



A Comparison of Policy Cover

- Residential Home Policy
- Residential Contents Policy
- MotorPlan Policy
- Pleasurecraft Policy

This document is a direct comparison between the cover provided under your previous policy and your new policy, using the clauses from the policy wordings. It covers Home, Contents, Motor Vehicles and Pleasurecraft (Boat) policies. Please refer to the sections that relate to the policies you have, this detail is provided on your renewal notice if you're unsure.

If cover is less favourable than your current cover we have shaded it in red. We have also included page numbers next to each section in this document, this is to help you easily find the clause in the new policy wordings, which can be found at [Insurance documents | Vero](#). Please note this document is a comparison of cover only and the policy wordings are where you will see full terms, conditions and exclusions. If you would like a physical copy of the policy wording(s), please let us know and we'd be happy to send you one.

It's important that you take the time to ensure the new policy still meets your insurance needs. If you have any questions please reach out to the Vero team on 0800 505 905 or veropersonallines@vero.co.nz.

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Change from Vero CIS MaxiPlan House to Vero Residential Home Policy Cover Option – Maxi

If you now have a Vero Residential Home Policy Cover Option – Maxi, please read this section.

Below is a comparison between the cover provided under Vero CIS MaxiPlan House and Vero Residential Home Policy Cover Option – Maxi. For full terms and conditions please refer to your Vero Residential Home policy wording which can be found at [Insurance documents | Vero](#)

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable	6	<p>If you own and live in your home, you now have cover for alternative accommodation if your home is uninhabitable.</p> <p>We'll cover you for up to 5% of your sum insured or \$30,000 whichever is greater, for up to 12 months. Please refer to your policy wording for full details.</p>	Not covered	<p>Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable</p> <p>If you own and live in your <i>home</i>, we'll cover your reasonably incurred extra costs for temporary accommodation if you can't live in your <i>home</i> because it is <i>uninhabitable</i> due to:</p> <ul style="list-style-type: none"> • <i>loss</i> this policy covers • <i>loss</i> to the <i>home</i> that happens during the <i>period of insurance</i> that is covered entirely by the Earthquake Commission • prevention of access to the home by government or local authorities which is initiated during the period of insurance because of possible or impending damage to an otherwise safe or sanitary <i>home</i>. <p>The temporary accommodation must be of a similar standard to your <i>home</i>.</p> <p>This cover includes boarding your <i>domestic pets</i>, storing your <i>contents</i>, and moving your <i>contents</i> to and from storage or temporary accommodation.</p> <p>We'll cover up to 12 months of temporary accommodation. We may choose to remove the 12-month limit if there's a widespread <i>natural disaster</i>.</p> <p>For any one event, we'll pay up to 5% of your <i>sum insured</i> on your <i>schedule</i> or \$30,000, whichever is greater.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable (Continued)</p>	6			<p>What we won't cover under this benefit Under this benefit, we won't cover:</p> <ul style="list-style-type: none"> any costs you would normally pay if your <i>home</i> was habitable, such as travel, consumables, phone charges, electricity, gas, or water supply services – or any increase in these costs associated with the temporary accommodation any costs of alternative premises for your <i>home office</i> or <i>healthcare practice</i>, or for any other business-related use of your <i>home</i>. <p>Situations where this benefit won't apply This benefit will never apply if:</p> <ul style="list-style-type: none"> your <i>home</i> is not <i>uninhabitable</i> (other than when authorities stop you from accessing your <i>home</i> as outlined above) we haven't agreed in writing that it's necessary for you to move out of your <i>home</i> while it's repaired or rebuilt the <i>loss</i> covered by the Earthquake Commission is only <i>loss</i> to land. Any amount we pay under this benefit, we'll pay in addition to your <i>sum insured</i>.
<p>Electronic programmes – we'll cover resetting electronic equipment in your home</p>	6	<p>If electronic equipment in your home suffers a loss, we'll cover the reasonable costs of resetting, restoring or reprogramming the software. Please refer to your wording for full details.</p>	Not covered	<p>Electronic programmes – we'll cover resetting electronic equipment in your home If electronic equipment installed in your <i>home</i> suffers <i>loss</i> that this policy covers, we'll pay the reasonable cost of resetting, restoring or reprogramming software necessary to use that equipment. This benefit doesn't cover the loss of any <i>data</i> stored on the equipment. Any amount we pay under this benefit, we'll pay out of your <i>sum insured</i>.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>New building work – we'll cover structures and materials if you do new building work</p>	<p>10</p>	<p>If you are building a new separate structure, or structural work is being done to upgrade the existing features in your home, we'll pay up to \$25,000 for loss to new building work from certain causes. Please refer to your wording for full details.</p>	<p>Not covered</p>	<p>New building work – we'll cover structures and materials if you do new building work This benefit is not designed to provide the same cover as a contract works policy. We'll cover up to \$25,000 during the <i>period of insurance</i> for loss to new building work from certain causes.</p> <p>The new building work that we cover New building work includes any or all of the following:</p> <ul style="list-style-type: none"> • Any new separate structure being built at the address shown on your <i>schedule</i>, that you own (or are responsible for while it's being built). The structure must fall within the definition of <i>home</i> and be covered by this policy when complete. • Structural work being done to upgrade existing fittings or features in the <i>home</i>. • Materials at the location shown on the <i>schedule</i> that will be part of the new structure. <p>The causes of loss that we cover We cover new building work for <i>accidental loss</i> caused by:</p> <ul style="list-style-type: none"> • fire, explosion, or lightning • impact by a vehicle or animal • impact from aircraft or other aerial or spatial device (like a <i>drone</i> or a satellite), or articles dropped or falling from them • <i>natural disaster</i> • riot, civil commotion, strikes, or labour disturbance • storm or <i>flood</i> (excluding any exposure to normal weather conditions). <p>Circumstances where we don't provide new building work cover This benefit won't cover structures or work if any of these circumstances apply.</p> <ul style="list-style-type: none"> • The expected value of the completed work, or the price of the contract including materials, is more than \$25,000. • Excavation is more than 1 metre deep. • An extension, such as an extra <i>room</i>, is being added to an existing <i>home</i>. • You're building for commercial purposes. • You don't have building consent or similar, if it's required. • The work is covered by a separate contract works insurance policy. <p>Any amount we pay under this benefit, we'll pay out of your <i>sum insured</i>.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Power generation equipment – we’ll cover wind- or fuel-powered generation equipment</p>	<p>10</p>	<p>We’ll provide cover in certain circumstances for loss to wind- or fuel-powered generation equipment – up to \$10,000. Please refer to your wording for details.</p>	<p>Not covered</p>	<p>Power generation equipment – we’ll cover wind- or fuel-powered generation equipment</p> <p>We’ll pay up to \$10,000 during the <i>period of insurance</i> for loss to power generation equipment if it results from any of the following.</p> <ul style="list-style-type: none"> • Fire, explosion, or lightning. • Impact by a vehicle or animal. • Impact from aircraft or other aerial or spatial device (such as a <i>drone</i> or satellite), or articles dropped from them. • <i>Natural disaster</i>. <p>This benefit applies if all the following apply:</p> <ul style="list-style-type: none"> • You own the power generation equipment. • It’s on land you own, and your <i>home</i> is on that same land. • It provides power to your <i>home</i>. <p>How we define power generation equipment</p> <p>Power generation equipment is any wind- or fuel-powered equipment for generating electricity. It includes any support structure, generator, power storage and associated wiring, switching and distribution equipment.</p> <p>Solar panels are not covered under this benefit – they’re included in your cover as part of your <i>home</i>.</p> <p>Any amount we pay under this benefit, we’ll pay out of your <i>sum insured</i>.</p>
<p>Resetting or reprogramming your security system – we’ll pay to reset your security system after a break-in</p>	<p>12</p>	<p>We’ll pay up to \$500 to reset or program your security system after a break-in.</p>	<p>Not covered</p>	<p>Resetting or reprogramming your security system – we’ll pay to reset your security system after a break-in</p> <p>We’ll pay up to \$500 during the <i>period of insurance</i> for the reasonable costs of resetting or reprogramming a security system installed at your home.</p> <p>The security system must have been activated during a break-in or attempted break-in that happened during the <i>period of insurance</i>.</p> <p>Any amount we pay under this benefit, we’ll pay out of your sum insured.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
Stolen keys — we'll pay to replace stolen keys and re-set keypads	13	We'll pay to replace stolen keys and reset electronic keypads in certain circumstances – up to \$2,000, for any one event.	Not covered	<p>Stolen keys — we'll pay to replace stolen keys and re-set keypads</p> <p>We'll pay reasonable costs to change or replace locks and keys or change the electronic keypad's entry code, if any of the following happen.</p> <ul style="list-style-type: none"> • A key to your <i>home</i> is stolen. • A key to your <i>home</i> is believed on reasonable grounds to have been duplicated without your agreement following its disappearance. • A keypad entry code is shared without your agreement. <p>We'll also pay the reasonable cost of opening any safe after its key or combination details disappear or are stolen.</p> <p>We'll pay up to \$2,000 in total for any one event.</p> <p>Any amount we pay under this benefit, we'll pay out of your <i>sum insured</i>.</p>
Stress payment — we'll pay you an additional amount if your home is a total loss	13	If your home is a total loss, we'll pay you an extra \$5,000 for the stress caused by this loss.	Not covered	<p>Stress payment — we'll pay you an additional amount if your home is a total loss</p> <p>If we pay a <i>total loss</i> under this policy, we'll pay you an extra \$5,000 for the stress caused by this <i>loss</i>.</p> <p>Any amount we pay under this benefit, we'll pay in addition to your <i>sum insured</i>.</p>
Temporary removal of fixtures and fittings — we'll cover fixtures and fittings while they're away for repairs	14	We'll cover loss to your home's fixtures and fittings while they are with a professional trade person or organisation for repair. Cover applies while they're removed from your home, for up to 60 days.	Not covered	<p>Temporary removal of fixtures and fittings — we'll cover fixtures and fittings while they're away for repairs</p> <p>We'll pay for <i>loss</i> to fixtures and fittings that form part of your <i>home</i> while they're with a professional tradesperson or organisation for repair. This benefit covers the fixtures and fittings while they're removed from your <i>home</i> for up to 60 days.</p> <p>The <i>loss</i> must happen during the <i>period of insurance</i>. Any amount we pay under this benefit, we'll pay out of your <i>sum insured</i>.</p>
Tree removal — we'll pay to remove trees that fall on your home	14	If we accept a claim for a tree falling on your home, we'll pay up to \$2,000 to remove the rest of the tree from your property. This includes any part of the tree that has fallen, excluding stumps.	Not covered	<p>Tree removal — we'll pay to remove trees that fall on your home</p> <p>If we've accepted a claim for <i>loss</i> to your <i>home</i> caused by a tree or part of a tree falling onto your <i>home</i>, we'll pay to remove any part of the tree that's necessary to allow repairs to the <i>home</i>.</p> <p>We'll also pay up to \$2,000 for costs you reasonably incur to remove the rest of the tree from your property. This includes any parts of the tree that haven't fallen.</p> <p>We won't pay if you knew the tree was unsound or unstable and needed to be removed. We'll never pay to remove stumps from the ground. Any amount we pay under this benefit, we'll pay out of your <i>sum insured</i>.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Water or sewage pipe blockage – we’ll cover clearing blockages to underground water and sewage pipes</p>	<p>14</p>	<p>We’ll pay up to \$1,500 for the cost of clearing an accidental blockage in an underground water or sewage pipe (unless the blockage was caused by the roots of any tree or plant).</p>	<p>Not covered</p>	<p>Water or sewage pipe blockage – we’ll cover clearing blockages to underground water and sewage pipes</p> <p>We’ll pay the reasonable cost of clearing an <i>accidental</i> blockage in an underground water or sewage pipe.</p> <p>We’ll pay if all the following apply.</p> <ul style="list-style-type: none"> • The blockage wasn’t caused by the roots of any tree or plant. • The blockage happened during the <i>period of insurance</i>. • The blocked pipe is within the <i>residential boundaries</i> of your <i>home</i>. <p>If clearing the blockage damages part of a driveway, patio, path, paving, tennis court, or other permanent structure that forms part of the <i>home</i>, we’ll cover the cost of repairing or rebuilding the damaged part.</p> <p>The maximum we’ll pay under this benefit is up to \$1,500 during any one <i>period of insurance</i>.</p> <p>Any amount we pay under this benefit, we’ll pay out of your sum insured.</p>

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Cyber acts and incidents</p> <p>Data</p>	23	<p>The policy we now offer contains an updated 'Electronic data' exclusion and a new 'Cyber acts and incidents' exclusion. This is to clarify the cover we offer for loss or damage to property following a cyber event (e.g., a hack or phishing scam) and is more limited than your previous cover.</p>	<p>3. We will not pay for:</p> <p>...</p> <p>b. any loss of electronic data</p>	<p>Cyber acts and incidents</p> <p>We won't cover any <i>loss</i>, damage, liability, cost, or expense in any way connected to a <i>cyber act</i> or <i>cyber incident</i>. This exclusion does not apply if a loss covered by this policy causes a <i>cyber incident</i>.</p> <p>However, if there's resulting <i>loss</i> to other parts of the <i>home</i> caused by a <i>cyber act</i> or <i>cyber incident</i>, we'll cover it (unless it's excluded under another part of this policy).</p> <p>Data</p> <p>We won't cover any <i>loss</i>, damage, liability, cost, or expense of any kind in any way connected to:</p> <ul style="list-style-type: none"> • <i>Data</i> being totally or partially destroyed, distorted, erased, corrupted, altered, misinterpreted, or misappropriated • errors in creating, amending, entering, deleting, or using <i>data</i> • total or partial inability or failure to receive, send, access, or use <i>data</i> for any time • any loss of use of <i>data</i>, or <i>data</i> being reduced in functionality, repaired, replaced, restored, or reproduced • the value of any <i>data</i>. <p>This exclusion applies whether any other causes or events contribute at the same time, or in any order, to any of the above.</p>

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
Excess in event of total loss		<p>How we treat your premium if you have a total loss claim</p> <p>Previously if you had a total loss, we asked you to pay the full year's premium before we settled your claim. Now, you'll only need to pay premium up to the date of the loss.</p> <ul style="list-style-type: none"> For customers paying by instalment this means we won't deduct unpaid premium for the part of the period of insurance after the date of loss. For customers paying annually this means we'll refund any unused premium for the part of the period of insurance after the date of loss. 	<p>Where you suffer a total loss and you have been paying your premium by instalment the excess shown on the schedule will be increased to include:</p> <ol style="list-style-type: none"> the balance of the amount of premium you would have paid if you had instead elected to pay your premium annually; and the total value of the service fees for all of the premium instalments. 	Section does not apply
Household Pets	24	<p>If you don't live in your home, the new policy does not cover loss caused by any pets scratching, chewing, tearing, or soiling.</p>	<p>Not mentioned, other than under Property Owner's Liability:</p> <p>But we will not pay under any of these benefits for:</p> <p>...</p> <p>b. legal liability arising out of:</p> <p>...</p> <p>iii. the ownership and/or possession of any animals other than domestic pets;</p>	<p>Household pets</p> <p>We won't cover <i>loss</i> caused by any pets scratching, chewing, tearing, or soiling. This exclusion only applies if you don't live in your <i>home</i>.</p>

The changes shaded in red indicate cover is reduced

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
Pre-existing Damage	26	We won't cover any pre-existing damage.	Not mentioned	Pre-existing damage We won't cover any pre-existing damage.
Uncertified Home	27	Your new policy confirms that we won't cover any loss that's connected to your home failing to meet the standard prescribed by any regulation, Act, or bylaw.	Not mentioned	Uncertified home We won't cover any <i>loss</i> that's in any way connected to your <i>home</i> failing to meet the standard that any regulation, Act, or bylaw prescribes.
Unoccupied homes	27	The 'weekly' supervision requirement for unoccupied homes has been replaced with 'regular' supervision.	<p>8. Unoccupied Home</p> <p>This policy does not provide cover for any <i>loss</i>:</p> <p>a. to the <i>home</i> if <i>unoccupied</i>, unless we have been notified and have agreed in writing to maintain cover, and provided that:</p> <ul style="list-style-type: none"> i. the <i>home</i> and its lawns and gardens are kept in a tidy condition; and ii. all external doors and windows are kept locked; and iii. all papers and mail are collected weekly; and iv. the <i>home</i> is under weekly supervision; <p>b. to the <i>home</i> while unattended, if normally used as a holiday home or weekend home, unless requirements a.i. to a.iv. above are complied with.</p> <p>However, where you ordinarily occupy the <i>home</i>, but your travel or medical commitments mean that the <i>home</i> is <i>unoccupied</i> for a period exceeding 60 days, we agree to maintain cover under this policy for an additional period of 30 days, provided that the requirements in a.i. to a.iv. above are met.</p>	<p>Unoccupied homes</p> <p>We won't cover any <i>loss</i> to your <i>home</i> while your <i>home</i> is:</p> <ul style="list-style-type: none"> • <i>unoccupied</i> • unattended, if you normally use it as a holiday home or weekend home. <p>However, we'll cover your <i>home</i> if we know the <i>home</i> is a holiday home, or we agreed in writing to cover you while your <i>home</i> was <i>unoccupied</i>.</p> <p>All of the following must be met.</p> <ul style="list-style-type: none"> • Your <i>home</i>, its lawns, and its gardens are kept tidy. • All external doors and windows are kept locked. • All papers and mail are collected regularly. • Your <i>home</i> is under regular supervision. <p>If you normally live in your <i>home</i>, but your travel or medical commitments mean it's <i>unoccupied</i> for more than 60 days, we'll keep covering it for an additional 30 days. You must still meet the conditions above.</p>

Making a claim	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Excess – you will have to pay an excess</p> <p>Different types of excess can apply</p>	30	If you make your home available to anyone for casual use in return for any form of payment (e.g., Airbnb or Bookabach), an additional excess of \$1,000 applies for each event you claim for.	If the home is let to tenants other than you an additional excess of \$250 applies. All excesses are cumulative.	<p>Different types of excess can apply</p> <p>More than one type of <i>excess</i> could apply – the specific circumstances of your claim will determine the total value of the <i>excess</i> you need to pay. If more than one type of <i>excess</i> applies, they'll apply cumulatively – they'll be added together to reach the total <i>excess</i>. Any amount shown on your schedule or described in this policy wording as an <i>excess</i> could apply.</p> <p>The following additional <i>excesses</i> apply, unless the <i>loss</i> arises from fire, <i>flood</i>, or <i>natural disaster</i>.</p> <ul style="list-style-type: none"> • \$250 for each event, if you let your <i>home</i> to <i>tenants</i> other than you. • \$1,000 for each event, if you make your <i>home</i> available to anyone for casual use in return for any form of payment.

The changes shaded in red indicate cover is reduced

How we'll settle your claim under Cover Option – Maxi	Page	Summary of the cover change	Your previous cover	Your new cover
<p>How we settle your claim under Cover Option – Maxi</p>	<p>31</p>	<p>There are now three additional ways that we could settle your home claim:</p> <ol style="list-style-type: none"> 1. pay up to the replacement cost to let you repair or rebuild your home (once you've incurred that cost) 2. pay up to the replacement cost we believe you'll incur within 12 months 3. pay the replacement cost to buy a home somewhere else. 	<p>What we will pay – at our option:</p> <ol style="list-style-type: none"> 1. the cost incurred in rebuilding or repairing the damaged portion of the <i>home</i> using currently equivalent building materials and techniques to a standard or specification no more extensive, nor better than its condition when new; or 2. the <i>indemnity value</i> should you not rebuild or repair within 12 months unless authorised by us. <p>Additional benefit (page 4):</p> <p>5. Rebuilding elsewhere</p> <p>If we have agreed to pay a claim for <i>loss</i> to your <i>home</i> covered by this policy, and you want to rebuild elsewhere, then you can do so if you have our agreement in writing, provided:</p> <ol style="list-style-type: none"> a. you will have to pay for any extra costs associated with rebuilding elsewhere; and b. rebuilding must be completed within 12 months of the date of the <i>loss</i>, unless authorised by us. <p>Policy condition (Page 11):</p> <p>16. Other Interests</p> <p>Where we have been advised of any mortgage or secured financial interest over the <i>home</i>, we may make payment of any claim proceeds directly to that interested party. This will meet our obligations under this policy.</p>	<p>1. Repair or rebuild your home</p> <p>We'll repair or rebuild your <i>home</i> to the <i>replacement condition</i>.</p> <p>We'll decide the best way to advance your claim, including inspecting any damage, choosing the repairer, and arranging the repair.</p> <p>If we choose to repair your <i>home</i>, we'll get independent quotes from our approved repairers or suppliers. You can recommend repairers or suppliers to provide quotes for us to consider.</p> <p>We'll choose who will repair your <i>home</i>, oversee any repairs, and keep you up to date with what's happening.</p> <p>2. Pay up to the replacement cost, to repair or rebuild your home</p> <p>We'll pay up to the <i>replacement cost</i> to let you repair or rebuild your <i>home</i>. We'll only pay after you've incurred that cost. You must keep us up to date about the repair or rebuild. We can inspect the repair or rebuild and any relevant documents at any time.</p> <p>3. Pay up to the replacement cost</p> <p>We'll pay up to the <i>replacement cost</i> we believe you'll incur within 12 months. Before we choose this option, you must agree with us on the terms outlining how you will secure our payment until you incur the cost.</p> <p>4. Pay the replacement cost to rebuild somewhere else</p> <p>We'll pay up to the <i>replacement cost</i> to let you to build a <i>home</i> somewhere else. We won't pay for any extra costs associated with building at that location. You must finish building within 12 months unless we agree to extend that time. You must keep us up to date about the build. We can inspect the build and any relevant documents at any time.</p> <p>5. Pay the replacement cost to buy a home somewhere else</p> <p>We'll pay up to the <i>replacement cost</i> to let you to buy a <i>home</i> somewhere else within 12 months.</p> <p>You must agree with us on the terms outlining how you will secure our payment until you incur the cost.</p> <p>6. Pay the indemnity value</p> <p>We'll pay the <i>indemnity value</i> where you don't intend to repair or rebuild within 12 months unless we agree to extend that time.</p> <p>7. We'll pay your mortgagee then settle any remainder</p> <p>We'll first pay any part of the <i>replacement cost</i> to any mortgagee or party with a secured financial interest in your <i>home</i>. If there is any remaining part of the <i>replacement cost</i> after this payment, we will settle it by choosing one of the options above.</p>

How we'll settle your claim under Cover Option – Maxi	Page	Summary of the cover change	Your previous cover	Your new cover
<p>There are some limits on what we'll pay</p> <p>We'll pay up to \$50,000 for roads, lanes, and bridges</p>	32	Your new policy covers loss to any private road, lane, right-of-way, access way, and bridge – up to \$50,000.	No cover for bridges, private roads, lanes, right of way or access way.	<p>We'll pay up to \$50,000 for roads, lanes, and bridges</p> <p>We'll pay up to \$50,000 for your share of incurred costs during the <i>period of insurance</i>, for <i>loss</i> to any private:</p> <ul style="list-style-type: none"> • road • lane • right-of-way • access way • bridge and its associated guttering, drains, piping, cables, and lighting, including a bridge within the <i>residential boundaries</i> of the property your <i>home</i> is on. <p>We'll pay if the structures listed above provide access to a driveway that you own or share with other homeowners and you are responsible for.</p>
<p>There are some limits on what we'll pay</p> <p>If damaged items are part of a group, we'll only pay for those damaged items</p>	32	Your new policy makes it clear that we'll only pay for items that actually suffered loss, even if they are part of a group of similar items.	Damaged items as part of a group not specifically mentioned, however we'll only pay for the cost of rebuilding or repairing the damaged portion of the <i>home</i> .	<p>If damaged items are part of a group, we'll only pay for those damaged items</p> <p>If items that suffer <i>loss</i> are part of a group of <i>similar items</i>, we'll only pay for those items that actually suffered <i>loss</i>. We'll pay up to the value of those items, or the cost to replace them.</p> <p>We don't have to exactly replace, repair, or rebuild items that have suffered <i>loss</i>.</p>
<p>There are some limits on what we'll pay</p> <p>We won't pay to comply with heritage covenants</p>	33	If your home is registered as a Heritage Home, we won't pay any extra costs or fees needed to comply with any heritage covenants that apply.	Not mentioned	<p>We won't pay to comply with heritage covenants</p> <p>If your <i>home</i> is registered with the Heritage New Zealand Pouhere Taonga, we won't pay any extra costs or fees needed to comply with any heritage covenants that apply to your <i>home</i>.</p>

The changes shaded in red indicate cover is reduced

How we'll settle your claim under Cover Option – Maxi	Page	Summary of the cover change	Your previous cover	Your new cover
<p>There are some limits on what we'll pay</p> <p>We won't pay to repair land beneath damaged driveways</p>	33	Your new policy clarifies that we won't pay to repair land beneath your driveway	<p>Land beneath damaged driveways is not specifically mentioned, however land is excluded:</p> <p>However, this policy will never provide cover for <i>loss</i> to land, or for costs associated with stabilising land, or erecting or upgrading improvements to land, which are required to avert or mitigate <i>loss</i> to the home, even if such <i>loss</i> or costs are covered by the Earthquake Commission.</p>	<p>We won't pay to repair land beneath damaged driveways</p> <p>If an area of driveway suffers damage, we'll only pay to repair the base, the top layer, or both.</p> <p>We won't pay to repair the land beneath the driveway.</p>
<p>There are some limits on what we'll pay</p> <p>We'll pay the indemnity value for older floor coverings</p>	33	If you don't live in your home, we'll only pay the indemnity value for any fixed floor coverings over 5 years old.	Not mentioned	<p>We'll pay the indemnity value for older floor coverings</p> <p>If you don't live in <i>your</i> home, we'll only pay the <i>indemnity value</i> for any fixed floor coverings over 5 years old. A fixed floor covering includes if it's floating, glued, tacked or smooth-edged.</p>
<p>There are some limits on what we'll pay</p> <p>We'll pay the indemnity value for shade sails</p>	33	Your new policy will only pay the indemnity value for outdoor shade cloth or fabric (shade sails) over 5 years old.	Not mentioned	<p>We'll pay the indemnity value for older shade sails</p> <p>We'll only pay the <i>indemnity value</i> for outdoor shade cloth or fabric (shade sails) over 5 years old.</p>

The changes shaded in red indicate cover is reduced



Change from Vero CIS BasicPlan House to Vero Residential Home Policy Cover Option – Flexi

If you now have a Vero Residential Home Policy Cover Option – Flexi, please read this section.

Below is a comparison between the cover provided under Vero CIS BasicPlan House and Vero Residential Home Policy Cover Option – Flexi.

For full terms and conditions please refer to your Vero Residential Home policy wording which can be found at [Insurance documents | Vero](#)

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable	18	<p>If you own and live in your home, you now have cover for alternative accommodation if your home is uninhabitable.</p> <p>We'll cover you for up to 5% of your sum insured or \$30,000 whichever is greater, for up to 12 months. Please refer to your policy wording for full details.</p>	Not covered	<p>Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable</p> <p>If you own and live in your <i>home</i>, we'll cover your reasonably incurred extra costs for temporary accommodation if you can't live in your <i>home</i> because it is <i>uninhabitable</i> due to:</p> <ul style="list-style-type: none"> • <i>loss</i> this policy covers • <i>loss</i> to the <i>home</i> that happens during the <i>period of insurance</i> that is covered entirely by the Earthquake Commission • prevention of access to the <i>home</i> by government or local authorities which is initiated during the <i>period of insurance</i> because of possible or impending damage to an otherwise safe or sanitary <i>home</i>. <p>The temporary accommodation must be of a similar standard to your <i>home</i>.</p> <p>This cover includes boarding your <i>domestic pets</i>, storing your <i>contents</i>, and moving your <i>contents</i> to and from storage or temporary accommodation.</p> <p>We'll cover up to 12 months of temporary accommodation. We may choose to remove the 12-month limit if there's a widespread <i>natural disaster</i>.</p> <p>For any one event, we'll pay up to 5% of your <i>sum insured</i> on your <i>schedule</i> or \$30,000, whichever is greater.</p> <p>What we won't cover under this benefit</p> <p>Under this benefit, we won't cover:</p> <ul style="list-style-type: none"> • any costs you would normally pay if your <i>home</i> was habitable, such as travel, consumables, phone charges, electricity, gas, or water supply services – or any increase in these costs associated with the temporary accommodation • any costs of alternative premises for your <i>home office</i> or <i>healthcare practice</i>, or for any other business-related use of your <i>home</i>.

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable (Continued)	18			Situations where this benefit won't apply This benefit will never apply if: <ul style="list-style-type: none"> • your <i>home</i> is not <i>uninhabitable</i> (other than when authorities stop you from accessing your <i>home</i> as outlined above) • we haven't agreed in writing that it's necessary for you to move out of your <i>home</i> while it's repaired or rebuilt • the <i>loss</i> covered by the Earthquake Commission is only loss to land. Any amount we pay under this benefit, we'll pay in addition to your <i>sum insured</i> .
Landscaping – we'll cover your gardens and lawns	18	We now cover loss to your landscaping up to \$2,500. The cover is for damage to your lawn, flowers, trees, hedges or shrubs if your home was also damaged, or the damage was caused by a vehicle you don't own or weren't in control of.	Not covered	Landscaping – we'll cover your gardens and lawns We'll pay up to \$2,500 for any one event for damage to your gardens (including hedges, trees, shrubs, and plants), garden edging, and lawns. One of the following must apply. <ul style="list-style-type: none"> • The same event also damaged your <i>home</i>, and we've agreed to pay a claim for <i>loss</i> to your <i>home</i>. • A vehicle that you don't own or weren't in control of causes damage to your gardens, garden edging or lawns by impact during the <i>period of insurance</i>, without damaging your home. Any amount we pay under this benefit, we'll pay in addition to your sum insured.
Loss of Rent		You no longer have cover for Loss of Rent. If you would like cover for Loss of Rent, please contact us to upgrade to Cover Option – Maxi.	5. Loss of Rent Should the <i>home</i> be let by <i>you</i> to a <i>tenant</i> and it becomes uninhabitable due to an insured cause we will pay <i>you</i> for the <i>loss of rent</i> for the time the <i>home</i> is uninhabitable but not exceeding an amount equal to 15% of the <i>sum insured</i> , provided the <i>home</i> is made habitable within reasonable time.	No cover

The changes shaded in red indicate cover is reduced

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
Cyber acts and incidents Data	23	The policy we now offer contains an updated 'Electronic data' exclusion and a new 'Cyber acts and incidents' exclusion. This is to clarify the cover we offer for loss or damage to property following a cyber event (e.g., a hack or phishing scam) and is more limited than your previous cover.	3. We will not pay for: ... b. any loss of electronic data;	Cyber acts and incidents We won't cover any <i>loss</i> , damage, liability, cost, or expense in any way connected to a <i>cyber act</i> or <i>cyber incident</i> . This exclusion does not apply if a <i>loss</i> covered by this policy causes a <i>cyber incident</i> . However, if there's resulting loss to other parts of the home caused by a cyber act or cyber incident, we'll cover it (unless it's excluded under another part of this policy). Data We won't cover any <i>loss</i> , damage, liability, cost, or expense of any kind in any way connected to: <ul style="list-style-type: none"> • <i>Data</i> being totally or partially destroyed, distorted, erased, corrupted, altered, misinterpreted, or misappropriated • errors in creating, amending, entering, deleting, or using <i>data</i> • total or partial inability or failure to receive, send, access, or use <i>data</i> for any time • any loss of use of <i>data</i>, or <i>data</i> being reduced in functionality, repaired, replaced, restored, or reproduced • the value of any <i>data</i>. This exclusion applies whether any other causes or events contribute at the same time, or in any order, to any of the above.
Household Pets	24	If you don't live in your home, the new policy does not cover <i>loss</i> caused by any pets scratching, chewing, tearing, or soiling.	Not mentioned, other than liability	Household pets We won't cover <i>loss</i> caused by any pets scratching, chewing, tearing, or soiling. This exclusion only applies if you don't live in your <i>home</i> .
Pre-existing Damage	26	We won't cover any pre-existing damage.	Not mentioned	Pre-existing damage We won't cover any pre-existing damage.
Uncertified Home	27	Your new policy confirms that we won't cover any loss that's connected to your home failing to meet the standard prescribed by any regulation, Act, or bylaw	Not mentioned	Uncertified home We won't cover any <i>loss</i> that's in any way connected to your <i>home</i> failing to meet the standard that any regulation, Act, or bylaw prescribes.

The changes shaded in red indicate cover is reduced

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Unoccupied homes</p>	<p>27</p>	<p>The 'weekly' supervision requirement for unoccupied homes has been replaced with 'regular' supervision.</p>	<p>8. Unoccupied Home:</p> <p>This policy does not provide cover for any <i>loss</i>:</p> <p>a. to the <i>home</i> if <i>unoccupied</i>, unless we have been notified and have agreed in writing to maintain cover, and provided that:</p> <ol style="list-style-type: none"> i. the <i>home</i> and its lawns and gardens are kept in a tidy condition; and ii. all external doors and windows are kept locked; and iii. all papers and mail are collected weekly; and iv. the <i>home</i> is under weekly supervision; <p>b. to the <i>home</i> while unattended, if normally used as a holiday home or weekend home, unless requirements a.i. to a.iv. above are complied with.</p> <p>However, where you ordinarily occupy the <i>home</i>, but your travel or medical commitments mean that the <i>home</i> is <i>unoccupied</i> for a period exceeding 60 days, we agree to maintain cover under this policy for an additional period of 30 days, provided that the requirements in a.i. to a.iv. above are met.</p>	<p>Unoccupied homes</p> <p>We won't cover any <i>loss</i> to your <i>home</i> while your <i>home</i> is:</p> <ul style="list-style-type: none"> • <i>unoccupied</i> • unattended, if you normally use it as a holiday <i>home</i> or weekend <i>home</i>. <p>However, we'll cover your <i>home</i> if we know the <i>home</i> is a holiday <i>home</i>, or we agreed in writing to cover you while your <i>home</i> was <i>unoccupied</i>.</p> <p>All of the following must be met.</p> <ul style="list-style-type: none"> • Your <i>home</i>, its lawns, and its gardens are kept tidy. • All external doors and windows are kept locked. • All papers and mail are collected regularly. • Your <i>home</i> is under regular supervision. <p>If you normally live in your <i>home</i>, but your travel or medical commitments mean it's <i>unoccupied</i> for more than 60 days, we'll keep covering it for an additional 30 days. You must still meet the conditions above.</p>

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Excess in event of total loss</p>		<p>How we treat your premium if you have a total loss claim</p> <p>Previously if you had a total loss, we asked you to pay the full year's premium before we settled your claim. Now, you'll only need to pay premium up to the date of the loss.</p> <ul style="list-style-type: none"> For customers paying by instalment this means we won't deduct unpaid premium for the part of the period of insurance after the date of loss. For customers paying annually this means we'll refund any unused premium for the part of the period of insurance after the date of loss. 	<p>Where you suffer a total loss and you have been paying your premium by instalment the excess shown on the schedule will be increased to include:</p> <ol style="list-style-type: none"> the balance of the amount of premium you would have paid if you had instead elected to pay your premium annually; and the total value of the service fees for all of the premium instalments. 	<p>Section does not apply</p>

Making a claim	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Different types of excess can apply</p>	<p>30</p>	<p>If you make your home available to anyone for casual use in return for any form of payment (e.g., Airbnb or Bookabach), an additional excess of \$1,000 applies for each event you claim for.</p>	<p>If the <i>home</i> is let to <i>tenants</i> other than <i>you</i> an additional excess of \$250 applies. All excesses are cumulative.</p>	<p>Different types of excess can apply</p> <p>More than one type of <i>excess</i> could apply — the specific circumstances of your claim will determine the total value of the <i>excess</i> you need to pay. If more than one type of <i>excess</i> applies, they'll apply cumulatively — they'll be added together to reach the total <i>excess</i>. Any amount shown on your <i>schedule</i> or described in this policy wording as an <i>excess</i> could apply.</p> <p>The following additional excesses apply, unless the loss arises from fire, <i>flood</i>, or <i>natural disaster</i>.</p> <ul style="list-style-type: none"> • \$250 for each event, if you let your <i>home</i> to <i>tenants</i> other than you. • \$1,000 for each event, if you make your <i>home</i> available to anyone for casual use in return for any form of payment.

The changes shaded in red indicate cover is reduced

How we'll settle your claim under Cover Option – Flexi	Page	Summary of the cover change	Your previous cover	Your new cover
<p>There are some limits on what we'll pay</p> <p>We'll pay up to \$50,000 for roads, lanes, and bridges</p>	35	Your new policy covers loss to any private road, lane, right-of-way, access way, and bridge – up to \$50,000.	No cover for bridges, private roads, lanes, right of way or access way.	<p>We'll pay up to \$50,000 for roads, lanes, and bridges</p> <p>We'll pay up to \$50,000 for your share of incurred costs during the <i>period of insurance</i>, for <i>loss</i> to any private:</p> <ul style="list-style-type: none"> • road • lane • right-of-way • access way • bridge and its associated guttering, drains, piping, cables, and lighting, including a bridge within the <i>residential boundaries</i> of the property your <i>home</i> is on. <p>We'll pay if the structures listed above provide access to a driveway that you own or share with other homeowners and you are responsible for.</p>
<p>There are some limits on what we'll pay</p> <p>We won't pay to repair land beneath damaged driveways</p>	36	Your new policy clarifies that we won't pay to repair land beneath your driveway.	Land beneath damaged driveways not mentioned, however land is excluded.	<p>We won't pay to repair land beneath damaged driveways</p> <p>If an area of driveway suffers damage, we'll only pay to repair the base, the top layer, or both.</p> <p>We won't pay to repair the land beneath the driveway.</p>
<p>There are some limits on what we'll pay</p> <p>If damaged items are part of a group, we'll only pay for those damaged items</p>	35	Your new policy makes clear that we'll only pay for items that actually suffered loss, even if they are part of a group of similar items.	Damaged items as part of a group not specifically mentioned, however we'll only pay for the cost of rebuilding or repairing the damaged portion of the <i>home</i> .	<p>If damaged items are part of a group, we'll only pay for those damaged items</p> <p>If items that suffer <i>loss</i> are part of a group of <i>similar items</i>, we'll only pay for those items that actually suffered <i>loss</i>. We'll pay up to the value of those items, or the cost to replace them.</p> <p>We don't have to exactly replace, repair, or rebuild items that have suffered <i>loss</i>.</p>
<p>There are some limits on what we'll pay</p> <p>We won't pay to comply with heritage covenants</p>	36	If your home is registered as a Heritage Home, we won't pay any extra costs or fees needed to comply with any heritage covenants that apply.	Not mentioned	<p>We won't pay to comply with heritage covenants</p> <p>If your <i>home</i> is registered with the Heritage New Zealand Pouhere Taonga, we won't pay any extra costs or fees needed to comply with any heritage covenants that apply to your <i>home</i>.</p>

The changes shaded in red indicate cover is reduced

Home Definitions



Definitions	Page	Your previous cover	Your new cover
Act		<i>Act</i> means any Act of the New Zealand Parliament in force at the commencement of the <i>period of cover</i> , or which comes into force during the <i>period of cover</i> , and any substitution of, amendment to, replacement of, or any statutory regulation made under such Act.	<p>No longer defined, this is outlined under the 'New Zealand law applies to this policy' section on page 43:</p> <p>This policy is governed by New Zealand law and New Zealand courts have exclusive jurisdiction over any legal proceedings about it.</p> <p>When this policy mentions an Act of New Zealand Parliament, this includes any substitution, amendment, or replacement of the Act. If the Act has been repealed and there is no substitution or replacement, we mean any part of an Act with substantially the same purpose and function. It includes the regulations under the Act.</p>
Avoid (a policy)	44	Not defined	<p>Avoid (a policy)</p> <p>We'll treat your policy as though it never existed in accordance with the legal principles which govern the duty of disclosure and its remedies.</p>
Computer system	44	Not defined	<p>Computer system</p> <p>Any of the following in any configuration:</p> <ul style="list-style-type: none"> • computers, hardware, and software • communications systems • electronic devices, including smart phones, laptops, tablets, and wearable devices • electronically controlled equipment, including <i>data</i> processing equipment • server, cloud, or microcontroller equipment • any similar system, input, output, <i>data</i> storage device, networking equipment or back up facility.

Definitions	Page	Your previous cover	Your new cover
Contents	44	Not defined	<p>Contents</p> <p>Anything in your:</p> <ul style="list-style-type: none"> • possession or located at the <i>home</i>, belonging to you or hired by you • custody or control for which you are responsible, that is not insured elsewhere. <p>Contents doesn't include any of the following.</p> <ul style="list-style-type: none"> • Mechanically propelled vehicles, trailers, caravans, or aircraft (except ride-on mowers and other domestic garden appliances, children's motorcycles under 50cc, electric wheelchairs and electric mobility aids, <i>drones</i> while they are not in use, and remote-controlled scale models). • Vehicle accessories in or on a vehicle. • Vehicle keys or vehicle remote controls. • Entertainment and communications systems that are in or on a vehicle, including any parts that attach to these systems. • Navigation systems or radar detectors in or on a vehicle, including any parts that attach to them. • Trees, shrubs, and plants (other than pot plants). • Fixtures, fittings, sculptures, or artwork (and their accessories) permanently attached to the <i>home</i> or to land. • Contents used in any way for professional or business purposes. • Contents normally housed in an address not named on the <i>schedule</i>. • Any item of contents that you have sold, gifted, or given away, that is no longer in your possession, or any item which you have taken ownership of or responsibility for, but you have not yet taken possession of. • Any artificial body parts, surgical implants, or attachments that are permanently fitted to you or to any animal. • Any animal. • The <i>home</i>. • <i>Drones</i> while they are in use.
Cyber Act	45	Not defined	<p>Cyber act</p> <p>One or more unauthorized, malicious, or criminal acts involving accessing, processing, using, or operating any <i>computer system</i>. <i>Cyber act</i> also includes the threat or hoax of these acts.</p>

Definitions	Page	Your previous cover	Your new cover
Cyber Incident	45	Not defined	<p>Cyber incident Either of the following.</p> <ul style="list-style-type: none"> Any error, omission or series of related errors or omissions involving accessing, processing, using, or operating any <i>computer system</i>. Any partial or total unavailability or failure, or recurring unavailability or failure of involving accessing, processing, using, or operating any <i>computer system</i>.
Data	45	Not defined	<p>Data Any kind of information, including facts, concepts, or code. In this definition, we mean information that is converted, recorded, or transmitted in a form that a <i>computer system</i> can access, communicate, display, distribute, interpret, process, transmit, store or use.</p>
Domestic Pets	45	Not defined	<p>Domestic pets Any animal that's tamed and kept for pleasure and companionship. It doesn't include any animal that is:</p> <ul style="list-style-type: none"> not usually found living in urban households kept as a working or sporting animal kept for breeding or for any economic purpose.
Drone(s)	45	Not defined	<p>Drone(s) Any unmanned, unpiloted or remotely operated aerial device.</p>
Excess(es)	45	Not defined	<p>Excess(es) The amount you must pay towards the cost of any claim.</p>
Flood	45	Not defined	<p>Flood The inundation of land by water that has either:</p> <ul style="list-style-type: none"> escaped or been released from the normal confines of the sea, a watercourse, reservoir, pond, dam, or lake run off, accumulated, or pooled. <p>This definition does not apply if it is only your property that is inundated.</p>
Healthcare practice	46	Not defined	<p>Healthcare practice The part of your <i>home</i> that either:</p> <ul style="list-style-type: none"> you exclusively use to carry on the business of a health practitioner, as defined by the Health Practitioners Competence Assurance Act 2003 your customers use to access to that part of your <i>home</i>.

Definitions	Page	Your previous cover	Your new cover
Home	46	<p><i>Home</i> means each dwelling (including residential flat or holiday home) within the residential boundaries of the property on which the home is situated.</p> <p>It includes any part of the home used as a home office or health care practice. It also includes:</p> <ul style="list-style-type: none"> • domestic outbuildings, greenhouses and garages • permanent decks, built in furniture • fixed floor coverings • aerials forming part of the building • coverings fixed to the ceiling or wall • curtains, drapes and blinds • fixed light fittings, and appliances permanently attached to a gas, plumbing or electricity service • letter boxes, exterior blinds and awnings, fixed clotheslines and built in barbecues • septic tanks, oil heating tanks, service tanks and water tanks including their fixed pumps • permanent spa or inground swimming pools, including their fixtures, pipes and fixed pumps • walls, fences, gates • gas pipes, fresh-water pipes, electricity and telephone cables • any driveways, paths, footpaths and tennis courts. <p>But does not include:</p> <ul style="list-style-type: none"> • retaining walls except for the cover provided under the Retaining Wall additional benefit 2 • planted hedges, trees, shrubs, lawns and plants except where cover is provided under the Landscaping additional benefit • landlord's fixtures and fittings, unless the Landlord's Option is shown on the <i>schedule</i> • wharves, piers, jetties or the like • culverts, dams, slipways • bridges or anything on them • adjacent property owners' share in walls, fences, gates, retaining walls, pipes, cables or driveways where those things are jointly owned by <i>you</i> and other property owners • the land itself. 	<p>Home</p> <p>The dwelling, including residential flat or holiday home, which is:</p> <ul style="list-style-type: none"> • owned by you • used for <i>residential purposes</i> • located within the <i>residential boundaries</i> • at the address shown on your <i>schedule</i>. <p>Home includes the following items which are owned by you, used for <i>residential purposes</i>, and located within the <i>residential boundaries</i> of the address.</p> <ul style="list-style-type: none"> • Each additional self-contained dwelling unit that's capable of being lived in and is intended by you to be, or actually is the <i>home</i> of one or more persons (if your <i>schedule</i> specifically indicates that the <i>home</i> includes additional dwelling units). • Any separate outbuildings that are not self-contained or capable of being lived in, and any garages. • Permanent decks. • Greenhouses and garden sheds, patios, pergolas, and built-in furniture. • Aerials and satellite dishes that are attached to the <i>home</i>. • Fixed floor coverings (floating, glued, tacked or smooth edged). • Coverings fixed to the ceiling or wall. • Curtains, drapes, and blinds. • Fixed light fittings and appliances permanently wired or plumbed to a gas, plumbing, or electricity supply. • Letter boxes, exterior blinds and awnings, fixed clotheslines, and built-in barbecues. • Septic tanks, heating oil tanks, service tanks, water tanks, and their fixed pumps and systems. • Permanent spa pools or swimming pools, including their fixtures, covers, pipes, and fixed pumps. • Walls, fences, and gates. • Solar panels. • Gas pipes, fresh-water pipes, underground drainage, and sewerage pipes. • Cables and poles associated with electricity, <i>data</i>, and telephone services. • Any driveways, paths, patios, bridges, paving, and tennis courts. • Any private road, lane, right-of-way, access way, or bridge (including associated guttering, drains, piping, cables, and lighting) providing access to a driveway that you own, or share with other residential property owners, and for which you're responsible for. • Permanently installed ornamental fishponds and water features connected to the dwelling's water supply.

Definitions	Page	Your previous cover	Your new cover
Home (Continued)	46		<ul style="list-style-type: none"> • Sculptures and artwork that are permanently fixed to buildings or land. • Your share in any walls (except retaining walls), fences, gates, pipes, cables, or driveways that you jointly own with other property owners. • Any part of the <i>home</i> used as a <i>home office</i> or <i>healthcare practice</i>. 'Home' doesn't include any of the following. <ul style="list-style-type: none"> • <i>Contents</i>. • Temporary structures. • Retaining walls, except for the cover provided under the Cover Option – Maxi 'Retaining walls' benefit (page 12). • Power generation and power storage equipment, except for the cover provided under the Cover Option – Maxi 'Power generation equipment' benefit (page 10). • Hedges, trees, shrubs, plants, lawns, and garden edging except where cover is provided under the 'Landscaping' benefit applicable to your Cover Option. • <i>Landlord's furnishings</i>, unless your <i>schedule</i> shows you have the optional 'Landlord's extension' benefit. • Any boarding house (as defined by the Residential Tenancy Act 1986). • Wharves, piers, jetties, or similar structures. • Culverts, ponds, dams, and slipways. • Sea walls, <i>flood walls</i>, and levees. • Other property owners' shares in any walls, retaining walls, fences, gates, pipes, cables, or driveways that you jointly own with those property owners. • Land, earth, or fill.
Home Office	47	Not defined	Home office The part of your <i>home</i> that either: <ul style="list-style-type: none"> • you exclusively use to do administrative, clerical, or professional business • your customers use to access that part of your <i>home</i>.

Definitions	Page	Your previous cover	Your new cover
Indemnity Value	47	<p><i>Indemnity value</i> is the amount needed to put <i>you</i> back in the same financial position <i>you</i> were in immediately before the <i>loss</i> occurred. This is either:</p> <ol style="list-style-type: none"> the market value of the <i>home</i> at the time of <i>loss</i>; or the cost of rebuilding or repairing the damaged portion of the <i>home</i> to a condition no better, or more extensive than it was when new, less an allowance for depreciation and wear and tear; or the market value of the <i>Landlord's furnishings</i> at the time of <i>loss</i> (where the Landlord's Extension is shown on <i>your schedule</i>). 	<p>Indemnity value</p> <p>One of the following.</p> <ul style="list-style-type: none"> For a total loss – the market value of the home immediately before the loss occurred. For a partial loss, either: <ul style="list-style-type: none"> the cost of repairing the damaged portion of the home to a condition no better or more extensive than it was when new, up to the market value. We'll subtract an amount for depreciation, age, and wear and tear the reduction in value because of the loss, up to the market value. For landlord's furnishings (where your schedule shows you have the optional 'Landlord's extension' benefit), either: <ul style="list-style-type: none"> the market value of the landlord's furnishings the cost of replacing, repairing or reinstating landlord's furnishings to a condition no better or more extensive than when new, up to their market value. We'll subtract an amount for depreciation, age, and wear and tear. <p>In this definition, market value means:</p> <ul style="list-style-type: none"> the market value of the home, excluding land, as determined by a registered valuer we've engaged what we deem to be the value of landlord's furnishings (where your schedule shows you have the optional 'Landlord's extension' benefit).
Period of insurance	48	<p><i>Period of cover</i> means the "period" or "period of insurance" specified in the <i>schedule</i>.</p>	<p>Period of insurance</p> <p>The timeframe we provide your insurance cover for (usually 12 months), as shown on <i>your schedule</i>.</p>
Replacement condition	48	Not defined	<p>Replacement condition</p> <p>What we determine is reasonably required to rebuild your <i>home</i>. The rebuild amount will include rebuilding:</p> <ul style="list-style-type: none"> to a building standard or specification similar to, but not more extensive or better than, the <i>home's</i> condition when new using techniques and building materials that are currently equivalent and readily available in New Zealand. <p>Replacement condition only includes replicating heritage features if it's possible with the techniques or building materials (or both) that are currently equivalent and readily available in New Zealand.</p>
Replacement cost	48	Not defined	<p>Replacement cost</p> <p>What we determine is reasonably required to repair or rebuild the damaged portion of the <i>home</i> to the <i>replacement condition</i>. The cost is calculated at the time of the <i>loss</i> that gives rise to a claim under this policy.</p>

Definitions	Page	Your previous cover	Your new cover
Residential Boundaries	48	Not defined	<p>Residential boundaries</p> <p>The part of the land the <i>home</i> dwelling sits on, which you, members of your family, or your <i>tenants</i> mainly use for <i>residential purposes</i>.</p> <p>Residential boundaries doesn't include any part of the land:</p> <ul style="list-style-type: none"> • which is used for commercial or farming purposes • that's more than 150 metres away from a dwelling or garage used for <i>residential purposes</i>, if the <i>home</i> is on a property larger than 10,000 square metres and isn't serviced by a dedicated town mains water supply.
Residential Purposes	49	Not defined	<p>Residential purposes</p> <p>The ordinary domestic activities of life – this doesn't include activities that have a business or commercial purpose.</p>
Room	49	Not defined	<p>Room</p> <p>Any room(s), common area(s), and passageway(s) openly connected and not separated by any doors, doorways, or stairs.</p>
Similar Items	49	Not defined	<p>Similar items</p> <p>Items in the <i>home</i> with a similar nature, use, colour, texture, material, or design and includes items which form part of a set.</p>
Sum insured	49	<i>Sum insured</i> means the sum insured shown on the <i>schedule</i> .	<p>Sum insured</p> <p>The amount your <i>schedule</i> shows your <i>home</i> is insured for.</p>
Tenancy Agreement	49	<i>Tenancy agreement</i> means the written contract of tenancy between you and the <i>tenant(s)</i> over the <i>home</i> .	<p>Tenancy agreement</p> <p>A written contract lasting for at least 90 days, giving the <i>tenants</i> the right to occupy your <i>home</i> in exchange for regularly paying <i>rent</i>.</p>
Tenant, tenants	49	<i>Tenant</i> or <i>tenants</i> means any person or persons (including the person's husband, wife, or partner, and the person's family) who are party to a <i>tenancy agreement</i> with you, for a period of no less than 90 days, having the right under such agreement to occupy the <i>home</i> in consideration of regular rental payments.	<p>Tenant, tenants</p> <p>The person (or people) who sign a <i>tenancy agreement</i> with you, including their spouse or partner and their family.</p>
Total loss	49	Not defined	<p>Total loss</p> <p>We have declared that either of the following are damaged beyond economic repair.</p> <ul style="list-style-type: none"> • Your <i>home</i>. • Your <i>landlord's furnishings</i>, if your <i>schedule</i> shows you have the optional 'Landlord's extension' benefit.

Contents



Change from Vero CIS MaxiPlan Contents to Vero Residential Contents Policy Cover Option – Maxi

If you now have a Vero Residential Contents Policy Cover Option – Maxi, please read this section.

Below is a comparison between the cover provided under Vero CIS MaxiPlan Contents and Vero Residential Contents Policy Cover Option – Maxi. For full terms and conditions please refer to your Vero Residential Contents policy wording which can be found at [Insurance documents | Vero](#)

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable	6	If you are renting the home, the cover available for temporary accommodation is now capped at \$5,000 or 1 month of temporary accommodation, whichever is less.	<p>13. Alternative Accommodation</p> <p>We will pay reasonable additional costs of temporary accommodation including the boarding of domestic pets and temporary storage of <i>your contents</i> incurred by <i>you</i> while the <i>home</i> is uninhabitable due to <i>loss</i> covered by this policy. We will pay for the period <i>your home</i> is uninhabitable. Any payment will be limited to 12 months or \$30,000 in total if <i>you</i> own <i>your home</i>. But if <i>you</i> are renting the <i>home</i> we will pay for one months costs or until <i>you</i> find another <i>home</i> and purchase enough <i>contents</i> to live in it, whichever comes first.</p>	<p>Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable</p> <p>We'll cover your reasonably incurred extra costs for temporary accommodation if you can't live in your <i>home</i> because it is <i>uninhabitable</i> due to:</p> <ul style="list-style-type: none"> • <i>loss</i> this policy covers • <i>loss</i> to the <i>home</i> that happens during the <i>period of insurance</i>, and the contents we're covering are in that home • <i>loss</i> to the <i>home</i> that happens during the <i>period of insurance</i> that is covered entirely by the Earthquake Commission • prevention of access to the <i>home</i> by government or local authorities which is initiated during the <i>period of insurance</i> because of possible or impending damage to an otherwise safe or sanitary <i>home</i>. <p>The temporary accommodation must be of a similar standard to your <i>home</i>. This cover includes boarding your <i>domestic pets</i>, storing your <i>contents</i>, and moving your <i>contents</i> to and from storage or temporary accommodation.</p> <p>If you own and live in the home</p> <p>If you own and live in the <i>home</i> where your <i>contents</i> are insured, we'll pay up to 12 months of temporary accommodation or \$30,000, whichever is less. If there has been a widespread <i>natural disaster</i>, we can choose to pay beyond the 12-month period.</p> <p>If you are renting the home</p> <p>If you rent the <i>home</i> where your <i>contents</i> are insured, we'll pay up to 1 month of temporary accommodation or \$5,000, whichever is less.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Alternative accommodation – we’ll pay for temporary accommodation if your home is uninhabitable (Continued)</p>	6			<p>What we won’t cover under this benefit Under this benefit, we won’t cover:</p> <ul style="list-style-type: none"> any costs you would normally pay if your <i>home</i> was habitable, such as travel, consumables, phone charges, electricity, gas, or water supply services – or any increase in these costs associated with the temporary accommodation any costs of alternative premises for your home office or healthcare practice, or for any other business-related use of your <i>home</i>. <p>Situations where this benefit won’t apply This benefit will never apply if:</p> <ul style="list-style-type: none"> your <i>home</i> is not <i>uninhabitable</i> (other than when authorities stop you from accessing your <i>home</i> as outlined above) we haven’t agreed in writing that it’s necessary for you to move out of your <i>home</i> while it’s repaired or rebuilt the <i>loss</i> covered by the Earthquake Commission is only <i>loss</i> to land. <p>Any amount we pay under this benefit, we’ll pay in addition to your <i>sum insured</i>.</p>
<p>Change of situation and transit cover – we’ll cover your contents at your old and new addresses when you move</p>	7	<p>When moving house, you now have cover for your contents at both your old and new address for up to 30 days as long as you tell us about the move within the 30 days.</p> <p>While your contents are being moved between your old and new home, we’ll cover them for fire, theft from a locked vehicle, or damage caused by the vehicle being used to move them overturning or crashing – up to \$10,000 for each event.</p>	Not covered	<p>Change of situation and transit cover – we’ll cover your contents at your old and new addresses when you move When you move house, we’ll cover your <i>contents</i> at both your old and new address for up to 30 days, as long as you tell us about the new address within the 30 days.</p> <p>We’ll stop covering the <i>contents</i> at the previous address 30 days after the <i>contents</i> are first removed, unless we’ve agreed in writing, before any <i>loss</i>, to continue providing cover.</p> <p>While your <i>contents</i> are being moved between your old and new <i>home</i>, we’ll cover them for <i>accidental loss</i> or damage arising from fire or theft from a locked vehicle. We’ll also cover your <i>contents</i> if the vehicle being used to move them overturns or is in a collision. The most we’ll pay for <i>contents</i> lost or damaged in transit is \$10,000 for each event. The item limits in this policy still apply (see page 26 of the policy wording).</p> <p>Any amount we pay under this benefit, we’ll pay out of your <i>sum insured</i>.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Overseas travel — we'll cover some contents you take to Australia or the Pacific Islands</p>	10	<p>You now have cover up to \$5,000 for some contents when you take them to Australia or the Pacific Islands. Please refer to your policy wording for full details.</p>	Not covered	<p>Overseas travel — we'll cover some contents you take to Australia or the Pacific Islands</p> <p>While you're travelling to, from and within Australia or the Pacific Islands for personal or business reasons during the <i>period of insurance</i>, we'll cover you:</p> <ul style="list-style-type: none"> • clothing and personal effects • suitcases and bags • jewellery and watches • cameras. <p>We'll pay this benefit if all the following apply.</p> <ul style="list-style-type: none"> • Your entire trip is no longer than 30 days in total. • A travel insurance policy doesn't cover your <i>contents</i>. • You report <i>loss</i> by theft or burglary to local police within 24 hours of discovering it. <p>We'll pay up to \$5,000 in total during any one <i>period of insurance</i>. The item limits in this policy still apply (see page 26 in the policy wording).</p> <p>Any amount we pay under this benefit, we'll pay out of your <i>sum insured</i>.</p>
<p>Specified items — we'll extend cover for certain items in your schedule</p>	10	<p>If you have specified an individual item of contents, we'll cover that item for its replacement value, up to the amount specified on your schedule, provided you repair or replace it.</p>	Not mentioned	<p>Specified items — we'll extend cover for certain items in your schedule</p> <p>If your <i>schedule</i> shows that you have specified an individual item of <i>contents</i>, we'll cover that item for its <i>replacement value</i>, up to the amount your <i>schedule</i> specifies.</p> <p>If you don't want to repair or replace a specified item, we'll pay you whichever is less:</p> <ul style="list-style-type: none"> • the <i>indemnity value</i> of the item • the cost to repair the item. <p>Any amount we pay under this benefit, we'll pay out of your <i>total contents sum insured</i>.</p>
<p>Storage of contents — we'll cover some contents in short-term storage</p>	11	<p>If you store your contents at another location, we'll cover them there for up to 90 days.</p> <p>We'll pay the indemnity value up to \$20,000.</p> <p>This cover is limited if your contents are not stored at a commercial storage facility, please refer to your policy wording for full details.</p>	Not covered	<p>Storage of contents — we'll cover some contents in short-term storage</p> <p>If you store your <i>contents</i> at another location, we'll cover them at that location for up to 90 days.</p> <p>We'll pay the <i>indemnity value</i> up to \$20,000 within the 90-day period. The item limits in this policy still apply (see page 26 in the policy wording).</p> <p>If your <i>contents</i> are not stored in a secured unit at a commercial storage facility and under a contract in your name, we won't cover:</p> <ul style="list-style-type: none"> • <i>loss</i> or damage arising from theft (unless there is forcible or violent entry to the building or <i>room</i> where the <i>contents</i> are kept) • unexplained <i>loss</i> or damage • water damage. <p>This benefit applies if you are storing your <i>contents</i> for any reason other than a valid claim under this policy.</p> <p>Any amount we pay under this benefit, we'll pay out of your <i>sum insured</i>.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Tenant's improvements – we'll cover improvements you make to the home you rent</p>	<p>11</p>	<p>We'll cover items that you own that are permanently installed and attached to the home you rent and live in – up to \$5,000 for any one event.</p>	<p>Not covered</p>	<p>Tenant's improvements – we'll cover improvements you make to the home you rent We'll pay up to \$5,000 for any one event for items that you own that are permanently installed and attached to the <i>home</i> you rent and live in. If you or someone who lives with you has <i>home</i> or <i>contents</i> insurance at the same address shown on your <i>schedule</i>, we'll only pay this benefit under one policy or section of policy for each event. Any amount we pay under this benefit, we'll pay out of your <i>sum insured</i>.</p>
<p>Vehicle accessories within an employer's motor vehicle – we'll cover theft of your vehicle accessories from your employer's vehicle</p>	<p>11</p>	<p>We'll cover your portable entertainment and navigation accessories if they are stolen from your employer's motor vehicle. We'll pay the indemnity value – up to \$1,500 in total for any one event.</p>	<p>Not covered</p>	<p>Vehicle accessories within an employer's motor vehicle – we'll cover theft of your vehicle accessories from your employer's vehicle We'll cover your portable entertainment and navigation accessories if they are stolen from your employer's motor vehicle. The vehicle must be one that your employer owns and provides to you for your use. This benefit only applies if there's no other cover available for these accessories under your employer's motor vehicle insurance policy. We'll pay the <i>indemnity value</i> of the items you're claiming, up to \$1,500 in total for any one event. The additional <i>excess</i> for portable electronic equipment also applies to this benefit. Any amount we pay under this benefit, we'll pay out of your <i>sum insured</i>.</p>

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Cyber acts and incidents</p> <p>Data</p>	18	<p>The policy we now offer contains an updated 'Electronic data' exclusion and a new 'Cyber acts and incidents' exclusion. This is to clarify the cover we offer for loss or damage to property following a cyber event (e.g., a hack or phishing scam) and is more limited than your previous cover.</p>	<p>We will not pay for:</p> <p>...</p> <p>b. any loss of electronic data</p>	<p>Cyber acts and incidents</p> <p>We won't cover any <i>loss</i>, damage, liability, cost, or expense in any way connected to a <i>cyber act</i> or <i>cyber incident</i>. This exclusion does not apply if a loss covered by this policy causes a <i>cyber incident</i>.</p> <p>However, if there's resulting <i>loss</i> to your <i>contents</i> caused by a <i>cyber act</i> or <i>cyber incident</i>, we'll cover it (unless it's excluded under another part of this policy).</p> <p>Data</p> <p>We won't cover any <i>loss</i>, damage, liability, cost, or expense of any kind in any way connected to:</p> <ul style="list-style-type: none"> • <i>Data</i> being totally or partially destroyed, distorted, erased, corrupted, altered, misinterpreted, or misappropriated • errors in creating, amending, entering, deleting, or using <i>data</i> • total or partial inability or failure to receive, send, access, or use <i>data</i> for any time • any loss of use of <i>data</i>, or <i>data</i> being reduced in functionality, repaired, replaced, restored, or reproduced • the value of any <i>data</i>. <p>This exclusion applies whether any other causes or events contribute at the same time, or in any order, to any of the above.</p>
<p>Household pets</p>	19	<p>If you don't live in your home, the new policy does not cover loss caused by any pets scratching, chewing, tearing, or soiling.</p>	Not mentioned	<p>Household pets</p> <p>We won't cover <i>loss</i> caused by any pets scratching, chewing, tearing, or soiling. This exclusion only applies if you don't live in your <i>home</i>.</p>
<p>Tyres</p>	21	<p>Your new policy does not cover loss to the tyres of bicycles, and other mechanically propelled vehicles covered by your policy, caused by:</p> <ul style="list-style-type: none"> • applying brakes • punctures • cuts • bursts or bursting. 	Not mentioned	<p>Tyres</p> <p>Your new policy won't cover <i>loss</i> to the tyres of bicycles and other mechanically propelled vehicles this policy covers, caused by:</p> <ul style="list-style-type: none"> • applying brakes • punctures • cuts • bursts or bursting. <p>This exclusion doesn't apply if either:</p> <ul style="list-style-type: none"> • the bicycle or vehicle suffers other <i>loss</i> in an <i>accident</i> • a person that this policy doesn't cover deliberately caused the <i>loss</i>. <p>However, if there's resulting <i>loss</i> to other items of <i>contents</i> caused by the excluded <i>loss</i>, we'll cover it (unless it's excluded under another part of this policy).</p>

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Unoccupied homes</p>	<p>22</p>	<p>The 'weekly' supervision requirement for unoccupied homes has been replaced with 'regular' supervision.</p>	<p>8. Unoccupied Home</p> <p>This policy does not provide cover for any <i>loss</i>:</p> <p>a. to the <i>contents</i> if the <i>home</i> is unoccupied (meaning no authorised person has slept there overnight within the last 60 days), unless we have been notified and have agreed in writing to maintain cover, and provided that:</p> <p>i. the <i>home</i> and its lawns and gardens are kept in a tidy condition; and</p> <p>ii. all external doors and windows are kept locked; and</p> <p>iii. all papers and mail are collected weekly; and</p> <p>iv. the <i>home</i> is under weekly supervision.</p> <p>b. to the <i>contents</i> while the <i>home</i> is unattended, if normally used as a holiday <i>home</i> or weekend <i>home</i>, unless requirements a.i. to a.iv. above are complied with.</p> <p>However, where <i>you</i> ordinarily occupy the <i>home</i>, but <i>your</i> travel or medical commitments mean that the <i>home</i> is unoccupied for a period exceeding 60 days, we agree to maintain cover under this policy for an additional period of 30 days, provided that the requirements in a.i. to a.iv. above are met.</p>	<p>Unoccupied homes</p> <p>We won't cover any loss to your contents while your home is:</p> <ul style="list-style-type: none"> • unoccupied • unattended, if you normally use it as a holiday home or weekend home. <p>However, we'll cover your contents if we know the home is a holiday home, or we agreed in writing to cover you while your home was unoccupied.</p> <p>All of the following must be met.</p> <ul style="list-style-type: none"> • Your home, its lawns, and its gardens are kept tidy. • All external doors and windows are kept locked. • All papers and mail are collected regularly. • Your home is under regular supervision. <p>If you normally live in your home, but your travel or medical commitments mean it's unoccupied for more than 60 days, we'll keep covering your contents for an additional 30 days. You must still meet the conditions above.</p>

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Excess in event of total loss</p>	<p>24</p>	<p>How we treat your premium if you have a total loss claim</p> <p>Previously if you had a total loss, we asked you to pay the full year's premium before we settled your claim. Now, you'll only need to pay premium up to the date of the loss.</p> <ul style="list-style-type: none"> • For customers paying by instalment this means we won't deduct unpaid premium for the part of the period of insurance after the date of loss. • For customers paying annually this means we'll refund any unused premium for the part of the period of insurance after the date of loss 	<p>Where you suffer a total loss and you have been paying your premium by instalment the excess shown on the schedule will be increased to include:</p> <ol style="list-style-type: none"> i. the balance of the amount of premium you would have paid if you had instead elected to pay your premium annually; and ii. the total value of the service fees for all of the premium instalments. 	<p>Section does not apply</p>

Making a claim	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Excess – you will have to pay an excess</p> <p>Different types of excess can apply</p>	24	<p>Your policy now contains some new additional excesses. The following additional excesses apply, unless the loss arises from fire, flood, or natural disaster.</p> <ul style="list-style-type: none"> • \$250 for each event, if you let your home to tenants other than you. • \$1,000 for each event, if you make your home available to anyone for casual use in return for any form of payment (e.g., Airbnb or Bookabach). <p>An additional \$150 excess applies to any claim for portable electronic equipment that's lost or stolen from your motor vehicle.</p> <p>If we've given you a discount for a security alarm system, but it wasn't turned on while you were out, we'll apply an additional \$250 excess to any claim for loss to contents stolen during a burglary at your home.</p>	<p>If the <i>home</i> is let to <i>tenants</i> other than <i>you</i> an additional excess of \$250 applies.</p>	<p>Different types of excess can apply</p> <p>More than one type of <i>excess</i> could apply – the specific circumstances of your claim will determine the total value of the <i>excess</i> you need to pay. If more than one type of <i>excess</i> applies, they'll apply cumulatively – they'll be added together to reach the total <i>excess</i>. Any amount shown on your <i>schedule</i> or described in this policy wording as an <i>excess</i> could apply.</p> <p>The following additional <i>excesses</i> apply, unless the <i>loss</i> arises from fire, <i>flood</i>, or <i>natural disaster</i>.</p> <ul style="list-style-type: none"> • \$250 for each event, if you let your <i>home</i> to <i>tenants</i> other than you. • \$1,000 for each event, if you make your <i>home</i> available to anyone for casual use in return for any form of payment. <p>An additional \$150 <i>excess</i> applies to any claim for portable electronic equipment that's lost or stolen from your motor vehicle.</p> <p>An additional \$250 <i>excess</i> applies to any claim for <i>loss</i> to <i>contents</i> if they are stolen during a burglary at your <i>home</i> and all the following apply.</p> <ul style="list-style-type: none"> • You've told us you have a security alarm system, which we have given you a discount for. • The alarm was not turned on and/or not activated. • You weren't at <i>home</i> at the time of the <i>loss</i>.

The changes shaded in red indicate cover is reduced

How we'll settle your claim under Cover Option – Maxi	Page	Summary of the cover change	Your previous cover	Your new cover
The most we'll pay for some items	26	Under your previous cover, if your sum insured was under \$60,000, any unspecified item with a \$3,000 limit was reduced to \$2,000. Under your new cover this condition no longer applies.	The maximum we will pay for any of the following items is the amount listed below unless: 1. the item is specified in the schedule for another amount; 2. your sum insured is under \$60,000, in which case the \$3,000 limits below are reduced to \$2,000.	This table shows the most we'll pay for the listed items, unless they are specified on your <i>schedule</i> for another amount as per cover under the 'Specified items' benefit (page 10 in the policy wording). The limits include the item and its accessories.
The most we'll pay for some items Each unspecified item, pair, or set of jewellery or watches	26	The total unspecified jewellery or watches limit of \$10,000 has increased. We'll now pay up to 15% of the sum insured or \$15,000, whichever is greater.	\$3,000 per item of jewellery or watch up to a maximum of \$10,000 in any one claim.	\$3,000 for each unspecified item, pair, or set of jewellery or watches. For any one event, we'll pay up to a maximum of 15% of the <i>sum insured</i> on your <i>schedule</i> (excluding specified items of jewellery and watches) or \$15,000 —whichever is greater.
The most we'll pay for some items Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat	26	The limit for motor and marine parts and accessories has increased to \$2,000 in total.	<ul style="list-style-type: none"> \$500 in total for motor parts and accessories while detached from any vehicle, including children's car seats; \$500 for marine parts and accessories while detached from any boat. 	\$2,000 in total
The most we'll pay for some items Each coin, card, or stamp in a collection	26	We now limit what we'll pay for each coin, card, or stamp in a collection to \$1,000. We'll still pay up to \$3,000 for the whole collection, or more if it's specified on your <i>schedule</i> .	\$3,000 in total for any coin or stamp collection;	\$1,000 for each coin, card, or stamp in a collection \$3,000 in total for any collection of coins, cards, or stamps, unless specified otherwise on your <i>schedule</i>

The changes shaded in red indicate cover is reduced

How we'll settle your claim under Cover Option – Maxi	Page	Summary of the cover change	Your previous cover	Your new cover
<p>The most we'll pay for some items</p> <p>All money, negotiable securities, certificate, documents, and travel tickets</p>	26	The limit for all money, negotiable securities, certificate, documents, and travel tickets is now \$1,000 in total.	<ul style="list-style-type: none"> \$500 in total for all money, negotiable securities, bonus bonds, travellers' cheques or travel tickets; \$500 in total for any certificates or documents; 	\$1,000 in total
<p>We settle some claims in specific ways</p> <p>If damaged items are part of a group, we'll only pay for those damaged items</p>	27	Your new policy makes clear that we'll only pay for items that actually suffered loss, even if they are part of a group of similar items.	Not mentioned	<p>If damaged items are part of a group, we'll only pay for those damaged items</p> <p>If items that suffer <i>loss</i> are part of a group of <i>similar items</i>, we'll only pay for those items that actually suffered loss. We'll pay up to the value of or cost to replace those items. This condition doesn't apply to jewellery.</p> <p>We don't have to exactly replace, repair, or reinstate items.</p>
<p>We settle some claims in specific ways</p> <p>Obtain pre-loss valuations for any specified jewellery</p>	28	If you have any specified items of jewellery on your schedule, you will need to provide a pre-loss valuation for each item if you make a claim for burglary, theft, or unexplained loss.	Not mentioned	<p>Obtain pre-loss valuations for any specified jewellery</p> <p>If you have any specified items of jewellery on your <i>schedule</i>, you must support any claim for burglary, theft, or unexplained <i>loss</i> with a <i>pre-loss</i> valuation for each item you're claiming for.</p> <p>If you don't have a <i>pre-loss</i> valuation for the specified item being claimed for, it can affect the claim settlement for that item.</p> <p>Any <i>pre-loss</i> valuation must be from a suitably qualified jewellery valuer who is a member of a New Zealand jewellery valuers or appraisers society.</p>

The changes shaded in red indicate cover is reduced

How we'll settle your claim under Cover Option – Maxi	Page	Summary of the cover change	Your previous cover	Your new cover
<p>We settle some claims in specific ways</p> <p>Keep higher valued specified jewellery and watches in a locked safe when not in use</p>	28	<p>If you have individual items of jewellery or watches that are specified for over \$50,000, or over \$100,000 worth of specified jewellery or watches in total, you need to keep those items in a locked safe when you're not wearing them or are away from the place where they are kept. If not, we won't cover the items for burglary, theft or unexplained loss. The locked safe must meet certain standards, please refer to the policy wording for full details.</p>	Not mentioned	<p>Keep higher valued specified jewellery and watches in a locked safe when not in use</p> <p>You must keep the following items in a locked safe in certain circumstances:</p> <ul style="list-style-type: none"> any individual specified item of jewellery or watch worth over \$50,000 all specified items of jewellery or watches, if their total value is over \$100,000. <p>You must keep these specified items in a locked safe when you're either:</p> <ul style="list-style-type: none"> not wearing or carrying the items absent from the building you leave the items in. <p>The safe must be all of the following:</p> <ul style="list-style-type: none"> manufactured by a reputable safe manufacturer of a standard sufficient to protect the specified items from burglary securely anchored to the floor or wall, following the manufacturer's installation instructions. <p>If you don't follow these requirements, we won't cover the items for burglary, theft, or unexplained loss.</p>

The changes shaded in red indicate cover is reduced

Policy conditions and other important information	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Your cover reduces after a claim, until your claim is settled</p>	<p>34</p>	<p>Your policy now sets out what happens after we pay a claim for loss under this policy. While the policy continues, the amount of money available to pay future claims out of the sum insured reduces by the value of the loss.</p>	<p>Not mentioned</p>	<p>Your cover reduces after a claim, until your claim is settled</p> <p>If we pay a claim for <i>loss</i> under this policy, your policy continues. However, the amount of money available to pay future claims out of the <i>sum insured</i> reduces by the value of the <i>loss</i>.</p> <p>We'll restore the amount of cover in line with either:</p> <ul style="list-style-type: none"> • the replacement or repair of the <i>contents</i> • the payment we make to you for the <i>loss</i>. <p>Before we restore the amount of your cover, both of the following things must happen.</p> <ul style="list-style-type: none"> • You must pay any extra <i>premium</i> that we may charge. • We must be satisfied that the <i>sum insured</i> shown on your <i>schedule</i> is a reasonable estimate of the <i>replacement value</i> or <i>indemnity value</i> of your <i>contents</i>. <p>We'll only restore your cover once during the <i>period of insurance</i>, unless we agree otherwise in writing. If your claim is for the total <i>loss</i> of your <i>contents</i>, or if we pay the total <i>sum insured</i>, this condition won't apply, and your policy will end.</p>

Contents



Change from Vero CIS BasicPlan Contents to Vero Residential Contents Policy Cover Option – Flexi

If you now have a Vero Residential Contents Policy Cover Option – Flexi, please read this section.

Below is a comparison between the cover provided under Vero CIS BasicPlan Contents and Vero Residential Contents Policy Cover Option – Flexi. For full terms and conditions please refer to your Vero Residential Contents policy wording which can be found at [Insurance documents | Vero](#)

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable	13	If you are renting the home, the cover available for temporary accommodation is now capped at \$5,000 or 1 month of temporary accommodation, whichever is less.	<p>1. Alternative Accommodation</p> <p>We will pay reasonable additional costs of temporary accommodation including the boarding of domestic pets and temporary storage of <i>your contents</i> incurred by <i>you</i> while the <i>home</i> is uninhabitable due to <i>loss</i> covered by this policy. We will pay for the period <i>your home</i> is uninhabitable.</p> <p>Any payment will be limited to 12 months or \$30,000 in total if <i>you</i> own <i>your home</i>. But if <i>you</i> are renting the <i>home</i> we will pay for one months costs or until <i>you</i> find another <i>home</i> and purchase enough <i>contents</i> to live in it, whichever comes first.</p>	<p>Alternative accommodation – we'll pay for temporary accommodation if your home is uninhabitable</p> <p>We'll cover your reasonably incurred extra costs for temporary accommodation if you can't live in your <i>home</i> because it is <i>uninhabitable</i> due to:</p> <ul style="list-style-type: none"> • <i>loss</i> this policy covers • <i>loss</i> to the <i>home</i> that happens during the <i>period of insurance</i>, and the <i>contents</i> we're covering are in that <i>home</i> • <i>loss</i> to the <i>home</i> that happens during the <i>period of insurance</i>, that is covered entirely by the Earthquake Commission • prevention of access to the <i>home</i> by government or local authorities which is initiated during the period of insurance because of possible or impending damage to an otherwise safe or sanitary home. <p>The temporary accommodation must be of a similar standard to your <i>home</i>. This cover includes boarding your <i>domestic pets</i>, storing your <i>contents</i>, and moving your <i>contents</i> to and from storage or temporary accommodation.</p> <p>If you own and live in the home</p> <p>If you own and live in the <i>home</i> where your <i>contents</i> are insured, we'll pay up to 12 months or temporary accommodation or \$30,000, whichever is less.</p> <p>If there has been a widespread <i>natural disaster</i>, we can choose to pay beyond the 12-month period.</p> <p>If you are renting the home as a tenant</p> <p>If you rent the <i>home</i> where your <i>contents</i> are insured, we'll pay up to 1 month of temporary accommodation or \$5,000, whichever is less.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Alternative accommodation – we’ll pay for temporary accommodation if your home is uninhabitable (Continued)</p>	13			<p>What we won’t cover under this benefit Under this benefit, we won’t cover:</p> <ul style="list-style-type: none"> any costs you would normally pay if your <i>home</i> was habitable, such as travel, consumables, phone charges, electricity, gas, or water supply services— or any increase in these costs associated with the temporary accommodation. any costs of alternative premises for your home office or healthcare practice, or for any other business-related use of your <i>home</i>. <p>Situations where this benefit won’t apply This benefit will never apply if:</p> <ul style="list-style-type: none"> your <i>home</i> is not <i>uninhabitable</i> (other than when authorities stop you from accessing your <i>home</i>) we haven’t agreed in writing that it’s necessary for you to move out of your <i>home</i> while it’s repaired or rebuilt the <i>loss</i> covered by the Earthquake Commission is only loss to land. <p>Any amount we pay under this benefit, we’ll pay in addition to your <i>sum insured</i>.</p>
<p>Change of situation and transit cover – we’ll cover your contents at your old and new addresses when you move</p>	14	<p>When moving house, you now have cover for your contents at both your old and new address for up to 30 days as long as you tell us about the move within the 30 days.</p> <p>While your contents are being moved between your old and new home, we’ll cover them for fire, theft from a locked vehicle, or damage caused by the vehicle being used to move them overturning or crashing – up to \$10,000 for each event.</p>	Not covered	<p>Change of situation and transit cover – we’ll cover your contents at your old and new addresses when you move When you move house, we’ll cover your <i>contents</i> at both your old and new address for up to 30 days, as long as you tell us about the new address within the 30 days.</p> <p>We’ll stop covering the <i>contents</i> at the previous address 30 days after the <i>contents</i> are first removed, unless we’ve agreed in writing, before any <i>loss</i>, to continue providing cover.</p> <p>While your <i>contents</i> are being moved between your old and new <i>home</i>, we’ll cover them for <i>accidental loss</i> or damage arising from fire or theft from a locked vehicle. We’ll also cover your <i>contents</i> if the vehicle being used to move them overturns or is in a collision. The most we’ll pay for <i>contents</i> lost or damaged in transit is \$10,000 for each event. The item limits in this policy still apply (see page 29 in the policy wording).</p> <p>Any amount we pay under this benefit, we’ll pay out of your <i>sum insured</i>.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
Credit and debit cards – we’ll reimburse unauthorised use	14	You now have cover for up to \$1,000 for lost or stolen credit or debit cards.	Not covered	<p>Change of situation and transit cover – we’ll cover your contents at your old and new addresses when you move</p> <p>When you move house, we’ll cover your contents at both your old and new address for up to 30 days, as long as you tell us about the new address within the 30 days.</p> <p>We’ll stop covering the contents at the previous address 30 days after the contents are first removed, unless we’ve agreed in writing, before any loss, to continue providing cover.</p> <p>While your contents are being moved between your old and new home, we’ll cover them for accidental loss or damage arising from fire or theft from a locked vehicle. We’ll also cover your contents if the vehicle being used to move them overturns or is in a collision. The most we’ll pay for contents lost or damaged in transit is \$10,000 for each event. The item limits in this policy still apply (see page 29 in the policy wording).</p> <p>Any amount we pay under this benefit, we’ll pay out of your <i>sum insured</i>.</p>
Stolen keys – we’ll pay to replace stolen keys and re-set keypads	16	We’ll pay to replace stolen keys and reset electronic keypads – up to \$2,000, for any one event.	Not covered	<p>Stolen keys – we’ll pay to replace stolen keys and re-set keypads</p> <p>We’ll pay reasonable costs to change or replace locks and keys or change the electronic keypad’s entry code, if any of the following happen.</p> <ul style="list-style-type: none"> • A key to your <i>home</i> is stolen. • A key to your <i>home</i> is believed on reasonable grounds to have been duplicated without your agreement following its disappearance. • A keypad entry code is shared without your agreement. <p>We’ll also pay the reasonable cost of opening any safe after the theft or disappearance of its key or combination.</p> <p>We’ll pay up to \$2,000 for any one event.</p> <p>Any amount we pay under this benefit, we’ll pay out of your <i>sum insured</i>.</p>
Property used for trade, professional, or business use – we’ll cover business tools	16	You now have cover for your tools and other items you use for trade, professional, or business purposes – up to \$2,000.	Not covered	<p>Property used for trade, professional, or business use – we’ll cover business tools</p> <p>We’ll cover your tools and other items you use for trade, professional, or business purposes.</p> <p>This benefit doesn’t cover products, or any stock of goods or materials, whether they’re raw or finished.</p> <p>We’ll pay up to \$2,000 in total for any one event.</p> <p>Any amount we pay under this benefit, we’ll pay out of your <i>sum insured</i>.</p>

<p>Optional benefits –</p> <p>The additional cover you can choose to add to your policy.</p> <p>You need to contact us to add these benefits and pay additional premium</p>	<p>Page</p>	<p>Summary of the cover change</p>	<p>Your previous cover</p>	<p>Your new cover</p>
<p>Accidental damage to contents – we'll cover more causes of loss (Optional benefit)</p>	<p>16</p>	<p>You have the option to add cover for accidental damage to contents.</p> <p>Please refer to your policy wording for details and contact us if you want this optional benefit.</p>	<p>Not available</p>	<p>Accidental damage to contents – we'll cover more causes of loss</p> <p>We'll cover you for <i>loss</i> to your <i>contents</i> arising from any event we would cover under Cover Option – Maxi, rather than the limited events we cover under Cover Option – Flexi.</p> <p>All other terms relevant to Cover Option – Flexi will still apply.</p>
<p>Cover anywhere within New Zealand – we'll cover your contents while you take them around New Zealand (Optional benefit)</p>	<p>16</p>	<p>You have the option to add cover for your contents anywhere in New Zealand – up to \$10,000 for any one event.</p> <p>Please refer to your policy wording for details and contact us if you want this optional benefit.</p>	<p>Not available</p>	<p>Cover anywhere within New Zealand – we'll cover your contents while you take them around New Zealand</p> <p>We'll keep covering your <i>contents</i> while you've temporarily moved them from your <i>home</i> to use anywhere in New Zealand during the <i>period of insurance</i>.</p> <p>We'll pay up to \$10,000 for any one event, except where we're covering items under the 'Specified items' benefit above.</p>
<p>Replacement value for contents – we'll pay replacement for most items (Optional benefit)</p>	<p>16</p>	<p>You have the option to have most items of contents covered for their replacement value, limited to the level of cover we would provide under Cover Option – Maxi.</p> <p>Please refer to your policy wording for details, including the limitations, and contact us if you want this optional benefit.</p>	<p>Not available</p>	<p>Replacement value for contents – we'll pay replacement for most items</p> <p>We'll pay the <i>replacement value</i> of your <i>contents</i>, limited to the level of cover we would provide under Cover Option – Maxi under 'How we'll settle your claim' on page 25.</p> <p>However, we'll cover <i>contents</i> for their <i>indemnity value</i> if they're more than 10 years old, except where we're covering items under the 'Specified items' benefit above.</p>

Optional benefits – The additional cover you can choose to add to your policy. You need to contact us to add these benefits and pay additional premium	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Personal effects extension (BasicPlan) (Optional benefit)</p>		<p>The Personal effects extension is no longer available under your new policy.</p> <p>The Personal effects extension provided cover for loss due to accidental damage anywhere in New Zealand, for items specified on your schedule. This cover is now provided the under 'Specified items' benefit. Any items you had specified have been carried over to your new policy.</p> <p>The Personal effects extension also provided up to \$2,000 of cover for loss due to accidental damage anywhere in New Zealand, for your baggage, personal effects, money and valuables, sporting and recreational equipment, and bicycles (including any e-bike).</p>	<p>8. Personal effects extension</p> <p>You are also insured for <i>accidental loss</i>, damage or destruction not otherwise excluded by this policy occurring anywhere in New Zealand:</p> <ol style="list-style-type: none"> 1. to items that are specified on the <i>schedule</i> where we shall pay up to the <i>sum insured</i> shown for each item; and 2. where this extension is indicated on the <i>schedule</i>, cover shall apply to <i>your baggage, personal effects, money and valuables, sporting and recreational equipment and bicycles (including any e-bike).</i> <p>We shall not pay more than \$2,000 for any one <i>loss</i>.</p>	<p>Benefit not available</p>

Optional benefits – The additional cover you can choose to add to your policy. You need to contact us to add these benefits and pay additional premium	Page	Summary of the cover change	Your previous cover	Your new cover
Personal effects extension (BasicPlan (Optional benefit) (Continued))		<p>If you would like this cover, please contact us to add one or more of the following optional benefits to your new policy:</p> <ul style="list-style-type: none"> • replacement value for contents – we'll pay replacement value for most items • cover anywhere within New Zealand – we'll cover your contents while you take them around New Zealand • accidental damage to contents – we'll cover more causes of loss. 		Benefit not available
Food Spoilage (Optional benefit)		<p>The new policy no longer includes a specific benefit for food spoilage. However, this is covered as long as the loss falls within the policy coverage.</p>	<p>9. Food Spoilage</p> <p>If your refrigerator or freezer in your home is accidentally damaged, or breaks down, or the power supply is accidentally turned off then we will:</p> <ol style="list-style-type: none"> 1. pay up to \$500 to replace any spoiled food; 2. repair any loss caused by the spoiled food. 	Benefit not available

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Excess in event of total loss</p>		<p>How we treat your premium if you have a total loss claim</p> <p>Previously if you had a total loss, we asked you to pay the full year's premium before we settled your claim. Now, you'll only need to pay premium up to the date of the loss.</p> <ul style="list-style-type: none"> For customers paying by instalment this means we won't deduct unpaid premium for the part of the period of insurance after the date of loss. For customers paying annually this means we'll refund any unused premium for the part of the period of insurance after the date of loss. 	<p>Where <i>you</i> suffer a total loss and <i>you</i> have been paying <i>your premium</i> by instalment the excess shown on the <i>schedule</i> will be increased to include:</p> <ol style="list-style-type: none"> the balance of the amount of <i>premium you</i> would have paid if <i>you</i> had instead elected to pay <i>your premium</i> annually; and the total value of the service fees for all of the <i>premium</i> instalments. 	<p>Section does not apply</p>

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Cyber acts and incidents</p> <p>Data</p>	<p>18</p>	<p>The policy we now offer contains an updated 'Electronic data' exclusion and a new 'Cyber acts and incidents' exclusion. This is to clarify the cover we offer for loss or damage to property following a cyber event (e.g., a hack or phishing scam). It is more limited than your previous cover.</p>	<p>3. We will not pay for:</p> <p>...</p> <p>b. any loss of electronic data;</p>	<p>Cyber acts and incidents</p> <p>We won't cover any <i>loss</i>, damage, liability, cost, or expense in any way connected to a <i>cyber act</i> or <i>cyber incident</i>. This exclusion does not apply if a <i>loss</i> covered by this policy causes a <i>cyber incident</i>.</p> <p>However, if there's resulting <i>loss</i> to your <i>contents</i> caused by a <i>cyber act</i> or <i>cyber incident</i>, we'll cover it (unless it's excluded under another part of this policy).</p> <p>Data</p> <p>We won't cover any <i>loss</i>, damage, liability, cost, or expense of any kind in any way connected to:</p> <ul style="list-style-type: none"> • <i>Data</i> being totally or partially destroyed, distorted, erased, corrupted, altered, misinterpreted, or misappropriated • errors in creating, amending, entering, deleting, or using <i>data</i> • total or partial inability or failure to receive, send, access, or use <i>data</i> for any time • any loss of use of <i>data</i>, or <i>data</i> being reduced in functionality, repaired, replaced, restored, or reproduced • the value of any <i>data</i>. <p>This exclusion applies whether any other causes or events contribute at the same time, or in any order, to any of the above.</p>
<p>Household pets</p>	<p>19</p>	<p>If you don't live in your home, the new policy does not cover loss caused by any pets scratching, chewing, tearing, or soiling.</p>	<p>Not mentioned</p>	<p>Household pets</p> <p>We won't cover <i>loss</i> caused by any pets scratching, chewing, tearing, or soiling. This exclusion only applies if you don't live in your <i>home</i>.</p>
<p>Sporting or recreational equipment while in use</p>		<p>We no longer exclude sporting and recreational equipment from cover while they're being used.</p>	<p>8. Any sporting or recreational equipment (other than bicycles and e-bikes) while in use.</p>	<p>No exclusion</p>

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
Tyres	21	This policy does not cover loss to the tyres of bicycles and other mechanically propelled vehicles caused by: <ul style="list-style-type: none"> • applying brakes • punctures • cuts • bursts or bursting. 	Not mentioned	<p>Tyres</p> <p>We won't cover <i>loss</i> to the tyres of bicycles and other mechanically propelled vehicles this policy covers, caused by:</p> <ul style="list-style-type: none"> • applying brakes • punctures • cuts • bursts or bursting. <p>This exclusion doesn't apply if either:</p> <ul style="list-style-type: none"> • the bicycle or vehicle suffers other <i>loss</i> in an <i>accident</i> • a person that this policy doesn't cover deliberately caused the <i>loss</i>. <p>However, if there's resulting <i>loss</i> to other items of <i>contents</i> caused by the excluded <i>loss</i>, we'll cover it (unless it's excluded under another part of this policy).</p>
Unoccupied homes	22	The 'weekly' supervision requirement for unoccupied homes has been replaced with 'regular' supervision.	<p>9. Unoccupied Home</p> <p>This policy does not provide cover for any <i>loss</i>:</p> <p>a. to the <i>contents</i> if the <i>home</i> is unoccupied (meaning no authorised person has slept there overnight within the last 60 days), unless we have been notified and have agreed in writing to maintain cover, and provided that:</p> <ol style="list-style-type: none"> the <i>home</i> and its lawns and gardens are kept in a tidy condition; and all external doors and windows are kept locked; and all papers and mail are collected weekly; and the <i>home</i> is under weekly supervision. <p>b. to the <i>contents</i> while the home is unattended, if normally used as a holiday-<i>home</i> or weekend <i>home</i>, unless requirements a.i. to a.iv. above are complied with.</p>	<p>Unoccupied homes</p> <p>We won't cover any <i>loss</i> to your <i>contents</i> while your home is:</p> <ul style="list-style-type: none"> • <i>unoccupied</i> • unattended, if you normally use it as a holiday <i>home</i> or weekend <i>home</i>. <p>However, we'll cover your <i>contents</i> if we know the <i>home</i> is a holiday <i>home</i>, or we agreed in writing to cover you while your <i>home</i> was <i>unoccupied</i>.</p> <p>All of the following must be met.</p> <ul style="list-style-type: none"> • Your <i>home</i>, its lawns, and its gardens are kept tidy. • All external doors and windows are kept locked. • All papers and mail are collected regularly. • Your <i>home</i> is under regular supervision. <p>If you normally live in your <i>home</i>, but your travel or medical commitments mean it's <i>unoccupied</i> for more than 60 days, we'll keep covering your <i>contents</i> for an additional 30 days. You must still meet the conditions above.</p>

The changes shaded in red indicate cover is reduced

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
Unoccupied homes (Continued)	22	However, where <i>you</i> ordinarily occupy the <i>home</i> , but <i>your</i> travel or medical commitments mean that the <i>home</i> is unoccupied for a period exceeding 60 days, we agree to maintain cover under this policy for an additional period of 30 days, provided that the requirements in a.i. to a.iv. above are met.		

Making a claim	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Different types of excess can apply</p>	<p>24</p>	<p>Your policy now contains some new additional excesses. The following additional excesses apply, unless the loss arises from fire, flood, or natural disaster.</p> <ul style="list-style-type: none"> • \$250 for each event, if you let your home to tenants other than you. • \$1,000 for each event, if you make your home available to anyone for casual use in return for any form of payment (e.g., Airbnb or Bookabach). <p>An additional \$150 excess applies to any claim for portable electronic equipment that's lost or stolen from your motor vehicle.</p> <p>If we've given you a discount for a security alarm system, but it wasn't turned on while you were out, we'll apply an additional \$250 excess to any claim for loss to contents stolen during a burglary at your home.</p>	<p>If the <i>home</i> is let to <i>tenants</i> other than <i>you</i> an additional excess of \$250 applies.</p>	<p>Different types of excess can apply</p> <p>More than one type of <i>excess</i> could apply — the specific circumstances of your claim will determine the total value of the <i>excess</i> you need to pay. If more than one type of <i>excess</i> applies, they'll apply cumulatively — they'll be added together to reach the total <i>excess</i>. Any amount shown on your schedule or described in this policy wording as an <i>excess</i> could apply.</p> <p>The following additional <i>excesses</i> apply, unless the <i>loss</i> arises from fire, <i>flood</i>, or <i>natural disaster</i>.</p> <ul style="list-style-type: none"> • \$250 for each event, if you let your <i>home</i> to <i>tenants</i> other than you. • \$1,000 for each event, if you make your <i>home</i> available to anyone for casual use in return for any form of payment. <p>An additional \$150 <i>excess</i> applies to any claim for portable electronic equipment that's lost or stolen from your motor vehicle.</p> <p>An additional \$250 <i>excess</i> applies to any claim for <i>loss</i> to <i>contents</i> if they are stolen during a burglary at your <i>home</i> and all the following apply.</p> <ul style="list-style-type: none"> • You've told us you have a security alarm system, which we have given you a discount for. • The alarm was not turned on and/or not activated. • You weren't at <i>home</i> at the time of the <i>loss</i>.

How we'll settle your claim under Cover Option – Flexi	Page	Summary of the cover change	Your previous cover	Your new cover
<p>The most we'll pay for some items:</p> <p>Each unspecified item, pair, or set of jewellery or watches</p> <p>Each item of photographic, digital, and video camera equipment</p> <p>Any bicycle (including any e-bike)</p> <p>Each coin, card, or stamp in a collection</p>	29	<p>We no longer define 'valuable(s)'; instead the item limits on page 29 will apply. These limits are generally higher than the previous limit for valuables. The maximum amounts payable have also changed.</p> <p>Please refer to your policy wording for details.</p>	<p>The maximum amount payable for any <i>valuable</i> not specified in the <i>schedule</i> is \$2,000.</p> <p><i>Valuable(s)</i> shall mean any item of jewellery, photographic or video camera equipment, camera, laptop computer, fur, watch, computer including hardware and software or any similar item of electronic device, telecommunications equipment including any portable hand-held telephone, bicycle (including any e-bike) or any collection of coins or stamps belonging to <i>you</i> or hired by <i>you</i> or in <i>your</i> custody or control for which <i>you</i> are responsible, not otherwise insured, but shall not include articles used for professional, trade or business purposes.</p>	<p>Each unspecified item, pair, or set of jewellery or watches \$3,000</p> <p>For any one event, we'll pay up to a maximum of 15% of the <i>sum insured</i> on your <i>schedule</i> (excluding specified items of jewellery and watches) or \$15,000 — whichever is greater.</p> <p>\$3,000, unless specified otherwise on your <i>schedule</i> for each item of photographic, digital, and video camera equipment</p> <p>We count a camera body and a standard lens as one item, unless separately specified on the <i>schedule</i>. Any extra lens not permanently attached to a camera body, or one that's designed to be interchangeable, we count as its own item.</p> <p>Any bicycle (including any e-bike) \$3,000, unless specified otherwise on your <i>schedule</i></p> <p>Each coin, card, or stamp in a collection \$1,000 \$3,000 in total for any collection of coins, cards, or stamps, unless specified otherwise on your <i>schedule</i>.</p>
<p>The most we'll pay for some items</p> <p>Each coin, card, or stamp in a collection</p>	29	<p>Under your previous cover there was no limit for individual coins, cards, or stamps in a collection. The limit for each coin, card, or stamp in a collection is now \$1,000 and the limit for any collection of these items has increased to \$3,000 in total.</p>	<p>The maximum amount payable for any <i>valuable</i> not specified in the <i>schedule</i> is \$2,000.</p> <p><i>Valuable(s)</i> shall mean any item of jewellery, photographic or video camera equipment, camera, laptop computer, fur, watch, computer including hardware and software or any similar item of electronic device, telecommunications equipment including any portable hand-held telephone, bicycle (including any e-bike) or any collection of coins or stamps belonging to <i>you</i> or hired by <i>you</i> or in <i>your</i> custody or control for which <i>you</i> are responsible, not otherwise insured, but shall not include articles used for professional, trade or business purposes.</p>	<p>Each coin, card, or stamp in a collection \$1,000</p> <p>\$3,000 in total for any collection of coins, cards, or stamps, unless specified otherwise on your <i>schedule</i>.</p>

How we'll settle your claim under Cover Option – Flexi	Page	Summary of the cover change	Your previous cover	Your new cover
<p>The most we'll pay for some items</p> <p>Any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, or windsurfers)</p>	29	<p>The item limit for any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, or windsurfers) has increased to \$3,000.</p> <p>Under your new policy we won't cover any boat that has a market value of more than \$3,000</p>	<ul style="list-style-type: none"> \$500 for watercraft and outboard motors and their parts and accessories if worth no more than \$500 but not while in use or caused by theft while away from the <i>home</i>; 	<p>\$3,000 for any boat (other than canoes, kayaks, surfboards, surf skis, kite surfers, paddle boards, or windsurfers).</p> <p>Under this policy we won't cover any boat that has a <i>market value</i> of more than \$3,000</p>
<p>The most we'll pay for some items</p> <p>Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat</p>	29	<p>The limit for Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat has increased to \$2,000 in total.</p>	<ul style="list-style-type: none"> \$500 in total for motor vehicle parts and accessories while detached from any vehicle; 	<p>\$2,000 in total for Motor and marine parts and accessories, including children's car seats, while they're out of any vehicle or boat</p>
<p>The most we'll pay for some items</p> <p>Unset precious stones or minerals, gold or silver bullion or ingots, and precious metals</p>	29	<p>The total limit for unset precious stones or minerals, gold or silver bullion or ingots, and precious metals has increased to \$1,000.</p>	<ul style="list-style-type: none"> \$500 in total for unset precious stones, bullion or gold or silver (other than silverware) or precious metals; 	<p>\$1,000 in total for unset precious stones or minerals, gold or silver bullion or ingots, and precious metals</p>

The changes shaded in red indicate cover is reduced

How we'll settle your claim under Cover Option – Flexi	Page	Summary of the cover change	Your previous cover	Your new cover
<p>The most we'll pay for some items</p> <p>All money, negotiable securities, certificates, documents, and travel tickets</p>	29	We'll now pay \$1,000 in total for all money, negotiable securities, certificates, documents, and travel tickets	<ul style="list-style-type: none"> \$500 in total for money, negotiable securities, bonus bonds, travellers cheques or travel tickets; \$500 for certificates or documents. 	\$1,000 in total for all money, negotiable securities, certificates, documents, and travel tickets
<p>We'll settle some claims in specific ways</p> <p>If you don't repair or replace unspecified watches or jewellery</p>	30	<p>If you don't want to replace or repair any unspecified item of jewellery or watch, the most we'll pay up to is 50% of the indemnity value.</p> <p>If you have optional 'Replacement value for contents' benefit, we'll pay the lesser of the market value or 50% of the replacement value.</p> <p>The item limits for jewellery or watches will still apply (see page 29).</p>	If you do not want the items repaired or replaced then we will pay you only the <i>indemnity value</i> of the items or the cost of the repairs whichever is less. However, if jewellery is not replaced or repaired, the maximum amount we will pay is 50% of the replacement value.	<p>If you don't repair or replace unspecified watches or jewellery</p> <p>If you don't want to replace or repair any unspecified item of jewellery or watch, the most we'll pay up to is 50% of the <i>indemnity value</i>.</p> <p>If you have optional 'Replacement value for contents' benefit (page 16 in the policy wording), we'll pay the lesser of the <i>market value</i> or 50% of the <i>replacement value</i>.</p> <p>The item limits for jewellery or watches on will still apply (see page 29 in the policy wording).</p>
<p>We'll settle some claims in specific ways</p> <p>If damaged items are part of a group, we'll only pay for those damaged items</p>	30	Your new policy makes clear that we'll only pay for items that actually suffered loss, even if they are part of a group of similar items. The policy also does not require us to exactly replace, repair, reinstate or rebuild items.	Not mentioned	<p>If damaged items are part of a group, we'll only pay for those damaged items</p> <p>If items that suffer <i>loss</i> are part of a group of <i>similar items</i>, we'll only pay for those items that actually suffered <i>loss</i>. We'll pay up to the value of or cost to replace those items. This condition doesn't apply to jewellery.</p> <p>We don't have to exactly replace, repair, reinstate or rebuild items.</p>

The changes shaded in red indicate cover is reduced

How we'll settle your claim under Cover Option – Flexi	Page	Summary of the cover change	Your previous cover	Your new cover
<p>We settle some claims in specific ways</p> <p>Obtain pre-loss valuations for any specified jewellery</p>	31	<p>If you have any specified items of jewellery on your schedule, you will need to provide a pre-loss valuation for each item if you make a claim for burglary, theft, or unexplained loss.</p>	Not mentioned	<p>Obtain pre-loss valuations for any specified jewellery</p> <p>If you have any specified items of jewellery on your <i>schedule</i>, you must support any claim for burglary, theft, or unexplained <i>loss</i> with a pre-loss valuation for each item you're claiming for.</p> <p>If you don't have a pre-loss valuation for the specified item being claimed for, it can affect the claim settlement for that item.</p> <p>Any pre-loss valuation must be from a suitably qualified jewellery valuer who is a member of a New Zealand jewellery valuers or appraisers society.</p>
<p>We settle some claims in specific ways</p> <p>Keep higher valued specified jewellery and watches in a locked safe when not in use.</p>	31	<p>If you have individual items of jewellery or watches that are specified for over \$50,000, or over \$100,000 worth of specified jewellery or watches in total, you need to keep those items in a locked safe when you're not wearing them or are away from the place where they are kept. If not, we won't cover the items for burglary, theft or unexplained loss. The locked safe must meet certain standards, please refer to the policy wording for full details.</p>	Not mentioned	<p>Keep higher valued specified jewellery and watches in a locked safe when not in use</p> <p>You must keep the following items in a locked safe in certain circumstances:</p> <ul style="list-style-type: none"> • any individual specified item of jewellery or watch worth over \$50,000 • all specified items of jewellery or watches, if their total value is over \$100,000. <p>You must keep these specified items in a locked safe when you're either:</p> <ul style="list-style-type: none"> • not wearing or carrying the items • absent from the building you leave the items in. <p>The safe must be all of the following:</p> <ul style="list-style-type: none"> • manufactured by a reputable safe manufacturer • of a standard sufficient to protect the specified items from burglary • securely anchored to the floor or wall, following the manufacturer's installation instructions. <p>If you don't follow these requirements, we won't cover the items for burglary, theft, or unexplained <i>loss</i>.</p>

Contents Definitions



Definitions	Page	Your previous cover	Your new cover
Act		<i>Act</i> means any Act of the New Zealand Parliament in force at the commencement of the <i>period of cover</i> , or which comes into force during the <i>period of cover</i> , and any substitution of, amendment to, replacement of, or any statutory regulation made under such Act.	No longer defined, this is outlined under the 'New Zealand law applies to this policy' section on page 36: This policy is governed by New Zealand law and New Zealand courts have exclusive jurisdiction over any legal proceedings about this policy. When this policy mentions an Act of New Zealand Parliament, this includes any substitution, amendment, or replacement of the Act. If the Act has been repealed and there is no substitution or replacement, we mean any part of an Act with substantially the same purpose and function. It includes the regulations under the Act.
Avoid (a policy)	37	Not defined	Avoid (a policy) We'll treat your policy as though it never existed, in accordance with the legal principles which govern the duty of disclosure and its remedies.
Computer system	37	Not defined	Computer system Any of the following in any configuration: <ul style="list-style-type: none"> • computers, hardware, and software • communications systems • electronic devices, including smart phones, laptops, tablets, and wearable devices • electronically controlled equipment, including data processing equipment • server, cloud, or microcontroller equipment • any similar system, input, output, data storage device, networking equipment or back up facility.
Contents	37	<i>Contents</i> shall mean anything normally in or around the <i>home</i> , belonging to or hired by <i>you</i> or in <i>your</i> custody or control for which <i>you</i> are responsible, not being otherwise insured, but excluding: <ol style="list-style-type: none"> mechanically propelled vehicles (except ride-on mowers and other domestic garden appliances, wheelchairs, <i>drones</i> (while they are not in use), and mobility scooters), trailers, caravan, or aircraft including accessories and spare parts attached to any of them; livestock and pets; trees, shrubs and plants (other than pot plants); fixtures and fittings (and their accessories) permanently attached to the <i>home</i>; contents used in any way for professional or business purposes; <i>drones</i> while they are in use. 	Contents Anything in your: <ul style="list-style-type: none"> • possession or located at the <i>home</i>, belonging to you or hired by you • custody or control for which you are responsible, that is not insured elsewhere. <i>Contents</i> doesn't include any of the following. <ul style="list-style-type: none"> • Mechanically propelled vehicles, trailers, caravans, or aircraft (except ride-on mowers and other domestic garden appliances, electric wheelchairs and electric mobility aids, <i>drones</i> while they are not in use, and remote-controlled scale models). • Vehicle accessories in or on a vehicle, except for the cover provided by the 'Vehicle accessories in an employer's motor vehicle' benefit. • Vehicle keys or vehicle remote controls.

Definitions	Page	Your previous cover	Your new cover
Contents (Continued)	37		<ul style="list-style-type: none"> Entertainment and communications systems that are in or on a vehicle, including any parts that attach to these systems. Navigation systems or radar detectors in or on a vehicle, including any parts that attach to them. Trees, shrubs, and plants (other than pot plants). Fixtures, fittings, sculptures, or artwork (and their accessories) permanently attached to the <i>home</i> or to land. Contents used in any way for professional or business purposes, except for: <ul style="list-style-type: none"> laptop computers, tablets, mobile or smart phones, or any other similar handheld electronic device that you also use for personal use the cover provided by the 'Property used for trade, professional or business use' benefit and the 'Home office or healthcare practice' benefit. Contents normally housed in an address not named on the <i>schedule</i>. Any item of contents that you have sold, gifted, or given away, that is no longer in your possession, or any item which you have taken ownership of or responsibility for, but you have not yet taken possession of. Any artificial body parts, surgical implants, or attachments that are permanently fitted to you or to any animal. Any animal. The <i>home</i>. <i>Drones</i> while they are in use.
Cyber Act	38	Not defined	<p>Cyber act</p> <p>One or more unauthorized, malicious, or criminal acts, involving accessing, processing, using, or operating any <i>computer system</i>. <i>Cyber act</i> also includes the threat or hoax of these acts.</p>
Cyber incident	38	Not defined	<p>Cyber incident</p> <p>Either of the following.</p> <ul style="list-style-type: none"> Any error, omission or series of related errors or omissions involving accessing, processing, using, or operating any <i>computer system</i>. Any partial or total unavailability or failure, or recurring unavailability or failure, involving accessing, processing, using, or operating any <i>computer system</i>.
Data	38	Not defined	<p>Data</p> <p>Any kind of information, including facts, concepts, or code.</p> <p>In this definition, we mean information that is converted, recorded, or transmitted in a form that a <i>computer system</i> can access, communicate, display, distribute, interpret, process, transmit, store or use.</p>

Definitions	Page	Your previous cover	Your new cover
Domestic Pets	38	Not defined	<p>Domestic pets</p> <p>Any animal that's tamed and kept for pleasure and companionship. It doesn't include any animal that is:</p> <ul style="list-style-type: none"> • not usually found living in urban households • kept as a working or sporting animal • kept for breeding or for any economic purpose.
Excess(es)	38	Not defined	<p>Excess(es)</p> <p>The amount you must pay towards the cost of any claim.</p>
Flood	39	Not defined	<p>Flood</p> <p>The inundation of land by water that has either:</p> <ul style="list-style-type: none"> • escaped or been released from the normal confines of the sea, a watercourse, reservoir, pond, dam, or lake • run off, accumulated, or pooled. <p>This definition does not apply if it is only your property that is inundated.</p>
Furniture (Vero CIS Basic Plan Contents)		<i>Furniture</i> shall mean items such as chairs, tables, beds, shelves, pictures and items of a similar type or nature, all being used or intended to be used around the <i>home</i> . Furniture shall not include linen, blankets, compact disks, records, tapes, books, sporting or recreational equipment, tools, cutlery, crockery, and items of a similar type or nature.	Not defined
Home	39	<i>Home</i> means each dwelling (including residential flat or holiday home) within the residential boundaries of the property on which the home is situated and includes any part of the home used as a home office or health care practice.	<p>Home</p> <p>The dwelling, including residential flat or holiday home, which is:</p> <ul style="list-style-type: none"> • owned by you • used for residential purposes • located within the residential boundaries • at the address shown on your <i>schedule</i>. <p>Home includes the following items shown on your <i>schedule</i> which are owned by you, used for <i>residential purposes</i>, and located within the <i>residential boundaries</i> of the address.</p> <ul style="list-style-type: none"> • Each additional self-contained dwelling unit that's capable of being lived in and is intended by you to be, or actually is, the <i>home</i> of one or more persons (if your <i>schedule</i> specifically indicates that the <i>home</i> includes additional dwelling units). • Any separate outbuildings that are not self-contained or capable of being lived in, and any garages.

Definitions	Page	Your previous cover	Your new cover
Home (Continued)	39		<ul style="list-style-type: none"> • Permanent decks. • Greenhouses and garden sheds, patios, pergolas, and built-in furniture. • Aerials and satellite dishes that are attached to the <i>home</i>. • Fixed floor coverings (floating, glued, tacked, or smooth edged). • Coverings fixed to the ceiling or wall. • Curtains, drapes, and blinds. • Fixed light fittings and appliances permanently wired or plumbed to a gas, plumbing, or electricity supply. • Letter boxes, exterior blinds and awnings, fixed clotheslines, and built-in barbeques. • Septic tanks, heating oil tanks, service tanks, water tanks, and their fixed pumps and systems. • Permanent spa pools or swimming pools, including their fixtures, covers, pipes, and fixed pumps. • Walls, fences, and gates. • Solar panels. • Gas pipes, fresh-water pipes, underground drainage, and sewerage pipes. • Cables and poles associated with electricity, <i>data</i>, and telephone services. • Any driveways, paths, patios, bridges, paving, and tennis courts. • Any private road, lane, right-of-way, access way, or bridge (including associated guttering, drains, piping, cables, and lighting) providing access to a driveway that you own, or share with other residential property owners, and for which you're responsible. • Permanently installed ornamental fishponds and water features connected to the dwelling's water supply. • Sculptures and artwork that are permanently fixed to buildings or land. • Your share in any walls (except retaining walls), fences, gates, pipes, cables, or driveways that you jointly own with other property owners. • Any part of the home used as a home office or healthcare practice.
Home Appliance(s) (Vero CIS Basic Plan Contents)		<i>Home appliance(s)</i> shall mean any mechanical or electronic device powered by external means (other than human) used or intended to be used about the <i>home</i> but shall not include <i>personal effects</i> or <i>valuables</i> .	Not defined

Definitions	Page	Your previous cover	Your new cover
Indemnity Value	40	<p><i>Indemnity value</i> is the amount needed to put <i>you</i> back in the same financial position <i>you</i> were in immediately before the <i>loss</i> occurred. This is either:</p> <ul style="list-style-type: none"> a. the <i>market value</i> of the <i>contents</i> at the time of <i>loss</i>; or b. the cost of replacing, repairing or reinstating the <i>contents</i> to a condition no better or more extensive than it was when new, less an allowance for depreciation and wear and tear. 	<p>Indemnity value</p> <p>One of the following.</p> <ul style="list-style-type: none"> • For a total <i>loss</i> – the <i>market value</i> of the <i>contents</i> immediately before the <i>loss</i> occurred. • For a partial <i>loss</i>, either: <ul style="list-style-type: none"> • the cost of replacing, repairing, or reinstating the <i>contents</i> to a condition no better than they were when new, up to the <i>market value</i>. We'll subtract an amount for depreciation, and wear and tear • the reduction in value because of the <i>loss</i>, up to the <i>market value</i>.
Internal Water System (Vero CIS Basic Plan Contents)		<p><i>Internal water system</i> is any water pipe, waste disposal pipe, water cylinder or water storage tank which is permanently connected and contained within the walls, floors or roof of the dwelling structure.</p>	Not defined
Market Value	40	<p><i>Market Value</i> means that reasonable value of the <i>contents</i> immediately prior to the <i>loss</i>.</p>	<p>Market value</p> <p>The value of the <i>contents</i> immediately before the <i>loss</i>.</p>
Period of Insurance	40	<p><i>Period of cover</i> means the "period" or "period of insurance" specified in the <i>schedule</i>.</p>	<p>Period of insurance</p> <p>The timeframe we provide your insurance cover for (usually 12 months), as shown on your <i>schedule</i>.</p>
Personal effects (Vero CIS Basic Plan Contents)		<p><i>Personal effects</i> shall mean articles for personal use which are designed to be either worn or carried, belonging to <i>you</i>, or in <i>your</i> custody or control for which <i>you</i> are responsible, not otherwise insured, including dentures, spectacles, clothing, hearing aids and contact lenses but not <i>contents</i> or <i>valuables</i> or any item permanently attached to <i>you</i>.</p>	Not defined
Replacement value	40	Not defined	<p>Replacement value</p> <p>The cost of replacing, repairing, or reinstating <i>contents</i>, without deducting for wear and tear or depreciation.</p>
Residential boundaries	40	Not defined	<p>Residential boundaries</p> <p>The part of the land the <i>home</i> dwelling sits on, which you, members of your family, or your <i>tenants</i> mainly use for <i>residential purposes</i>.</p> <p>Residential boundaries doesn't include any part of the land:</p> <ul style="list-style-type: none"> • which is used for commercial or farming purposes • that's more than 150 metres away from a dwelling or garage used for <i>residential purposes</i>, if the <i>home</i> is on a property larger than 10,000 square metres and isn't serviced by a dedicated town mains water supply.

Definitions	Page	Your previous cover	Your new cover
Residential purposes	41	Not defined	Residential purposes The ordinary domestic activities of life – this doesn't include activities that have a business or commercial purpose.
Room	41	Not defined	Room Any room(s), common area(s), and passageway(s) openly connected and not separated by any doors, doorways, or stairs.
Similar items	41	Not defined	Similar items Items of <i>contents</i> with a similar nature, use, colour, texture, material, or design and includes items which form part of a set.
Sum insured	41	<i>Sum insured</i> means the sum insured shown on the <i>schedule</i> .	Sum insured The amount your <i>schedule</i> shows your <i>contents</i> are insured for, excluding any specified items.
Tenant, tenants	41	<i>Tenant or tenants</i> means any person or persons (including the person's husband, wife, or partner, and the person's family) who are party to a tenancy agreement with <i>you</i> , for a period of no less than 90 days, having the right under such agreement to occupy the <i>home</i> in consideration of regular rental payments.	Tenant, tenants The person (or people) who sign a tenancy agreement with you, including their spouse or partner and their family. In this definition, a tenancy agreement is a written contract lasting for at least 90 days, giving the tenants the right to occupy your <i>home</i> in exchange for regularly paying rent.
Total contents sum insured	41	Not defined	Total contents sum insured The amount your <i>schedule</i> shows your <i>contents</i> are insured for, including the GST-exclusive value of any specified items.
Uninhabitable	41	Not defined	Uninhabitable We, or government or local authorities, determine the <i>home</i> is no longer a safe or sanitary place to live because of physical damage to the <i>home</i> – and we or they have therefore given you notice of this. Uninhabitable doesn't mean you or your <i>tenants</i> not wanting to live in an otherwise safe or sanitary <i>home</i> .
Unoccupied	41	Not defined	Unoccupied No authorised person has slept overnight in the <i>home</i> within the last 60 days.

Definitions	Page	Your previous cover	Your new cover
Valuables (Vero CIS Basic Plan Contents)		<i>Valuable(s)</i> shall mean any item of jewellery, photographic or video camera equipment, camera, laptop computer, fur, watch, computer including hardware and software or any similar item of electronic device, telecommunications equipment including any portable hand-held telephone, bicycle (including any e-bike) or any collection of coins or stamps belonging to <i>you</i> or hired by <i>you</i> or in <i>your</i> custody or control for which <i>you</i> are responsible, not otherwise insured, but shall not include articles used for professional, trade or business purposes.	Not defined



Change from Vero CIS MotorPlan to Vero MotorPlan Policy – Comprehensive, Third Party, Fire and Theft cover & Third Party cover

If you now have a Vero MotorPlan Policy, please read this section.

Below is a comparison between the cover provided under Vero CIS MotorPlan and Vero MotorPlan Policy. For full terms and conditions please refer to your Vero MotorPlan policy wording which can be found at [Insurance documents | Vero](#)

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
Premium credit		As your policy no longer requires you to pay your total premium before a claim, we no longer provide the ability for this to be credited to the insurance on your replacement vehicle.	<p>12. Premium Credit</p> <p>Where <i>your vehicle</i> is treated as a total loss and we insure <i>your replacement vehicle</i>, we will credit the unused <i>premium</i> towards insurance on the replacement. This is provided that:</p> <ol style="list-style-type: none"> 1. the person in control of <i>your vehicle</i> was completely free of blame; and 2. the identity of the other party who caused the damage is established. 	Benefit not required – premiums are only payable until the date of a total loss.

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Cyber acts and incidents</p> <p>Data</p>	<p>17</p>	<p>The policy we now offer contains an updated 'Electronic data' exclusion and a new 'Cyber acts and incidents' exclusion. This is to clarify the cover we offer for loss or damage to property following a cyber event (e.g., a hack or phishing scam). It is more limited than your previous cover.</p>	<p>Not mentioned</p>	<p>Cyber acts and incidents</p> <p>We won't cover any loss, damage, liability, cost, or expense in any way connected to a <i>cyber act</i> or <i>cyber incident</i>. This exclusion does not apply if a loss covered by this policy causes a <i>cyber incident</i>.</p> <p>However, if there's resulting loss to your <i>vehicle</i> caused by a <i>cyber act</i> or <i>cyber incident</i>, we'll cover it (unless it's excluded under another part of this policy).</p> <p>Data</p> <p>We won't cover any loss, damage, liability, cost, or expense of any kind in any way connected to:</p> <ul style="list-style-type: none"> • <i>Data</i> being totally or partially destroyed, distorted, erased, corrupted, altered, misinterpreted, or misappropriated • errors in creating, amending, entering, deleting, or using <i>data</i> • total or partial inability or failure to receive, send, access, or use <i>data</i> for any time • any loss of use of <i>data</i>, or <i>data</i> being reduced in functionality, repaired, replaced, restored, or reproduced • the value of any <i>data</i>. <p>This exclusion applies whether any other causes or events contribute at the same time, or in any order, to any of the above.</p>

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Excess in event of total loss</p>		<p>How we treat your premium if you have a total loss claim</p> <p>Previously if you had a total loss, we asked you to pay the full year's premium before we settled your claim. Now, you'll only need to pay premium up to the date of the loss.</p> <ul style="list-style-type: none"> For customers paying by instalment this means we won't deduct unpaid premium for the part of the period of insurance after the date of loss. For customers paying annually this means we'll refund any unused premium for the part of the period of insurance after the date of loss. 	<p>Where you suffer a total loss and you have been paying your premium by instalment the excess shown on the schedule will be increased to include:</p> <ol style="list-style-type: none"> the balance of the amount of premium you would have paid if you had instead elected to pay your premium annually; and the total value of the service fees for all of the premium instalments. 	<p>This is now referred to under the 'Your policy ends once we've paid your total loss claim' section on page 25:</p> <p>Once we've paid your total loss claim, your policy comes to an end. We keep the damaged <i>vehicle</i>, including all insured <i>accessories</i>.</p> <p>We'll refund any <i>premium</i> you have paid for the part of the <i>period of insurance</i> after the date of the loss or damage.</p>

Motor Definitions



Definitions	Page	Your previous cover	Your new cover
Accessory and accessories	31	<p><i>Accessories</i> means:</p> <ul style="list-style-type: none"> fitted entertainment, communications and navigation systems child restraints/seats tools and breakdown equipment, purchased by you to repair your vehicle car seat covers first aid kit, torch, fire extinguisher, maps and other equipment (not otherwise defined) permanently fitted to the vehicle. 	<p>Accessory and accessories</p> <p>Any of the following:</p> <ul style="list-style-type: none"> car seat covers child restraints and seats first aid kit, torch, fire extinguisher, maps fitted entertainment, communications, and navigation systems other equipment permanently fitted to your vehicle roof racks, roof boxes, bike racks and tow bars when fitted to your vehicle tools and breakdown equipment you permanently keep in your vehicle, or bought by you to repair your vehicle.
Act		<p><i>Act</i> means any Act of the New Zealand Parliament in force at the commencement of the <i>period of cover</i>, or which comes into force during the <i>period of cover</i>, and any substitution of, amendment to, replacement of, or any statutory regulation made under such Act.</p>	<p>No longer defined, this is outlined under the 'New Zealand law applies to this policy' section on page 30:</p> <p>This policy is governed by New Zealand law and New Zealand courts have exclusive jurisdiction over any legal proceedings about this policy.</p> <p>When this policy mentions an Act of New Zealand Parliament, this includes any substitution, amendment, or replacement of the Act. If the Act has been repealed and there is no substitution or replacement, we mean any part of an Act with substantially the same purpose and function. It includes the regulations under the Act.</p>
Approved repairer		<p>Approved repairer(s) means an individual or business approved by us to repair or replace your vehicle.</p>	<p>Not defined, however this is described under the 'We'll select the repairer' section under How we settle your claim.</p>
Avoid (a policy)	31	Not defined	<p>Avoid (a policy)</p> <p>We'll treat your policy as though it never existed in accordance with the legal principles which govern the duty of disclosure and its remedies.</p>
Computer system	31	Not defined	<p>Computer system</p> <p>Any of the following in any configuration:</p> <ul style="list-style-type: none"> computers, hardware, and software communications systems electronic devices, including smart phones, laptops, tablets, and wearable devices electronically controlled equipment, including data processing equipment server, cloud, or microcontroller equipment any similar system, input, output, data storage device, networking equipment or back up facility.

Definitions	Page	Your previous cover	Your new cover
Cyber act	31	Not defined	Cyber act One or more unauthorized, malicious, or criminal acts, involving accessing, processing, using, or operating any <i>computer system</i> . <i>Cyber act</i> also includes the threat or hoax of these acts.
Cyber incident	31	Not defined	Cyber incident Either of the following. <ul style="list-style-type: none"> • Any error, omission or series of related errors or omissions involving accessing, processing, using, or operating any <i>computer system</i>. • Any partial or total unavailability or failure, or recurring unavailability or failure, involving accessing, processing, using, or operating any <i>computer system</i>.
Data	32	Not defined	Data Any kind of information, including facts, concepts, or code. In this definition, we mean information that is converted, recorded, or transmitted in a form that a <i>computer system</i> can access, communicate, display, distribute, interpret, process, transmit, store or use.
Excess(es)	32	Not defined	Excess(es) The amount you must pay towards the cost of any claim.
Indemnity Value	32	Not defined	Indemnity value Either of the following. <ul style="list-style-type: none"> • The value of the damaged property immediately before the damage. • The cost to restore it to a condition no better than when it was new – less an amount for depreciation, wear, and tear.
Market Value	32	<i>Market value</i> means the reasonable value of the <i>vehicle</i> immediately prior to the loss or damage.	Market value The reasonable second-hand value of your <i>vehicle</i> immediately before the loss or damage occurred, based on factors including your <i>vehicle's</i> age, condition and kilometres travelled.
Period of Insurance	32	<i>Period of cover</i> means the "period" or "period of insurance" specified in the <i>schedule</i> .	Period of insurance The timeframe we provide your insurance cover for (usually 12 months), as shown on your <i>schedule</i> .

Definitions	Page	Your previous cover	Your new cover
Vehicle	32	<p><i>Vehicle</i> means any vehicle described in the <i>schedule</i> including equipment supplied and fitted by the manufacturer, and tools supplied by the manufacturer that would normally remain within the vehicle and <i>accessories</i>.</p> <p>For the purposes of the general exclusions, vehicle also means any other vehicle covered by this policy.</p>	<p>Vehicle</p> <p>Any vehicle that your <i>schedule</i> describes, including:</p> <ul style="list-style-type: none"> • equipment supplied and fitted by the manufacturer and tools supplied by the manufacturer that would normally stay in the vehicle • the vehicle's <i>accessories</i> • the vehicle's keys. <p>Under 'Exclusions – things we don't cover' starting on page 16, vehicle also means any other vehicle this policy covers.</p>

Changes to Motor additional excesses



Below are the additional excesses that are changing from your current cover, to the cover on offer.

Additional excesses must be paid on top of any others that apply. For details of other excesses that may apply, please refer to your policy schedule.

Additional excesses	Previous excesses under Vero CIS MotorPlan August 2021	Excesses under Vero MotorPlan Policy May 2022
International excess for drivers with an international licence from specific countries.	Not applicable	\$1,000
New driver excess for drivers aged 25 or over, who have held their licence for less than 12 months.	Not applicable	\$250

The changes shaded in red indicate where an excess has been increased



Change from Vero CIS BoatPlan to Vero Pleasurecraft Policy

If you now have a Vero Pleasurecraft Policy, please read this section.

Below is a comparison between the cover provided under Vero CIS BoatPlan and Vero Pleasurecraft Policy. For full terms and conditions please refer to your Vero Pleasurecraft policy wording which can be found at [Insurance documents | Vero](#)

Your cover in detail	Page	Summary of the cover change	Your previous cover	Your new cover
Cover for loss or damage to your boat and boat's gear	9	Your boat parts and accessories are now covered as part of your boat.	<p>2. Boat parts and accessories at home</p> <p>If you have <i>boat</i> accessories or spare parts that are not fitted to the <i>boat</i>, and they are stored at <i>your</i> home, we will pay up to \$500 any one event after deducting <i>your</i> excess, for loss or damage by fire and theft, unless you have named an item and its value, and it is shown on the <i>schedule</i>.</p>	<p>Boat</p> <p>A <i>personal watercraft, moored craft, an amphibious vehicle, an amphibious boat, or the hull of a trailer craft</i>, used privately. It includes any fixtures, fittings and equipment normally sold with a <i>boat</i>, such as <i>dinghies, sails, masts, spars, rigging, machinery and motors (inboard and outboard), anchors, chains, shackles, ropes and warp, fish finders, depth sounders, other navigational aids, marine radios, and trailers</i>. A <i>boat</i> does not include <i>hovercraft</i>.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Liability cover What we'll pay for legal liability</p>	<p>11</p>	<p>Under your new cover we've increased the legal liability limit. You are now covered up to \$10,000,000 for your legal liability to pay damages or reparation for accidental bodily injury or accidental loss to someone else's property.</p>	<p>Limits on what we will pay under legal liability:</p> <p>In respect of any one event, we will pay:</p> <ul style="list-style-type: none"> i. for loss or damage to someone else's property, up to \$1,000,000; ii. for <i>bodily injury</i>, up to \$1,000,000. <p>In addition, where <i>your</i> legal liability is to pay <i>damages</i> we will pay <i>your</i> legal defence costs and expenses incurred with <i>our</i> prior written consent. However we will not pay <i>your</i> legal defence costs and expenses in relation to an offence or where <i>your</i> legal liability is to pay <i>reparation</i>.</p> <p>Our liability to you under all legal liability benefits ("Liability for Damages" and "Liability for Reparation"), will be limited to the applicable sublimits, and will never exceed \$1,000,000 in total during any period of cover plus your legal defence costs and expenses incurred with our consent as provided in the policy.</p>	<p>What we'll pay for legal liability</p> <p>We'll pay up to \$10,000,000 for any one <i>event</i> for your legal liability to <i>others</i> to pay <i>damages</i> or <i>reparation</i> for <i>accidental bodily injury</i> or <i>accidental</i> loss or damage to someone else's property.</p> <p>Where your liability is to pay <i>damages</i>, we'll also pay up to \$250 per person per day for:</p> <ul style="list-style-type: none"> • your legal or other reasonable expenses incurred with our written consent • the costs of attending court proceedings at our request. <p>We won't pay these expenses and costs where your liability is to pay <i>reparation</i>.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Additions – we’ll cover fixtures, fittings, and gear you add to your boat</p>	12	<p>We now cover any fixtures, fittings, or boat’s gear you buy for your boat during the period of insurance, up to \$25,000 total. You must tell us about the purchase and retain your receipt. Your sum insured and premium will be adjusted to cover these at the next renewal. Please refer to your policy wording for full details.</p>	<p>Not covered</p>	<p>Additions – we’ll cover fixtures, fittings, and gear you add to your boat</p> <p>We’ll automatically provide cover for any fixtures, fittings or <i>boat’s gear</i> you buy for your <i>boat</i> during a <i>period of insurance</i>. You must:</p> <ul style="list-style-type: none"> • tell us about the items and their values before the end of the <i>period of insurance</i> you buy them in • provide receipts if there’s <i>accidental</i> loss or damage. <p>When you tell us about the items, we’ll change the sum insured and <i>premium</i>. This change will take effect when the next <i>period of insurance</i> starts.</p> <p>The maximum amount payable in any <i>period of insurance</i> under this benefit is \$25,000.</p>
<p>Boat change – we’ll insure your replacement boat</p>	12	<p>Your new policy will still cover a replacement boat automatically for 30 days. However, the limit for this to apply is that the market value is no more than 10% higher than your original boat, where it previously had to be no more than \$50,000.</p>	<p>If you replace a boat or buy an additional boat then we will insure the replacement or additional boat for its market value but otherwise on the same terms that apply to the boat shown on the schedule, but only if the boat purchased is valued at no more than \$50,000.</p>	<p>Boat change – we’ll insure your replacement boat</p> <p>If you replace your <i>boat</i> with another <i>boat</i> of similar type, age, and construction, we’ll automatically insure it for 30 days after purchase. We’ll cover your replacement <i>boat’s market value</i>. We’ll cover it on the same terms that applied to the original <i>boat</i> in your policy <i>schedule</i>.</p> <p>The replacement <i>boat</i> must have a <i>market value</i> no more than 10% higher than the original <i>boat</i>.</p> <p>You must:</p> <ul style="list-style-type: none"> • give full details of the replacement <i>boat</i> within 30 days from buying it • pay any extra <i>premium</i> requested. <p>If your replacement <i>boat</i> is not of similar value, type, age, and construction, you’ll need to talk to us before we cover it.</p>
<p>Continuation of cover – we’ll extend your cover until your boat arrives at a safe port or launching ramp</p>	12	<p>Your policy will now cover you until your boat arrives back at a safe port or launching ramp, where your cover ends while your boat is on the water.</p>	<p>Not covered</p>	<p>Continuation of cover – we’ll extend your cover until your boat arrives at a safe port or launching ramp</p> <p>If your cover ends while your <i>boat</i> is on the water, we’ll extend cover until it arrives back at a safe port or launching ramp. When the <i>period of insurance</i> ends, your <i>boat</i> must meet all of the conditions below. It must be:</p> <ul style="list-style-type: none"> • afloat • being navigated • away from any port or launching ramp. <p>You must notify us as soon as possible and pay any extra <i>premium</i> we require. This benefit doesn’t apply if this policy is due to be cancelled.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Emergency rescue and emergency repair costs – we'll cover the immediate response</p>	<p>13</p>	<p>We have increased the limit for how much we will pay to rescue you, your passengers, your crew and now your pets – up to \$25,000 for any one event.</p> <p>We'll also now pay to return your boat to your usual place of residence or usual mooring location following its repair, or if it was stolen, following its recovery – up to \$2,000 for any one event.</p>	<p>Emergency costs</p> <p>If you have an accident for which there is a valid claim under this policy, we will pay the reasonable incurred costs of:</p> <ol style="list-style-type: none"> 1. rescuing you, your passengers or your crew, to a maximum of \$1,000; 2. having your boat removed to the nearest repairer or place of safety; 3. essential repairs to the boat so you can get to your destination or a repairer; 4. returning your boat to your home following its repair, or if it was stolen, following its recovery. <p>We will also pay the reasonable costs of accommodating and transporting you and your passengers to your home if your boat cannot be used, to a maximum of \$500.</p>	<p>Emergency rescue and emergency repair costs – we'll cover the immediate response</p> <p>If we accept a claim for an <i>accident</i>, we'll repay the reasonable costs of:</p> <ul style="list-style-type: none"> • rescuing you, your passengers, your crew, or your pets, or moving your <i>boat</i> to the nearest repairer or place of safety, up to \$25,000 for any one <i>event</i> • essential and immediate repairs to the <i>boat</i> so your <i>boat</i> can get to its destination or to a repairer. <p>We'll also pay up to \$2,000 for any one <i>event</i> to return your <i>boat</i> to your usual place of residence or usual mooring location following its repair, or if it was stolen, following its recovery.</p>
<p>Emergency towage costs while afloat – we'll cover your tow</p>	<p>13</p>	<p>You're now covered if you are afloat and need a tow due to mechanical or electrical breakdown – up to \$2,000.</p>	<p>Not covered</p>	<p>Emergency towage costs while afloat – we'll cover your tow</p> <p>You may need a tow after a mechanical or electrical <i>breakdown</i> to your <i>boat</i>. We'll reimburse you for the reasonable towing expenses you incur, without deducting an <i>excess</i>, as long as your <i>boat</i> is afloat and you are not setting off from a mooring, marina or <i>boat</i> ramp.</p> <p>We'll pay up to \$2,000 under this benefit during any one <i>period of insurance</i>.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Funeral expenses – we'll contribute to the cost</p>	<p>13</p>	<p>Previously, cover for medical payments and funeral costs was provided as an optional extra. Now, if we pay a claim under the included 'Personal trauma' benefit, we'll also pay under the included 'Funeral expenses' benefit.</p>	<p>Optional benefit:</p> <p>11. Medical payments insurance</p> <p>Medical payments insurance If this extension is shown on the schedule, the following cover applies: We will pay the reasonable expenses of necessary medical, surgical, ambulance, hospital, professional nursing services and in event of death, funeral costs incurred within one year from the date of an accident to any person while in, upon boarding or leaving your insured vessel. The most we will pay for any one accident shall not exceed the amount of insurance shown for medical payments in the schedule, regardless of the number of persons involved in the accident.</p> <p>Special requirements:</p> <p>Any person seeking medical payments by us under this section must:</p> <ol style="list-style-type: none"> 1. provide us with all documentation, bills and reports requested by us; 2. submit to a physical examination by a physician selected by us when and as often as we reasonably require; and 3. provide us with written authorisation for release to us of copies of pertinent medical reports and records. 	<p>Funeral expenses – we'll contribute to the cost</p> <p>If any person dies from <i>bodily injury</i> directly connected to your <i>boat</i>, we may pay a death benefit under this policy. If we agree to pay a death benefit, we'll also contribute to their funeral expenses.</p> <p>We'll pay up to \$5,000 per person, up to a total of \$10,000 for any one <i>event</i>.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
Legal defence costs – we'll help pay for your defence in court	13	After an accident, you may face a charge for manslaughter under s65 of the Maritime Transport Act 1994. If you do, we'll now pay up to \$25,000 for legal defence costs necessarily and reasonably incurred to defend you from the charge, without deducting an excess. See your policy wording for full details.	Not covered	<p>Legal defence costs – we'll help pay for your defence in court</p> <p>After an <i>accident</i>, you may face a manslaughter charge as defined in the <i>Crimes Act 1961</i>, or a charge under s65 of the <i>Maritime Transport Act 1994</i>. If you do, we'll pay for legal defence costs necessarily and reasonably incurred to defend you from the charge, without deducting an <i>excess</i>.</p> <p>You must be intending to plead not guilty. Your plea of not guilty must be reasonable, based on the evidence, the law, and the prospect of a successful defence. We'll cover charges resulting from an <i>accident anywhere in New Zealand</i>, using your <i>boat</i> or another <i>boat</i>.</p> <p>We'll pay up to \$25,000 under this benefit in any one <i>period of insurance</i>.</p>
Loss of entry fees – we'll cover your cancellation	13	We'll reimburse up to \$1,000 of the unreclaimable entry fees if your boat has been damaged and you can't take part in an on-water event.	Not covered	<p>Loss of entry fees – we'll cover your cancellation</p> <p>You may pay an entry fee for an on-water event, such as a regatta or fishing competition, and then be unable to take part because your <i>boat</i> is lost or damaged after you entered.</p> <p>If we agree to pay your claim for the damage, we'll also reimburse you for your net loss.</p> <p>Your net loss is the part of the entry fee you can't reclaim, after advising the event organisers as soon as you become aware you are unable to take part in the event.</p> <p>We'll pay up to \$1,000 under this benefit in any one <i>period of insurance</i>.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Medical payments not fully covered by ACC – we'll fill the gap</p>	<p>13</p>	<p>The previous optional benefit for medical payments insurance has been removed. There is an alternative cover in your new policy where someone suffers accidental bodily injury directly connected to your boat, and ACC has accepted but not fully covered their reasonable medical and ambulance expenses we'll pay up to \$2,000 towards the difference.</p>	<p>Optional benefit:</p> <p>11. Medical payments insurance</p> <p>If this extension is shown on the <i>schedule</i>, the following cover applies:</p> <p>We will pay the reasonable expenses of necessary medical, surgical, ambulance, hospital, professional nursing services and in event of death, funeral costs incurred within one year from the date of an <i>accident</i> to any person while in, upon boarding or leaving <i>your insured vessel</i>.</p> <p>The most we will pay for any one <i>accident</i> shall not exceed the amount of insurance shown for medical payments in the <i>schedule</i>, regardless of the number of persons involved in the <i>accident</i>.</p> <p>Special requirements:</p> <p>Any person seeking medical payments by <i>us</i> under this section must:</p> <ol style="list-style-type: none"> 1. provide <i>us</i> with all documentation, bills and reports requested by <i>us</i>; 2. submit to a physical examination by a physician selected by <i>us</i> when and as often as <i>we</i> reasonably require; and 3. provide <i>us</i> with written authorisation for release to <i>us</i> of copies of pertinent medical reports and records. 	<p>Medical payments not fully covered by ACC – we'll fill the gap</p> <p>Someone may suffer <i>accidental bodily injury</i> directly connected to your <i>boat</i>. We'll pay their reasonable medical and ambulance expenses accepted, but not fully covered, by <i>ACC</i>.</p> <p>The injury must happen:</p> <ul style="list-style-type: none"> • when stepping onto your <i>boat</i>, on board, or when stepping from your <i>boat</i> • while your <i>boat</i> is afloat, being put into the water, or being retrieved from the water. <p>The expenses must be incurred within one year of the <i>accident</i>.</p> <p>We'll pay up to \$2,000 under this benefit in any one <i>period of insurance</i>.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>No Fault No Excess – we’ll cover your full claim when someone else is at fault</p>	<p>14</p>	<p>If someone else is at fault for damage to your boat and you can provide their full details to us, you may not need to pay your excess. See your policy wording for full details.</p>	<p>Not covered</p>	<p>No Fault No Excess – we’ll cover your full claim when someone else is at fault</p> <p>If someone else is fully at fault for loss of or damage to your <i>boat</i>, you may not need to pay your excess. The damage must:</p> <ul style="list-style-type: none"> • be greater than your <i>excess</i> • happen while your <i>boat</i> is moored at a marina, or in a collision while underway on the water • not happen while racing or preparing to race. <p>You must provide us with accurate written details of who caused damage to your <i>boat</i>.</p> <p>This must include their full name and contact details, and details of their insurance.</p>
<p>Personal effects – we’ll cover the things you bring with you</p>	<p>14</p>	<p>Your new policy covers your personal effects if they suffer accidental loss or damage while they are on board or being carried onto or off your boat.</p> <p>We’ll pay:</p> <ul style="list-style-type: none"> • \$1,000 if your boat is a trailer craft • \$5,000 if your boat is a moored craft. 	<p>Not covered</p>	<p>Personal effects – we’ll cover the things you bring with you</p> <p>We’ll cover your <i>personal effects</i> if they are not covered by any other insurance policy. We’ll cover them for <i>accidental</i> loss or damage while they are on board or being carried onto or off your boat.</p> <p>We’ll only cover <i>theft of personal effects</i> from your unattended <i>boat</i> if they are in a securely locked cabin or locker.</p> <p>We’ll pay the actual <i>market value</i> of your <i>personal effects</i>, up to the cost to repair or replace the items with similar items.</p> <p>We’ll pay up to the following amounts per <i>event</i>, less your <i>excess</i>:</p> <ul style="list-style-type: none"> • \$1,000 if your <i>boat</i> is a <i>trailer craft</i> • \$5,000 if your <i>boat</i> is a <i>moored craft</i>. <p>We won’t cover <i>fishing or diving equipment</i> under this benefit. We’ll only cover <i>fishing or diving equipment</i> if you have the ‘<i>Fishing or diving equipment</i>’ optional benefit.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
<p>Personal trauma – we'll pay compensation</p>	<p>14</p>	<p>Your new policy will pay compensation if any person dies or suffers specific types of trauma which are directly connected to your boat. Please refer to the policy wording for full details and limits.</p>	<p>Not covered</p>	<p>Personal trauma – we'll pay compensation</p> <p>If any person dies or suffers a trauma listed below directly connected to your <i>boat</i>, we'll pay compensation.</p> <p>The <i>event</i> causing the death or trauma must happen:</p> <ul style="list-style-type: none"> • when stepping onto your <i>boat</i>, while on board, or when stepping from your <i>boat</i> • while your <i>boat</i> is afloat, being put into the water, or being retrieved from the water. <p>The <i>event</i> must be the sole cause of the death or trauma, and the death or trauma must happen within three calendar months of the <i>event</i>.</p> <p>We'll pay the following amounts, up to \$15,000 per person and \$30,000 for any one <i>event</i>:</p> <ul style="list-style-type: none"> • death: \$15,000 • total and irrecoverable loss of the sight of an eye: \$2,500 • total and irrecoverable loss of the sight of both eyes: \$5,000 • total and permanent loss of the use of one hand or one foot: \$2,500 • total and permanent loss of the use of both hands or both feet, or the use of one hand together with one foot: \$5,000. <p>We'll also pay medical and dental expenses incurred in connection with such death or trauma, up to \$1,000 per person per <i>event</i>.</p> <p>We won't pay where death or trauma was caused by suicide, attempted suicide or a reckless act.</p>
<p>Premium Credit</p>		<p>As your policy no longer requires you to pay your total premium before a claim, we no longer provide the ability for this to be credited to the insurance on your replacement boat.</p>	<p>Premium credit</p> <p>Where your boat is treated as a total loss and we insure your replacement boat, we will credit the unused premium towards insurance on the replacement. Provided that:</p> <ol style="list-style-type: none"> 1. the person in control of your boat was completely free of blame; and 2. the identity of the other party who caused the damage is established. 	<p>Benefit not required – premiums are only payable until the date of a total loss.</p>

Benefits we include in your cover	Page	Summary of the cover change	Your previous cover	Your new cover
Travel and accommodation costs – we'll help you get home	15	You are now covered for travel and accommodation costs for you and your passengers if your boat cannot be used following a claim – up to \$2,000.	Covered under the Emergency Costs Benefit: <ul style="list-style-type: none"> We will also pay the reasonable costs of accommodating and transporting you and your passengers to your home if your boat cannot be used, to a maximum of \$500. 	Travel and accommodation costs – we'll help you get home After an <i>accident</i> , your <i>boat</i> may be so damaged that it cannot be used. If we accept a claim for <i>accidental</i> loss or damage to your <i>boat</i> , we'll also pay reasonable accommodation and travel costs you incur. We'll cover accommodation and travel costs for you, your crew and passengers, and your pets to get to your usual place of residence, or to the mooring, marina or <i>boat</i> ramp where your journey started. We'll pay up to \$2,000 under this benefit for any one <i>event</i> .

Optional benefits – The additional cover you can choose to add to your policy. You need to contact us to add these benefits and pay additional premium	Page	Summary of the cover change	Your previous cover	Your new cover
Floating dry dock or air berth – extend your cover (Optional benefit)	15	You can now add cover to your policy for your floating dry dock or air berth. Please refer to your policy wording for details.	Not covered	Floating dry dock or air berth – extend your cover If you buy the 'Floating dry dock or air berth' benefit, we'll cover you for <i>accidental</i> loss or damage to your floating dry dock or air berth when used with your <i>boat</i> . We'll pay up to the current <i>market value</i> of your floating dry dock or air berth at the time of loss or damage. Your cover is limited to the sum insured shown on your policy <i>schedule</i> . We'll deduct the <i>excess</i> shown on your policy <i>schedule</i> for the 'Floating dry dock or air berth' benefit from any claim.

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
Cyber acts and incidents Data	19	The policy we now offer contains an updated 'Electronic data' exclusion and a new 'Cyber acts and incidents' exclusion. This is to clarify the cover we offer for loss or damage to property following a cyber event (e.g., a hack or phishing scam) and is more limited than your previous cover.	Not mentioned	<p>Cyber acts and incidents</p> <p>We won't cover any loss, damage, liability, cost, or expense in any way connected to a <i>cyber act</i> or <i>cyber incident</i>. This exclusion does not apply if a loss covered by this policy causes a <i>cyber incident</i>.</p> <p>However, if there's resulting loss to your <i>boat</i> caused by a <i>cyber act</i> or <i>cyber incident</i>, we'll cover it (unless it's excluded under another part of this policy).</p> <p>Data</p> <p>We won't cover any loss, damage, liability, cost or expense of any kind in any way connected to:</p> <ul style="list-style-type: none"> • <i>data</i> being totally or partially destroyed, distorted, erased, corrupted, altered, misinterpreted or misappropriated • errors in creating, amending, entering, deleting or using <i>data</i> • total or partial inability or failure to receive, send, access or use <i>data</i> for any time • any loss of use of <i>data</i>, or <i>data</i> being reduced in functionality, repaired, replaced, restored or reproduced • the value of any <i>data</i>. <p>This exclusion applies whether any other causes or events contribute at the same time, or in any order, to any of the above.</p>
Damage to jet-boats, amphibious boats and personal watercraft (jet ski)	19	There are some situations in which we no longer cover damage to jet-boats, amphibious boats and personal watercraft (jet ski), or liability caused by them. These are new limitations on your cover – please refer to the policy wording for full details.	Not mentioned	<p>Damage to jet-boats, amphibious boats and personal watercraft (jet ski)</p> <p>We won't cover:</p> <ul style="list-style-type: none"> • denting or scratching to your <i>jet-boat</i>, <i>amphibious boat</i> or <i>personal watercraft</i> caused by being in waters that are not navigable by propeller-driven craft • loss or damage caused by dirt or debris entering or leaving the jet unit or motor of your <i>jet-boat</i>, <i>amphibious boat</i> or <i>personal watercraft</i> • loss or damage caused by the motors or electrical equipment of your <i>jet-boat</i>, <i>personal watercraft</i> or <i>amphibious boat</i> ingesting water • loss, damage, or legal liability caused by driving your amphibious boat under its own power on land, or any legal liability incurred by this. Otherwise, while your <i>amphibious boat</i> is ashore, this policy will cover it as if it's a <i>trailer craft</i>.
Dents, chips and scratches	19	Your new policy contains a new exclusion so that in most situations, we no longer cover dents, chips, and scratches to your boat.	Not mentioned	<p>Dents, chips and scratches</p> <p>We won't cover denting, chipping or scratching of your boat unless they are caused by:</p> <ul style="list-style-type: none"> • your <i>boat</i> being <i>accidentally</i> stranded • your <i>boat</i> colliding with another <i>boat</i> or external object other than water.

The changes shaded in red indicate cover is reduced

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
Any excess		<p>How we treat your premium if you have a total loss claim</p> <p>Previously if you had a total loss, we asked you to pay the full year's premium before we settled your claim. Now, you'll only need to pay premium up to the date of the loss.</p> <ul style="list-style-type: none"> For customers paying by instalment this means we won't deduct unpaid premium for the part of the period of insurance after the date of loss. For customers paying annually this means we'll refund any unused premium for the part of the period of insurance after the date of loss. 	<p>Where <i>you</i> suffer a total loss and <i>you</i> have been paying <i>your premium</i> to <i>us</i> by instalment the standard excess shown on the <i>schedule</i> will be increased to include:</p> <ol style="list-style-type: none"> the difference between the amount <i>you</i> have paid and the amount of <i>premium</i> <i>you</i> would have paid if <i>you</i> had instead elected to pay <i>your premium</i> annually; and the total value of the instalment fees for all of the <i>premium</i> instalments. 	N/A
International voyages and geographical limits	20	<p>Your new cover has increased geographical limits from 150 to 200 nautical miles, subject to some exceptions listed in the policy wording.</p>	<p>In New Zealand definition: means within 150 kilometres of New Zealand's coastline but not while on voyages to and/or from ports and/or places outside New Zealand.</p>	<p>International voyages and geographical limits</p> <p>We won't cover any loss, damage or legal liability that occurs beyond 200 nautical miles from New Zealand's North or South Islands.</p> <p>We also won't cover any loss, damage or legal liability that occurs within 200 nautical miles from New Zealand's North Island or South Islands, from the time you have cleared NZ Customs to start an <i>international voyage</i> to the time you clear NZ Customs on your return, which is in any way connected to:</p> <ul style="list-style-type: none"> gear failure crew inexperience fatigue or sickness navigational error. <p>This exclusion does not apply if we've reached a written agreement with you before the <i>international voyage</i> starts.</p>

Exclusions – things we don't cover	Page	Summary of the cover change	Your previous cover	Your new cover
Living aboard your boat	21	Your new policy no longer covers loss or damage connected to anyone living aboard your boat. If you require this cover, please contact us to discuss this.	Not mentioned	Living aboard your boat We won't cover any loss or damage connected to anyone living aboard your <i>boat</i> or using it as a primary residence, unless we've agreed in writing to give cover for this use.
Some types of theft or disappearance	21	Your new policy contains additional limitations on the cover available for theft or disappearance. In particular, the policy does not cover: <ul style="list-style-type: none"> the unexplained disappearance of your boat or boat's gear, fishing or diving equipment, personal effects, or any other property from your boat, if you don't report it as stolen to the New Zealand Police within a reasonable period. theft of your personal watercraft while it's not on its trailer, if its ignition key or similar device hasn't been decoupled. 	j. theft of outboard motors that are not securely locked to the <i>boat</i> , or stored in a securely locked part of the <i>boat</i> ; or stored in a securely locked building.	Some types of theft or disappearance We won't cover: <ul style="list-style-type: none"> the unexplained disappearance of your <i>boat</i> or <i>boat's gear, fishing or diving equipment, personal effects</i>, or any other property from your <i>boat</i>, if you don't report it as stolen to the New Zealand Police within a reasonable period <i>theft</i> of outboard motors under 25hp that are not securely locked to your <i>boat</i>, stored in a securely locked part of your <i>boat</i>, or stored in a securely locked building <i>theft</i> of your <i>personal watercraft</i> while it's not on its <i>trailer</i>, if its ignition key or similar device hasn't been decoupled.

The changes shaded in red indicate cover is reduced

Pleasurecraft Definitions



Definitions	Page	Your previous cover	Your new cover
ACC	30	Not defined	ACC The Accident Compensation Act 2001, or the Accident Compensation Commission.
Act	30	<i>Act</i> means any Act of the New Zealand Parliament in force at the commencement of the <i>period of cover</i> , or which comes into force during the <i>period of cover</i> , and any substitution of, amendment to, replacement of, or any statutory regulation made under such Act.	Act Any Act of the New Zealand Parliament in force when the <i>period of insurance</i> starts, or any law that comes into force during it. It includes any future modification, re-enactment, or substitution of that <i>Act</i> by legislation. Any reference to <i>Act</i> also includes any regulation, order-in-council, or other instrument issued, made, or enabled under that legislation.
Agreed Value	30	Not defined	Agreed value The value of your <i>boat</i> that we agreed with you when insuring it, or at any renewal. This value includes Goods and Services Tax.
Amphibious vehicle or amphibious boat	30	Not defined	Amphibious vehicle or amphibious boat <i>A vehicle or boat</i> that can navigate on water, as well as moving under its own power on land. It uses wheels, powered air cushions or tracks to move on land. <i>Hovercraft</i> are not included under this definition and cannot be insured under this policy.
Anywhere in New Zealand / In New Zealand	30	<i>In New Zealand</i> means within 150 kilometres of New Zealand's coastline but not while on voyages to and/or from ports and/or places outside New Zealand.	Anywhere in New Zealand The location of your <i>boat</i> while ashore in New Zealand or afloat on all inland and coastal waters, anywhere within 200 nautical miles of the North and South Islands.
Avoid (Policy)	30	Not defined	Avoid (a policy) We'll treat your policy as though it never existed in accordance with the legal principles which govern the duty of disclosure and its remedies.
Boat	30	<i>Boat</i> means the hull and any fixtures fittings and equipment which is permanently affixed, including sails, masts, spars, and rigging, machinery and motors (both inboard and outboard) anchor and warp, fish finder, depth sounder, other navigational aids and marine radios and boat trailers.	Boat <i>A personal watercraft, moored craft, an amphibious vehicle, an amphibious boat, or the hull of a trailer craft, used privately.</i> It includes any fixtures, fittings and equipment normally sold with a <i>boat</i> , such as <i>dinghies</i> , sails, masts, spars, rigging, machinery and motors (inboard and outboard), anchors, chains, shackles, ropes and warp, fish finders, depth sounders, other navigational aids, marine radios, and <i>trailers</i> . A <i>boat</i> does not include <i>hovercraft</i> .

Definitions	Page	Your previous cover	Your new cover
Boat's gear	30	Defined in "Other property" means dinghy, gear and equipment kept permanently on board the boat but which is not permanently affixed, including life jackets, clothing, wet weather gear, flares, tools, bed clothing, foodstuffs, cooking utensils and other similar accessories, but excluding fishing or sporting gear unless specified on the schedule.	Boat's gear Equipment that has a specific marine use on board. <i>Boat's gear</i> is normally kept permanently on board the <i>boat</i> but not permanently attached. <i>Boat's gear</i> includes binoculars, first aid kits and life jackets. It also includes wet weather gear such as footwear, flares, tools, and portable fire extinguishers. <i>Boat's gear</i> doesn't include items that are insured under any household contents insurance.
Breakdown	31	Not defined	Breakdown Any part or component within a system failing, breaking, or failing to operate. The <i>breakdown</i> includes any damage the failure causes to other parts or components within that system.
Burglary	31	Not defined	Burglary <i>Theft</i> following violent and forced entry or exit to a <i>boat</i> or building. The <i>theft</i> must be reported to the New Zealand Police.
Competitive yacht racing	31	Not defined	Competitive yacht racing Entering your <i>boat</i> and participating in an organised competition, regatta, or other race event. <i>Your boat</i> is not <i>competitive yacht racing</i> when participating in <i>social yacht racing</i> .
Constructive total loss	31	Not defined	Constructive total loss Loss where your <i>boat</i> is a complete loss, but not physically destroyed. Your <i>boat</i> can be a <i>constructive total loss</i> when: <ul style="list-style-type: none"> the cost of saving or repairing it is more than its insured value in your policy <i>schedule</i> there has been <i>accidental</i> loss or damage to your <i>boat</i>, and it was reasonable for you to abandon it.
Computer system	31	Not defined	Computer system <i>Computer system</i> means any of the following in any configuration: <ul style="list-style-type: none"> computers, hardware, and software communications systems electronic devices, including smart phones, laptops, tablets, and wearable devices electronically controlled equipment, including <i>data</i> processing equipment server, cloud or microcontroller equipment any similar system, input, output, data storage device, networking equipment or back up facility.

Definitions	Page	Your previous cover	Your new cover
Cyber act	31	Not defined	<p>Cyber act</p> <p><i>Cyber act</i> means one or more unauthorized, malicious or criminal acts, involving accessing, processing, using or operating any <i>computer system</i>. <i>Cyber act</i> also includes the threat or hoax of these acts.</p>
Cyber incident	31	Not defined	<p>Cyber incident</p> <p><i>Cyber incident</i> means either of the following:</p> <ul style="list-style-type: none"> • Any error, omission or series of related errors or omissions involving accessing, processing, using or operating any <i>computer system</i>. • Any partial or total unavailability or failure, or recurring unavailability or failure, involving accessing, processing, using or operating any <i>computer system</i>.
Data	32	Not defined	<p>Data</p> <p><i>Data</i> means any kind of information, including facts, concepts or code.</p> <p>In this definition, we mean information that is converted, recorded or transmitted in a form that a <i>computer system</i> can access, communicate, display, distribute, interpret, process, transmit, store or use.</p>
Dinghy	32	Not defined	<p>Dinghy</p> <p>A small auxiliary craft designed as a tender, that is rowed, sailed, or driven by a motor, and is towed or carried by your <i>boat</i>. The definition of <i>dinghy</i> doesn't include personal <i>watercraft</i>.</p>
EPIRB	32	Not defined	<p>EPIRB</p> <p>Emergency position-indicating radio beacon.</p>
Event	32	Not defined	<p>Event</p> <p>A specific incident that occurs at one place and one time. An <i>event</i> may or may not give rise to a payable claim.</p>
Excess	32	Not defined	<p>Excess</p> <p>The amount you must pay towards the cost of any claim.</p>

Definitions	Page	Your previous cover	Your new cover
Fishing or diving equipment	32	Not defined	<p>Fishing or diving equipment</p> <p>Your:</p> <ul style="list-style-type: none"> • rods • reels • lures • tackle box • scallop dredge • spear fishing gear • dive gear. <p>This gear must be used for recreation, kept on board your <i>moored craft</i>, and stated in your policy <i>schedule</i>.</p>
Hovercraft	32	Not defined	<p>Hovercraft</p> <p>A powered air cushion <i>vehicle</i>, which is fully or partially supported by air reacting against the surface it operates on. <i>Hovercraft</i> cannot be insured under this Pleasurecraft policy.</p>
International voyage	32	Not defined	<p>International voyage</p> <p>Any voyage which involves voyaging beyond 200 nautical miles from New Zealand's North Island or South Islands.</p>
Market value	33	<i>Market value</i> means the reasonable retail value of <i>your boat</i> or <i>other property</i> immediately prior to the loss or damage.	<p>Market value</p> <p>The reasonable sale value of your <i>boat</i> or <i>boat's gear</i>, and other items noted on your policy <i>schedule</i>, immediately before the loss or damage. This value will include Goods and Services Tax.</p> <p>We'll pay you this amount if the entire <i>boat</i> is a <i>total loss</i> or <i>constructive total loss</i>, unless we've agreed to insure your <i>boat</i> for an <i>agreed value</i>.</p>
Moored craft	33	Not defined	<p>Moored craft</p> <p>A <i>boat</i> that is secured permanently or semi-permanently at a marina berth, wharf, jetty, pile, swing or mud mooring when not in use. You can keep a <i>moored craft</i> on a hard stand within a marina facility or yacht club.</p>
Other property		<i>Other property</i> means dinghy, gear and equipment kept permanently on board the <i>boat</i> but which is not permanently affixed, including life jackets, clothing, wet weather gear, flares, tools, bed clothing, foodstuffs, cooking utensils and other similar accessories, but excluding fishing or sporting gear unless specified on the <i>schedule</i> .	<p>Not defined, now defined as 'Boat's gear':</p> <p>Equipment that has a specific marine use on board. <i>Boat's gear</i> is normally kept permanently on board the <i>boat</i> but not permanently attached. <i>Boat's gear</i> includes binoculars, first aid kits and life jackets. It also includes wet weather gear such as footwear, flares, tools, and portable fire extinguishers. <i>Boat's gear</i> doesn't include items that are insured under any household contents insurance.</p>

Definitions	Page	Your previous cover	Your new cover
Others		Not defined	Others Third parties – anyone apart from you or us.
Period of insurance	33	<i>Period of cover</i> means the “period” or “period of insurance” specified in the <i>schedule</i> .	Period of insurance A continuous period during which your <i>boat</i> is insured with us. This period is most often one year.
Personal effects	33	Not defined	Personal effects Items that are often taken to and from <i>boats</i> and not insured under any household contents policy. <i>Personal effects</i> include items such as water skis and inflated tows, bedding, plates, cutlery, cooking utensils, compact discs, food and drink, chilly bins, beach gear and towels. <i>Boat's gear, fishing or diving equipment</i> are not <i>personal effects</i> . <i>Personal effects</i> specifically do not include: antiques, artwork, bicycles, jewellery, money, any valuable papers and documents, car keys, mobile phones, laptops, personal electronics, photographic equipment, sunglasses, or property used for professional or business purposes.
Personal watercraft	33	Not defined	Personal watercraft Commonly known as a jet-ski – a recreational watercraft powered by an inboard motor incorporating a water-jet pump and normally ridden by straddling a seat. This definition also includes the watercraft's <i>trailer</i> .
Recognised security device	33	Not defined	Recognised security device A device attached to your <i>boat, trailer, or personal watercraft</i> , designed to deter and prevent <i>theft</i> . It includes <i>trailer</i> locks, security cables, wheel clamps, and tow bar locks. See image in the 'Care of your <i>boat, trailer</i> and mooring' section.
Road	33	Not defined	Road Any type of <i>road</i> as defined in the Land Transport Act 1998. For example, this includes a beach.
Social yacht racing	34	Not defined	Social yacht racing <i>Social yacht racing</i> is any yacht racing which: <ul style="list-style-type: none"> • doesn't include the use of spinnakers or extras • doesn't go for more than 50 nautical miles, measured along the course's most direct route.

Definitions	Page	Your previous cover	Your new cover
Theft	34	Not defined	Theft The act or crime of stealing, reported to the New Zealand Police.
Trailer craft	34	Not defined	Trailer craft A <i>boat</i> that, when not in use, is usually removed from the water and trailered. It can also be kept in a secure building or hard stand area of a secured facility.
Trailer	34	Not defined	Trailer A wheeled cradle or structure designed for, or suitable for, transporting your <i>boat</i> or <i>personal watercraft</i> on land.
Total loss	34	Not defined	Total loss Loss where your <i>boat</i> has been completely lost or destroyed.
Vehicle	34	Not defined	Vehicle A mechanically propelled <i>vehicle</i> registered under the Land Transport Act 1998.
We, us or our	7	<i>We, us or our</i> means Vero Insurance New Zealand Limited.	Who we mean by 'we' When we say 'we', 'us', or 'our', we mean Vero Insurance New Zealand Limited – Vero Marine.
You or Your	7	<i>You or your</i> means the insured person or persons named in the <i>schedule</i> , and their partner. Partner means a marriage partner, or de facto partner as defined in the Property (Relationships) Act 1976 or civil union partner as defined by the Civil Union Act 2004.	Who we mean by 'you' When we say 'you' or 'your', we mean any party named in your policy <i>schedule</i> . 'You' includes any other person using your <i>boat</i> with your direct permission.

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