WESTPAC PLATINUM AND WORLD MASTERCARD

Purchase Protection and Extended Warranty

About these Insurances.

These are your Westpac Platinum and World Mastercard Purchase Protection and Extended Warranty Insurances. This policy document is effective from 1 December 2021 and supersedes any previous policy documentation issued by us in relation to your Westpac Platinum and World Mastercard Purchase Protection and Extended Warranty Insurances.

These policies will terminate with effect from 11:59pm on 30 November 2026 in accordance with the notice published on 1 October 2026.

Cancellation of these policies does not limit coverage, or your right to submit a claim in relation to items or goods purchased prior to 11:59pm on 30 November 2026.

The arrangement.

Westpac Purchase Protection Insurance and Extended Warranty Insurance are benefits available to Westpac New Zealand Limited ("Westpac") cardholders who hold an eligible card as shown below, (where the **eligible card** was drawn down on or before 31 October 2026):

- Westpac hotpoints® Platinum Mastercard®
- Westpac Koru Platinum Mastercard® (previously the Westpac Airpoints™ Platinum Mastercard®)
- Westpac BusinessPLUS Mastercard®
- Westpac Koru Business Mastercard® (previously the Westpac Airpoints™ Business Mastercard®)
- Westpac hotpoints® World Mastercard®
- Westpac Koru World Mastercard® (previously the Westpac Airpoints™ World Mastercard®)

They are insured by AIG Insurance New Zealand Limited (AIG), under an agreement between Westpac and AIG.

The policy references contained in this document refer to the terms and conditions that are in the Master Policies AIG issued to Westpac and under which this insurance is provided to the holder of the **eligible card**. The Master Policies are intended to confer a benefit on cardholders as set out in the Contract and Commercial Law Act 2017, section 12.

Westpac is neither the insurer under these policies nor the agent of AIG Insurance New Zealand Limited in relation to Purchase Protection Insurance and Extended Warranty Insurance. 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 these Policies) issued by AIG or any member of the AIG group of companies.

Information about these policies can be requested by contacting AIG on **warrantyclaims@aig.com**.

Purchase Protection Insurance.

Part A: Important information about Purchase Protection Insurance.

1. This policy.

1.1 Westpac Purchase Protection Insurance is a benefit available to the **cardholder** of the below **eligible card types** (where the **eligible card** was drawn down on or before 31 October 2026):

- Westpac hotpoints® Platinum Mastercard®
- Westpac Koru Platinum Mastercard® (previously the Westpac Airpoints™ Platinum Mastercard®)
- Westpac BusinessPLUS Mastercard®
- Westpac Koru Business Mastercard® (previously the Westpac Airpoints™ Business Mastercard®)
- Westpac hotpoints® World Mastercard®
- Westpac Koru World Mastercard® (previously the Westpac Airpoints™ World Mastercard®)

This cover provides ninety (90) consecutive days of cover against loss, theft or accidental damage over most new personal items that **you** purchase with your eligible card.

2. Policy requirements.

2.1 **We** recommend **you** read this document carefully and keep it in a safe place. If an **eligible cardholder** wishes to make a claim under this policy, the **eligible cardholder** will be bound by the terms and conditions of this policy. **You** will be required to provide details and proof of any loss, including the sales receipt and **eligible card** statement showing any purchases. This cover will terminate on expiry of the written notice of termination given by Westpac to the **primary cardholder** notifying the **primary cardholder** of the cover being withdrawn.

Part B: Definitions.

For the purposes of this policy:

1. **Eligible card** – means any current and valid:
   - Westpac hotpoints® Platinum Mastercard®
   - Westpac Koru Platinum Mastercard® (previously the Westpac Airpoints™ Platinum Mastercard®)
   - Westpac BusinessPLUS Mastercard®
   - Westpac Koru Business Mastercard® (previously the Westpac Airpoints™ Business Mastercard®)
   - Westpac hotpoints® World Mastercard®
   - Westpac Koru World Mastercard® (previously the Westpac Airpoints™ World Mastercard®);

   which was drawn down on or before 31 October 2026.

2. **Eligible cardholder** – means, depending on the context:

   (a) For Westpac hotpoints® Platinum Mastercard®, Westpac Koru Platinum Mastercard® (previously the Westpac Airpoints™ Platinum Mastercard ®), Westpac BusinessPLUS Mastercard®, Westpac Koru Business Mastercard® (previously the Westpac Airpoints™ Business Mastercard ®);

   a person, being a New Zealand resident, who is authorised to maintain permanent residency in New Zealand and whom Westpac has issued with an eligible card. This includes joint and additional cardholders.

   Or

   (b) For Westpac hotpoints World Mastercard®, Westpac Koru World Mastercard® (previously the Westpac Airpoints™ World Mastercard®), the holder of a valid World Mastercard® including joint and additional cardholders.

3. **Goods** – brand new retail items of personal property which are paid for by an **eligible cardholder** in full using their **eligible card** or reward points earned in conjunction with their **eligible card**.

4. **hotpoints®** – means, depending on the context:

   (a) 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 or

   (b) 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.

5. **Primary cardholder** – means the person in whose name the **eligible card** is opened.

6. **Public place** – means any place accessible to the public, including but not limited to shops, airports, bus depots, streets, hotel foyer (and hallways and grounds), restaurants, beaches, public toilets, unlocked hostel and hotel rooms.

7. **Unattended** – means, but is not limited to, when an item is not on **your** person at the time of loss, left with a person other than **your** travelling companion, left in a position where it can be taken without **your** knowledge, including on the beach or beside the pool while you swim, leaving it at a distance where **you** are unable to prevent it from being unlawfully taken.

8. **We**, **our**, **us** – means AIG Insurance New Zealand Limited.

9. **You**, **your** – means an **eligible cardholder**.

Part C: Terms and conditions applicable to your policy.

1. This policy provides insurance protection for **goods** subject to the terms and conditions of this policy.
2. Any references in this policy to terms and conditions refer to the policy in its entirety.
3. The **goods** are insured for ninety consecutive days from the date of purchase against loss, theft, or accidental damage anywhere in the world.
4. **Our** liability shall not exceed:
   (a) The actual purchase price of the **goods** which are paid for using an **eligible card**;
   (b) NZ$3,000 per claim for watches, jewellery, and fine arts; and
   (c) In respect of all claims in any twelve (12) month period, payments to any **eligible cardholder** shall, in aggregate, not exceed NZ$125,000.
5. Where the insured item is part of a pair or set, the **eligible cardholder** will receive no more than the value (as described in Part C: 4. above) of the particular part or parts lost, stolen or damaged, regardless of any special value that the item may have by way of being part of such pair or set, nor more than the proportional part of the aggregate purchase price of such pair or set.
6. **We** may, at **our** option, pay the reasonable costs to repair, rebuild, replace or reinstate damaged, stolen or lost **goods** or pay cash for the said **goods** subject to Part C: 4. above, and to the terms and conditions as specified in this policy.
7. **We** shall not be liable to pay any claim under this policy resulting from:
   (a) Flood, storm, or earthquake;
   (b) War or war-like hostilities;
   (c) Radioactive contamination;
   (d) Damage caused by fire, atmospheric or climatic conditions, mould or fungus, insects, rodents or vermin;
   (e) Normal wear and tear, or damage arising from inherent defect in the **goods** including electrical or mechanical breakdown;
   (f) Disappearance of the **goods** in circumstances which cannot be explained by the **eligible cardholder** to **our** reasonable satisfaction;
   (g) Lawful confiscation by authorities, such as police, government agencies, or courts, or other empowered authorities;
   (h) Fraud or illegal acts or abuse to or in respect of the **goods**;
   (i) Consequential loss or damage, punitive damages;
   (j) Laundering (including washing, ironing and dry cleaning) whether by professional persons or otherwise;
   (k) Non-receipt of the **goods** or damage, loss or theft occurring while the **goods** are being transported under a freight agreement, or by postal or courier services; or
   (l) **Goods** being left **unattended** in a **public place**, or in an unlocked car, or in an **unattended** car overnight.
8. **We** shall not be liable to pay any claim under this policy for theft or loss of or damage to:
   (a) Jewellery and watches being carried in baggage unless hand-carried and under either **your** personal supervision or that of **your** travelling companion;
   (b) Animals or plant life;
   (c) Cash, bullion, negotiable instruments, traveller's cheques, or tickets of any description;
   (d) Computer software or non-tangible items;
   (e) Consumable or perishable items (including but not limited to food, drugs, cosmetics, fuel or oil);
   (f) Motor vehicles, motorcycles or motor scooters, watercraft, aircraft and their integral parts and installed accessories;

(g) **Goods** purchased for the purpose of re-supply or re-sale;

(h) **Goods** used in a commercial or professional setting including items or tools of trade or profession, acquired for transformation, or use in carrying on a business;

(i) **Goods** which will or have become landlord's fixtures and fittings, real estate and fixed or movable fixtures or fittings which are intended to or have formed part of any real estate;

(j) Sporting equipment while being used; or

(k) Second-hand items including antiques.

9. **We** shall not pay any claim under this policy when such theft, loss, or damage is procured by, at the instigation of, or deliberately caused by **you**.

10. In the event of theft of or loss or damage to **goods** giving rise to a claim under this policy, you must:

(a) Notify **us** at **our** email address shown on this policy no later than fifteen (15) days from the date of loss. Loss reports must be completed and returned within thirty (30) days of receipt. Failure to report **your** loss or to fully complete and submit the loss report within the times stated above may result in **your** claim not being accepted;

(b) Maintain and forward, when requested, copies of all relevant purchase receipts and other documents as well as detailed particulars and proof of **your** loss as **we** may require;

(c) Disclose to **us** details of any other insurance cover under which **you** are entitled to claim;

(d) Retain damaged **goods** for inspection by our representatives;

(e) Co-operate and provide **us** with all necessary information and assistance to institute proceedings against other parties for the purpose of enforcing any rights or remedies to which **we** shall or would become entitled or subrogated upon **us** making payment or making good any loss or damage under this policy; and

(f) Give immediate written notice to the police of **goods** lost or stolen or wilfully damaged and obtain and provide **us** with a police report and or crime number. This must be done within twenty four (24) hours starting from when the **goods** were stolen, damaged, or lost. The report must list and describe the missing or damaged **goods** and a copy of this report must be obtained. The authority must sign the copy and write on it that it is a true and accurate copy of the original.

11. The **eligible cardholder** must take all reasonable care to protect and maintain the **goods** insured under this policy against loss, theft or damage.

12. Your interest under this policy may not be assigned or transferred.

13. All dollar limits within this policy are stated in New Zealand currency (NZD).

To assist **you** with a claim, for further information or to forward correspondence related to a claim please contact us at **warrantyclaims@aig.com**.

Extended Warranty Insurance.

Part A: Important information about Extended Warranty Insurance.

1. This policy.

1.1 Westpac **eligible card** Extended Warranty Insurance is a benefit available to Westpac **eligible cardholders**, where the **eligible card** was drawn down on or before 31 October 2026. The purpose of the insurance is to extend the manufacturer's New Zealand warranty on goods which you purchase in their entirety on **your eligible card**. This policy does not affect any of **your** rights under New Zealand law including the Consumer Guarantees Act 1993.

2. Policy requirements.

2.1 **We** recommend **you** read this document carefully and keep it in a safe place. If an **eligible cardholder**

wishes to make a claim under this policy, the eligible cardholder will be bound by the terms and conditions of this policy. **You** will also be required to provide details and proof of any loss, including the sales receipt and **eligible card** statement showing any purchases. This insurance will terminate on expiry of the written notice of termination given by Westpac to the **primary cardholder** notifying the **primary cardholder** of this insurance being withdrawn.

Part B: Definitions.

For the purposes of this policy:

1. **Coverage** – means the insurance coverage provided under this policy.
2. **Covered breakdown** – means the failure of a **covered product** to operate for the purpose for which it was designed by reason of a breakdown or defect, which would be covered by the terms of the **original warranty** if not restricted in time.
3. **Covered product** – means a new domestic appliance product purchased in New Zealand during the **policy term** that has an **original warranty** of at least six (6) months and no greater than four (4) years and which is paid for in full by an **eligible cardholder** with an **eligible card** or reward points earned in conjunction with their **eligible card**.
4. **Eligible card** – means any current and valid:
   - Westpac hotpoints® Platinum Mastercard®
   - Westpac Koru Platinum Mastercard® (previously the Westpac Airpoints™ Platinum Mastercard®)
   - Westpac BusinessPLUS Mastercard®
   - Westpac Koru Business Mastercard® (previously the Westpac Airpoints™ Business Mastercard®)
   - Westpac hotpoints® World Mastercard®
   - Westpac Koru World Mastercard® (previously the Westpac Airpoints™ World Mastercard®);

   which was drawn down on or before 31 October 2026.
5. **Eligible cardholder** – means, depending on the context:
   (a) For Westpac hotpoints® Platinum Mastercard®, Westpac Koru Platinum Mastercard® (previously the Westpac Airpoints™ Platinum Mastercard ®), Westpac BusinessPLUS Mastercard®, Westpac Koru Business Mastercard® (previously the Westpac Airpoints™ Business Mastercard®);

   a person, being a New Zealand resident, who is authorised to maintain permanent residency in New Zealand and whom Westpac has issued with an eligible card. This includes joint and additional cardholders.

   Or

   (b) For Westpac hotpoints World Mastercard®, Westpac Koru World Mastercard® (previously the Westpac Airpoints™ World Mastercard®), the holder of a valid World Mastercard® including joint and additional cardholders.
6. **Extended warranty period** – means:
   (a) Where the original warranty is between twelve (12) months and four (4) years, the period starting from the date the **original warranty** expires and ending no later than twelve (12) months after commencement of the extended warranty period (for example: **original warranty** period is one (1) to four (4) years, extended warranty period is twelve (12) months); and

   (b) Where the **original warranty** is more than six (6) months but less than twelve (12) months, then this means the **original warranty** period is doubled (for example: **original warranty** period is six (6) months, extended warranty period is six (6) months).
7. **hotpoints®** – means, depending on the context:
   (a) 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 or

(b) 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.

8. **Original warranty** – means the express and implied obligations, rights and duties embodied in the written warranty provided by the manufacturer, which is applicable in New Zealand, of the **covered product** when it is purchased new. The warranty must have coverage of no less than six (6) months and no more than four (4) years.

9. **Policy term** – means the period agreed to between Westpac and **us**, being the term 1 December 2021 to 30 November 2026.

10. **Primary cardholder** – means the person in whose name the **eligible card** is opened.

11. **We**, **our**, **us** – means AIG Insurance New Zealand Limited.

12. **You**, **your** – means an **eligible cardholder**.

Part C: The cover we provide under your policy.

1. Description of cover.

1.1 Subject to Part C: 2. and 3. of this policy, **eligible card** Extended Warranty Insurance extends the period of the **original warranty** on **covered products** for up to one (1) year, provided the **original warranty** does not exceed four (4) years. Where the **original warranty** is more than six (6) months but less than twelve (12) months the **original warranty** period is doubled. **Coverage** starts from the date the **original warranty** expires and ends no later than twelve (12) months after commencement of the **extended warranty period**. **Covered products** must be paid for in full with the **eligible card**.

2. Exclusions applicable to your policy.

We shall not be liable under this policy for:

2.1. Any costs other than parts and/or labour costs resulting from a **covered breakdown** or any costs relating to a part or circumstance not otherwise covered by the **original warranty**;

2.2. Any other obligation and costs other than those specifically covered under the terms and conditions of the **original warranty** or under a supplier's statutory warranty pursuant to the Consumer Guarantees Act 1993 (or any replacement legislation) or where **you** have failed to comply with the **original warranty**;

2.3. Any claim resulting from fraud or abuse, or any event that is intentionally caused by **you** or a person acting with **your** consent;

2.4. Boats, automobiles, motorboats, aeroplanes or any other motorised vehicles and/or their integral parts and installed accessories;

2.5. Consequential loss or damage;

2.6. Items with a purchase price more than NZ$10,000;

2.7. Items in respect of which the **original warranty** is for a period of more than four (4) years;

2.8. Items purchased for resale or items which are used, damaged, seconds or shop-soiled at the time of purchase;

2.9. Real estate or any associated fixtures and fittings;

2.10. Items without the original manufacturer's serial number;

2.11. Items used for, or intended to be used for, commercial, retail, property rental, or other business purposes; or

2.12. Normal wear and tear.

3. Limits of liability applicable to your policy.

3.1 The maximum limit of liability available under this policy is NZ$10,000 per annum per **eligible cardholder** in respect to any one (1) **covered product**.

3.2. **You** cannot receive more than the purchase price of the **covered product** recorded in the credit card receipt.

3.3. Where a **covered product** is part of a pair or set, **you** will receive only that portion of the purchase price paid in respect of that part of the **covered product** regardless of any special value that the **covered product** may have as part of such pair or set.

3.4. **We**, at **our** sole option, may elect to:

(a) Repair, rebuild or replace the **covered product** with a product of similar quality (whether wholly or in part); or

(b) Pay cash for the **covered product**, not exceeding the original purchase price thereof and subject to the terms and conditions in this policy by notifying **you** of **our** intention to do so within seven (7) days following receipt of the required claim form.

Part D: Claims procedures.

1. **You** must maintain and forward copies of all relevant receipts and other documents when requested by **us**, or **our** designated claims administrator in order to process a valid claim.

2. **You** must notify **us**, by email **warrantyclaims@aig.com** as soon as practicable after becoming aware of a **covered breakdown** but no later than thirty (30) days after it has occurred. Failure to give such notice to **us** within thirty (30) days may result in your claim not being accepted.

3. **You** must, within thirty (30) days from the date of notification of a **covered breakdown**, complete, sign and return a claim form to **warrantyclaims@aig.com**. A claim form can be requested by contacting us on **warrantyclaims@aig.com**.

4. The claim report completed by **you** must include the original credit card receipt evidencing payment for the **covered product** with the **eligible card**, and a copy of the **original warranty** terms and conditions.

5. Prior to proceeding with any repair services, **you** must notify and obtain approval from **us**.

6. **Our** payment made in good faith will discharge **us** in respect of the claim.

Part E: Conditions applicable to your policy.

1. Our right to recover.

1.1 Following **our** payment of **your** claim in respect of a **covered breakdown**, **we** shall be subrogated, to the extent of that payment, to **your** rights and remedies against any party in respect of the loss, and shall be entitled at our **own** expense to sue in **your** name.

1.2 **You** must co-operate and provide **us** with such assistance as **we** may require to secure **our** rights and remedies including the execution of all documents necessary to enable **us** to bring a suit in **your** name.

2. Benefit eligible cardholder only.

2.1 The **coverage** extends only to **eligible cardholders**. No other person or entity shall have any right, remedy or claim, legal or equitable, to the benefits of this policy. **You** cannot assign these benefits.

3. Due diligence.

3.1 **You** must use due diligence and do all things reasonably practicable to avoid a **covered breakdown** occurring in respect of a **covered product**. **We** will not unreasonably apply this provision to avoid claims under this policy.

4. False or fraudulent claims.

4.1 If **you** make any claim knowing it to be false or fraudulent in any respect, **you** will no longer be entitled to the benefits under this policy or to the payment of any claim made under this policy.

5. Terms and conditions.

5.1 Any references in this policy to terms and conditions refer to the policy in its entirety.

6. New Zealand currency.

6.1 All dollar limits within this policy are stated in New Zealand currency (NZD).



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Westpac New Zealand Limited.