PLATINUM CARD OVERSEAS TRAVEL INSURANCE

Platinum Card Overseas Travel Insurance.

This is your Platinum Card Overseas Travel Insurance policy, effective 1 November 2026. Please read this document carefully and keep it in a safe place.

This policy covers the following card types:

a) **hotpoints®** Platinum Mastercard®; or

b) BusinessPLUS Mastercard®; or

c) Koru Platinum Mastercard®; or

d) Koru Business Mastercard®.

Please read and consider the terms of the policy carefully.

This policy contains eligibility and activation criteria and important restrictions, including those relating to age and journey duration. To confirm you have met Eligibility and Activation criteria and to obtain a Certificate of Insurance, visit **travelactivate.co.nz** and use the Activation Questionnaire.

Contact us.

Your Policy portal is **travelactivate.co.nz**

Visit this site if you want to:

- Confirm cover for a particular trip,
- Apply to cover **Pre-Existing Medical Conditions**,
- Arrange optional cover extensions,
- Obtain a digital copy of this Policy wording,
- Make a claim online, or obtain a claim form,
- View policy FAQs.

If you need help with general Policy information before you travel, please call **0800 147 898**.

Emergency Assistance while overseas.

- You can call **Travel Guard** 24/7 on **+64 9 359 1624**
- You can email us at **westpacassistance@travelguard.com**

Helpful information to have available when calling about an emergency:

- First and last name(s)
- Contact phone number
- Contact email address
- Date of birth
- Current medical facility/physician
- Current location
- Secondary point of contact
- Symptoms and medical reports, list of prescription drugs taken (if available)
- Details of incident, condition of person(s) needing assistance

Contents

Part 1. Policy Information and general conditions

About this Policy. 3
Understanding this document. 5
Eligibility and Activation for a covered trip. 6
Types of trips we cover. 8
Confirming your cover online and your Certificate of Insurance. 9
Age limits and Mature Age Cover. 10
Trip duration and extension. 11
How we cover pre-existing medical conditions. 12
Changes in health before you depart New Zealand. 14
How we cover snow sports. 16
Claim processes and conditions. 17

Part 2. Policy Benefits

The Schedule of Benefits. 20
The Policy Benefits. 26
Benefit A. Medical and evacuation expenses 26
Benefit B. Travel cancellation and additional expenses. 31
Benefit C. Luggage, personal belongings and travel documents. 39
Benefit D. Overseas rental vehicle hire. 44
Benefit E. Accident lump sum benefits and loss of income. 46
Benefit F. Personal liability. 50
Benefit G. Unlawful detention. 52
Benefit H. Snow sports cover. 55
General Exclusions. 57
Definitions. 61

Part 3. Disclosures

New Zealand Law. 68
Your duty not to make a misrepresentation. 68
Currency. 69
Privacy Statement. 69
Fair Insurance Code. 72
Complaints and Dispute Resolution. 72

Part 1. Policy Information and general conditions

About this Policy.

As a **Platinum Cardholder** you are eligible for **Overseas** travel insurance cover under the Westpac Platinum Card Insurance ("Policy") underwritten and issued by Zurich Australian Insurance Limited, a company incorporated in Australia, ACN 000 296 640, trading as Zurich New Zealand, level 9, 29 Customs Street West, Auckland 1010, New Zealand ("Zurich"). This means the cover under this Policy is provided to you by Zurich (pursuant to an agreement with Westpac New Zealand Limited ("Westpac")).

Westpac is not the insurer and not an agent of Zurich in relation to this Policy. None of Westpac Banking Corporation ABN 33 007 457 141 (incorporated in Australia), Westpac, or any member of the Westpac group of companies guarantee the obligations of, or any products (including this Policy) issued by, Zurich or any member of the Zurich group of companies.

This Policy covers the **Platinum Cardholder** and their **Family** for a maximum of 35 days when all Eligibility and Activation criteria are met for each and every **Covered Trip** (see the section entitled "Eligibility and Activation for a covered trip" on page 6 for more information).

This Policy is subject to terms, conditions, exclusions and cover sub-limits. You must read the entire Policy to understand what we cover you for and your obligations to ensure we can consider your claim.

Financial Strength Rating.

Zurich is part of the Zurich Insurance Group, a leading multi-line insurer that serves its customers in global and local markets. Zurich Insurance Group provides a wide range of general insurance and life insurance products and services in more than 210 countries and territories. Customers include individuals, small businesses, mid-sized and large companies, including multinational corporations.

As at the preparation date of this Policy (16 October 2026), Zurich has an insurer financial strength rating of AA- from Standard & Poor's (Australia) Pty Ltd. This shows that the company has very strong financial security characteristics. The insurer financial strength rating may change from time to time. You can confirm the current rating at **zurich.co.nz/about/financial-strength**

Standard & Poor's rating scale for an insurer's financial strength, together with a summary of Standard & Poor's description is: AAA (Extremely Strong), AA (Very Strong), A (Strong), BBB (Good), BB (Marginal), B (Weak), CCC (Very Weak), CC (Extremely Weak), SD (Selective Default), D (Default), NR (Not Rated). Ratings from 'AA' to 'CCC' may be modified by the addition of a plus (+) or minus (-) sign to show relative standing within the major rating categories. Further information on these ratings is available from **standardandpoors.com**

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

Changes to this Policy, including cancellation.

Other than if the **Platinum Card Account** is cancelled (as referenced below), Westpac will notify you of any change to this Policy, including if it is cancelled by Westpac or Zurich under the terms of their agreement. You will be given at least 30 days' notice in advance of any change to or cancellation of this Policy by (but not limited to) a method below:

a) Letter posted to the address of the **Platinum Cardholder** as recorded in Westpac's records;

b) Notice on Westpac's website;

c) Bank statement inserts;

d) Statements in the media by Westpac (including Public Notices);

e) Notice on your monthly **Platinum Card Account** statement; or

f) Via electronic means such as Email or via a message in a secure online banking service provided by Westpac.

If you are already **Overseas** on a **Covered Trip** when this Policy is cancelled or changed (other than if the **Platinum Card Account** is cancelled), you will continue to be covered under this Policy until the end of your **Covered Trip**.

Cancellation of the Platinum Card Account.

If you or Westpac cancel the **Platinum Card Account** then any cover you have under this Policy will automatically end at the same time the **Platinum Card Account** is cancelled. This will not apply to circumstances where your **Platinum Card** has been cancelled but re-issued due to normal handling processes, for instance, if you have reported your lost physical card to Westpac.

If you have completed a card type transfer before your trip, please visit **travelactivate.co.nz** to confirm whether you have cover.

Understanding this document.

1. Words in capitalised bold font have specific meaning which are described in the **Definitions** section or in the relevant benefits section where particular defined words are used (such as **Benefit D**. **Overseas rental vehicle hire, Benefit E. Accident lump sum benefits and loss of income, Benefit G. Unlawful detention** and **Benefit H. Snow sports cover**). Some words have specific meanings defined in the **Definitions** section but are not shown in capitalised bold font so that it is easier for you to read the Policy.

   Words with defined meaning not shown in capitalised bold font are we, us, our, you, your and yourself.

2. The definition of 'you' refers to the **Platinum Cardholder** and, as applicable, any **Spouse** and/or **Dependent Child** that is **Accompanying the Platinum Cardholder**. Please refer to the **Definitions** section.

3. Other words not shown in captalised bold font but with specific meanings in relevant sections are capitalised. These include "Activate", "Activated" and "Activation" (explained on pages 6 and 7 in the Activation section),

"Eligibility" (explained on page 6 in the Eligibility section), and "Special Event" (explained on pages 34-35 in section **B2.1 Extra cover after you depart New Zealand**.

4. **Part 2. Policy Benefits** shows what we cover you for, any extra covers and/or applicable sub-limits and what we will pay in the event of a claim. Each benefit section of **The Policy Benefits** also describes your obligations in the event of a claim (conditions) and circumstances where we won't pay your claim (exclusions). You must read the information under the heading "What we will pay" in each benefit section to understand the kinds of costs that may be payable under each particular benefit.
5. Policy **General Exclusions** describe circumstances where we will never cover a claim under any benefit.

You can find more information about this Policy including FAQs at **travelactivate.co.nz**

Eligibility and Activation for a covered trip.

The Eligibility and Activation sections below explain who can get cover under this Policy and the steps the **Platinum Cardholder** must take before you travel to ensure cover is in place.

For additional cover to be available to you including if you have **Pre-Existing Medical Conditions** and/or require additional cover in respect of Eligibility 4. and/or 5., you must complete the Activation Questionnaire online at **travelactivate.co.nz/questionnaire/** and pay any additional premium we require.

Refer to the section entitled "**Confirming your cover online for your Certificate of Insurance**" on page 9.

If you have met the Eligibility and Activation requirements for a trip set out below, that trip will be a **Covered Trip**.

Eligibility.

To be eligible for cover under all benefits of this Policy ("Eligibility") you must meet the following criteria for each and every **Overseas** trip:

1. You must be the holder of a current and active Westpac **Platinum Card**; and
2. You must permanently reside in New Zealand and be planning to return to New Zealand at the end of the travel^; and
3. You must hold a return ticket to New Zealand:
   a) prior to any event for which you may claim under **Benefit B1. Cover before you depart New Zealand**; and
   b) prior to your departure from New Zealand for all other benefits; and
4. You (and/or your **Spouse** if they are **Accompanying you**) must be under the age of 75 years at the date of departure for travel or have purchased Mature Age Cover. Refer to **Age limits and Mature Age Cover** on page 10 and to the Schedule of Benefits on page 21; and
5. Your **Overseas** trip must not be longer than 35 days from the date you depart New Zealand unless you have purchased a Trip Duration Extension before you depart. Refer to **Trip duration and extension** page 11.

^This Policy provides cover for **Platinum Cardholders** intending to return to New Zealand at the conclusion of their travel. If you do not hold New Zealand citizenship or Permanent Resident status then **Travel Guard** may not be able to assist with medical evacuation to New Zealand in the event of a medical emergency **Overseas**. In the event that you cannot return to New Zealand to continue receiving treatment due to your residency status then cover under the Policy may no longer be available. If you're unsure about your residency status, please seek independent advice. **Travel Guard** cannot provide any advice relating to your residency status.

Activation.

To activate your cover ("Activate", "Activated" and "Activation"):

1. You must pay $500 or more of your or your **Family's Pre-Paid Deposits** using:
   a) Your **Platinum Card**; or

b) A cash advance from your **Platinum Card Account** on the same day $500 or more was paid toward any of your **Pre-Paid Deposits** from another Westpac account; or

c) If your **Platinum Card** includes **hotpoints®** a redemption of your Westpac **hotpoints®**; or

d) If your **Platinum Card** includes Airpoints™ a redemption of your Airpoints; or

2. If you have won your return tickets in a prize draw or competition then the above does not apply, however at claim time you will need to show us written confirmation from the organisation detailing that you won your return tickets.

For the Special Activation Requirement for Scheduled Transport Accident cover please refer to **Benefit E. Accident lump sum benefits and loss of income** from page 46 and specifically to **E4. Special Activation Requirement** on page 48.

Types of trips we cover.

1. This Policy covers leisure travel and work you do **Overseas** as long as the work is not **Manual Labour**.
2. We will cover most normal tourist activities that are provided, guided or supervised by a licensed commercial operator, such as:
   - Organised tours or safaris;
   - Cruises that include at least one **Overseas** port;
   - Treks, hikes and tramps below 3,000 metres altitude;
   - Bungy jumping, zip-lining and white-water rafting;

   always provided such activities are available to the general public without restriction (other than height or general health and fitness warnings).
3. Snow sports cover is optional and limited to certain skiing and snowboarding activities. Refer to **How we cover snow sports** and **Benefit H. Snow sports cover** on pages 16 and 55.
4. We do not cover you while you are participating in any **Hazardous Sports or Activities** or any **Hazardous Winter Sports**. Refer to General Exclusions 16. and 17. on page 58.

Important note: Please read the definition of **Hazardous Sports or Activities** closely. **Hazardous Sports or Activities** as defined specifically states some limited circumstances of recreational diving, motorcycling and amateur competition sports we cover.

5. We do not cover any travel to or within any locations where the New Zealand government has issued a 'Do not travel' advisory, on their advisory site **safetravel.govt.nz**. Refer to General Exclusion 20, on page 59 for more information.

If you are unsure whether you will be covered for an activity you will undertake or in a location you are planning to visit, you should call us on **0800 147 898**.

Confirming your cover online and your Certificate of Insurance.

This cover is automatic for persons under the age of 75 years at no extra charge if Eligibility and Activation criteria are met each and every trip.

To confirm you have met Eligibility and Activation criteria and to obtain a Certificate of Insurance, visit **travelactivate.co.nz** and use the Activation Questionnaire.

In addition to the standard terms and conditions of the Policy set out in this document we make available additional optional cover that you can apply for online using the Activation Questionnaire such as:

- Cover over your **Pre-Existing Medical Conditions**, which we describe as **Accepted Medical Conditions** cover,
- Trip Duration Extension Cover for trips longer than 35 days (up to 180 days),
- Mature Age Cover (for persons aged 75 years or over),
- Cover for trips that include snow sports,
- Cover for high value items.

If you apply for an additional optional cover a premium will be payable by you before we will confirm your extra cover. When you purchase additional cover at **travelactivate.co.nz** we will email you your Certificate of Insurance showing the options you have selected. You must purchase the options you require each and every trip.

If you use the Activation Questionnaire to obtain a Certificate of Insurance (each and every trip), the email including your Certificate of Insurance will state a unique reference you can quote to us or third-party providers. Your Policy number, however, will always be the first six digits of your **Platinum Card**.

Age limits and Mature Age Cover.

The Policy covers **Platinum Cardholders** including their **Accompanying Spouse** up to and including age 90 at the date of departure on a **Covered Trip**.

If you will be 75 years up to and including age 90 when you depart New Zealand, your cover under the Policy will be limited in respect of some benefit sums insured and will not provide any cover for **Overseas** medical expenses unless you purchase Mature Age Cover before you depart New Zealand.

Cover limitations and restrictions for ages 75-90 years inclusive:

Benefit A. Medical and evacuation expenses (including sub-benefits of A): Not covered

Benefit B. Travel cancellation and additional expenses: sums insured limited to $5,000 per person and $10,000 per **Family**.

Benefit E. Loss of income: Not covered.

You can apply for Mature Age Cover online at **travelactivate.co.nz** using the Activation Questionnaire. You must apply for Mature Age Cover for each and every trip you wish to have cover for.

Mature Age Cover does not provide an extension of cover for **Pre-Existing Medical Conditions**. If you also require cover for **Pre-Existing Medical Conditions**, you must also complete the online medical screening available at the same time you apply for Mature Age Cover.

If we confirm we can cover your trip a premium may be payable by you. If you choose to pay any required premium, we will send you your Certificate of Insurance showing your Mature Age Cover and detailing any other optional covers you have selected.

If you will be aged 75 to 90 years inclusive at the date of your departure from New Zealand and you apply for Mature Age Cover and we confirm your cover in writing, you will have cover under all benefits of the Policy subject to the sums insured stated for those under 75 years of age in the Schedule of Benefits, including any benefit sub-limits, however **Benefit E. Loss of income** will remain excluded from cover.

If you will be aged 91 years or over at the date of your departure from New Zealand and you apply for Mature Age Cover and we confirm your cover in writing you will have cover under all benefits of the Policy subject to the sums insured stated for those under 75 years of age in the Schedule of Benefits, including any benefit sub-limits, however the whole of section **Benefit E. Accident lump sum benefits and loss of income** will remain excluded from cover.

Trip duration and extension.

If you are taking a trip longer than 35 days duration, there is no automatic cover available under the policy over any part of your trip unless you purchase a Trip Duration Extension before you leave New Zealand.

If you are unsure whether your trip is within or over the 35 day limit, you can enter the dates of your departure and return into the Activation Questionnaire to check.

The maximum period that we can cover you for is 180 days and we will not accept any applications to cover trips over this limit.

If we confirm we can cover your trip a premium may be payable by you. If you choose to pay any required premium, we will send you your Certificate of Insurance showing your Trip Duration Extension and detailing any other optional covers you have selected.

Changes to your trip duration after departure.

If you are **Overseas** on a **Covered Trip** and cannot travel back to New Zealand by your planned return date due to something unforeseen and outside your control your cover will automatically extend for up to either an additional 90 days, or until the reason for your delayed return home no longer applies.

For instance, if you cannot return to New Zealand by your original return date because you suffer an injury or sickness **Overseas** and are not considered fit to travel by our **Travel Guard** Emergency Assistance team, you would be covered without paying additional premium to us until the first of: you being fit-to-fly according to our Emergency Assistance team's review of your medical case, or 90 days, whichever occurred first.

In the case that your scheduled transport is unavoidably delayed due to something unexpected and outside your control, you would be covered until the reason for the delay is removed, up to a maximum of 90 days.

It is a condition of this automatic extension that you make every effort to return to New Zealand as soon as possible once you are able to travel.

If you are already **Overseas** on a **Covered Trip** and you need to extend your cover beyond 90 days for any other reason, please call us on **+64 9 359 1624** before your cover expires. We reserve the right to charge an extra premium, or to decline your application (but only if there are reasons to do so).

If you travel for a longer duration than we have agreed to cover then there will be no cover over any part of that particular trip

How we cover pre-existing medical conditions.

1. There is no automatic cover under the Policy for **Pre-Existing Medical Conditions** (including complications thereof). Refer to General Exclusion 1.
2. A **Pre-Existing Medical Condition** means in relation to each **Relevant Person**:
   - 2.1 Any sickness including mental health condition, injury or disability which in the period commencing one-year before you first Activated cover:
     - a) You were aware of or a reasonable person in the circumstances could be expected to be aware of; and
     - b) Such condition:
       - i. Manifested itself, worsened, became acute or exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatment;
       - ii. Required taking prescribed drugs or medicine, or tests or further investigation had been recommended by a **Medical Practitioner**; or
       - iii. Was treated by a **Medical Practitioner** or treatment had been recommended by a **Medical Practitioner**.
   - 2.2 Any congenital, chronic or ongoing condition which you are aware of, or a reasonable person in the circumstances could be expected to be aware of, before you first Activated cover.
3. You can apply to cover your **Pre-Existing Medical Conditions** online using the Activation Questionnaire at **travelactivate.co.nz**
4. You must apply to cover any **Pre-Existing Medical Conditions** prior to your departure **Overseas**. We are not able to provide any medical assessment of, or cover over, your **Pre-Existing Medical Conditions** if you have already departed **Overseas**.
5. If we can cover your **Pre-Existing Medical Conditions**, we will tell you what premium will apply. If you pay the premium, then the **Pre-Existing Medical Conditions** you declared will be Accepted Medical Conditions and we will send you your Certificate of Insurance showing what conditions you have declared, and the answers you supplied to our questions. You should ensure your answers to our questions about your health are correct. If you need to make any corrections you should immediately contact us on **0800 147 898**.

6. **Accepted Medical Conditions** cover applies to the specific **Covered Trip** and you must apply separately for each and every trip that you require cover for. You are not obligated to apply for or purchase **Accepted Medical Conditions** cover but if you choose not to you will not have cover for claims arising out of or in connection with your **Pre-Existing Medical Conditions** under any section of this Policy.
7. If you do not have a confirmed medical diagnosis for an illness, sickness or injury then this cannot be covered as an **Accepted Medical Condition**.
8. If you have **Pre-Existing Medical Conditions** and we have not confirmed **Accepted Medical Conditions** cover for these and you choose to continue with your **Covered Trip** you will still have cover for circumstances that do not arise out of or in connection with your **Pre-Existing Medical Conditions**. Before choosing to travel without cover for **Pre-Existing Medical Conditions** you should first seek independent financial advice.
9. Your relatives and/or travel companions may also have **Pre-Existing Medical Conditions**. We will not cover you for any claims arising from or in connection with **Pre-Existing Medical Conditions** of such persons. You should consider the health of any **Relevant Person** who could affect your travel when you are making your travel plans.
10. In the event of a claim, you may need to supply information about your health, or the health of any other **Relevant Person**, to verify that the claim does not arise from, or is not connected with that **Relevant Person's Pre-Existing Medical Condition**. Please ensure you review our **Privacy Statement** on page 69 as you will need to seek the permission of other **Relevant Person(s)** when providing us with information about their health should we request it.

Changes in health before you depart New Zealand.

1. A **Change in Health** means in relation to you:
   1.1 Any new sickness including mental health condition, injury or disability which in the period after you Activated cover and prior to your departure from New Zealand, such condition:
      i. Manifested itself, worsened, became acute or exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatment; or
      ii. Was treated by a **Medical Practitioner** or treatment had been recommended by a **Medical Practitioner**; or
   1.2 Any change in the treatment plan for your **Accepted Medical Condition(s)** that would change any answer you have given during your medical screening declaration (for which a copy of your answers is included with your Certificate of Insurance).
2. You may be covered under **Benefit B1. Cover before you depart New Zealand**, if a **Change in Health** before you depart results in you deciding to cancel or make changes to a **Covered Trip**.
3. If you suffer a **Change in Health** but you decide to continue with your travel plans you will not be covered **Overseas** for the **Change in Health** unless you have applied for cover over the new condition(s) and we have accepted to cover all your **Pre-Existing Medical Conditions** as **Accepted Medical Conditions** and you have paid the required premium.
4. If you wish to apply to cover a **Change in Health** and you already had **Accepted Medical Conditions** cover, you must reapply for your **Accepted Medical Conditions** cover before departing **Overseas**.
5. If you need to reapply for **Accepted Medical Conditions** cover, we will refund you the premium you have already paid if your new application is accepted by us.
6. If your new application is declined, you may be covered under **Benefit B1. Cover before you depart New Zealand** if the unavailability of **Accepted Medical Conditions** cover due to your **Change in Health** results in you deciding to cancel or make changes to a **Covered Trip**.
7. If you suffer a **Change in Health** and do not apply (or reapply as the case may be) prior to your departure

Overseas for cover over your **Pre-Existing Medical Conditions** you may not have cover for **Overseas** medical expenses, or any other costs directly or indirectly related to your **Pre-Existing Medical Condition(s)**.

How we cover snow sports.

To have cover under the Policy benefits (including medical expenses cover) for loss, injury or illness occurring during skiing or snowboarding activities you must apply for the additional cover under **Benefit H. Snow sports cover** prior to departure online at **travelactivate.co.nz**.

If you apply for Snow Sports Cover all benefits of the Policy will be available to you during **Covered Snow Sports** according to the terms, conditions and exclusions of those benefits (including any applicable General Exclusion(s)) and you will also enjoy some additional snow inconvenience benefits.

We define **Covered Snow Sports** as:

"Skiing or snowboarding inside the marked boundaries of a commercially operated ski field, undertaken while you are on a **Covered Trip**, and where you have applied to cover skiing and snowboarding under **Benefit H.** at **travelactivate.co.nz**, and paid any additional premium we require."

Covered Snow Sports does not mean or include any **Hazardous Winter Sports**.

Hazardous Winter Sports means and includes any of:

1. Skiing or snowboarding outside marked ski field boundaries (including closed areas within resort boundaries) or any terrain accessed by helicopter or snowcat.
2. Professional skiing or snowboarding, racing or race training.
3. Ice skating, ice hockey, ice fishing, bobsledding, skeleton, luge, ice climbing, curling, or snow shoeing.

Hazardous Winter Sports will be excluded from cover even if you purchase additional cover under **Benefit H. Snow sports cover**.

For details of snow inconvenience benefits and the terms, conditions, definitions and exclusions applicable to **Benefit H. Snow sports cover** see page 55.

You must apply for Snow Sports Cover for each and every trip you will undertake for which you require additional Snow Sports Cover.

If you will ski or snowboard during a **Covered Trip** but you do not apply for cover under **Benefit H.** we will not pay any claim that arises directly or indirectly out of the skiing or snowboarding activity. Refer to General Exclusion 18. on page 58.

Claim processes and conditions.

1. You will need to make a claim in writing and supply us with supporting documentation. If we do not have sufficient documentation to assess your claim, payments to you may be delayed or declined.
2. You can make a claim online by visiting **travelactivate.co.nz/help-support/claims/**

   You can use a claim form if you prefer to submit your claim offline. To obtain a claim form you can visit our website at **travelactivate.co.nz**, or you can call us on **0800 147 898** from within New Zealand, or if you are **Overseas** call **Travel Guard** on **+64 9 359 1624**.
3. The supporting documentation you will need to include with your claim includes:
   - Proof that you have a **Platinum Card Account** (such as a copy of a current statement),
   - Proof that you Activated cover for your trip (such as receipts showing how you paid for your trip),
   - Proof of your confirmed travel bookings showing you held a return ticket to New Zealand prior to your departure from New Zealand,
   - Medical reports (if applicable) showing your diagnosis, or the reason for your claim,
   - Receipts for any out-of-pocket expenses you are claiming for,

- Confirmation that you have requested refunds for any cancelled parts of your itinerary that you are claiming for, and the amount of any refunds received, or expected,
- Receipts for any lost or stolen baggage you are claiming for (or alternative evidence showing you owned the item, and what its value was, if the original receipt is unavailable).

Each claim is different and we may need to ask you for other information not listed above, to help us understand and administer your claim.

4. Some claims may require you to provide us with information about **Relevant Person(s)** and other third parties. Please ensure you review our **Privacy Statement** on page 69 as you will need to confirm you have the permission of other individuals when providing us with information about them.
5. You are responsible for the cost of submitting your claim, including the cost of obtaining any medical reports required by us.
6. If an insured event occurs and we have admitted liability to make a payment under this Policy, or have made a payment under this Policy, we are entitled, at our own expense, to take over, conduct, defend, settle or commence any claim or legal proceedings in your name, or in the name of any other person entitled to cover under this Policy, against any person or entity in respect of the loss, damage, liability or expense giving rise to the claim. You must provide all reasonable assistance and cooperation that we require, including providing information, documents, witness statements and executing any documents necessary to enable us to exercise these rights.
7. You must take reasonable actions to prevent further loss, after you become aware of a potential claim. We will decline to reimburse you for any non-refundable deposits you pay after you become aware that you might be cancelling your trip.
8. You must tell us if there is any other insurance policy that may also cover your claim. We will not reimburse you for any costs payable by another insurer.
9. You must answer our questions accurately and completely and must not knowingly make any misrepresentation. We may decline your claim if you knowingly give us any information that is false or fraudulent information. Please refer to **Part 3. Disclosures**, **Your duty not to make a misrepresentation.**

Part 2. Policy Benefits

The Schedule of Benefits.

Cover under this Policy is limited if you will be aged 75 up to 90 years of age at the date of departure from New Zealand unless Mature Age Cover has been purchased.

If you will be 91 years or over at the date of departure there is no cover under the Policy without purchase of Mature Age Cover.

Please refer to **Age limits and Mature Age Cover** on page 10.

The Sum Insured limits below apply for each **Covered Trip**.

	Sum insured (maximum amount payable)	
	Age up to and including 74 years	Age 75 to 90 years inclusive (where Mature Age Cover has not been purchased)
A.* Medical and evacuation expenses	$Unlimited**	Not covered#
Sub-limits applying to section A		
Dental pain relief	$2,000 per person or $4,000 per **Family**	Not covered#
In-hospital cash • $55 every 24 hours per person	$5,500 per person or $11,000 per **Family**	Not covered#
Accompanying person	$Unlimited**	Not covered#
Funeral or return of remains to New Zealand	$30,000 per person	Not covered#
Terrorism cover for medical costs	$100,000 per person	Not covered#
Ongoing medical treatment in New Zealand	$1,000 per person	Not covered#
B.* Travel cancellation and additional expenses	$Unlimited	$5,000 per person or $10,000 per **Family**#
Sub-limits applying to section B		
Additional **Public Transport**, meal and accommodation expenses after you depart New Zealand	$10,000 per person or $20,000 per **Family**	$5,000 per person or $10,000 per **Family**#
Delayed travel to a Special Event	$3,000 per person or per **Family**	$3,000 per person or per **Family**
Travel delay • After 6 hours of delay $275 per person or $600 per **Family** • After each additional 12 hours of delay $275 per person or $600 per **Family**	$825 per person or $1,800 per **Family**	$825 per person or $1,800 per **Family**
Missed connection and travel interruption	$10,000 per person or per **Family**	$10,000 per person or per **Family**
C. * Luggage, personal belongings and travel documents	$12,500 per person or $20,000 per **Family**	$12,500 per person or $20,000 per **Family**

		Sum insured (maximum amount payable)	
		Age up to and including 74 years	Age 75 to 90 years inclusive (where Mature Age Cover has not been purchased)
Sub-limits applying to section C			
	Per item limit	$3,000 per item per person	$3,000 per item per person
	Laptop computers (inclusive of accessories)	$6,000 per person	$6,000 per person
	Limit for any one **Specified Item**	$10,000 per item per person	$10,000 per item per person
	Special medication benefit	$500 per person	$500 per person
	Lost or damaged travel documents	$550 per person or $1,000 per **Family**	$550 per person or $1,000 per **Family**
	Money	$550 per person or $1,000 per **Family**	$550 per person or $1,000 per **Family**
	Luggage delay (after 12 hours of delay)	$500 per person or $1,000 per **Family**	$500 per person or $1,000 per **Family**
D.	**Overseas rental vehicle hire**	$8,000 per person or per **Family**	$8,000 per person or **Family**
E.~	**Accident lump sum benefits and loss of income**		
	Accidental death	$100,000 per **Platinum Cardholder** $50,000 per **Spouse** $5,000 per **Dependent Child** Maximum of $150,000 per **Family**	$100,000 per **Platinum Cardholder** $50,000 per **Spouse** $5,000 per **Dependent Child** Maximum of $150,000 per **Family**
	Scheduled Transport Accident	$100,000 per **Platinum Cardholder** $50,000 per **Spouse** $5,000 per **Dependent Child** Maximum of $150,000 per **Family**	$100,000 per **Platinum Cardholder** $50,000 per **Spouse** $5,000 per **Dependent Child** Maximum of $150,000 per **Family**
	Loss of income · Up to $1,100 per week	$14,300 per person or $22,000 per **Family**	Not covered^
F.	**Personal liability**	$2,500,000 per person or per **Family**	$2,500,000 per person or per **Family**
Sub-limits applying to section F			
	Your defence costs	$50,000 per person	$50,000 per person

		Sum insured (maximum amount payable)	
		Age up to and including 74 years	Age 75 to 90 years inclusive (where Mature Age Cover has not been purchased)
G.	**Unlawful detention**		
	Hijack and detention • $100 per person per 24 hours	$6,000 per person or $12,000 per **Family**	$6,000 per person or $12,000 per **Family**
	Kidnap and ransom	$250,000 per person or **Family**	$250,000 per person or **Family**
Optional cover by application at **travelactivate.co.nz**			
H. ***	**Snow sports cover** **Benefit H. Sub-limits** The maximum amount payable for all claims under snow inconvenience benefits **H1.** to **H3.** is $10,000 per person or **Family**. **H.3 Ski field closure** is limited to $50 per person or $100 per **Family** each 48 hours.	For the maximum amounts payable per person or per **Family** during **Covered Snow Sports** refer to **Benefit H**. and Benefits **A. – G.**, as applicable	For the maximum amounts payable per person or per **Family** during **Covered Snow Sports** refer to **Benefit H.** and Benefits **A. – G.**, as applicable

***Excess**

You must pay the first $300 of each and every claim arising from the same event under Sections **A**., **B**. and **C**., except if your claim is under:

- **A2. Extra medical cover – 2. In-hospital cash**
- **B2.1 Extra cover after you depart New Zealand – 2. Travel delay**
- **C2. Cover sub-limits – 5. Luggage delay.**

An excess is the first amount of a claim that you have to pay. We will only apply one excess for each event that results in a claim.

For example, if you have a claim under Benefits **A**. and **B**. for medical and additional expenses due to one medical event, we will only deduct one excess from that claim, in this case, $300.

If you claim losses due to more than one event occurring during your travel, for example your bags were stolen on two different occasions during your trip, we will deduct one excess per event from the amount you claim, in this case, 2 x $300.

No excess applies to benefits **D**., **E**., **F**., **G**. or to the snow inconvenience benefits under **H1.** – **H3.** in the case of additional cover purchase under **Benefit H. Snow sports cover**.

#Persons aged from 75 years may apply to remove the age limit to these benefits online at **travelactivate.co.nz** with Mature Age Cover purchases for each and every trip. If cover is accepted the maximum amount payable will default to the limit shown for persons under 75 years of age.

^Purchase of Mature Age Cover does not remove the age limit for any Mature Age person for this benefit.

~Purchase of Mature Age Cover does not remove the age limit for Mature Age persons aged 91 years and over (if we accept your Mature Age Cover application when you are 91 years or over, **Benefit E. Accident lump sum benefits and loss of income** will be the only excluded section and all other benefits will default to the limit shown for persons under 75 years of age).

Limited to 12 months after the first instance of you suffering an illness or injury **Overseas.

***Cover during skiing and snowboarding is optional and subject to cover limitations and exclusions. Refer to **How we cover snow sports** on page 16 and **Benefit H. Snow sports cover** on page 16.

The Policy Benefits.

Benefit A. Medical and evacuation expenses

Cover under this benefit begins when you depart New Zealand on a **Covered Trip**.

Except for cover under **A2. Extra medical cover, 6. Ongoing medical treatment in New Zealand**, cover under this benefit ends when you first arrive back in New Zealand.

For up to a maximum of 12 months after the first instance of you suffering an illness or injury **Overseas** for which costs are payable under **A1. Medical and evacuation cover** no amount limitation will apply to the sum insured "$Unlimited".

Sub-limits apply to the sums insured under **A2. Extra medical cover**.

An excess of $300 per event applies except for **A2. Extra medical cover, 2. In-hospital cash**.

The costs we will reimburse you for any claim under this benefit are detailed under **A3. What we will pay**.

A1. Medical and evacuation cover.

We cover your medically necessary **Overseas** treatment given or prescribed by a **Medical Practitioner** during a **Covered Trip**, due to one of the following events:

1. Your illness which first occurred **Overseas**.
2. Your injury due to an accident, or an assault, that occurred **Overseas**.
3. A new and unexpected medical event, or complication arising from an **Accepted Medical Condition** that first occurs **Overseas**.

Cover for your treatment may include the cost of moving you for medical reasons including if we decide to medically repatriate you to New Zealand.

The costs we will pay under **A1.**, are described under **A3. What we will pay** below.

Note, if you do not hold New Zealand citizenship or Permanent Resident status then **Travel Guard** may not be able to assist with medical evacuation to New Zealand under this benefit. In the event that you cannot return to New Zealand to continue receiving treatment due to your residency status cover under the Policy may no longer be available.

A2. Extra medical cover.

1. Dental pain relief.

We cover you if you suffer sudden and acute dental pain to sound and natural teeth during a **Covered Trip**.

We will pay your actual and reasonable **Overseas** dental expenses for the purpose of providing you with pain relief to continue your travel. Pain relief does not include restorative or cosmetic treatment.

The maximum amount we will pay is $2,000 per person or $4,000 per **Family**.

2. In-hospital cash.

We cover you if you have a valid claim under **A1. Medical and evacuation cover** that results in you being hospitalised as an inpatient for more than 24-hours while **Overseas**.

We will pay $55 for each complete 24-hour period that you are hospitalised as an inpatient.

We will not pay for the first 24-hours you were hospitalised.

The maximum amount we will pay is $5,500 per person or $11,000 per **Family**.

3. Accompanying person.

We cover you to have a support person stay with you to help with your recovery if you are hospitalised **Overseas**, subject to the following conditions:

1. Your hospitalisation relates to a valid claim under **A1. Medical and evacuation cover**.
2. We agree it is necessary for you to have a support person.

We will pay:

1. The reasonable and necessary accommodation and meal expenses for your **Spouse** or **Dependent Child** to remain with you for the period we agree; or
2. If you were travelling alone, a return economy airfare for one person to travel to you, and the reasonable and necessary accommodation and meal expenses for that person to remain with you, for the period we agree.

Subject to the conditions set out above, the amount we will pay is $Unlimited.

4. Funeral or return of remains to New Zealand.

We cover you for your **Overseas** funeral and burial or cremation in the area of your death if you pass away unexpectedly while on a **Covered Trip**, or for the return of your remains to New Zealand.

We will pay the reasonable and necessary costs incurred.

The maximum amount we will pay is $30,000 per person.

5. Terrorism cover for medical costs.

We cover you under **Benefit A**. to a maximum of $100,000 per person if you are injured as the result of a **Terrorist Act Overseas**. **Benefit A**., exclusion 12 (on page 31) does not apply for the purpose of covering a maximum of the first $100,000 of medical costs incurred per person due to a **Terrorist Act**.

6. Ongoing medical treatment in New Zealand.

We cover you for your ongoing medical treatment, but not dental treatment, in New Zealand during the first 90 days of your return if you had a valid claim under **A1. Medical and evacuation cover** during your **Covered Trip**.

We will pay costs that are not covered by another source, such as government funded care or a private medical insurance policy.

The maximum amount we will pay is $1,000 per person.

A3. What we will pay.

We will pay the usual and customary costs for the following if you have a covered event under **A1. Medical and evacuation cover**:

1. Outpatient medical treatment,
2. Inpatient hospital treatment,
3. Ambulance fees,
4. Transfer costs (such as a taxi),
5. Prescription medication, services and supplies,
6. Medical evacuation or repatriation (but only if we arrange this on your behalf).

'Usual and customary' means the usual level of charges for the standard services and supplies given or prescribed for the treatment of your condition at your destination, had this insurance not existed.

If you are covered under any of the benefits described in **A2. Extra medical cover**, we will pay those costs as specified in the benefit in addition to your medical treatment costs, except for **Benefit A2.5, Terrorism cover for medical costs**, which is subject solely to the terms and limits of that benefit.

If we bring you back to New Zealand we will use your return ticket toward our costs.

The maximum period for which we will pay costs under this section from the date you first sought treatment is 12 months.

A4. Conditions of cover – what you must do.

1. If you want us to pay costs directly to a service provider, you must seek our prior approval by calling **Travel Guard** at **+64 9 359 1624** or emailing us at **westpacassistance@travelguard.com**

2. You must contact **Travel Guard** as soon as you are able to if you are admitted as a hospital inpatient or you have reason to believe your treatment costs will be more than $2,000 by calling us at **+64 9 359 1624** or emailing us at **westpacassistance@travelguard.com**

3. You must follow the advice and instruction of **Travel Guard** including to be medically moved to another location for treatment and/or to be repatriated to New Zealand. If you do not, we may limit our liability for your medical treatment costs to no more than what it would have cost us if you had followed our advice and instruction. If we move you for the purpose of limiting our costs, we will always ensure that we do so safely according to your medical conditions and treatment plan. **Travel Guard** will only move you to a new location **Overseas** if you will receive a level of care equivalent to what you would receive in New Zealand.

4. You must provide **Travel Guard** with access to your medical records from your normal doctor(s) in New Zealand. We are unable to confirm you are covered if we do not have your medical records for our review.

5. You must pay any applicable excess to us if we have paid all the costs of your claim to service providers directly.

6. If you have self-paid medical expenses and want us to reimburse you, you must provide copies of any prescriptions and receipts of payments relevant to your claim including supporting medical reports showing your diagnosis and details of treatment you received.

A5. Exclusions – what you are not covered for.

You are not covered for loss, or costs, in connection with any of the following:

1. Private medical treatment where publicly funded services or care is available to you, at a standard equivalent to the care you would receive in the New Zealand public health system. Instances where publicly funded care may be available to you **Overseas** include the Reciprocal Health Agreement (RHA) between the Government of New Zealand and Australia or the United Kingdom and any other country with equivalent agreements, or if you are a citizen of your **Overseas** location with rights to public treatment.
2. Costs for dental treatment except as provided under **A2. Extra medical cover, 1. Dental pain relief**.
3. Hospital inpatient treatment if you, or someone acting on your behalf, does not notify **Travel Guard** as soon as possible so we can assess your circumstances and assist with managing your treatment and expenses. Contact details for **Travel Guard** can be found on the inside front cover.
4. Specialist treatment (including but not limited to physiotherapy and chiropractor) without a referral from a registered **Medical Practitioner** and prior authorisation from **Travel Guard**.
5. Continuation of treatment already planned prior to the start of your trip.
6. The cost of medication, or renewing prescriptions for any medication you were already taking or planning to take prior to the start of your trip. You may however be covered under benefit **C. Luggage, personal belongings and travel documents, C2. Cover sub-limits, 2. Special medication benefit**, if your medication is lost, damaged or stolen.
7. Elective check-ups or elective treatment including any elective surgery.
8. Cosmetic treatment or surgery.
9. Costs incurred in any location after you refuse our request to evacuate you, at our cost, to New Zealand, or to another **Overseas** location for treatment.
10. Medical expenses incurred more than 12 months after the first instance of suffering an illness or injury.
11. Except as provided under **A2. Extra medical cover, 6. Ongoing medical treatment in New Zealand**, any expenses for medical treatment incurred in New Zealand.
12. Any **Terrorist Act**, except as provided for under **A2. Extra medical cover, 5. Terrorism cover for medical costs**.

Benefit B. Travel cancellation and additional expenses.

Cover under this benefit applies before or after you depart New Zealand on a **Covered Trip**, as explained further below.

Cover under this benefit ends when you first arrive back in New Zealand.

For costs payable under **B1. Cover before you depart New Zealand** no amount limitation will apply to the sum insured "$Unlimited."

For costs payable under **B2. Cover after you depart New Zealand** the maximum amount we will pay under this section for reasonable and necessary additional unbudgeted and unexpected **Public Transport**, meal and accommodation expenses is $10,000 per person and $20,000 per **Family**.

Sub-limits apply to the sums insured under **B2.1 Extra cover after you depart New Zealand**.

An excess of $300 per event applies except for **B2.1 Extra Cover after you depart, 2. Travel Delay**, for which no excess applies.

The costs we will reimburse you for any claim under this benefit are detailed under **B3. What we will pay**.

B1. Cover before you depart New Zealand.

You are covered under this benefit if one of the events listed below occurs after you have Activated cover and before you depart New Zealand.

We cover you for:

1. Your unforeseeable death, accidental injury, or unforeseeable illness, including in relation to any **Accepted Medical Condition**;
2. The unforeseeable death, accidental injury, or unforeseeable illness of your travelling companion which is not due to their **Pre-Existing Medical Condition**;
3. Natural disaster, or severe weather conditions affecting your scheduled **Public Transport**;
4. You needing to change your itinerary due to the unforeseeable death or unforeseeable hospitalisation of your **Immediate Family** that is not due to their **Pre-Existing Medical Condition**, and the **Immediate Family** member at the date of their death or their hospitalisation:
   a) was in New Zealand and normally resident there, and
   b) was under 80 years of age, and
   c) was not terminally ill or living in an assisted care facility.

If you are not covered under 1. to 4. above, you may be covered under 5. 'other unforeseeable circumstances' below but only if the reason for your claim is not excluded under section **B5. Exclusions – what you are not covered for**, or the Policy **General Exclusions**, or described under **5. a),** or **b).** below:

5. Other unforeseeable circumstances which are outside your control that are not due to:
   a) The death, illness, or injury of any person.
   b) A service your **Public Transport** provider has delayed, rescheduled or cancelled.

We cover costs described in **B3. What we will pay** to:

i. Change your travel dates; or

ii. Cancel all or part of your travel arrangements.

Cover under **B1. Cover before you depart New Zealand** ends when you depart New Zealand, or if you cancel all or part of your trip, when you determine you are unable to proceed with your travel arrangements.

This means we will not cover you for any further **Pre-Paid Deposits** you make toward the part of your trip that you cannot join from the date you became aware of your need to cancel.

You are required to minimise losses and should review **B4. Conditions of cover – what you must do** together with **B3. What we will pay**.

If you suffer a **Change in Health** before your departure from New Zealand, then **Changes in health before you depart New Zealand** on page 14 applies and you must follow those conditions, or you may not be covered for **Overseas** medical treatment or related costs if you continue with your trip.

B2. Cover after you depart New Zealand.

You are covered under this benefit if one of the events listed below occurs after you have departed New Zealand on a **Covered Trip**.

We cover you for:

1. Your unforeseeable death, accidental injury, or unforeseeable illness for which you have a valid claim under **Benefit A. Medical and evacuation expenses**;
2. The unforeseeable death, accidental injury, or unforeseeable illness of your travelling companion which is not due to their **Pre-Existing Medical Condition**;
3. Natural disaster, or severe weather conditions affecting your scheduled **Public Transport**;
4. Strikes, riots or civil commotion affecting your scheduled **Public Transport**;
5. You needing to change your itinerary due to the unforeseeable death or unforeseeable hospitalisation of a member of your **Immediate Family** that is not due to their **Pre-Existing Medical Condition**, and the **Immediate Family** member at the date of their death or their hospitalisation:

a) was in New Zealand and normally resident there, and

b) was under 80 years of age, and

c) was not terminally ill or living in an assisted care facility when you departed New Zealand.

If you are not covered under 1. – 5. above you may be covered under 6. 'other unforeseeable circumstances' below, but only if the reason for your claim is not excluded under section **B.5 Exclusions – what you are not covered for** or the Policy **General Exclusions**, or under **6. a),** or **b).** below.

6. Other unforeseeable circumstances which are outside of your control that are not due to:

   a) The death, illness or injury of any person.

   b) A service your **Public Transport** provider has delayed, rescheduled or cancelled.

We cover costs described in **B3. What we will pay**, to:

i. Cut your travel short to return early to New Zealand; or

ii. Change your travel arrangements to catch up to your planned itinerary.

Rearranging your travel arrangements under ii) above may include the period you are stranded at your destination after you had planned to leave due to something unforeseen and outside your control, or a period you are at an unplanned and unintended destination. For example, your flight was diverted due to severe weather, or you were hospitalised during your trip.

If your original itinerary ends before an interruption is resolved, 'to catch up to your itinerary' under ii) above will mean your return to New Zealand.

Cover under benefit **B2**. (including the extra covers **B2.1 Extra cover after you depart New Zealand, 1. – 3.** below) ends when you return to New Zealand at the end of your **Covered Trip**.

You are required to minimise losses and should review **B4. Conditions of cover – what you must do** together with **B3. What we will pay**.

B2.1 Extra cover after you depart New Zealand.

The benefits detailed below allow for some cover after you have departed for events that are not otherwise covered under **B2**. Cover under **B2.1** is subject to **B3**. **What we will pay**.

1. Delayed travel to a Special Event.

We cover you when you are **Overseas** on a **Covered Trip** if a delay to your pre-booked scheduled **Public Transport** means you will miss a Special Event that forms part of your itinerary. We will pay your reasonable costs for you to use alternative **Public Transport** to catch up to your itinerary so that you can still attend the Special Event, so long as the occasion is a:

a) wedding, or

b) a funeral, or

c) a **Convention**, or

d) a ticketed concert or sporting event you have **Pre-Paid Deposits** for.

The maximum amount we will pay is $3,000 per person or per **Family**.

2. Travel delay.

We cover you when you are **Overseas** on a **Covered Trip** if you are stranded at your location because the pre-booked **Public Transport** that you had arranged to travel on is delayed from departing for more than six hours from the scheduled departure time.

For the purpose of this section, 'scheduled departure time' means the departure time for your **Public Transport** found in the itinerary the **Public Transport** issued to you, or if no itinerary is issued, the time published in the **Public Transport's** other formal documentation including on its website.

We will pay your reasonable costs for accommodation and/or meal expenses you incur up to $275 per person or $600 per **Family** for the first completed six-hour period of delay, and a further $275 per person or $600 per **Family** for each additional completed 12 consecutive hour period of delay thereafter, until the delay is ended or we have paid the maximum amount of $825 per person or $1,800 per **Family**.

A delay ends at the earliest of:

a) The actual departure date and time of the delayed **Public Transport**, or

b) The time an alternate transport your **Public Transport**

provider offered you departs, whether you accept their alternative or not.

3. Missed connection and travel interruption.

We cover you when you are **Overseas** on a **Covered Trip** if you are stranded and need to catch up to your itinerary, because:

1. You missed a **Public Transport** connection for reasons outside of your control for which you have **Pre-Paid Deposits**; or
2. Your **Public Transport** provider delays or reschedules your service for which you have **Pre-Paid Deposits**, and
   a) such delay or schedule change puts you at least 36 hours behind the next part of your itinerary for which you have **Pre-Paid Deposits**, and
   b) your **Public Transport** provider has not offered you alternate transport leaving within 36 hours of your originally scheduled departure time.

The maximum amount we will pay is $10,000 per person or per **Family**.

B3. What we will pay.

For each period of time you have claimed, we will calculate what is payable by taking the higher amount of a) or b) below:

a) Your non-refundable **Pre-Paid Deposits**, or

b) Your reasonable and necessary additional unbudgeted and unexpected **Public Transport**, meal and accommodation expenses.

Of the higher amount claimed, we will subtract the value of all refunds and credits you are entitled to receive and any applicable excess.

This means for each period of time you claim, at our discretion, we will pay either:

1. Your **Pre-Paid Deposits** under a) less any refund or credit you are entitled to receive, less any applicable excess; or

2. Your additional costs under b), less any refund or credit you are entitled to receive, less any applicable excess.

We will pay your total claim under either a) or b) above, or by a mix of a) and b), depending on what kind of expenses you have during different parts of your **Covered Trip**.

We will always limit our payment so that we do not, for instance, pay your additional accommodation expenses and your unused non-refundable accommodation for the same night.

We will not pay the difference for a better class of accommodation or transport than you had arranged with your **Pre-Paid Deposits** unless we agree that at the time you experienced a covered travel interruption the limits to what is available prevent like-for-like expenses. If you want us to pay for a better class of accommodation or transport we require you to obtain our pre-approval before you book new arrangements. We may approve you to fly premium rather than economy if it means you will catch up to your planned itinerary quicker than other options of transport available to you, but only if this reduces the amount of your claim.

We pay the cost stated under **B2.1 Extra cover after you depart New Zealand** where specified.

B4. Conditions of cover – what you must do.

You must take steps to minimise your losses, including but not limited to:

1. As soon as possible after the event causing your claim you must:
   a) Recover any refunds you are entitled to; and
   b) Cancel any other travel or accommodation arrangements that depend on any cancelled arrangements and that you are now unable to use.
2. In circumstances where you are likely to incur substantial unexpected expenses, you or someone on your behalf must call **Travel Guard** as soon as possible on **+64 9 359 1624** or email us at **westpacassistance@travelguard.com**
3. If your **Public Transport** has been disrupted, you need to obtain documentation from the carrier which states the details of the disruption. This may include the cause of and length of a travel delay, or the reason a service was cancelled or rescheduled.

B5. Exclusions – what you are not covered for.

You are not covered for loss, or costs, in connection with any of the following:

1. You or your travelling companion being unable to travel because you or they don't have a valid passport or the necessary visas or permits, or you or your travelling companion failed to carry these with you.
2. Failure of you or your travelling companion to check-in at the prescribed time.
3. You changing your mind and deciding not to travel, including because your travel companion no longer wants to go.
4. Any work, business or financial commitment you or your travelling companion have. We do not consider your work, business or financial commitment to include you responding to a natural disaster or a fire at your business.
5. You not having enough funds to continue with your Activated trip unless you have been made redundant by your employer after you Activated your cover.
6. Any error or omission in your booking arrangements made by you, your travel agent or any other person acting on your behalf.
7. Costs that a **Public Transport** provider is liable for or has paid you due to a delay of or a change to the transport.
8. Any costs for chartered transport.
9. You acting to ensure the welfare of your domestic pet(s).
10. Any missed connection that is due to not leaving enough time to get to the **Public Transport** terminal, including if you have been delayed by traffic.
11. The death, injury or illness of your **Immediate Family** who was 80 years or over when the event occurred.
12. Costs for missed connections or travel interruptions arising from delayed, rescheduled, or canceled **Public Transport** or missed connections between **Public Transports**, except for the limited cover provided under **B2.1 Extra cover after you depart New Zealand, 2. Travel delay** and **3. Missed connection and travel interruption**.
13. Strikes, riots or civil commotion affecting your scheduled **Public Transport** before you depart New Zealand.
14. Costs that are payable under **Benefit A. Medical and evacuation expenses**.
15. Any costs to support your medical recovery after an illness or injury if you are not covered under **Benefit A. Medical and evacuation expenses**.
16. Expenses you would have paid anyway had your **Covered Trip** gone to plan. For example, daily meal costs during your **Covered Trip** for meals you would have expected to buy (i.e. that are not included in a pre-paid tour or accommodation package).
17. A **Terrorist Act**.
18. Specifically, for benefits **B1.5** and **B2.6** 'other unforeseeable circumstances,' we will not pay any costs in relation to:
    a) The death, injury or illness of any person; or
    b) Costs due to a service your **Public Transport** provider has delayed, rescheduled or cancelled.

Benefit C. Luggage, personal belongings and travel documents.

Cover under this benefit begins when you depart New Zealand on your **Covered Trip**.

Cover under this benefit ends when you first arrive back in New Zealand.

The maximum amount we will pay under benefit C is $12,500 per person or $20,000 per Family any one **Covered Trip**.

Sub-limits (including per item) apply to the sums insured under **C2. Cover sub-limits**.

An excess of $300 per event applies, except for **C2. Cover sub-limits, 5. Luggage delay**.

The costs we will reimburse you for any claim under this benefit are detailed under **C3. What we will pay**.

C1. Luggage and travel documents.

We cover the loss, theft or damage of your luggage or personal items that occurs **Overseas** during a **Covered Trip**.

You are only covered for items that you take reasonable care of and take precautions to safeguard while you are

travelling. Circumstances we do not consider fulfil your requirement to take care and safeguard are described under benefit **C5. Exclusions – what you are not covered for**.

We also cover your out-of-pocket costs for replacement of essential items during your **Covered Trip** in some circumstances of travel inconvenience. These circumstances are described under **C2. Cover sub-limits** below, specifically, benefits **2. Special medication benefit, 3. Lost or damaged travel documents**, and **5. Luggage delay**.

The costs we will reimburse you for any claim under this benefit are detailed under **C3. What we will pay**.

C2. Cover sub-limits.

1. Per item limits

For personal items lost, stolen or damaged we cover each item (which includes a set or pair of each item) to a maximum amount of $3,000, unless the item is:

a) A laptop computer (inclusive of accessories) which we cover to a maximum amount of $6,000.

b) A **Specified Item**, which we cover to a maximum amount of $10,000, or the **Specified Item's** provable value, whichever is the lesser.

2. Special medication benefit.

We cover the cost of obtaining necessary replacement medication if, during your **Covered Trip** medication prescribed by your **Medical Practitioner** is lost, stolen, or damaged, or is in your checked baggage which was delayed by your **Public Transport** provider.

The maximum amount we will pay is $500 per person.

3. Lost or damaged travel documents.

We cover the cost of getting replacement travel documents, credit cards or your passport urgently sent to you at your **Overseas** location if during your **Covered Trip** these documents are lost, stolen or damaged. This benefit does not cover the value of credit on any credit card.

The maximum amount we will pay is $550 per person or $1,000 per **Family**.

4. Money.

We cover you for your personal money that is lost, stolen or damaged **Overseas** during your trip.

The maximum amount we will pay is $550 per person or $1,000 per **Family**.

5. Luggage delay.

We cover you for your actual and reasonable costs for purchasing essential items of clothing and personal items if during a **Covered Trip** you do not receive your checked luggage at an **Overseas** location from the carrier for 12 hours or more from your arrival at your **Overseas** destination.

The maximum amount we will pay is $500 per person or $1,000 per **Family**.

C3. What we will pay.

1. We will pay you the covered item's current value up to the amount of any sub-limit, at the time of the loss, damage or theft. We will calculate current value using the price you paid for it, and deducting according to age of the item, an amount reflecting normal wear and tear (depreciation), and any applicable excess. We will not pay you more than the purchase price of a covered item.

At our option, we may alternatively choose to replace or repair the item.

You can find our depreciation table online at **travelactivate.co.nz**

2 If you have covered travel inconvenience expenses under this section, specifically benefits **2. Special medication benefit, 3. Lost or damaged travel documents,** and **5. Luggage delay,** we will reimburse you for your reasonable, necessary and actual out-of-pocket costs up to the stated sub-limit, less any amount recoverable from any other party.

3 If we have paid you to replace essential items under **5. Luggage delay**, and your delayed luggage is not returned to you, we will not pay you for the same items under **C1.** for the loss of the original items.

C4. Conditions of cover – what you must do.

1. You must take reasonable care at all times to ensure the safety and security of your items. If you do not you may not be covered for loss, theft or damage.
2. If you discover theft of an item or items, you must report this to the Police as soon as possible and obtain a Police Report. We will require a copy of the report when assessing your claim.
3. Loss, theft or damage to credit cards or travel documents must be reported to the issuing authority or financial institution as soon as possible (and as applicable to the Police under 2. above).
4. Loss, theft, damage or delay to personal items, money, or documents while in the custody of airlines, common carriers, hotels, travel or tour operators must be immediately reported and you must request any available compensation from them. You must provide us with the report from the provider stating the loss, theft, damage or delay and any compensation provided.
5. For **Specified Items**, you must provide a current valuation of the item (not older than 12 months) or a receipt showing the purchase price. If you cannot produce either of these we will not cover more than the non-**Specified Item** per item limit, which is $3,000 for general items or for laptop computers (inclusive of accessories) $6,000.
6. For non-**Specified Items** you must provide proof of ownership which may include transactions showing on your debit or credit card account.
7. You must keep damaged items where possible and provide them to us for our inspection if requested.

C5. Exclusions – what you are not covered for.

You are not covered for loss, or costs, in connection with any of the following:

1. Luggage, personal effects or travel documents left:
   a) Unattended in any **Public Place**;
   b) Unattended in an unlocked hostel or hotel room;
   c) In an unlocked and unattended building;
   d) In an unattended vehicle in view of anyone looking into the vehicle;
   e) In an unlocked vehicle;
   f) In an unattended vehicle overnight;
2. Luggage, personal items or travel documents left behind in any paid accommodation after you have checked out.
3. Luggage, personal items or travel documents left in any **Public Transport** after you disembark (for instance, left behind in a taxi).
4. Loss, theft or damage to jewellery, money or travel documents stored in a luggage rack, or otherwise not carried on your person, when using **Public Transport**.
5. Loss, theft or damage of unaccompanied luggage, personal items, money or documents sent by postal or courier service.
6. Sporting equipment or bicycles damaged while in use.
7. The loss, theft or damage of software or programmed data, electrical or mechanical breakdown of any item.
8. Damage caused by moths, vermin, any process of cleaning, dyeing, repairing, restoring, wear and tear, leakage, gradual deterioration, atmospheric, climatic conditions, or action of light.
9. The breakage of glass, or fragile or brittle items of any kind.
10. The loss, theft or damage of bonds, coupons, stamps, negotiable instruments, deeds, manuscripts, securities, or bullion.
11. Devaluation of currency or shortages due to errors or omission during monetary transactions.
12. The loss, theft or damage of any goods which are intended for sale or trade or as trade samples.
13. The loss, theft or damage of any business property.
14. The loss, theft or damage of your luggage, personal items, money or travel documents that occurs after you have returned to New Zealand.

Benefit D. Overseas rental vehicle hire.

You are covered under this benefit if you hire a **Rental Vehicle Overseas** during a **Covered Trip**.

The maximum amount we will pay under Benefit D is $8,000 per person or per **Family**.

Some of the terms used in relation to this benefit are not used elsewhere in the Policy. These terms are defined at the end of the section in **D5. Definitions applicable to Benefit D**.

The costs we will reimburse you for any claim under this benefit are detailed under **D2. What we will pay**.

D1. Excess or Deductible Cover.

We cover you for the **Rental Vehicle Excess or Deductible** you become liable to pay under the **Rental Vehicle** hire agreement following:

1. damage to; and/or
2. theft of,

A **Rental Vehicle** you hired **Overseas** during a **Covered Trip**.

Important: cover is not provided over the **Rental Vehicle** itself and does not extend to any third-party liability for damage to other vehicles or persons.

D2. What we will pay.

We will pay the actual amount you become liable for of the **Rental Vehicle Excess or Deductible** up to a maximum of $8,000 per person or per **Family**.

D3. Conditions of cover – what you must do.

1. The **Rental Vehicle** hire agreement must limit your liability in the event of damage to, or theft of, the **Rental Vehicle**.
2. The limit of your liability for damage to, or theft of, the **Rental Vehicle** must be less than the vehicle's full value.
3. To be covered under this benefit for any particular event, you must ensure that the **Vehicle Protection** includes cover for that type of event – such as windscreen damage – even if such protection requires you to make an additional payment to the rental company.
4. You must comply with all requirements of the rental agency and must not breach any conditions of hire.
5. You must be a named driver or co-driver on the hire agreement.
6. The agency you hired the vehicle from must be locally licensed.

D4. Exclusions – what you are not covered for.

You are not covered for loss, or costs, in connection with any of the following:

1. Any liability you have for third-party damage to other vehicles or persons.
2. Theft of and/or damage to the **Rental Vehicle** that occurs in violation of the terms of the rental agreement.
3. Theft of and/or damage to the **Rental Vehicle** which does not occur on;
   a) A public roadway, or
   b) A carpark or driveway accessible from a public roadway.
4. Wear and tear, gradual deterioration, damage from insects or vermin, inherent vice or damage.
5. Any amount the **Vehicle Protection** covers. This means we will cover the **Excess or Deductible** you are liable to pay but not reimburse any costs which are recoverable from another insurer by the rental agency, or by you.

D5. Definitions applicable to Benefit D.

Excess or Deductible means the limited amount of your liability for damage to and/or theft of the **Rental Vehicle** as defined in the **Vehicle Protection**.

Rental Vehicle means a passenger class four-wheeled motor vehicle rented or hired by you from a licensed car rental agency, which is designed to carry no more than 8 passengers, including the driver, and is not for the carriage of commercial goods.

Vehicle Protection means any terms and conditions included in the rental agreement which;

a) Describe or govern liability for damage to or theft of the vehicle,

b) Describe or govern liability to third parties,

regardless of whether these terms are described as insurance, or a waiver, or otherwise, and regardless of whether the rental agency chooses to cover this difference or holds an insurance policy over such theft or damage.

Benefit E. Accident lump sum benefits and loss of income.

Cover under this benefit begins when you depart New Zealand on a **Covered Trip**.

Except for cover under **E3. Loss of income**, cover under this benefit ends when you first arrive back in New Zealand.

The maximum amount payable for events under benefit **E1. Accidental Death** is $100,000 per person up to a maximum of $150,000 per **Family**.

The maximum amount payable for events under benefit **E2. Scheduled Transport Accident** is $100,000 per person up to a maximum of $150,000 per **Family**.

The maximum amount payable for events under benefit **E3. Loss of income** is $14,300 per person up to a maximum of $22,000 per **Family**.

Sub-limits apply to the sums insured as described under **E5. What we will pay**.

Benefit **E2. Scheduled Transport Accident** is only available to persons who are under the age of 91 years at the date of departure on a **Covered Trip** and have met the **Special Activation Requirement** of this benefit, refer to **E4**. below.

Benefit **E3. Loss of income** is only available to persons under the age of 75 years at the date of departure on a **Covered Trip**, and this benefit will remain excluded from cover for anyone who is aged 75 years or over even with the purchase of Mature Age Cover.

If you are aged 91 years or over at the date of departure on a **Covered Trip** and have purchased Mature Age Cover the whole of this section **Benefit E. Accident lump sum benefits and loss of income** will remain excluded from cover.

Some of the definitions used in this benefit are not used elsewhere in the Policy. These terms are defined at the end of the section in **E7. Definitions applicable to Benefit E**.

The costs we will reimburse you for any claim under this benefit are detailed under **E5. What we will pay**.

E1. Accidental Death.

We will cover you if you die from an **Injury** caused by an **Accident** that occurs while you are travelling **Overseas** during a **Covered Trip** if your death occurs within 12 months of the **Accident**.

E2. Scheduled Transport Accident.

We will cover you for an **Accident** that occurs on Scheduled Transport **Overseas** during a **Covered Trip**, including getting on and off transport; if

a) you have met **E4. Special Activation Requirement** for the specific **Scheduled Transport** on which the **Accident** occurred, and

b) the **Accident** results in an **Injury** causing your death, or your **Permanent Loss of Use** of more than one **Limb**, within 12 months of the **Accident**.

E3. Loss of income.

Important note: we will assess any compensation you are eligible for from all other sources for the same **Injury** which may include ACC benefits and limit our payment such that we will top up all other sources to a maximum $1,100 net per week and make no payment if the compensation from other sources exceeds this amount.

We will pay you your **Usual Income** up to $1,100 per week if you are **Injured** in an **Accident Overseas** during a **Covered Trip** and as a direct result of the Injury sustained in the **Accident**:

a) you lose all your **Usual Income** because you cannot do your normal work; and

b) you lose all your **Usual Income** within 90 days of returning to New Zealand.

E4. Special Activation Requirement:

To be covered under **E2. Scheduled Transport Accident**, you must have paid the full value of the **Scheduled Transport** ticket using your **Platinum Card**.

There is no cover under **E2. Scheduled Transport Accident** if you have not met the **Special Activation Requirement**.

E5. What we will pay.

If you have a covered event under benefit **E1. Accidental Death** we will pay your estate $100,000 if you are a **Platinum Cardholder**, $50,000 if you are an **Accompanying Spouse** or $5,000 if you are an **Accompanying Dependent Child** up to a maximum of $150,000 per **Family**.

If you have a covered event under benefit **E2. Scheduled Transport Accident** we will pay your estate $100,000 if you are a **Platinum Cardholder**, $50,000 if you are an **Accompanying Spouse** or $5,000 if you are an **Accompanying Dependent Child** up to a maximum of $150,000 per **Family**.

If you have a covered event under **E3. Loss of income** we will pay you your **Usual Income** to no more than $1,100 per week received by you from all sources in total.

The maximum amount we will pay under benefit **E3. Loss of income** is $14,300 per person or $22,000 per **Family**.

If a **Platinum Cardholder** is travelling with their Spouse and/or a **Dependent Child** who are joint or additional cardholders, then under **Benefit E**. we consider the **Platinum Cardholder** to be the person who Activated cover using their personal **Platinum Card**.

Benefit E. Special Limits of cover.

1. The most we will pay to all **Platinum Cardholders** under **Benefit E**. for any one Accident is $4,000,000. This means the amount we pay you may be reduced if other **Platinum Cardholders** are injured in the same **Accident**.
2. The maximum amount we can pay following the death of a minor may be limited by the Life Insurance Act 1908, Insurance (Prudential Supervision) Act 2010, and any successor legislation. This means the amount we will pay may be reduced, if required by law.

E6. Exclusions – what you are not covered for.

You are not covered for loss, or costs, in connection with any of the following:

1. Any sickness, illness or infectious disease.
2. Loss of your **Usual Income** under **E3. Loss of Income** if you are aged 75 years or over at the date of departure on a **Covered Trip** (even if you have applied for, and we have confirmed in writing, that you have Mature Age Cover for your trip).
3. Any benefit under **E3. Loss of Income** where you have returned to work, or in our opinion, are fit to return to work.
4. Any benefit under **E3. Loss of Income** for a period that you did not intend to work.
5. Any benefit under **E3. Loss of Income** for the first 30 days after you planned to resume your usual work in New Zealand.
6. Any further benefit after the 13th week following the commencement of payment under benefit **E3. Loss of Income**.
7. Any claim under any part of **Benefit E. Accident lump sum benefits and loss of income** if you are aged 91 years or over at the date of departure on a **Covered Trip** (even if you have applied for, and we have confirmed in writing, that you have Mature Age Cover for your trip).
8. Any claim under **E2. Scheduled Transport Accident** if the **Special Activation Requirement** was not met prior to the **Accident**.

E7. Definitions applicable to Benefit E.

Accident, or **Accidental**, means something that is sudden and unexpected which exerts an external force on the body at an identifiable place and time.

Injury means a physical bodily injury sustained by you as a result of an **Accident** during a **Covered Trip** which occurs solely, directly and independently of any other cause or causes including sickness, illness, disease or any pre-existing physical or congenital condition.

Limb means the entire limb between the shoulder and the wrist or between the hip and the ankle.

Loss of Use means total functional disablement or complete physical severance through or above the wrists or ankle joints.

Permanent means that after 12 months a **Medical Practitioner** certifies that your Injury is beyond any hope of improvement.

Scheduled Transport means commercial public transport that is by aircraft, bus, or train which carries fare-paying passengers on regular and set routes at published rates. Scheduled transport does not mean or include any of the following: any sea-going vessel or cruise, rideshare services, or any air charter.

Usual income means your average weekly net income based on your earnings over the previous twelve (12) months.

Benefit F. Personal liability.

Cover under this benefit begins when you depart New Zealand on a **Covered Trip**.

Cover under this benefit ends when you first arrive back in New Zealand.

The maximum amount we will pay under **Benefit F. Personal Liability** is $2,500,000 per person or per **Family**.

Sum insured sub-limits apply as described under **F3. What we will pay**.

F1. Your legal liability.

We will cover you if you become legally liable to pay compensation because you negligently

(i) damage a third party's property,

(ii) injure someone; or

(iii) cause the death of a person **Overseas** during a **Covered Trip**.

F2. Defence costs.

We will cover you if you incur legal expenses defending a claim for legal liability made against you that results from your negligent or alleged negligent act(s) provided such negligent or alleged negligent act(s) occurred during a **Covered Trip**.

F3. What we will pay.

Under **F1. Your legal liability** we will pay up to $2,500,000 per person or per **Family** for compensatory damages that are either determined by a court of competent jurisdiction within New Zealand, or the country in which the event that gives rise to your legal liability happened.

Under **F2. Defence costs** we will pay up to $50,000 per person for the reasonable and necessary legal costs and expenses for defending the claim.

F4. Conditions of cover – what you must do.

1. You must not admit or deny fault or liability, make any offer or promise of payment to any other party, or become involved in any litigation without our prior approval. If you admit fault or liability, we may not provide any cover for your negligence or alleged negligence.
2. You must follow our advice and instruction, including proceeding to a settlement if we do not believe that defending the claim against you will be successful.

F5. Exclusions – what you are not covered for.

You are not covered for loss, or costs, in connection with any of the following:

1. Any fines or penalties or punitive, aggravated or exemplary damages.
2. Any claims arising directly or indirectly from;
   a) Your ownership, possession or use of motorised vehicles, aircraft or watercraft.
   b) Your ownership or occupation of land or buildings other than as a temporary residence.
   c) You being under the influence of intoxicating liquor or drugs (unless administered under the orders of a hospital or qualified practitioner).

d) Your use of firearms.

e) Your occupation, business or profession.

f) Employer liability, or contractual liability to any member of your **Immediate Family**.

g) Legal costs resulting from any criminal proceedings.

h) Deliberate, malicious or unlawful acts by you or any member of your **Immediate Family** or your travelling companion.

i) Bodily injury to any member of your **Immediate Family** ordinarily residing with you or your travelling companion.

j) Animals belonging to you or in your care, custody or control or that of any member of your **Immediate Family** or your travelling companion.

Benefit G. Unlawful detention.

Cover under this benefit begins when you depart New Zealand on a **Covered Trip**.

Cover under this benefit ends when you first arrive back in New Zealand.

The maximum amount we will pay under **Benefit G. Unlawful detention** is $250,000 per person or per **Family**.

Some of the definitions used in this benefit are not used elsewhere in the Policy. These terms are defined at the end of the section in **G6. Definitions applicable to Benefit G**.

G1. Hijack cash.

We will cover you if the **Public Transport** you are travelling on or in **Overseas** during a **Covered Trip** is **Hijacked**.

G2. Kidnap and Ransom.

We will cover you if you are **Kidnapped** while you are travelling **Overseas** during a **Covered Trip**.

G3. What we will pay.

If you are **Hijacked** we will pay $100 for each 24-hour period you are detained to a maximum amount of $6,000 per person or $12,000 per **Family**.

If you are **Kidnapped**, we will pay the **Ultimate Net Loss of Ransom** paid by you following your **Kidnapping** during a **Covered Trip** for the reasonable expenses, actually and necessarily incurred following receipt of a **Ransom** demand, and comprising:

a) Fees and expenses of any independent security consultants retained by you as the result of such a demand, provided we have given our consent to the appointment.

b) Interest paid on monies borrowed from a financial institution for the purpose of paying **Ransom**. The amount we will pay will be for a term not exceeding 30 days prior to the payment of the **Ransom** until the first business day after you receive settlement from us, on a principal sum not exceeding $250,000, and for a rate of interest not exceeding 2% above the maximum overdraft interest rate charged by Westpac.

c) Any other expenses which are directly and necessarily incurred for the purpose of investigating, negotiating, or paying a **Ransom** demand or costs in procuring your release, but excluding any expenses, fees or damages incurred as a result of any proceeding brought against you arising out of the **Kidnapping** or the way it was handled, and expenses, losses or damages caused by interruption to any business.

G4. Conditions of cover – what you must do.

1. You must take all reasonable precautions to keep this insurance cover confidential.
2. We will not act as an intermediary or negotiator for you, nor will we offer direct advice to you on dealing with the kidnapper(s).
3. If any travelling companion you have (which may include your **Spouse** and/or **Dependent Child(ren)**) receives advice that you have or may have been **Kidnapped**, they should:

a) notify the appropriate law enforcement agency and comply with their recommendations and instructions; and

b) notify **Travel Guard** as soon as practicable.

4. If investigation establishes collusion or fraud by you or any other person, you must reimburse us for any payment we have made under this section.

G5. Exclusions – what you are not covered for.

You are not covered for loss, or costs, in connection with any of the following:

1. The **Kidnapping** occurring in Mexico or in any other country located in Central or South America; or
2. You have had kidnap and ransom insurance declined, cancelled, or issued with special conditions in the past; or
3. You have suffered a **Kidnapping** or attempted **Kidnapping** in the past; or
4. You have had an extortion demand made against you in the past.

G6. Definitions applicable to Benefit G.

Hijack or **hijacked** means where threats of violence by non-governmental authorities are made with the intention of diverting any public transport from its scheduled route, or detaining persons for illegal purposes under international law, and includes the seizing of control of a commercial airliner, bus, coach, train, ferry or other public transportation that is licensed to carry fare-paying passengers, on which you are a passenger.

Kidnapping or **Kidnapped** means the seizing and detaining or carrying away of you by force, or the threat of force, or by a fraudulent means, for the purpose of demanding a **Ransom** against your will and without your consent.

Ransom means any monetary loss, which you incur in the provision and delivery of cash, marketable goods, services or property to secure your release.

Ultimate Net loss means the final amount of **Ransom** cost less any recoveries. If following our payment to you, part or all of the **Ransom** is recovered you must reimburse us the value of the amount recovered.

Benefit H. Snow sports cover.

This is an optional cover by application online at **travelactivate.co.nz** to extend cover under the Policy while you are participating in certain types of skiing and snowboarding. Refer to the definition of **Covered Snow Sports** under **H7. Definitions applicable to Benefit H**.

You must apply for cover for each and every trip you require **Covered Snow Sports**.

Some snow sports cannot be **Covered Snow Sports** and are excluded **Hazardous Winter Sports**. See **How we cover snow sports** on page 16 and General Exclusion 17. on page 58 for more.

All benefits of the Policy including medical cover for illness or injury will apply during **Covered Snow Sports** subject to the terms, conditions and exclusions of those benefits and any applicable General Exclusion(s).

Covered Snow Sports includes some additional snow inconvenience benefits we describe below **H1. – H3.**

The maximum amount we will pay for all claims under the snow inconvenience benefits **H1. – H3**. is $10,000 per person or per **Family**.

For other claims that arise during **Covered Snow Sports** the standard benefit limits stated in the Schedule of Benefits will apply according to which benefit section **A. – G.** is claimed. Please also refer to any applicable sub-limits as described in benefits **A. – G.**

Benefit H. Snow inconvenience benefits:

H1. Your snow sports equipment.

If your **Snow Sports Equipment** is accidentally:

1. Lost, damaged or stolen; or
2. Delayed, misdirected or temporarily misplaced by your **Public Transport** for more than 12 hours during a **Covered Trip**,

we will cover the cost of hire of replacement Snow Sports Equipment.

This benefit will not apply if the event occurred on your final return leg to New Zealand.

H2. Theft of lift pass.

We will reimburse you for the non-refundable cost you paid for your lift pass if your lift pass is lost or stolen during a **Covered Trip** by a person who is not a **Relevant Person**.

H3. Ski field closure.

If between 15 December and 31 March for travel to the Northern hemisphere or between 1 July and 30 September for travel to the Southern hemisphere, as a result of not enough snow, too much snow or high winds in your booked holiday resort, all lift systems are closed for more than 48 hours, we will pay you an inconvenience lump sum of $50 per person or $100 per **Family** for each completed 48 hour period the closure lasts for.

H4. What we will pay.

We will pay:

1. The reasonably and necessarily incurred non-recoverable costs of hiring replacement **Snow Sports Equipment**.
2. If you have a claim under benefit **H2. Theft of lift pass** the non-refundable amount of your lift pass (less any amount you are able to recover) calculated as a pro-rata reimbursement of the unused days.
3. Inconvenience payments as described under benefit **H3. Ski field closure**.

H5. Conditions of cover – what you must do.

1. If you have a claim under **H1.** or **H2.** you must provide us with (as applicable) a report from the authorities of the ski field, or loss report from your carrier and in the case of **H1.**, retain receipts for your **Snow Sports Equipment** hire.
2. If you have a claim under **H3.** you must provide us with evidence lift systems were closed for a covered reason which may include notice in writing from the provider or screenshots of notification(s).

H6. Exclusions – what you are not covered for.

You are not covered for loss, or costs, in connection with any of the following:

1. Claims for **Snow Sports Equipment** hire where you left your **Snow Sports Equipment** which was stolen, unattended in a **Public Place** unless your **Snow Sports Equipment** was stolen while placed in a ski rack between 8am and 6pm.

Refer also to **General Exclusions**, exclusion 17.

H7. Definitions applicable to Benefit H.

Covered Snow Sports means skiing or snowboarding inside the marked boundaries of a commercially operated ski field, undertaken while you are on a **Covered Trip**, and where you have applied to cover skiing and snowboarding under **Benefit H.** at **travelactivate.co.nz**, and paid any additional premium we require.

Snow Sports Equipment means any of your skis, snowboards, boots, binding, ski poles, helmets and wrist guards.

General Exclusions.

We will not cover you for loss, expense or liability arising out of or in connection with:

1. **Pre-existing Medical Conditions** of any **Relevant Person** (including any complication arising from a **Pre-Existing Medical Condition(s)**). Subject to **Part 1. Policy Information and General Conditions, Changes in health before you depart New Zealand**, this exclusion does not apply in the case of an **Accepted Medical Condition**.
2. Any costs **Overseas** relating to **Change in Health** incurred after you departed New Zealand, unless you have applied for cover over the **Change in Health** as an **Accepted Medical Condition** refer to **Part 1. Policy information and General Conditions, Changes in health before you depart New Zealand**.
3. You or anyone travelling with you not being fit to travel or travelling against the advice of a **Medical Practitioner**.
4. You travelling to obtain medical care, treatment or

advice of any kind, whether or not this is the sole purpose of your travel.

5. Any costs after you have failed to return to New Zealand after a date when, in the opinion of our medical advisor, you may have been safely repatriated at our expense.
6. Routine pre-natal care for pregnancy (at any stage of a pregnancy), and, from the time you are more than 23 weeks and 6 days pregnant there is no cover for:
   a) Childbirth;
   b) Any neo-natal care; or
   c) Maternity care of the mother.
7. Your suicide, attempted suicide or intentional self-harm.
8. Your use of alcohol or drugs unless the drugs have been prescribed by a **Medical Practitioner** and taken in accordance with their instructions.
9. Intentionally or recklessly risking your personal safety (unless you are trying to save a human life).
10. Intentionally or recklessly risking the safety of your baggage or personal items.
11. Your involvement in any malicious, illegal or criminal act.
12. Indirect losses, which include loss of enjoyment, loss of revenues, loss of business or business opportunity, or consequential losses not described in this Policy such as the cost of replacement locks if your keys are stolen.
13. Travelling as an operator or crew member in, or carrying out any testing or repairs on, a private aircraft or **Public Transport**.
14. Air or sea travel except as a fare-paying passenger.
15. Taking part in **Manual Labour** during your travel.
16. Participating in **Hazardous Sports or Activities** during your travel.
17. Participating in **Hazardous Winter Sports** during your travel.
18. Participating in skiing or snowboarding during your travel that are not **Covered Snow Sports** under **Benefit H. Snow sports cover**.
19. Anything that is secured, destroyed, damaged, quarantined or confiscated by any customs or other regulations.
20. Planned or actual travel to, or choosing to stay in, any country or region where the New Zealand Government has issued a 'Do not travel' advisory. However, if your destination is upgraded to a 'Do not travel' advisory after you Activated cover you may be able to claim under **Benefit B. Travel cancellation and additional expenses**. If your destination is upgraded to a 'Do not travel' advisory when you are in such destination, all Policy benefits will apply provided always that you try and leave that destination as soon as reasonably possible after you become aware of the upgrade. Please check **safetravel.govt.nz** for more information. We recommend you subscribe to updates for your intended destinations.
21. Any event or set of circumstances that you were aware of at the time you Activated a **Covered Trip** that could reasonably be expected to lead to a claim.
22. **War**, civil war, invasion, revolution or any similar event.
23. A tour operator, airline or any other company, firm or person's suffering **Financial Default**.
24. A tour operator, airline or any other company, firm or person being unable or unwilling to fulfil any part of their legal or contractual obligation to you.
25. Any claim arising from:
   a) Travel restrictions due to government orders, warnings, advisories, regulations, directives, prohibitions, immunisation requirements, or border closures, relating to an epidemic or pandemic; or
   b) Any preventive or preemptive action taken to prevent the spread of a potential epidemic or pandemic.
26. All losses caused by government-issued orders or interventions that impact the ability to travel.
27. The terrestrial impact of an object entering from outside the earth's atmosphere, such as a meteorite, asteroid, or man-made space debris.
28. Unauthorised and/or unintended activities that:

a) Target or affect the devices, equipment, files, data, systems, websites, networks or databases of one or more people or companies; and

b) are performed:

i. Using internet or network access via computers or other electronic devices; and/or

ii. via physical means including, but not limited to damaging or altering network connections, physically destroying data centre or network centre equipment, or electromagnetic pulse detonation.

29. A large-scale disruption of electronic devices, electrical grids, or electricity transmission, caused by an electromagnetic pulse ("E.M.P."). This includes both naturally occurring events (including, but not limited to solar flares and geomagnetic storms) and man-made events (including, but not limited to nuclear E.M.P. and Electromagnetic Interference Devices).

30. The actual, alleged or threatened, whether intentional or accidental, discharge, seepage, migration, release, escape, exposure or dispersal of any hazardous chemical, biological, radioactive, or nuclear material, gas, matter, fuel, waste or contamination.

31. Any loss or benefit that we are legally prohibited from paying by law.

In addition to the General Exclusions listed above:

32. We will not be deemed to provide cover and we will not be liable to pay any claim or provide any benefit under this Policy to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose us, our parent company or our ultimate controlling entity to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union the United Kingdom, Switzerland, the United States of America, the Commonwealth of Australia or New Zealand or any other applicable trade or economic sanctions law or regulation.

Definitions.

Words shown in bold have special meaning as described below.

Accepted Medical Condition(s) means a **Pre-Existing Medical Condition** for which you have applied for cover, and we have accepted to cover and confirmed this in writing to you, and you have paid the applicable premium. Accepted medical conditions, subject to **Part 1. Policy information and General Conditions, Changes in health before you depart New Zealand**, are not subject to General Exclusion 1.

An accepted medical condition does not include any **Change in Health** that occurs prior to your departure.

Accompanying means travelling together with the **Platinum Cardholder** on a **Covered Trip** and on the same itinerary. This means departing and returning with the **Platinum Cardholder** but allowing for a difference in itineraries of the lesser of five nights or 20% of the **Covered Trip**.

Airpoints means the Airpoints frequent flyer points offered under the loyalty programme operated by Air New Zealand and referred to in the Westpac Rewards Credit Card Conditions of Use or the Westpac Business Rewards Credit Card Conditions of Use. Terms and conditions apply. Airpoints is a registered trademark of Air New Zealand Limited.

Change in Health means in relation to you:

1. Any new sickness including mental health condition, injury or disability which in the period after you Activated cover and prior to your departure from New Zealand, such condition:

   i. Manifested itself, worsened, became acute or exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatment; or

   ii. Was treated by a **Medical Practitioner** or treatment had been recommended by a **Medical Practitioner**; or

2. Any change in the treatment plan for your **Accepted Medical Condition(s)** that would change any answer

you have given during your medical screening declaration (for which a copy of your answers is included with your Certificate of Insurance).

Convention means an event for which you have accepted a formal invitation to, or registered to attend and where the venue, time and agenda are known in advance of the event and where specific topics of discussion are planned.

Covered Trip means travel **Overseas** for which you meet the Eligibility and Activation criteria.

Dependent Child(ren) means each person who:

1. Is your natural, step, foster or legally adopted child; and
2. Is unmarried and not living in a relationship equivalent to marriage; and
   a) Is under the age of 19 years at the date of departure for a **Covered Trip**; or
   b) Is under the age of 25 and is a full-time student who is currently enrolled, or is enrolled in the next academic term or semester, and who is primarily dependent on the **Platinum Cardholder** for maintenance and support.

Family means the **Platinum Cardholder's Spouse** and/or **Dependent Children** who are **Accompanying** the **Platinum Cardholder**.

Hazardous Sports or **Activities** means and includes (but is not limited to):

- Racing (other than on foot);
- Mountaineering involving the use of specified equipment including, but not limited to, crampons, pickaxes, anchors, bolts, carabiners and lead-rope or top-rope anchoring equipment;
- Treks, hikes and tramps above 3,000 metres in altitude;
- Expeditions to high risk, remote, inaccessible and/or inhospitable locations including, any areas that cannot be reached by ordinary ambulance and emergency services;
- Rock-climbing;
- Big wave surfing;
- Cliff-jumping;
- Horse jumping or horse polo;
- Bicycle, motor, air or sea craft speed trials or stunts;
- Sailing outside of territorial waters;
- Parachuting, BASE jumping, sky diving or travel in any other air supported device (other than as a passenger in a licensed passenger aircraft operated by an airline or charter company);
- Hunting;
- Competition sports (including training for competition sports) where such sporting activity is for an organised event or a contest that is of a physically demanding, acrobatic and/or combative nature. These include but are not limited to: cycling, triathlons, biathlons, ultramarathons, equestrian, sailing and other water sports, football, rugby, hockey, gymnastics, pole jumping, fencing, weightlifting, archery, shooting, martial arts, and boxing.

However, we will not consider as part of this definition the below allowable activity:

Organised sanctioned competitions for primary or secondary school age students.

Scuba diving. However, we will not consider as part of this definition the below allowable activity where it is:

1. Scuba diving for recreational purposes (for the purpose of clarity, recreational diving does not include technical diving or diving as a professional diver); and
2. Scuba diving with a qualified dive instructor or dive master, or you hold a PADI certification or similar recognised certification and are diving within the level of your certification (including maximum dive depths and bottom time) and to the standards and procedures set up by your certifying agency; and
3. Subject to 2. above as applicable, your planned dive depth does not exceed 40 metres; and
4. You are not diving alone.

Motorcycling as a rider or a passenger. However, we will not consider as part of this definition the below allowable activity where it is:

1. A two-wheeled motorcycle of 125cc or less and you or the person in control of the motorcycle holds a current and valid motorcycle license for the country the motorcycle is being operated in; or

2. A two-wheeled motorcycle that is 126cc or greater and you or the person in control of the motorcycle holds a current and valid license for the motorcycle in their home country and the country the motorcycle is being operated in; and
3. At all times, local road rules are being adhered to and a motorcycle helmet and appropriate safety gear is being worn.

Hazardous Winter Sports means and includes any of:

1. Skiing or snowboarding outside marked ski field boundaries (including closed areas within resort boundaries) or any terrain accessed by helicopter or snowcat.
2. Professional skiing or snowboarding, racing or race training.
3. Ice skating, ice hockey, ice fishing, bobsledding, skeleton, luge, ice climbing, curling, or snow shoeing.

For clarity, Hazardous Winter Sports does not mean or include Covered Snow Sports as described under How we cover snow sports on page 16 and **Benefit H. Snow sports cover** on page 55.

hotpoints® is a registered trademark of Westpac Banking Corporation and means, depending on the context:

1. The scheme owned and operated by Westpac through which participants are rewarded for the use of their credit card(s) in accordance with the Westpac credit card conditions for the applicable card. Hotpoints® terms and conditions apply; or
2. Points accrued by a **hotpoints®** member through the use of a credit card in accordance with the Westpac credit card conditions for the applicable card. Hotpoints® terms and conditions apply.

Immediate Family means your **Spouse**, fiancé, fiancée, parent, brother, sister, child, grandparent, grandchild, niece, nephew, half-sister, half-brother, guardian, foster-child, step-child, parent-in-law, brother or sister-in-law, son or daughter-in-law.

Manual Labour means your active personal participation in work which involves physical labour or manual operation including but not limited to:

1. Outside building or installation work performed three or more metres above the ground, underground work, mining work, military duties, offshore work, manual agricultural labour or construction work;
2. Work that involves heavy machinery, explosives or hazardous materials;
3. Work as a diver, lifeguard, taxi driver, bus driver, or other commercial vehicle or heavy vehicle driver, dispatch rider or delivery person;
4. Work of a manual nature that involves specialist equipment and training, or work that presents risk of serious injury including but not limited to oil riggers, fishermen, crane operators or welders; or
5. Work as a bar, restaurant or hotel staff, or work as musicians and singers, or fruit pickers if the fruit pickers are operating machinery.

Medical Practitioner means a recognised, registered and properly qualified medical professional licensed under any applicable laws and acting within the scope of his/her license and training. The attending medical practitioner cannot be you or anyone travelling with you, or your relative, employer, or employee.

Overseas means beyond the territorial limits of New Zealand.

Platinum Card(s) means credit cards (including joint and additional cards) issued under any of the brand names:

a) **hotpoints®** Platinum Mastercard®; or
b) BusinessPLUS Mastercard®; or
c) Koru Platinum Mastercard®; or
d) Koru Business Mastercard®.

issued by Westpac with Westpac's standard conditions of use applying to such credit cards. Mastercard® is a registered trademark and the circles design is a trademark of Mastercard International Incorporated.

Platinum Card Account means an account (including joint accounts) established by Westpac in relation to the principal **Platinum Cardholder(s)** which records transactions arising from the use of a **Platinum Card**:

a) By that principal **Platinum Cardholder(s)**; and

b) By a related additional **Platinum Cardholder(s)**;

and payments to the credit of that account.

Platinum Cardholder means each person who has a **Platinum Card** issued in their name in conjunction with a **Platinum Card account** which is current and has not been cancelled or had its operation suspended, at the time;

a) You activate a **Covered Trip**; and

b) You depart on a **Covered Trip**; and

c) Of any event which results in a claim under this Policy.

Pre-Existing Medical Condition means in relation to each **Relevant Person**:

1. Any sickness including mental health condition, injury or disability which in the one-year period before you first Activated cover:
   a) You were aware of or a reasonable person in the circumstances could be expected to be aware of; and
   b) Such condition:
      i. Manifested itself, worsened, became acute or exhibited symptoms which would have caused an ordinarily prudent person to seek diagnosis, care or treatment;
      ii. Required taking prescribed drugs or medicine, or tests or further investigation had been recommended by a **Medical Practitioner**; or
      iii. Was treated by a **Medical Practitioner** or treatment had been recommended by a **Medical Practitioner**.
2. Any congenital, chronic or ongoing condition which you are aware of, or a reasonable person in the circumstances could be expected to be aware of, before you first Activated cover.

Pre-Paid Deposits means your costs for (any of) **Public Transport**, accommodation, meals, tours and activities (including cruises) paid prior to your departure from New Zealand on a **Covered Trip**.

Public Place means any place that the public has access to including, but not limited to, shops, airports (including airport lounges), train stations, bus stations, aircraft, ships, trams, taxis, ride-share, buses or other forms of transport, streets, hotel foyers and grounds, function, exhibition or conference centres, restaurants, beaches, parks and public toilets.

Public Transport means any scheduled land, water or air conveyance operating under a valid license for conveyance of fare-paying passengers.

Relevant Person means:

a) Each **Platinum Cardholder**, **Spouse** or **Dependent Child**; or

b) Each person who is a member of the **Immediate Family** of each **Platinum Cardholder**, **Spouse** or **Dependent Child**; or

c) Your travelling companion or any other person whose circumstances affect your travel, or on whom your travel depends.

Specified Item means an item (or pair or set of items), specified by you when using the Activation Questionnaire at **travelactivate.co.nz** and for which you have paid a premium to cover and we have confirmed on your Certificate of Insurance.

You cannot specify any sporting equipment (including but not limited to bicycles or surfboards).

Spouse means your spouse or de facto partner with whom you have continuously cohabited for a period of three consecutive months or more immediately preceding the commencement of a **Covered Trip**.

Terrorist Act means any actual or threatened use of force or violence directed at or causing damage, injury, harm or disruption, or commission of an act dangerous to human life or property, against any individual, property or government, with the stated or unstated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not, which is verified or recognised by the New Zealand Government and/or your destination country's government as an act of terrorism. Robberies or other criminal acts, primarily committed for personal gain and acts arising primarily from prior personal relationships between

perpetrator(s) and victim(s) will not be considered terrorist acts.

Travel Guard means our 24/7 Emergency Assistance service, operated by **Travel Guard** Asia Pacific Pte. Limited. **Travel Guard** also provides claims handling services on behalf of Zurich New Zealand. Travel Guard's contact details are:

Phone number: **+64 9 359 1624**

Email address: **westpacassistance@travelguard.com**

War means a hostile contention caused by or between nations or states, or parties in the same nation or state, exercising at least de facto authority within a given territory and commanding an armed force. It also includes incidents directed or carried out by a member or members of an armed force in the prosecution of war.

We, **Us**, **Our** means, Zurich Australian Insurance Limited, incorporated in Australia, ACN 000 296 640, trading as Zurich New Zealand, the underwriter of this Policy.

You, **Your**, **Yourself** means (as applicable) the **Platinum Cardholder**, **Spouse** and each **Dependent Child Accompanying** the **Platinum Cardholder** on a **Covered Trip**.

Part 3. Disclosures

New Zealand Law.

This Policy is governed by and construed according to New Zealand law. The Courts of New Zealand have exclusive jurisdiction to settle any dispute arising out of or in connection with the Policy.

Your duty not to make a misrepresentation.

You have a duty not to make a misrepresentation to us. When completing an online application, making a query with our call centre, or in submission of your claim, we may ask you specific questions about your application, query or claim. You must provide us with accurate and complete information in response to our questions or when making a claim. If you don't tell us information that is material to us, or if any information you provide is substantially incorrect, we might decline your claim, and may cancel your cover under this Policy. If you are unsure about the requirements of our questions, please tell us. If you need to check your records or other information before answering, please make sure you do so.

Currency.

All currency references and limits in this Policy are expressed in New Zealand Dollars. We will apply published exchange rates where required, to assess any costs incurred in any currency other than New Zealand Dollars.

Privacy Statement.

We Zurich (Zurich Australian Insurance Limited) are bound by the Privacy Act 2020 ("Privacy Act"). Laws authorising or requiring us to collect information include the Privacy Act, United Nations Act 1946 (NZ), Terrorism Suppression Act 2002 (NZ) and Goods and Services Tax Act 1985 (NZ) as those laws are amended and include any associated regulations, and other financial services, crime prevention, sanctions and tax laws. We collect, hold, use, disclose and handle information, including personal or sensitive information (e.g. health records), about you ("your details") to assess your application and the terms on which we may enter into the Policy with you, administer your policy, contact you, manage claims, investigate and share information on fraud, manage emergency assistance services including travel, accommodation, liaison and medical services, and enhance our products, offerings and services including research and data analytics functions ("Purposes"). If you do not provide, or provide us with access to, your details, we may not be able to do those things.

Your consent.

By entering into this Policy, and providing us, our representatives or your agents with your details, you consent to us, our representatives or your agents collecting your details from you and from third parties, holding, using and disclosing your details to third parties, for the Purposes, in the manner described below.

Collection of your details.

We usually obtain your details from you or your agents, but may also collect from relevant third parties, including Westpac, people involved in a claim or assisting us to investigate or progress a claim (including third parties claiming under your policy, witnesses and medical practitioners), emergency assistance service providers, transport providers, accommodation service providers, your travelling companions or family or contact person, parties affected by claims, our business partners, other insurers and reinsurers, third parties who may be arranging insurance cover for a group you are a part of and publicly available sources. We may take into account the information we gather from these third parties for the relevant Purposes, in addition to your answers to any questions we have asked of you.

Information about another person.

Before giving us information about another person, please give them a copy of this document. By giving us information about another person, you confirm that you have obtained their consent to do so and have provided them with a copy of this privacy notice. Zurich may also take steps to verify with that person that appropriate consent has been obtained where required.

How we disclose your details.

We may disclose your details, including your sensitive information, for the relevant Purposes, to relevant third parties, including your agents, Westpac, affiliates of Zurich Insurance Group Ltd, other insurers and reinsurers, our banking gateway providers and credit card transactions processors, our service providers, our business partners, health practitioners, travel providers, accommodation service providers, your travelling companions or family or contact person, parties affected by claims, government bodies, regulators, law enforcement bodies and as required by law, within New Zealand and overseas.

Depending on the relevant Purpose, your details may be disclosed to our service providers in relation to the Policy services such as policy management, medical and travel assistance, claims and complaints handling. These providers may operate locally or overseas: Australia, Singapore, Malaysia, Philippines, United Kingdom or United States of America. The identity of our service providers and where they are located may change from time to time (You may contact us for details). Where we disclose your details to these recipients, we may not always be able to ensure these recipients comply with requirements comparable to the Privacy Act. By acquiring this Policy from us, you acknowledge that where your details are disclosed to recipients internationally, your details may not be protected by safeguards comparable to the Privacy Act and you consent to such disclosures.

We may also disclose your details to individuals or entities located in countries where an event occurs giving rise to a claim or as otherwise notified in the Zurich Privacy Policy available at **zurich.co.nz**. However, some countries where these recipients are located may not provide the same level of protection or obligations as those under the Privacy Act. We may not always be able to ensure these recipients comply with the requirements comparable to the Privacy Act. By acquiring this Policy from us, you acknowledge that where your details are disclosed to recipients internationally, your details may not be protected by safeguards comparable to the Privacy Act and you consent to such disclosures. See Zurich's Privacy Policy for more information about how Zurich collects, uses, discloses and otherwise handles your personal information.

Further information.

You have the right to access and correct your personal information held by us. For more information on how to exercise these rights or how to make a complaint, please refer to Zurich's Privacy Policy at **zurich.co.nz** or contact our Privacy Officer on **0508 987 424**.

You can also contact Zurich Australian Insurance Limited at the following address:

PO Box 497
Shortland Street
Auckland 1140
New Zealand

Westpac's Privacy Statement.

Westpac will collect, hold, use and share personal information in accordance, with Westpac's Privacy Statement available at **westpac.co.nz/privacy** and Westpac's Credit Card Conditions of Use available at **westpac.co.nz/conditionsofuse**

Fair Insurance Code.

We are a member of the Insurance Council of NZ and adhere to the Fair Insurance Code, which provides you with assurance that we have high standards of service for our customers. Please visit **icnz.org.nz/individuals/about-the-code** for more information.

Complaints and Dispute Resolution.

We are committed to providing a high level of service and we have arrangements in place for resolving complaints our customers may have.

If you wish to make a complaint about the Policy we have issued or service you have received, you can contact us in the following ways:

Call: **0508 987 424** (New Zealand only) or **+64 9 928 8000** (Overseas)

Email: **nz.claims@zurich.co.nz**

Mail: **PO Box 497, Shortland Street**
Auckland 1140
New Zealand

If you need help lodging your complaint, for example due to illness, disability or English as a second language, please contact us so we can provide the necessary support to help you manage your complaint.

We will acknowledge receipt of your complaint within 5 business days of receiving your complaint. We will respond to your complaint within 10 business days of the date we have all the information we need to determine your complaint. If we have to do more work or ask for more information, we may agree a reasonable timeframe with you. We will update you at least once every 20 business days, or another time interval we may agree with you, until your complaint is resolved.

You may ask to have the matter considered under our internal dispute resolution process – contact us for more information. We may use a service provider to manage some complaints and/or internal dispute resolution process. We expect that our internal dispute resolution process will deal fairly and promptly with your complaint. However, if you disagree with our final decision as part of our dispute resolution process and in accordance with the Fair Insurance Code, you may be able to refer the dispute to the Insurance & Financial Services Ombudsman ("IFSO"). We are a member of this free, independent dispute resolution scheme.

IFSO's contact details are:

Call: **0800 888 202** or **+64 (04) 499 7612**

Email: **info@ifso.nz**

Mail: **Insurance & Financial Services**
Ombudsman Scheme
PO Box 10-845
Wellington 6143
New Zealand

Website: **ifso.nz**

JREY-024822-2026

JN190071 10-26

Westpac New Zealand Limited.