

## Updates to AMP Home Plan Contents Insurance – 01 October 2022

We've updated the AMP Home Plan Contents insurance policy wording. In some instances cover has been altered, other changes are focused on providing more clarity in the event of a claim.

Section	Current wording	New wording	Page
AMP Home Plan Policy Document	Get on with life, reassured the things you've worked hard for are looked after.	<a href="#">Protecting your Home, Contents, Motor vehicle and Boat</a>	1
Home Plan Policy Document	Effective 16 August 2021	Effective <a href="#">01 October 2022</a>	1
Introduction & Final Page	<p>Introduction</p> <p>...</p> <p>If it does not meet your requirements, or you wish to make changes to the insurance cover, please contact your AMP Advisor, Broker, or phone us toll free on 0508 806 244</p> <p>Final page</p> <p>...</p> <p>Contact us 0508 806 244 amp.co.nz not meet your requirements, or you wish to make changes to the insurance cover, please contact your AMP Adviser, Broker, or phone us toll free on <b>0508 806 244</b>.</p>	<p><b>How to contact us</b></p> <p>For any questions or issues please contact your AMP adviser or broker, or get in touch with our claims and customer service teams. We're always happy to help.</p> <p><b>Claims</b>                   <b>0508 806 244</b></p> <p>Outside NZ               <b>+64 508 806 244</b></p> <p>New claims email       <a href="mailto:newclaims@ampg.co.nz">newclaims@ampg.co.nz</a></p> <p>Existing claims email   <a href="mailto:myclaim@ampg.co.nz">myclaim@ampg.co.nz</a></p> <p><b>Customer service</b>       <b>0508 267 271</b></p> <p>From outside NZ       <b>+64 508 267 271</b></p> <p>Email                       <a href="mailto:ampgpersonallines@suncorp.com.au">ampgpersonallines@suncorp.com.au</a></p>	5 & 123

Introduction	-	<p><b>How to make a complaint</b></p> <p>We take your concerns seriously. If you have a concern, contact us. We'll listen to you, and work with you to resolve it quickly and effectively.</p> <p>If you're not satisfied after talking to us, we have a formal complaints process we can take you through.</p> <p>If you have a complaint about a claim that can't be resolved, we can refer you to our independent, external complaints service.</p> <p><b>Contact us first</b> If you have a concern, contact us first.</p> <p><b>Customer service</b>    0508 267 271 From outside NZ        +64 508 267 271</p> <p><b>Claims</b>                    0508 806 244 From outside NZ        +64 508 806 244 Email                        <a href="mailto:complaints@vero.co.nz">complaints@vero.co.nz</a> Postal address             Customer Care Adviser                                      Vero Insurance New Zealand Limited                                      Private Bag 92120                                      Auckland 1142</p>	5
Cover Option – Maxi How we may settle your claim & Cover Option – Flexi How we may settle your claim	<p><b>Extended liability</b></p> <p>the use of any canoe, kayak, surf board, surf ski, kite surfer, paddle board, windsurfer, or watercraft. Any watercraft that has a <i>market value</i> of more than \$3,000 is not covered by this policy;</p>	<p><b>Extended liability</b></p> <p>using any canoe, kayak, surfboard, surf ski, kite surfer, paddle board, windsurfer, or boat. We won't cover liability arising from the use of any boat that has a <i>market value</i> of more than \$3,000.</p>	46 & 53
How we settle your claim under Cover Option – Maxi	<p><b>How we may settle your claim</b></p> <p>...</p> <p>– bicycles (including any e-bike) more than 3 years old;</p>	<p><b>We'll pay indemnity value for the following items</b></p> <p>...</p> <ul style="list-style-type: none"> <li>• bicycles (including e-bikes) more than 5 years old</li> </ul>	61

<p>Policy Conditions</p>	<p><b>Cancellation</b>  <i>We may cancel this policy at any time by sending a letter, facsimile, or e-mail to this effect to you at your last known postal address, facsimile number, or e-mail address, or to your insurance adviser. The cancellation will take effect at 4.00 pm on the 7th day after the communication has been sent. We will refund the unused part of your paid premium. You may cancel this policy by giving written notice to us. We will refund the unused part of your paid premium provided that you have not made a claim.</i></p>	<p>We can cancel your policy          We can write to you to cancel your policy          We can cancel this policy at any time by writing to either:</p> <ul style="list-style-type: none"> <li>• you at the address or email address on our records</li> <li>• your AMP adviser or broker.</li> </ul> <p>Your policy will be cancelled from 4.00pm on the 14th day after we send the letter. We will refund any premium you've already paid us for cover after the effective date of the cancellation.</p>	<p>110</p>
<p>Policy Conditions</p>	<p><b>If you, or a member of your household, have home, contents, motor, or boat insurance with us, you are only entitled to payment of any of the benefits below under one policy and/or section of policy per event.</b></p> <p><b>Alternative Accommodation</b>          ...          If you, or a member of your household, have an Alternative Accommodation benefit with us under any other policy or section of a policy, you are only entitled to payment of this benefit under one policy or section of a policy per event.</p> <p><b>Occupier's and Personal Liabilities</b>          If you, or a member of your household, have home, contents, motor, or boat insurance with us, you are only entitled to payment of any of the benefits below under one policy or section of a policy per event.</p> <p><b>Stolen Keys</b>          ..          If you, or a member of your household, has home and contents insurance at the same situation address with us, you are only entitled to payment of this benefit under one policy or section of policy per event.</p> <p><b>Tenant's Improvements</b>          ...          If you, or a member of your household, has home or contents insurance at the same situation address, you are entitled to payment of this benefit under only one policy or section of policy per event.</p>	<p><b>We only pay once if more than one policy could apply</b>          Some cover under this policy can only be used once per event, even if you have more than one policy or section of a policy with us that has <a href="#">the same cover</a>.</p> <p>This condition applies if you, or someone you live with, has the cover provided under any of the following benefits with us under more than one policy:</p> <p>Contents insurance:</p> <ul style="list-style-type: none"> <li>• Alternative accommodation</li> <li>• Occupier's and personal liabilities</li> <li>• Stolen keys</li> <li>• Tenants' improvements</li> </ul>	<p>112</p>

<p>Definitions</p>	<p><b>Contents</b></p> <p>...</p> <p>does not include:</p> <ol style="list-style-type: none"> <li>a. mechanically propelled vehicles, trailers, caravans, or aircraft (except ride-on mowers and other domestic garden appliances, electric wheelchairs and electric mobility aids for the aged or impaired, <i>drones</i> (while they are not in use) and remote-controlled scale models);</li> </ol>	<p><b>Contents</b></p> <p>...</p> <p>Contents doesn't include any of the following.</p> <ul style="list-style-type: none"> <li>• Mechanically propelled vehicles, trailers, caravans, or aircraft (except ride-on mowers and other domestic garden appliances, <a href="#">children's motorcycles under 50cc</a>, electric wheelchairs and electric mobility aids, <i>drones</i> while they are not in use, and remote-controlled scale models).</li> </ul>	<p>116</p>
<p>Definitions</p>	<p><b>Indemnity value,</b></p> <p>for the purpose of the Home buildings section of this policy, is the amount we deem is needed to compensate <i>you</i> for the change in <i>your</i> financial position as a result of the <i>loss</i>. This is either:</p> <ol style="list-style-type: none"> <li>1. for a <i>total loss</i> – the <i>market value</i> of the <i>home</i> immediately before the <i>loss</i> occurred; or</li> <li>2. for a partial <i>loss</i> -             <ol style="list-style-type: none"> <li>i. the cost of 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, age, and wear and tear; or</li> <li>ii. the reduction in the <i>market value</i> as a result of the <i>loss</i>; but no more than the <i>market value</i> immediately before the <i>loss</i> occurred.</li> </ol> </li> <li>3. for <i>landlord's furnishings</i> (where the Optional Additional Benefit – Landlord's Extension is shown on the <i>schedule</i>) at <i>our</i> option:             <ol style="list-style-type: none"> <li>i. the <i>market value</i> of the <i>landlord's furnishings</i> immediately before the <i>loss</i> occurred; or</li> <li>ii. the cost of replacing, repairing or reinstating <i>landlord's furnishings</i> to a condition no better or more extensive than when new, less an allowance for depreciation, age, and wear and tear, but no more than the <i>market value</i> immediately before the <i>loss</i> occurred.</li> </ol> </li> </ol>	<p><b>Indemnity value</b></p> <p>Either of the following:</p> <ul style="list-style-type: none"> <li>• the value of the damaged property immediately before the <i>loss</i> occurred.</li> <li>• the cost to restore it to a condition no better than when it was new — less an amount for depreciation, wear, and tear.</li> </ul>	<p>119</p>
<p>Definitions</p>	<p><b>Market value</b></p> <p>for the purpose of the Home buildings section of this policy, means:</p> <ol style="list-style-type: none"> <li>1. what a registered valuer engaged by <i>us</i> determines to be the market value of the <i>home</i> excluding land; or</li> <li>2. what <i>we</i> deem to be the value of <i>landlord's furnishings</i> (where the Optional Additional Benefit – Landlord's Extension is shown on the <i>schedule</i> as being included).</li> </ol> <p><b>Market value</b></p> <p>for the purpose of the Home contents section of this policy, means the value of the <i>contents</i>.</p> <p><b>Market value</b></p> <p>for the purpose of the Motor and Boat sections of this policy, means the reasonable value of the property immediately prior to the <i>loss</i>.</p>	<p><b>Market value</b></p> <p>The reasonable:</p> <ul style="list-style-type: none"> <li>• value of the <i>contents</i> immediately before the <i>loss</i> — for <a href="#">contents insurance</a></li> <li>• <a href="#">second-hand value of your vehicle immediately before the loss, based on factors including your vehicle's age, condition, and kilometres travelled</a> — for <a href="#">motor vehicle insurance</a></li> <li>• <a href="#">value of your boat or other property immediately before the loss</a> — for <a href="#">boat insurance</a>.</li> </ul>	<p>120</p>

Definitions	<p><b>Total loss</b></p> <p>means that <i>we</i> consider that the <i>home</i> or, where the Optional Additional Benefit – Landlord’s Extension is shown on the <i>schedule</i>, the <i>landlord’s furnishings</i>, are damaged beyond economic repair.</p>	<p><b>Total loss</b></p> <p>We have declared that <i>your property is</i> damaged beyond economic repair <i>or is stolen and remains unrecovered</i>.</p>	122
Back cover Stock code	VR375 08/21	VR375 10/22	123