.

The collection of information is required pursuant to the common law duty to disclose all material facts relevant to the insurance sought and is mandatory. If You do not agree with the matters set out in Our privacy notice or will not provide Us with personal information, We may not be able to provide you with Our services or products, process Your application, issue you with a policy or process Your claims. We will not retain Your personal data for longer than is necessary for the purposes for which it may be lawfully used.

You can: (1) seek access to Your personal data and ask about its origin, the purposes of the processing, and details of the data controller or data processor and the parties to whom it may be disclosed; (2) correct and update Your personal information (subject to the provisions of applicable privacy legislation), and (3) ask for a copy of Your personal data in an electronic format for yourself or for someone You nominate. You may in some circumstances restrict the processing of Your personal data, and request that it be deleted. Where Your personal information is used or processed with Your specific consent as the sole basis for processing (rather than on a contractual basis or legitimate interest), You may withdraw Your consent at any time. In cases where We cannot comply with Your request concerning Your personal information, We will give You reasons why. You may not access or correct personal information of others unless You have been authorised by their express consent or are otherwise permitted by law.

When You provide personal information to Us about other individuals, We rely on You to have first obtained each of those individuals' consent, and have made them aware of the matters set out in this Privacy Notice.

If You have a request or complaint concerning Your personal information or about Our privacy policy, please contact: Privacy Officer, Allianz Partners, P.O. Box 33 313, Takapuna, Auckland 0740 or email Us

at AzPNZ.Privacy@allianz-assistance.co.nz. For urgent assistance please call our Contact Centre on 0800 800 048. You can also contact the Privacy Commissioner at the Office of the Privacy Commissioner, P.O. Box 10 094, The Terrace, Wellington 6143 if You have a complaint.

For more information about Our corporate privacy policy and handling of personal information, including further details about access, correction and complaints, please visit Our website at www.allianzpartners.co.nz and click on the Privacy Policy link.

Privacy Act and the Insurance Claims Register (ICR)

The ICR is a database of insurance claims to which participant insurers have access. The purpose of the ICR is to prevent insurance fraud. The ICR is operated by Insurance Claims Register (ICR), PO Box 474, Wellington.

This policy is issued to **You** on the condition that **You** authorise **Us** to place details of any claims made against this policy on the database of ICR, where they will be retained and be available for other insurance companies to inspect. **You** also authorise **Us** to obtain from ICR personal information about **You** that is (in **Our** view) relevant to this policy or any claim made against it. **You** have certain rights of access to and correction of this information, subject to the provisions of applicable privacy legislation.

SCHEDULE OF BENEFITS

The Schedule of Benefits sets out a summary only of the cover that is provided under each plan and the most **We** will pay in total for all claims under each section.

Important - Please note:

All costs and expenses must be **Reasonable**. Where used, 'Unlimited' only means that there is no capped dollar sum insured. Terms, conditions, sub-limits and exclusions apply as set out in the Policy Wording. Benefits are per **Insured Person** and the benefits limits are shared for **Dependent Children**

Section 1: Cancellation / Travel Disruption Benefits		Maximum Benefits (in NZ\$)	
Plan:		Platinum	Gold
1a.*	Loss of Deposits	Unlimited	Unlimited
1b.	Cancellation of Journey Paid in Full	Unlimited	Unlimited
1c.	Curtailment	Unlimited	Unlimited
1d.	Missed Connection	Unlimited	\$10,000
1e.	Travel Delay	Unlimited	\$10,000
1f.	Frequent Flyer Points	\$10,000	\$5,000
1g.	Costs of Resumption of Travel/Alternative Staff	\$20,000	\$10,000
1h.	Strikes and Hijacks	\$10,000	\$10,000
1i.	Additional Expenses - as a Result of Terrorism	Covered within above limits	\$3,000
1j.*	<i>Epidemics and Pandemics</i>	Unlimited	Unlimited

Section 2: Medical Benefits		Maximum Benefits (in NZ\$)	
Plan:		Platinum	Gold
2a.*	Overseas Medical Expenses	Unlimited	Unlimited
2b.	Overseas Medical - as a Result of Terrorism	Unlimited	\$250,000
2c.	Emergency Dental Expenses		
	- As a Result of an Injury	\$3,000	\$2,000
	- Pain Relief not Accident Related	\$3,000	\$1,000
2d.*	Incidental Hospital Expenses	\$5,000	\$4,000
2e.	Accompanying Person	\$15,000	\$15,000
2f.	Search and Rescue – Natural Disaster	\$20,000	\$20,000

Section 3: Personal Accident And Loss Of Income		Maximum Benefits (in NZ\$)	
Plan:		Platinum	Gold
3a.	Accidental Death or Permanent Disablement	\$50,000	\$50,000
3b.	Accidental Death or Permanent Disablement - as a Result of Terrorism	\$50,000	\$25,000
3c.	Travel Accident - Resulting in Death	\$100,000	\$100,000
3d.	Loss of Income	\$15,000	\$10,000
3e.	Funeral Expenses	\$25,000	\$20,000

Section 4: Baggage, Personal Effects And Money Benefits		Maximum Benefits (in NZ\$)	
Plan:	Platinum	Gold	
4a. Personal Baggage – Total Limit	\$40,000	\$30,000	
4b. General Item Limit	\$3,000	\$2,000	
4c. Electronic Equipment Item Limit	\$5,000	\$3,000	
4d. Trade Samples & Tools	\$20,000	\$5,000	
4e.* Emergency Baggage	\$2,500	\$1,500	
4f. Travel Documents	\$3,000	\$3,000	
4g. Personal Money	\$2,000	\$1,000	
4h. Additional Expenses as a Result of Terrorism	Covered within above limits	\$3,000	

Section 5: Personal Liability		Maximum Benefits (in NZ\$)	
Plan:	Platinum	Gold	
5a. Rental Vehicle Excess	\$6,000	\$6,000	
5b. Personal Liability	\$2,500,000	\$2,500,000	
5c. Defence Costs – Including Wrongful Arrest	\$500,000	\$500,000	

Section 6: Other Benefits		Maximum Benefits (in NZ\$)	
Plan:	Platinum	Gold	
6a. Kidnap and Ransom	\$250,000	No cover	
6b. Political Evacuation	\$10,000	No cover	

*Sub-limits apply - please read this Policy Wording in full for details.

Definitions

When the words below are used in this insurance policy they shall have the meanings detailed below.

Act of Terrorism

Means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context 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 put the public, or any section of the public, in fear. Terrorism also includes any act that is verified or recognised by the local government as an **Act of Terrorism**.

Close Relative

Means **Your** spouse, de facto partner, civil union partner, fiancé(e), parent, parent-in-law, step parent, child, step child, foster child, son and daughter-in-law, sibling, brother and sister-in-law, half or step brother or sister, grandparent, or grandchild.

Country of Origin

Means the country in which **You** principally resided prior to applying for cover.

Dependent Children

Means **Your** children or grandchildren aged under 21, accompanying **You** on the **Journey**, who are not in full-time employment.

Epidemic

Means the sudden development and rapid spreading of a contagious disease in a region where it developed in an endemic state or within a previously unscathed community.

Injury

Means an external or internal bodily injury caused solely and directly by violent, accidental, external and visible means.

Journey

Means from when **You** leave **Your** normal place of residence in **Your Country of Origin** until **You** return to **Your** normal place of residence in **Your Country of Origin**, or for one way travellers the expiry date as shown on **Your** Certificate of Insurance. If **You** have paid a frequent flyer plan premium the number of journeys per annum is unlimited but each journey is limited to a maximum of 90 days.

Mental Illness

Means any illness, condition or disorder listed in the current edition of the Diagnostic and Statistical Manual of Mental Disorders.

Pandemic

Means a form of an **Epidemic** that extends throughout an entire continent.

Permanent Disablement

Means an **Injury** which within 12 months of the occurrence results in paraplegia, quadriplegia, tetraplegia, the loss of one or more limbs, loss of sight in one or both eyes, loss of hearing or speech.

Personal Baggage

Means **Your** suitcases, trunks and similar containers including their contents and articles worn or carried by **You**. It does not mean or include any business samples or items that **You** intend to trade, passport or travel documents, cash, bank notes, currency notes, cheques, negotiable instruments, electronic data, software, intangible assets, watercraft of any type (other than surfboards), furniture, furnishings, household appliances, mechanically propelled vehicles, unmanned vehicles, hired items or any other item listed as excluded on **Your** Certificate of Insurance.

Personal Money

Means cash, bank or currency notes, cheques, postal or money orders, current postage stamps, traveller's cheques, coupons or vouchers that have a monetary value, admission tickets, travel tickets and pre-paid passes (eg for ski lifts) taken with **You** on **Your Journey**.

Pre-existing Medical Condition

Means:

- a. any physical defect, infirmity, existing or recurring illness, **Injury**, disability or **Mental Illness** of which **You**, or the person due to whom **You** are claiming, are aware of; or
2. any medical condition for which **You**, or the person due to whom **You** are claiming have had or received a medical examination, consultation, treatment, investigation and/or medication in the 12 months prior to the date **Your** policy is issued.

Professional Sport

Means training for, coaching or competing in any sporting event where **You** are entitled to receive, or are eligible to receive, an appearance fee, wage, salary or prize money in excess of NZ\$1,000.

Public Place

Means any area to which the public has access (whether authorised or not) including but not limited to hotel foyers and grounds, restaurants, public toilets, beaches, airports, railway stations, bus terminals, taxi stands and wharves.

Public Transport

Means an aircraft, vehicle, train, tram, vessel or other scheduled transport operated under a license for the purpose of transporting passengers. However, it does not mean a taxi, limousine or similar service.

Reasonable

Means:

- a. For medical, hospital, dental or funeral expenses, the standard level of care given in the country **You** are in provided it does not exceed the level **You** would normally receive in New Zealand; and
- b. For all other covered expenses, a level comparable to the same nature and class as booked for the rest of **Your Journey**;

in each case as determined by **Us**.

Registered Medical Practitioner

Means a qualified doctor or dentist, other than **You**, a Travelling Companion, someone **You** work with, or a **Close Relative**, holding the necessary certification in the country in which they are currently practising.

Travelling Companion

Means a person with whom **You** have made arrangements before **Your** policy was issued, to travel with **You** for at least 75% of **Your Journey**.

Unattended

Means leaving **Your Personal Baggage** and effects:

- i. with a person who is not named on **Your** Certificate of Insurance or who is not a **Travelling Companion** or who is not a **Close Relative**; or
- ii. with a person who is named on **Your** Certificate of Insurance or who is a **Travelling Companion** or who is a **Close Relative** but who fails to keep **Your Personal Baggage** and effects under close supervision; or
- iii. where they can be taken without **Your** knowledge; or
- iv. at such a distance from **You** or outside of **Your** line of sight that **You** are unable to prevent them from being taken.

We, Us, Our

Means The Hollard Insurance Company Pty Ltd acting through AWP Services New Zealand Limited trading as Allianz Partners.

You, Your or Insured Person

Means the person or business named on the Certificate of Insurance or any person travelling on behalf of, or with the authority of, the named business who has paid the premium required.

Pre-existing medical conditions

Important information concerning Pre-existing Medical Conditions

There is limited cover for **Pre-existing Medical Conditions** under this policy.

Some **Pre-existing Medical Conditions** are covered automatically. Cover for conditions which are not automatically covered may be available following application to and acceptance by **Our** Customer Care Medical Assessments Team.

Our Customer Care Medical Assessments Team can be contacted on **0800 630 115**.

Please refer to the definition of **Pre-existing Medical Conditions** in the DEFINITIONS section.

(i) Pre-existing Medical Conditions that are not covered:

Some medical conditions are not covered under this policy. These include but are not limited to any medical condition:

- for which surgery is planned or for which **You** are on a waiting list;
- arising directly or indirectly from any signs or symptoms for which **You** have not sought a medical opinion, or received a diagnosis, or for which **You** are under medical care or are awaiting investigations.

Please refer to General Exclusions if:

- **You** are travelling against the advice of a **Registered Medical Practitioner**;
- **You** are travelling with the intention to obtain medical treatment.

(ii) Pre-existing Medical Conditions that are not automatically covered

You are not automatically covered in respect of a medical condition if the condition relates to:

- **Your** heart (excluding hypertension);
- **Your** brain;
- a transplanted organ (including stem cell transplants);
- renal failure;
- thinning of the bones (osteoporosis);
- a lung condition (excluding asthma), due to which **You** are permanently limited by shortness of breath or diagnosed as cystic fibrosis;
- cancer;
- an aneurysm, blood or lung clots (including stroke/TIA);

- insulin dependent diabetes;
- major allergic reactions;
- back problems if **You** have had spinal surgery; surgery involving any joints;
- **Mental Illness**;
- sexually transmitted disease AIDS, HIV or related conditions.

(iii) Pre-existing Medical Conditions that are automatically covered

If **Your Pre-existing Medical Condition** falls within the terms detailed below then **You** are automatically covered for the condition. **You** do not need to contact **Us** for approval if:

- a. **Your Pre-existing Medical Condition** is stable and well controlled and **Your** treatment (including medication) has not changed in the 12 months prior to the date **Your** policy is issued; and
- b. **Your** condition is not an ongoing or chronic condition for which **You** have received treatment at a hospital in the 5 years prior to the date **Your** policy is issued; and
- c. **You** have not had surgery or hospital treatment for the medical condition in the 12 months prior to the date **Your** policy is issued; and
- d. the **Pre-existing Medical Condition** is not detailed in (i) or (ii) above as either a **Pre-existing Medical Condition** that **You** need to contact **Us** about or which is not covered under this policy.

If **You** are in any doubt as to whether a medical condition is covered please contact **Our** office.

Cover for conditions outside of those described in part (iii) of the **Pre-existing Medical Conditions** section may be available following a medical assessment.

If cover is approved, **You** may be required to pay an additional premium and written confirmation will be forwarded to **You**.

General Conditions

– applying to all sections

1. **You** must contact Allianz Partners if during **Your Journey**, **You** are to be hospitalised, require evacuation or repatriation services, need to make alternative travel/accommodation arrangements or have lost all of **Your Personal Baggage** or **Personal Money**.
2. **You** must take all reasonable precautions to protect the property insured by this policy and to prevent any claim arising.
3. **You** must tell **Us** everything that may be material to **Our** decision to issue or alter this policy.
4. **We** may at **Our** own expense take proceedings in

Your name to recover compensation, damages or otherwise from any third party for loss or damage covered under this policy. Any amount recovered will belong to **Us**.

5. This policy will not provide cover for any loss or expense covered under any other insurance policy, compensation scheme or legislation. **You** must first seek settlement of **Your** cost under that policy or scheme. **We** will then only consider payment of any difference between the amount settled and the payment **You** would have been entitled to under this insurance. (This condition does not apply to claims under Sections 3a. & 3b. Accidental Death or **Permanent Disablement** or 3c. Travel Accident – Resulting in Death.)
6. **You** must provide **Us** with all receipts, certificates, information and proof **We** reasonably require to help substantiate **Your** claim. This will include a doctor's certificate or letter if **Your** trip was curtailed or cancelled due to illness or **Injury** and **You** must provide at **Your** own expense any medical certificate or report that **We** may require to consider any claim further. A medical report and blood test will also need to be provided if **You** have been drugged involuntarily.
7. **You** must not make any offer, promise or payment regarding admission or liability for any loss.
8. No claim shall be payable where any person entitled to indemnity under this policy breaches any policy terms and conditions.
9. Where this policy is in joint names, then this policy is a joint policy. This means that if one **Insured Person** does or fails to do anything so that there is no cover there will be no cover for any **Insured Person**, not just the **Insured Person** responsible for the act or omission that caused there to be no cover.
10. **You** must advise **Us** if **You** are permanently migrating from **Your Country of Origin** or applying for permanent residence in a country when on **Your Journey**. The period of insurance will expire 21 days after **Your** arrival in the country where **You** will be permanently migrating to or applying for permanent residence.
11. **You** must comply with all **Our** requests relating to **Your** claim including providing all co-operation, information and assistance requested.
12. **You** must at all times act in a prudent manner and take all reasonable steps to prevent loss and minimise any claim made under **Your** policy.
13. **You** must immediately consult and follow the advice of a **Registered Medical Practitioner** if **You** have suffered an **Injury** or illness.

General Exclusions

– applying to all sections

This policy does not cover any loss, damage, liability, death or incapacity directly or indirectly caused by or arising from:

1. war, invasion, act of foreign enemy, warlike operations (whether war is declared or not), civil war, mutiny, rebellion, revolution, insurrection, military or usurped power. (In respect of civil unrest only, this exclusion does not apply to Section 6b. Political Evacuation under the Platinum plan);
2. an **Act of Terrorism** (refer to 'Definitions' for full details) – unless cover is otherwise provided under individual sections of this policy. If **We** allege that by reason of this clause, any loss or damage, cost or expense is not covered by this insurance the burden of proving the contrary will be upon the insured;
3. nuclear weapons material;
4. an actual or likely **Epidemic** or **Pandemic**, or, the threat of an **Epidemic** or **Pandemic**, except under the following sections:
 - i. Section 1j. **Epidemics** and **Pandemics**; and
 - ii. Section 2 Medical Benefits.Refer to www.who.int and www.safetravel.govt.nz for further information on **Epidemics** and **Pandemics**;
5. ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. (For the purpose of this exclusion, combustion includes any self sustaining process of nuclear fission);
6. biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose of harm or to destroy human life and/or create public fear;
7. **Your** deliberate or reckless acts;
8. **Your** unlawful acts;
9. any person lawfully in **Your** accommodation premises;
10. any travel within New Zealand unless this forms part of **Your** international **Journey**, or **You** are traveling on a frequent traveller plan and are more than 250km from **Your** place of residence;
11. the New Zealand Government's recommendation that travel not be taken to any country, territory or region, if the warning has been issued prior to the purchase of this insurance, whether this relates to essential or non-essential travel or both;
12. occupations involving unusual or dangerous work;

13. elective or cosmetic surgery;
14. active participation in:
 - i. skiing and snow-boarding outside of ski resort boundaries;
 - ii. diving underwater using an artificial breathing apparatus unless **You** hold open water diving license recognized in New Zealand or are diving with an instructor licensed for these activities, or, under any circumstances, diving underwater at a depth greater than 30 metres;
 - iii. flying hang or tow gliding, microlite flying, parachuting, sky diving and other aerial activities other than the following:
 - hot air ballooning;
 - paragliding;
 - parasailing;
 - bungee jumping; or
 - as a fare-paying passenger in a power driven aircraft licensed to carry passengers flown by a pilot licensed to carry passengers;
 - iv. mountain and rock climbing;
 - v. **Professional Sport**;
 - vi. racing of any kind (other than on foot) including training;
 - vii. ocean yachting 25 nautical miles or more from the mainland;
 - viii. white water rafting, white water kayaking or black water rafting in grade 5 or more rivers;
 - ix. pot holing;
 - x. rodeo activities;
 - xi. hunting;
 - xii. any activity in remote areas except as part of an organised tour group;
 - xiii. extreme versions of any sport.
15. pregnancy or childbirth (except for unforeseen medical complications or emergencies within the first 20 weeks/140 days of **Your** pregnancy). There is no cover for a child born overseas unless, after birth, cover is applied for and **We** agree in writing to include the child in this cover;
16. sexually transmitted diseases contracted during **Your Journey**;
17. **Your** domestic pet or farm/lifestyle animal;
18. **Your** self-inflicted illness or **Injury**, or **Your** suicide or **You** undergoing an abortion where it is not deemed medically necessary to do so by a **Registered Medical Practitioner**;
19. a therapeutic or illicit drug or alcohol addiction;
20. **You** being under the influence of any intoxicating liquor, drugs or substances except a drug prescribed to **You** by a **Registered Medical Practitioner**, and taken in accordance with their instructions;
21. riding a moped or motorcycle (whether as driver or passenger) in any of the following circumstances:
 - i. where the engine capacity is more than 200cc; or
 - ii. without a helmet; or
 - iii. without a valid driver's licence as required in the country **You** are in.
22. any consequential loss, loss of enjoyment or loss of income;
23. **You** travelling against the advice of a **Registered Medical Practitioner**;
24. **You** travelling with the intention of obtaining medical treatment.

Section 1: Cancellation and Travel Disruption Benefits

Based on the plan shown on **Your** Certificate of Insurance **You** will be eligible up to the Maximum Benefit in the Schedule of Benefits.

If **You** have purchased the Gold plan, there are a number of benefits under this section where cover is reduced.

You must advise **Us** as soon as **You** are aware of any health or other circumstances that are likely to result in cancellation or curtailment of **Your Journey**.

Note: If **Your** travel plans are disrupted by a claimable event, a claim can only be lodged under one of the following: Sections 1b. Cancellation of **Journey** Paid in Full; 1d. Missed Connection; 1e. Travel Delay; 2a – sub-paragraph 4. Overseas Medical Expenses; or 2e. Accompanying Person. **You** cannot make a separate claim for the same event under each of these sections.

1a. Loss of Deposits

If prior to **Your Journey** **You** must cancel or amend **Your** travel arrangements, due to any unforeseeable circumstance beyond **Your** control, **We** will pay up to the policy's Maximum Benefit for **Your** irrecoverable travel and accommodation deposits or expenses, which have been paid in advance.

In respect of a cancellation fee charged by **Your** travel agent, provided the travel agent has disclosed their cancellation fees to **You** in writing at the time of making **Your** travel arrangements, **We** will also pay **You** up to a maximum of 10% of **Your** total travel costs (that were paid through the travel agent) or NZ\$500 per **Insured Person**, whichever is the lesser amount.

1b. Cancellation of Journey Paid in Full

If following full payment of **Your** trip, **You** had to cancel or amend **Your** travel arrangements, due to any unforeseeable circumstance beyond **Your** control, **We** will pay up to the policy's Maximum Benefit for **Your** irrecoverable travel and accommodation expenses, which have been paid in advance.

1c. Curtailment

If **You** cannot complete **Your Journey**, due to any unforeseeable circumstance beyond **Your** control, and have to return to **Your Country of Origin** earlier than planned, **We** will pay up to the policy's Maximum Benefit for **Reasonable** additional travel and accommodation expenses (necessarily and actually incurred by **You** in order to return to **Your Country of Origin**) which are additional to **Your** planned itinerary, provided **You** already hold a pre-paid return ticket. The amount claimable will be less any amounts refundable on unused travel vouchers or tickets.

Wherever claims are made by **You** under this section, and Sections 1a. Loss of Deposits or 1b. Cancellation of **Journey Paid in Full**, for cancelled services/facilities or alternative arrangements for the same or similar services/facilities, **We** will pay for the higher of the two amounts, not both.

1d. Missed Connection

If **Your** scheduled **Public Transport** service is cancelled or curtailed due to riot, strike or civil commotion, natural disaster or severe weather conditions, or **You** miss **Your** connecting scheduled **Public Transport** service due to any unforeseeable circumstance beyond **Your** control, **We** will pay up to the Maximum Benefit the additional necessary and **Reasonable** travel and accommodation expenses, appropriate to the **Journey** being undertaken that **You** incur to arrange alternative transport to enable **You** to maintain **Your** original travel itinerary, provided that:

- i. there was no warning that the cancellation may occur;
- ii. **You** have made reasonable efforts to avoid any additional expenses; and
- iii. refunds on unused tickets or travel vouchers have been applied for.

If the purpose of **Your** trip is to attend a wedding or conference, **We** will pay the **Reasonable** alternative travel costs to **Your** planned destination if the conference or wedding cannot be delayed solely due to **Your** late arrival.

The amount claimable under this section will be less any amounts refundable for unused tickets or vouchers.

1e. Travel Delay

If the departure of scheduled transport in which **You** have arranged to travel is delayed for at least 12 hours from the time specified, due to any unforeseeable circumstance beyond **Your** control, **We** will pay for the **Reasonable** meal and accommodation expenses necessarily incurred due to the delay, which are not recoverable from any other source.

Written proof of the delay from the transport provider must be submitted together with receipts for the extra costs incurred.

1f. Frequent Flyer Points

If an airline ticket has been purchased using frequent flyer or a similar air points rewards system and the airline ticket is cancelled due to any unforeseeable circumstance beyond **Your** control, **We** will pay up to the policy's Maximum Benefit, the retail price for that ticket at the time it was issued. This cover is provided only in the event that the loss of air points cannot be recovered from any other source. If the air points company requires the payment of a fee for reinstating **Your** air points, then this cost will be claimable under **Your** policy.

1g. Resumption of Travel/Alternate Staff

If **You** are forced to return to **Your Country of Origin** due to the serious **Injury**, illness, disease or death of a **Close Relative**, **We** will pay up to the Maximum Benefit for the **Reasonable** transport costs actually incurred by **You** to resume **Your** pre-booked travel plans as per **Your** original itinerary, provided that:

1. the serious **Injury**, illness, disease or death of a **Close Relative** occurred after **Your** departure from **Your Country of Origin** and was not caused by a **Pre-existing Medical Condition**;
2. **You** have not made a claim under Section 1c. Curtailment; and
3. **You** held a return ticket at the time the event which has caused **You** to return to **Your Country of Origin** occurred.

Alternatively **We** will pay up to the policy's Maximum Benefit per **Insured Person** for the **Reasonable** additional travel costs incurred within three months of **Your** return to **Your Country of Origin** to enable an alternative staff member to be sent overseas to complete **Your** original assignment.

1h. Strikes and Hijacks

We will pay up to the policy's Maximum Benefit for irrecoverable additional travel and accommodation costs, due to cancellation or curtailment of scheduled **Public Transport** services, as a result of a strike or hijack.

1i. Additional Expenses as a Result of Terrorism

We will provide cover for the **Reasonable** additional costs incurred when **You** or **Your** travel arrangements are affected directly by or in connection with any **Act of Terrorism**. Under the Gold plan any payment for an **Act of Terrorism** will be limited to a maximum of NZ\$3,000 per **Insured Person** per period of insurance.

1j. Epidemics and Pandemics

The cover described under Sections 1a, 1b, 1c, and 1f is extended to cover the following events:

1. **You** or **Your Travelling Companion** are diagnosed with an **Epidemic** or a **Pandemic** disease and cannot commence or complete **Your** travel; or
2. **You** or **Your Travelling Companion** are specifically and individually designated by name in an order or directive to be placed into mandatory quarantine or isolation by the New Zealand Government or any other government or local authority, based on their suspicion that either of **You** have been exposed to an **Epidemic** or **Pandemic** disease; or
3. **Your** travel is disrupted following the commencement of **Your Journey** due to **You** or **Your Travelling Companion** being denied boarding on any scheduled **Public Transport** service, based on the suspicion that either of you have an **Epidemic** or **Pandemic** disease and **You** incur costs for additional accommodation and meals as a result. The most **We** will pay for any claim under part 3 is NZ\$200 per day up to a maximum of NZ\$1,400.

There is no cover for claims arising from any lockdowns, changes in government alert levels, quarantine or mandatory isolation that applies generally or broadly to some or all of a population, vessel or geographical area, or that applies based on where **You** are travelling to, from, or through.

Exclusions – applying to Section 1

We will not pay for claims that relate to loss, damage, liability, expenses or claims for or arising directly or indirectly out of:

1. **You** disinclination to travel, personal wishes, financial circumstances or business reasons;
2. failure to check in at the correct departure time or claims resulting from **You** being a standby passenger;
3. the serious **Injury**, illness, disease or death of any person who is not:
 - i. **You**; or
 - ii. **Your Travelling Companion**; or
 - iii. a **Close Relative**;
4. **Your Pre-existing Medical Condition**(s) or those of any other person on whose state of health the **Journey** depends unless the condition/s are described as being covered under this policy or accepted by **Us** in writing;
5. any **Pre-existing Medical Condition** suffered by a **Close Relative** or any complications directly attributable to those conditions;
6. any circumstances likely to lead to the cancellation or curtailment of the **Journey** that **You** are aware of (including strikes or strike notices) that were present at the time **You** purchased this insurance;
7. the receivership, statutory management, administration, bankruptcy, liquidation, financial collapse or adverse financial position of any airline, transport provider, tour operator, travel agent, or wholesaler;
8. **You** or **Your Travelling Companion** not having the appropriate passport, entry visa or work permit documentation required by any foreign government or foreign power;
9. **Your** travel plans being affected when travel is prevented or limited by legislation, government or court order;
10. the inability of a tour operator or wholesaler to complete arrangements for a group tour due to a deficiency in the number of persons required to commence or complete any part of the tour;
11. costs charged by or payable to a supplier resulting from rescheduling or cancelling of travel arrangements by that supplier;
12. **Your** curtailment or **Your** cancellation for medical reasons unless on written medical advice;
13. the inability or negligence of a tour operator, charter airline or wholesaler to complete **Your** travel arrangements;
14. costs paid in advance that exceed the recommended retail value of any concert or sporting event ticket that is scheduled to take place during **Your Journey**;
15. claims under Section 1a. or 1b. for any unforeseeable circumstance occurring before or within 7 days of purchasing **Your** policy, unless the policy was purchased at the same time as **Your** travel arrangements were made;
16. lockdowns, changes in government alert levels, quarantine or mandatory isolation that applies generally or broadly to some or all of a population, vessel or geographical area, or that applies based on where **You** are travelling to, from, or through;
17. **You** commencing **Your** travel against the New Zealand Government's advice, or against local government advice at **Your** overseas destination.

Section 2

Medical Benefits

Based on the plan shown on **Your** Certificate of Insurance **You** will be eligible up to the Maximum Benefit shown in the Schedule of Benefits.

If **You** have purchased the Gold plan there are a number of benefits under this section where cover is reduced.

2a. Overseas Medical Expenses

You are covered for **Reasonable** and customary overseas hospital, medical, surgical, nursing home charges or other remedial attention or treatment given or prescribed by a **Registered Medical Practitioner** including medical repatriation expenses, incurred as a result of an illness, **Injury** or disease which occurred on **Your Journey**. This benefit only applies in excess of any amounts **You** are entitled to from any reciprocal arrangements between **Your** usual country of residence and the country in which the charges or expenses were incurred and in excess of any amounts that are recoverable by or on behalf of **You** from any other source.

Please note that New Zealand has reciprocal health arrangements with Australia and the United Kingdom. Unless **You** have purchased the Platinum plan and this is noted on **Your** Certificate of Insurance, **You** will be required to seek treatment in these countries from their public health system.

In all cases:

1. **We** will only pay costs incurred within 12 months of the illness or **Injury**;
2. **You**, or someone acting on **Your** behalf, must wherever possible contact Allianz Partners prior to treatment or hospitalisation. Failure to obtain **Our** prior approval before any hospitalisation or treatment may result in **Your** medical expenses claim being declined;
3. **We** have the option of returning **You** to **Your Country of Origin** for further treatment if **You** are medically fit to travel and **We** will cover the costs for **Your** repatriation. If **You** decline to return **We** will not pay for any ongoing overseas medical expenses;
4. If **You** cannot continue **Your Journey** due to an **Injury** or illness which needs immediate treatment from a **Registered Medical Practitioner** who certifies in writing that **You** are medically unfit to continue **Your Journey**, **We** will reimburse **Your Reasonable** additional accommodation and travel expenses up to the standard of **Your** original booking, including returning **You** home if **You** are unable to use **Your** pre-arranged return transport. The amount

claimable will be reduced by any amounts refundable on unused travel vouchers or tickets. Additional cover is also provided for emergency telephone calls and taxi fares up to an amount of NZ\$100 per person in connection with **Your Injury** or illness.

- Note: If **Your** travel plans are disrupted by a claimable event, a claim can only be lodged under one of the following: Sections 1b. Cancellation of **Journey Paid in Full**; 1d. Missed Connection; 1e. Travel Delay; 2a – sub-paragraph 4. Overseas Medical Expenses; or 2e. Accompanying Person. **You** cannot make a separate claim for the same event under each of these sections.
5. If **You** choose not to return to **Your Country of Origin** on or prior to the expiry date shown on **Your** Certificate of Insurance, **We** will not pay for any ongoing medical expenses, including medication, that **You** incur after the expiry date in connection with any **Injury**, illness or disease that occurred during the period of insurance;
 6. Follow on Medical treatment in New Zealand. On **Your** repatriation or return to New Zealand **We** will pay up to the policy's Maximum Benefit per **Insured Person** for continuing follow on treatment, provided these expenses are incurred within a 12 month period, following the date of the first occurrence of the **Injury** or illness. The cover provided excludes dental expenses, as these are covered under Section 2c. Emergency dental expenses.

2b. Overseas Medical as a Result of Terrorism

We will provide cover for overseas medical and repatriation costs resulting directly from or in connection with any **Act of Terrorism**. For the Gold plan, any payment under this section will be limited to a maximum of NZ\$250,000 per **Insured Person** per period of insurance.

2c. Emergency Dental Expenses

Emergency Dental Treatment - Pain Relief Only

We will reimburse **You** for emergency dental expenses up to the policy's Maximum Benefit to relieve sudden and acute dental pain first manifesting itself during the **Journey**, provided;

1. the treatment is to a sound natural tooth. Sound natural teeth does not include dentures or any tooth which has a filling or been subject to restoration work, capping or crowning; and
2. **You** have been to a dentist in the last 24 months as part of **Your** routine dental maintenance and received all recommended treatment.

Emergency Dental Treatment as a result of an Injury

We will pay for dental expenses up to the policy's Maximum Benefit for emergency treatment as a result of an **Injury** to sound natural teeth during the **Journey**.

2d. Incidental Hospital Expenses

If **You** are confined to a hospital overseas as a result of **Injury**, illness or disease, **We** will pay **You** NZ\$50 for each 24 hour period **You** are hospitalised, providing the period of confinement exceeds at least 48 hours and limited to the policy's Maximum Benefit per **Insured Person**. **We** will not pay for the first 48 continuous hours **You** are in hospital.

2e. Accompanying Person

We will pay the **Reasonable** return airfare (economy class), transportation and accommodation expenses up to the policy's Maximum Benefit for one relative or friend, who on the advice of **Our Registered Medical Practitioner**, travels to **You** and/or remains with **You** because of the severity of any **Injury**, illness or disease suffered. **You** must contact **Us** for approval before any expense is incurred.

2f. Search & Rescue – Natural Disaster

We will pay up to NZ\$20,000 towards the costs of a private search if **You** are declared missing following a natural disaster, during the period of insurance, provided that:

1. one of **Your** close family members requests the search;
2. the search is approved by local authorities; and
3. the search commences within 72 hours of the official notification that **You** are missing.

Exclusions – applying to Section 2

1. **We** will not pay claims directly or indirectly caused by or arising out of:
 - i. **Pre-existing Medical Conditions** that are not described as being covered under this policy or confirmed as being covered by **Us** in writing prior to the commencement of **Your Journey**;
 - ii. **You** engaging in any activity associating with prostitution;
 - iii. any complications arising from a medical condition where **You** are travelling against medical advice.
2. **We** will not pay any medical expenses relating to hospitalisation or surgical treatment where **Our** prior approval has not been sought and obtained, unless notification is not possible.
3. Cover will cease under this section if **You** fail to follow **Our** requirements as per Section 2a.
4. **We** will not pay any medical expenses incurred for

continuing treatment, including medication which commenced prior to this **Journey**.

5. **We** will not pay for private medical treatment when public treatment is available unless **You** have purchased the Platinum plan and this is shown on **Your** Certificate of Insurance.
6. **We** will not pay for claims that relate to loss, damage, liability, expenses or claims for or arising directly or indirectly out of:
 - i. the extraction of wisdom teeth unless these have become impacted;
 - ii. dental expenses incurred in **Your Country of Origin**;
 - iii. normal dental health maintenance, or any treatment resulting from a lack of regular dental health maintenance or hygiene including dentures, fillings, root canals, polishing and scaling, replacement due to the loss of dental bridges, restoration work, caps or crowns;
 - iv. precious metal cost or pins, fittings and titanium implants in relation to dental treatment.
7. **We** will not pay claims directly or indirectly caused by or arising out of **You** commencing **Your** travel against the New Zealand Government's advice, or against local government advice at **Your** overseas destination.

Section 3: Personal Accident and Loss of Income

Based on the plan shown on **Your** Certificate of Insurance **You** will be eligible up to the Maximum Benefit shown in the Schedule of Benefits.

If **You** have purchased the Gold plan there are a number of benefits under this section where cover is reduced.

3a. Accidental Death or Permanent Disablement

If during **Your Journey** **You** sustain an **Injury** caused by violent, external and visible means which within 12 months of such **Injury** results in **Your** death **We** will pay to **Your** estate the policy's Maximum Benefit as shown in the Schedule of Benefits.

Alternatively, if due to an **Injury** during the **Journey** **You** suffer a **Permanent Disablement**, **We** will pay **You** the policy's Maximum Benefit.

3b. Accidental Death or Permanent Disablement as a Result of Terrorism

If during the **Journey You** sustain an **Injury** as a result of or in connection with an **Act of Terrorism**, which results in **Your** death or **Permanent Disablement We** will pay a maximum of NZ\$50,000 per **Insured Person** per period of insurance to **You** or **Your** estate. For the Gold plan **We** will pay up to a maximum of NZ\$25,000, per **Insured Person** per period of insurance, to **You** or **Your** estate.

3c. Travel Accident – Resulting in Death

If **Your** death occurs during **Your Journey** as a direct result of any **Injury** suffered when **You** were travelling as a fare-paying passenger on a train, ship or licensed passenger carrying aircraft then **We** will pay NZ\$100,000 per **Insured Person** to **Your** estate.

Please note if **You** lodge a claim under Section 3a. or 3b. then no claim can be lodged under Section 3c.

3d. Loss of Income

We will pay up to the policy's Maximum Benefit per **Insured Person** per month for a maximum of 6 months for a temporary **Injury** which occurs on **Your Journey** and prevents **You** from undertaking **Your** usual business or occupation for more than 14 days following **Your** return to New Zealand, provided that **You** were returning to a fulltime position in New Zealand. This is provided the income **You** receive from all sources including the Accident Compensation Corporation and this benefit do not exceed 80% of **Your** income prior to the **Injury**.

The amount payable shall be calculated on a daily basis based on **Your** preceding 12 months earnings, for each day **You** are unable to attend to **Your** usual occupation.

3e. Funeral Expenses

Where death occurs on **Your Journey We** will pay up to the policy's Maximum Benefit for the **Reasonable** funeral and cremation or burial expenses in the area where death occurred, or for the costs of returning **Your** body or ashes to **Your Country of Origin** excluding funeral and interment costs.

Exclusions – applying to Section 3

1. **We** will not pay claims directly or indirectly caused by or arising from:
 - a. heavy manual or hazardous work; or
 - b. deliberate exposure to danger unless in the attempt to save a human life.
2. If **You** fail to follow **Our** requirements under Section 2, anywhere such failure causes or contributes to a claim under Section 3, no claim benefit under Section 3 shall be payable.

3. **You** are not insured for death or **Permanent Disablement** under Sections 3a. to 3d. directly resulting from disease, illness or any natural causes.
4. **We** will not pay for funeral expenses under Section 3e, where death occurs as a result of **Pre-existing Medical Conditions** that are not described as being covered under this policy or confirmed as being covered by **Us** in writing prior to the commencement of **Your Journey**.
5. The accidental death or **Permanent Disablement** of persons under the age of 16 years.

Section 4: Baggage, Personal Effects and Money Benefits

Based on the plan shown on **Your** Certificate of Insurance **You** will be eligible up to the Maximum Benefit shown in the Schedule of Benefits.

If **You** have purchased the Gold plan there are a number of benefits under this section where cover is reduced.

In all cases **We** will only pay if the loss or theft of any item is reported to the police. If **You** cannot report the loss to the police **You** should report it to the local governmental authority. Such reports must be made within 24 hours of the loss and **You** must obtain written confirmation of the report.

Please note: Business property, electronic equipment and trade samples and tools are insured for their intrinsic value only and not for any value attached to their use or information they may contain.

4a. Personal Baggage

We will pay up to the policy's Maximum Benefits for accidental loss or damage to **Your Personal Baggage**, which has been taken or purchased on **Your Journey**. The loss or damage must occur in the course of the **Journey** and during the period of insurance.

If **You** wish to include items of **Personal Baggage** and effects that have a present day value more than the applicable policy limit per item, **You** can specify them on the application form and **You** will be required to pay an additional premium prior to the commencement of **Your** policy. In the event of a claim **You** will be required to provide a receipt of purchase and/or valuation certificate for each specified item.

Total limit per specified item is NZ\$10,000 with an overall total limit for all specified items of NZ\$20,000 per policy.

At **Our** discretion **We** may elect to repair or replace the property or **We** will pay the present day value of

the lost or damaged item in cash, after making an allowance for depreciation and wear and tear. Proof of purchase and ownership will be required to support any claim over NZ\$500.

The electronic equipment item limit for camera and electronic equipment includes attached or unattached lenses or accessories.

Items Under 2 years of age

For items that are less than 2 years old present day value means the lesser of the purchase price or the replacement price of the item(s).

Items Over 2 years of age

If an item is more than 2 years old present day value is calculated by applying a minimum of 20% depreciation per annum (from the date of purchase) to the lesser of the purchase price or current replacement price of the item. Depreciation may be measured by using the current second hand value of the lost or damaged item.

Items where the age of the item cannot be determined

If **You** cannot establish the purchase date of any item present day value is calculated by applying a minimum of 50% depreciation (which may be increased further based upon **Our** assessment of the age of the item) to the lesser of the purchase price or current replacement price of the item.

4b. Trade Samples and Tools

We will pay for the sudden and unforeseen accidental loss or damage to **Your** business trade samples and tools excluding **Personal Baggage** and electronic equipment up to the policy's Maximum Benefit for their present day value at the time of the loss.

The cover under this section can be increased on application to **Us** and an additional premium charged.

We may elect to repair or replace the property or pay for the present day value for the loss or damage, in cash, after making an allowance for depreciation, wear and tear depending on the age of the item.

(Please refer to Section 4a. for calculation of present day value.)

4c. Emergency Baggage

If **Your Personal Baggage** is temporarily lost in transit, and is not restored to **You** within 12 hours of the discovery of the loss, **We** will reimburse **You** for the emergency purchase of essential replacement items.

We will reimburse **You** up to NZ\$1,500 after the first 12 hours under the Platinum plan and NZ\$500 under the Gold plan.

If the **Personal Baggage** is still missing after a further 48 hours then an additional amount of NZ\$500 is claimable.

After a further 72 hours then a further amount of NZ\$500 is also claimable if **You** are still deprived of **Your** luggage.

Receipts of purchases must be produced to support any claim.

This section does not apply if **Your Personal Baggage** is temporarily lost when **You** are returning to **Your** normal place of residence.

Please note where the mislaid luggage is not found and a claim is made under Section 4a. the costs of the items purchased under this policy section will be deducted from the claim amount paid under Section 4a.

4d. Travel Documents

We will pay up to the policy's Maximum Benefit per **Insured Person** for:

- i. the cost of replacing **Your** personal travel documents including passports, entry visas and credit cards, carried with **You** on **Your Journey** arising out of accidental loss or theft;
- ii. any additional travel and accommodation expenses, if **Your Journey** is disrupted, to arrange replacement of **Your** travel documents; and
- iii. the cost of subsequent unauthorised use by other persons, provided that **You** have observed all terms and conditions as set down by the issuing authority and **You** cannot recover **Your** loss from any other source.

As soon as the loss is discovered **You** must notify the police and the issuing authority to ensure that the appropriate cancellation measures are taken.

4e. Personal Money

We will pay up to the policy's Maximum Benefit for the accidental loss or theft from **Your** person or from a locked safe or from **Your** accommodation when **You** are present in the room, of **Personal Money** taken on **Your Journey**.

In respect of **Personal Money** secured for the purpose of the **Journey**, cover shall commence at the time of collection from the bank or 72 hours prior to **Your** departure date whichever occurs last and shall continue for 72 hours after **Your** return or until the **Personal Money** is deposited in **Your** bank, whichever occurs first.

4f. Additional Expenses as a Result of Terrorism

We will provide cover for the **Reasonable** additional costs incurred, when **Your** travel arrangements or **Your** belongings are affected directly or in connection with any **Act of Terrorism**.

Under the Gold plan any payment for an **Act of Terrorism** will be limited to a maximum of NZ\$3,000 per **Insured Person** per **Journey**.

Exclusions – applying to Section 4

1. **We** will not pay for loss or damage to:
 - a. household furniture (other than soft goods which include manchester and household linen);
 - b. fragile or brittle articles unless the damage is caused by fire or accident to the conveyance in which they are being carried;
 - c. bicycles, skis/snowboards and/or bindings, surfboards, windsurfers or similar water equipment other than when they are damaged in transit on a licensed commercial transporter or resulting from fire in or burglary from locked accommodation premises;
 - d. any other sporting equipment whilst in use;
 - e. **Personal Baggage**, trade samples and tools sent in advance or articles mailed, sent or shipped by freight or cargo separately;
 - f. **Personal Baggage**, trade samples or tools, left **Unattended** by **You** or **Your Travelling Companion** in a **Public Place**. This includes where an item is at a distance from **You** that **You** cannot prevent it from being taken;
 - g. **Personal Baggage** or trade samples and tools left in a motor vehicle unless stored in a locked luggage compartment of the motor vehicle and forced entry is gained. If there is no lockable luggage compartment in the motor vehicle the items must be unable to be seen from outside the locked vehicle;
 - h. travel documents not reported within 24 hours to the police or the issuer of any credit card or travellers' cheque(s) or travel documents where **You** have not complied with the conditions under which they have been issued and done everything to minimise the loss;
 - i. jewellery – except when at the time of the loss or damage the item is being worn by **You**, or in **Your** bedroom while **You** are present in the same room, or in a locked safe;
 - j. any electronic device caused by the malfunction of that device; or
 - k. any electronic data or software.
2. **We** will not pay for loss or damage arising from:
 - a. delay, detention or confiscation by Customs Officers or other officials; or
 - b. scratching, denting, grazing, staining, wear and tear, rot, mould, mildew, rust, corrosion, the action of insects or vermin, or clothing and personal effects being cleaned, dyed, altered or repaired.
3. **We** will not pay for loss of **Personal Money** except when at the time of the loss or damage the

Personal Money was on **Your** person, or was in **Your** bedroom while **You** are present in the same room, or in a locked safe.

Section 5: Personal Liability

Based on the plan shown on **Your** Certificate of Insurance, **You** will be eligible up to the Maximum Benefit shown in the Schedule of Benefits.

5a. Rental Vehicle Excess

You are covered for the insurance excess **You** are required to pay, as a result of loss or damage to a rental vehicle **You** have hired, up to the policy's Maximum Benefit, provided that:

- a. **You** were the driver of the vehicle at the time of the accident or if the vehicle was not being driven it was under **Your** custody and control when stolen or damaged;
- b. **You** have observed all local driving license rules and regulations;
- c. **Your** vehicle was rented from a licensed rental agency;
- d. **You** have not breached **Your** rental vehicle hire contract;
- e. the excess is not recoverable from any other source; and
- f. **You** have made a claim with the motor vehicle's insurer which has been accepted, or would have been accepted except for the application of the excess.

5b. Personal Liability

We will indemnify **You** up to the policy's Maximum Benefit for all sums that **You** become legally liable to pay as direct compensation consequent on:

- a. accidental **Injury**, death or illness to persons; or
- b. accidental loss or damage to tangible property; occurring during the course of **Your Journey** and during the period of insurance.

In respect of a claim to which the above indemnity applies **We** will pay any costs of litigation legally recovered by any claimant from **You** and all other costs and expenses incurred with **Our** written consent.

5c. Defence Costs – Including Wrongful Arrest

We will pay for defence costs incurred by **You** with **Our** consent in defending claims made against **You**, including such costs incurred which are the direct result of **Your** false arrest or wrongful detention by any government or government agency, up to the policy's Maximum Benefit.

Exclusions – applying to Section 5

1. **We** will not be liable in respect of **Your** legal liability for **Injury** or damage caused by or arising in connection with:
 - i. land or buildings owned, or held in trust by **You** or in **Your** custody or control;
 - ii. **Your** business or occupation;
 - iii. the ownership or use of any land or building, aircraft or aerial device other than model aircraft;
 - iv. mechanically propelled vehicles;
 - v. watercraft other than a rowboat, surfboard, sailboard, body board, water-ski or model boat; or
 - vi. unmanned vehicles.
 2. **We** will not pay claims arising from:
 - a. damage to property belonging to **You** or any employee or member of **Your** family or under **Your** or their control;
 - b. **Injury**, death or illness to **You**, **Your** employee or members of **Your** family;
 - c. damage to any structure or land due to vibration or to the withdrawal or weakening of support;
 - d. fines, penalties and punitive, exemplary, aggravated or liquidated damages imposed upon or awarded against **You**;
 - e. **Your** liability under a contract;
 - f. **Your** unlawful, malicious, deliberate or intentional acts; or
 - g. transmission of any communicable disease.
- ii. interest paid on monies borrowed from a financial institution for the purpose of paying the ransom. The amount **We** will pay is limited to a term of 30 days from the date of payment of the ransom until the first business day after **You** receive the settlement from **Our** company. The interest will be calculated on the policy's Maximum Benefit and for a rate not exceeding 2% above the maximum interest charged through **Our** company's banking facilities;
 - iii. any other expenses, which are directly incurred for the purpose of investigating, negotiating or paying a ransom demand or costs incurred in procuring **Your** release. This will exclude any expenses, fees or damages incurred as a result of any proceeding brought against **You** arising from the kidnapping or in the way it was handled and/or expenses for losses or damages caused by the interruption to any business;
 - iv. travel costs for the kidnap victim to allow them to join their immediate family upon their release;
 - v. travel costs for an alternative employee to replace the kidnap victim overseas if their business assignment cannot be delayed.

We will not act as an intermediary or negotiator for **You** nor will **We** offer direct advice on dealing with **Your** kidnappers.

If any other person receives advice that **You** have or may have been kidnapped they should make every reasonable effort to:

- Determine whether **You** have been kidnapped;
- Notify the appropriate authorities and comply with their recommendations;
- Give **Us** immediate notification of the kidnapping; and
- Record the serial numbers or other identifying characteristics of any currency or goods delivered to secure **Your** release.

Section 6: Other Benefits

This section is only available if **You** have selected and paid the premium for the Platinum plan. There is no cover under this section for the Gold plan.

6a. Kidnap and Ransom

This section will cover **You** if **You** are kidnapped whilst on **Your Journey**.

We will pay up to the policy's Maximum Benefit and the cover will include expenses for:

- a. the ultimate net loss of ransom paid by **You** following **Your** kidnapping;
- b. the reasonable expenses incurred following the receipt of a ransom demand after **Your** kidnapping for:
 - i. fees and expenses of any independent security consultants retained by **You** as a result of

6b. Political Evacuation

If on **Your Journey** **You** are recommended to leave the country through which **You** are travelling by the officials of that country or **You** are expelled or declared persona non grata from that country or there is a wholesale seizure or confiscation of **Your** property in that country **We** will pay the economy class airfare cost to return **You** to **Your Country of Origin** or to the nearest place of safety. This will include cover for **Reasonable** accommodation costs up to the policy's Maximum Benefit if **You** are unable to return to **Your Country of Origin**.

Exclusions – applying to Section 6

i. Kidnap & Ransom

We will not pay claims if:

- a. **You** do not take all reasonable precautions to keep this insurance cover confidential;
- b. investigation establishes collusion or fraud by **You** or any other person. If collusion or fraud is established **You** must reimburse **Us** the payment made under this section immediately;
- c. any payment of monies is made with respect to kidnapping occurring in Mexico, any Central or South American country or any nation where United Nations armed forces are present; and
- d. **You** or **Your** representative do not make contact with Allianz Partners for assistance.

ii. Political Evacuation

1. **We** will not pay any claims if:
 - a. **You** violate any laws or regulations in the country through which **You** are travelling;
 - b. **You** fail to produce or maintain necessary immigration, work residence or similar visas, permits or other documentation;
 - c. **You** are a national of the country from which **You** are being evacuated from;
 - d. a natural disaster occurs; or
 - e. **You** were aware of political unrest prior to **Your** entry to the country in which **You** are travelling or if the unrest was foreseeable by any reasonable person prior to entry to the country.
2. **We** will not pay any claims due to:
 - a. **Your** failure to honour any contractual agreement; or
 - b. personal or business debt, insolvency, commercial failure, repossession of any property by a title holder or any other financial failure.

Note: Contact should be made to Allianz Partners for their approval and assistance before any travel arrangements are made.

The Hollard Insurance Company Pty Ltd - Financial Strength Rating and Overseas Policyholder Preference Disclosure Notice.

The Hollard Insurance Company Pty Ltd has a financial strength rating of A (Strong) issued by Standard and Poor's.

The Standard & Poor's rating scale is:

AAA	Extremely Strong
AA	Very Strong
A	Strong
BBB	Good
BB	Marginal
B	Weak
CCC	Very Weak
CC	Extremely Weak
C	Selective Default
D	Default

The rating may be modified by the addition of a plus (+) or minus (-) sign to show relative standing within the major rating categories.

The rating scale above is in summary form.

A full description of this rating scale can be obtained from www.standardandpoors.com.

An overseas policyholder preference applies. Under Australian law, if The Hollard Insurance Company Pty Ltd is wound up, its assets in Australia must be applied to its Australian liabilities before they can be applied to overseas liabilities. To this extent, New Zealand policyholders may not be able to rely on The Hollard Insurance Company Pty Ltd's Australian assets to satisfy New Zealand liabilities.

We're here to help you

Customer service and claims

0800 630 115

Emergency Assistance

+64 9 486 6868

Email us

help@allianz-assistance.co.nz
