

# Updates to Everyday Plus Landlord Insurance

We have updated our Home and Contents policies. In some instances, cover has been altered, other changes are focused on providing more clarity in the event of a claim and the Government has also made legislative changes. A full overview of these changes is below. For full details of your cover, please refer to your policy document.

## Everyday Plus Landlord Insurance

Section	Current wording	New wording
2. About your cover	If <i>you</i> have <i>home</i> or <i>contents</i> cover we will pay the reasonable costs incurred for the testing, decontamination and repair of the damaged portion of your <i>home</i> or <i>contents</i> if they suffer <i>loss or damage</i> as a result of use, consumption, storage or manufacture of methamphetamine or its precursor chemicals by <i>your tenants</i> or persons at the <i>home</i> with <i>your tenants'</i> permission. This benefit includes the reasonable costs incurred in searching for and identifying contamination, if testing confirms that the <i>home</i> or <i>contents</i> are contaminated.	If <i>you</i> have <i>home</i> or <i>contents</i> cover we will pay the reasonable costs incurred for the testing, decontamination and repair of the damaged portion of your <i>home</i> or <i>contents</i> if they suffer <i>loss or damage</i> as a result of use, consumption, storage or manufacture of methamphetamine or its precursor chemicals by <i>your tenants</i> or persons at the <i>home</i> with <i>your tenants'</i> permission. This benefit includes the reasonable costs incurred in searching for and identifying contamination, if testing confirms that the <i>home</i> or <i>contents</i> are contaminated.
Benefits that apply to both home and contents covers	Cover under this benefit will only apply where, at the time of the claim being made, the level of chemical contamination exceeds applicable recommendations or guidelines for acceptable indoor surface residues in New Zealand made available by the Ministry of Health, or any New Zealand standard for indoor surface residues. <i>We</i> will only pay for decontamination to the extent required to achieve the acceptable level for indoor surface residues outlined in the applicable recommendations, guidelines or standard.	Cover under this benefit will only apply where, at the time of the claim being made, the level of chemical contamination exceeds 15µg/100cm <sup>2</sup> .
Methamphetamine contamination	<i>We</i> will only pay for decontamination to the extent required to achieve a post-remediation level of less than 1.5µg/100cm <sup>2</sup> .	<i>We</i> will only pay for decontamination to the extent required to achieve a post-remediation level of less than 1.5µg/100cm <sup>2</sup> .
We cover	The most <i>we</i> will pay in total for any one <i>event</i> is \$30,000. This benefit is paid within the <i>home sum insured</i> if <i>you</i> have <i>home</i> cover, the <i>contents sum insured</i> if <i>you</i> have <i>contents</i> cover, or where <i>you</i> have both, it will be paid from the cover where the <i>sum insured</i> is least likely to be exhausted.  <i>We</i> will only provide cover under this benefit for <i>loss or damage</i> caused by one <i>event</i> while the <i>home</i> was let to the same <i>tenants</i> or under the same <i>tenancy agreement</i> .	The most <i>we</i> will pay in total for any one <i>event</i> is <b>\$50,000</b> . This benefit is paid within the <i>home sum insured</i> if <i>you</i> have <i>home</i> cover, the <i>contents sum insured</i> if <i>you</i> have <i>contents</i> cover, or where <i>you</i> have both, it will be paid from the cover where the <i>sum insured</i> is least likely to be exhausted.  <i>We</i> will only provide cover under this benefit for <i>loss or damage</i> caused by one <i>event</i> while the <i>home</i> was let to the same <i>tenants</i> or under the same <i>tenancy agreement</i> .
2. About your cover	If <i>we</i> have accepted a claim for <i>loss or damage</i> to your <i>home</i> under this <i>policy</i> and <i>we</i> elect to settle your claim by repairing or rebuilding your <i>home</i> or by paying you the <i>replacement cost</i> to repair or rebuild your <i>home</i> (including where you will be building at a different location), and the <i>replacement cost</i> exceeds the <i>home sum insured</i> , <i>we</i> will pay:	If <i>we</i> have accepted a claim for <i>loss or damage</i> to your <i>home</i> under this <i>policy</i> and <i>we</i> elect to settle your claim by repairing or rebuilding your <i>home</i> or by paying you the <i>replacement cost</i> to repair or rebuild your <i>home</i> (including where you will be building at a different location), and the <i>replacement cost</i> exceeds the <i>home sum insured</i> , <i>we</i> will pay:
Optional benefits applicable to your home cover	> up to a further 10% of the <i>home sum insured</i> towards the <i>replacement cost</i> , where the <i>loss or damage</i> is caused by <i>natural disaster</i> ; or	> up to a further <b>10%</b> of the <i>home sum insured</i> towards the <i>replacement cost</i> , where the <i>loss or damage</i> is caused by <i>natural disaster</i> ; or
SumExtra	> the <i>full replacement cost</i> where the <i>loss or damage</i> arises from any cause other than <i>natural disaster</i> .	> the <i>full replacement cost</i> where the <i>loss or damage</i> arises from any cause other than <i>natural disaster</i> .
We cover	<i>We</i> will only provide this benefit where all of the following conditions are met:	<i>We</i> will only provide this benefit where all of the following conditions are met:

Section	Current wording	New wording
	<p>&gt; the <i>home sum insured</i> at the time of <i>loss or damage</i> is equal to or greater than the estimated <i>replacement cost</i> that we generated when you applied for this <i>policy</i> or when this <i>policy</i> was renewed;</p> <p>&gt; the information that you supplied to us about your <i>home</i> which we used to calculate the estimated replacement cost was complete and correct in all respects;</p> <p>&gt; you inform us immediately of any changes to your <i>home</i>, including but not limited to, the size or the quality of your <i>home</i>, so that we can calculate an updated estimated replacement cost; and</p> <p>&gt; where there are changes to your <i>home</i> which increase the estimated replacement cost, you increase your <i>home sum insured</i> to at least the amount of the updated estimated replacement cost.</p> <p>The benefit is paid in addition to the <i>home sum insured</i>.</p>	<p>&gt; the <i>home sum insured</i> at the time of <i>loss or damage</i> is equal to or greater than the estimated replacement cost that we generated when you applied for this <i>policy</i> or when this <i>policy</i> was renewed, whichever is the latest; and</p> <p>&gt; the information that you supplied to us about your <i>home</i> which we used to calculate the estimated replacement cost was complete and correct in all respects; and</p> <p>&gt; you inform us immediately of any changes to your <i>home</i>, including but not limited to, the size or the quality of your <i>home</i>, so that we can calculate an updated estimated replacement cost; and</p> <p>&gt; where there are changes to your <i>home</i> which increase the estimated replacement cost, you increase your <i>home sum insured</i> to at least the amount of the updated estimated replacement cost.</p> <p>The benefit is paid in addition to the <i>home sum insured</i>.</p>
<p>2. About your cover</p> <p>General exclusions</p> <p>The first 72 hours of your policy – excluded events</p>	<p><b>New exclusion</b></p>	<p><b>The first 72 hours of your policy – excluded events</b></p> <p><i>loss or damage</i> to your <i>home</i> or <i>contents</i> that occurs within 72 hours of you taking out this <i>policy</i> for the first time, caused by storm, flood, landslip, bush fire or volcanic activity.</p> <p>This exclusion doesn't apply:</p> <p>&gt; where this <i>policy</i> started immediately following any other <i>policy</i> that insured the <i>home</i> against storm, flood, landslip, bush fire or volcanic activity; or</p> <p>&gt; where you took this <i>policy</i> out at the time you first purchased the <i>home</i>.</p>
<p>2. About your cover</p> <p>General exclusions</p> <p>Natural disaster damage</p>	<p><b>Natural disaster damage</b></p> <p><i>natural disaster</i>, but we will cover:</p> <p>&gt; <i>loss or damage</i> to your <i>home</i> caused by <i>natural disaster</i> where:</p> <ul style="list-style-type: none"> <li>• the <i>loss or damage</i> to your <i>home</i> is covered under the Earthquake Commission Act 1993 (the EQC Act); and</li> <li>• the Earthquake Commission has accepted liability and has paid the maximum amount that it is liable for under the EQC Act for your claim; and</li> <li>• all amounts paid to you by the Earthquake Commission have been used by you to carry out repairs, or to rebuild the <i>home</i>, and/or to mitigate further <i>loss or damage</i>.</li> </ul> <p>&gt; <i>loss or damage</i> caused by <i>natural disaster</i> to the following items that are part of your <i>home</i> if they are covered by this <i>policy</i> but are not subject to insurance under the EQC Act:</p> <ul style="list-style-type: none"> <li>• permanently installed swimming or spa pools; or</li> <li>• drains, pipes, and cables; or</li> <li>• driveways, paths, patios, fences and walls (policy limits apply); or</li> <li>• tennis courts.</li> </ul>	<p><b>Natural disaster damage</b></p> <p><i>natural disaster</i>, but we will cover:</p> <p>&gt; <i>loss or damage</i> caused by <i>natural disaster</i> to items of your <i>contents</i>, less any excess payable under this <i>policy</i>.</p> <p>&gt; <i>loss or damage</i> to your <i>home</i> caused by <i>natural disaster</i> where:</p> <ul style="list-style-type: none"> <li>• the <i>loss or damage</i> to your <i>home</i> is covered under the Earthquake Commission Act 1993 (the EQC Act); and</li> <li>• the Earthquake Commission has accepted liability and has paid the maximum amount that it is liable for under the EQC Act for your claim; and</li> <li>• all amounts paid to you by the Earthquake Commission have been used by you to carry out repairs, or to rebuild the <i>home</i>, and/or to mitigate further <i>loss or damage</i>.</li> </ul> <p>&gt; <i>loss or damage</i> caused by <i>natural disaster</i> to the following items that are part of your <i>home</i> if they are covered by this <i>policy</i> but are not subject to insurance under the EQC Act:</p> <ul style="list-style-type: none"> <li>• permanently installed swimming or spa pools; or</li> <li>• drains, pipes, and cables; or</li> </ul>

Section	Current wording	New wording
	<p>A <i>natural disaster</i> excess of \$5,000 will apply to claims for these items.</p> <p>&gt; <i>loss or damage to your contents</i> caused by <i>natural disaster</i> where:</p> <ul style="list-style-type: none"> <li>• the <i>loss or damage to your contents</i> is covered under the EQC Act; and</li> <li>• the Earthquake Commission has accepted liability and has paid the maximum amount that it is liable for under the EQC Act for <i>your</i> claim.</li> </ul> <p>&gt; <i>loss or damage</i> caused by <i>natural disaster</i> to items of <i>your contents</i> if they are covered by this <i>policy</i> but are not subject to insurance under the EQC Act.</p> <p>Where the <i>loss or damage to your home or contents</i> caused by <i>natural disaster</i> is covered by this <i>policy</i>, we will only pay:</p> <ul style="list-style-type: none"> <li>&gt; the difference between the amount we would have paid under this <i>policy</i> if the cause of the <i>loss or damage</i> was other than <i>natural disaster</i>, and the amount paid or payable by the Earthquake Commission (including EQC excesses);</li> <li>&gt; less any excess payable under this <i>policy</i>.</li> </ul> <p>All other benefits in this <i>policy</i> will apply.</p>	<ul style="list-style-type: none"> <li>• driveways, paths, patios, fences and walls (policy limits apply); or</li> <li>• tennis courts.</li> </ul> <p>A <i>natural disaster</i> excess of \$5,000 will apply to claims for these items.</p> <p>Where the <i>loss or damage to your home</i> caused by <i>natural disaster</i> is covered by this <i>policy</i>, we will only pay:</p> <ul style="list-style-type: none"> <li>&gt; the difference between the amount we would have paid under this <i>policy</i> if the cause of the <i>loss or damage</i> was other than <i>natural disaster</i>, and the amount paid or payable by the Earthquake Commission (including EQC excesses);</li> <li>&gt; less any excess payable under this <i>policy</i>.</li> </ul> <p>All other benefits in this <i>policy</i> will apply.</p>
<p>4. Other important information</p> <p>Words with special meanings</p> <p>drone(s)</p>	<p><b>drone</b></p>	<p><b>drone(s)</b></p> <p>means an unmanned, unpiloted or remotely operated aerial device.</p>