



Home Comprehensive and Contents Comprehensive Insurance

Change Summary

STATE

Important changes

This change summary applies if you have any of the policies listed below that started before **10 March 2024**:

- **State Home Comprehensive Insurance**
- **State Contents Comprehensive Insurance.**

When your policy renews, it will renew on the new **State Home Comprehensive and Contents Comprehensive Insurance policy wording SI6995/1**.

This document provides an overview of the most important changes to your policy, which include a number of new and updated benefits as well as new and updated terms and conditions. These changes will take effect from your next policy renewal date on or after **27 May 2024**.

What do you need to do?

1. Check Part 1 of this document and decide whether you need to take any action.
2. See Part 2 of this document for a summary of your new policy.
3. Read your new policy wording at state.co.nz/documents, select the 'Home Comprehensive and Contents Comprehensive Insurance' policy wording and refer to the relevant sections.

If you have any questions about your cover, please contact us on **0800 80 24 24** or go to state.co.nz/contact and we will be happy to help.

State Insurance is a business division of IAG New Zealand Limited.

The availability of insurance cover is subject to your application being approved. Terms, conditions and exclusions apply.



Part 1: You may need to take action

Policy	What you need to know	What you need to do
Home Comprehensive Insurance	<p>Home Sum Insured</p> <p>These items are now included within your Home Sum Insured:</p> <ul style="list-style-type: none"> • Tennis courts • Permanently fixed spa pools • Bridges, culverts, permanent fords or dams up to \$15,000 per item • Wells and boreholes including their pumps, linings and casings • Private utility plant and associated equipment, such as wind and water mills, and diesel generators. 	<p>Review your Home Sum Insured amount in your Policy Schedule. You can also use the <u>Cordell Sum Sure calculator</u> to get an estimate. Contact us if you need to increase this amount or make any changes.</p>
Home Comprehensive Insurance	<p>New option – Excess-free glass and bathroom fixtures</p> <p>The ‘Glass breakage’ benefit with a \$250 excess is no longer included automatically. Cover is available under the new ‘Excess-free glass and bathroom fixtures’ optional benefit.</p> <p>New option – Additional costs for heritage homes</p> <p>The additional costs usually required for repairing or rebuilding a heritage home are no longer included automatically. Cover is available under the new ‘Additional costs for heritage homes’ optional benefit.</p>	<p>Contact us if you want to purchase any optional benefits.</p> <p>See the summary of these and other options in Part 2: Home Comprehensive Insurance below and refer to your new policy wording for details.</p>
Home Comprehensive Insurance	<p>Cover for your home</p> <p>Your Home Comprehensive Insurance policy is not designed for residential rental properties. This also means the ‘Loss of rent’ automatic benefit is no longer included.</p> <p>Cover for residential rental properties is available under the Landlord’s Home Insurance policy.</p>	<p>Contact us if you want to purchase the Landlord’s Home Insurance policy or for more information about the cover.</p>



Policy	What you need to know	What you need to do
Contents Comprehensive Insurance	<p>Higher limit for watches and jewellery</p> <p>The policy limit for watches and jewellery is increased from \$2,500 to \$3,000 per item.</p> <p>Certain other policy limits are also increased.</p>	<p>Review the policy limits for certain types of contents in your new policy wording. If you have any 'specified item' listed in your Policy Schedule, check if the item still needs to be specified as it may now be covered automatically. Let us know straight away if you need to make any changes.</p> <p>Contact us for more information.</p>
Contents Comprehensive Insurance	<p>New option – Excess-free spectacles, dentures and hearing aids</p> <p>No excess for spectacles, contact lenses, hearing aids or dentures if you are 55 years of age or over is no longer included automatically.</p> <p>Cover is available under the new 'Excess-free spectacles, dentures and hearing aids' optional benefit.</p> <p>New automatic benefit – Contents with you or your family on overseas trips</p> <p>This new automatic benefit covers your and your family's contents that you take with you while travelling in Australia or the South Pacific Islands.</p> <p>This benefit also provides an option to select 'Worldwide cover for jewellery and watches' for any item of jewellery or watch you choose to specify and includes broader cover.</p>	<p>Contact us if you want to purchase any optional benefits or 'Worldwide cover for jewellery and watches'.</p> <p>See the summary of these and another option in Part 2: Contents Comprehensive Insurance below and refer to your new policy wording for details.</p>
Contents Comprehensive Insurance	<p>Cover for contents</p> <p>Your Contents Comprehensive Insurance policy is not designed for contents that you, as a landlord, provide for your tenants to use, such as furniture, electrical appliances and other household goods.</p> <p>Cover for landlord's contents at your residential rental property is available under the Landlord's Contents Insurance policy.</p>	<p>Contact us if you want to purchase the Landlord's Contents Insurance policy or for more information about the cover.</p>



Policy	What you need to know	What you need to do
Home Comprehensive and Contents Comprehensive Insurance	Changes to discounts There may be changes to the discounts available to you.	Go to statenz.custhelp.com/app/discount for more information about these changes.



Part 2: Summary of your new policy

We have summarised the cover available under the Home Comprehensive Insurance and Contents Comprehensive Insurance policies below. However this is a summary only. Make sure to read your new policy wording. It is important that you understand the full details of what you are covered for, as well as the exclusions, conditions and limitations that apply. This summary does not form part of your insurance contract.

Home Comprehensive Insurance

Automatic cover and benefits

These are automatically included in your Home Comprehensive Insurance policy.

Sudden and accidental loss or damage	Covered
Legal liability	Higher limit of \$2,000,000. This limit now includes defence costs.
Electronic programs	Covered
Fatal injury	\$10,000 per event
Hidden gradual damage	\$3,000 per period of insurance
Landscaping	\$1,500 per event. Extends to landscaping that sustained loss or damage if we accept a claim for loss or damage to your home from the same event.
Methamphetamine contamination	\$30,000 per event, minimum \$2,500 excess applies
Natural disaster	Covered
New structure build	\$10,000 per period of insurance
One incident – one excess	Applies to a boat, car, caravan, contents, home, landlord's, motorcycle, motorhome, residential contract works or trailer policy, at the same address
Post-event inflation	10%
Removal of debris	Covered
Replacement of keys and locks	No excess if your claim is only for keys that are lost, stolen or duplicated without your permission. If your claim is for keys that are damaged, your standard excess applies.



Sale and purchase	Covered
Stress payment	\$2,000 following a total loss
Sustainability upgrade	\$15,000 following a total loss
Temporary accommodation	\$30,000 per event. Extends to compulsory evacuation due to impending damage. Your home must be your main residence.
Water or sewage pipe blockage	\$500 per period of insurance
<h2>Optional benefits</h2> <p>These are available to purchase under your Home Comprehensive Insurance policy.</p>	
Additional costs for heritage homes	Covers the additional costs or fees required to comply with any heritage covenant or order, when repairing or rebuilding your heritage home on the same site
Excess-free glass and bathroom fixtures	No excess if your claim is only for the breakage of glass or bathroom fixtures. If you do not purchase this benefit your standard excess applies on any claim for these items.
Lifestyle block fencing	\$5,000 per event
Matching floor coverings	Covers the replacement of identical fitted floor coverings in other rooms to the damaged floor covering, if a match cannot be found
<h2>Other important things to know</h2>	
Section	What is new
Part one – cover for your home What we mean by ‘home’	Includes sheds used only for domestic purposes and outbuildings used primarily for domestic purposes but may also have rural lifestyle use. These permanent structures must be within or on the residential boundary of your home.
Part one – cover for your home What we pay – the most we pay	Higher policy limits within your Home Sum Insured: <ul style="list-style-type: none"> • all retaining walls: \$50,000 • a permanently fixed swimming pool, including its necessary equipment such as pumps: \$50,000 • a bridge, culvert, permanent ford or dam: \$15,000. <p>You may be able to insure these items for a higher amount. Contact us for more information.</p>



Section	What is new
Part one – cover for your home When the most we pay is the replacement cost	In certain circumstances, we do not apply the limits of your Home Sum Insured and Special Feature Sum Insured, and instead we replace your home up to its floor area and replace your special feature
Exclusions – what we do not cover	Updated exclusions: <ul style="list-style-type: none"> • Types of loss: <ul style="list-style-type: none"> - excludes undamaged parts of a bathroom suite or kitchen suite - now excludes the accidental burn out of any mechanical, electrical or electronic equipment, or its parts, over 15 years old where the burn out is caused by an external force • Liability – no cover for liability connected to asbestos • Terrorism – now only excludes terrorism involving biological, chemical, radioactive or nuclear pollution, contamination or explosion. New exclusions: <ul style="list-style-type: none"> • Communicable disease • Computer systems • Criminal acts • Sanctions.
Conditions of your cover	If you pay the premium by instalments, we deduct any premium you owe us up to the end of the period of insurance before we settle a total loss claim. This is because we agreed the premium at the start of the period of insurance, and you must pay the premium in full, whether you pay in one lump sum or by instalments.
Definitions	Updated definitions: <ul style="list-style-type: none"> • contamination level • hidden gradual damage. There are other updated definitions – refer to your new policy wording for details.



Contents Comprehensive Insurance

Automatic cover and benefits

These are automatically included in your Contents Comprehensive Insurance policy.

Sudden and accidental loss or damage	Covered
Legal liability	Higher limit of \$2,000,000. This limit now includes defence costs. Extends to general average or salvage charges if contents are being carried by ship and covered under the 'Contents in transit when you are moving house' automatic benefit.
Contents in storage	Covered in a bank or vault. Covered for specified perils in other storage facility with our prior approval.
Contents in transit when you are moving house	Covered up to your Contents Sum Insured for specified perils, including storm or flood. For all other loss or damage, \$10,000 per event. Extends to contents in a storage facility for up to 14 days.
Contents with you or your family on overseas trips	\$5,000 per trip that does not exceed 3 weeks. Includes your family travelling with you or your partner. Contact us if you want to purchase 'Worldwide cover for jewellery and watches'. This covers any item of jewellery or watch you specify and includes broader cover that also extends to your family travelling alone.
Cover when replacing a whiteware appliance with a more energy-efficient model	Covered
Electronic data and programs	Covered
Fatal injury	\$10,000 per event
Food spoilage	\$1,000 per event
Hidden gradual damage	\$3,000 per period of insurance
Home office equipment	\$10,000 per event for items at home, \$1,500 per event for items temporarily away from home
Identity theft	\$2,500 per event
Moving to a new home	Covered



Natural disaster	Covered
One incident – one excess	Applies to a boat, car, caravan, contents, home, landlord's, motorcycle, motorhome, residential contract works or trailer policy, at the same address
Removal of unrepairable items	Covered
Replacement of keys and locks	No excess if your claim is only for keys that are lost, stolen or duplicated without your permission. If your claim is for keys that are damaged, your standard excess applies.
Stress payment	\$2,000 following a total loss
Students living away from home	Covered up to your Contents Sum Insured if the student is living in accommodation run by the school or institution. If the student is not living in such accommodation, \$5,000 per event. Your home must be your main residence.
Temporary accommodation	\$30,000 per event. Extends to compulsory evacuation due to impending damage. Your home must be your main residence.
<p>Optional benefits</p> <p>These are available to purchase under your Contents Comprehensive Insurance policy.</p>	
Excess-free spectacles, dentures and hearing aids	No excess if your claim is only for spectacles, dentures or hearing aids. If you do not purchase this benefit your standard excess applies on any claim for these items.
Lifestyle block contents and tools of trade	\$5,000 per event for certain lifestyle block items at the property address



Other important things to know

Section	What is new
	An excess now applies if we settle a total loss claim for contents
Part one – cover for contents	<p>Updated clauses:</p> <ul style="list-style-type: none"> • What we mean by ‘contents’ • Contents covered for repair or present value • The most we pay for certain types of contents • The most we pay for contents in total, excluding specified items.
Exclusions – what we do not cover	<p>Updated exclusions:</p> <ul style="list-style-type: none"> • Remotely piloted aircraft and kiteboarding equipment – excludes cover where the use of such equipment breaches the Civil Aviation Authority rules • Types of loss: <ul style="list-style-type: none"> - excludes undamaged parts of a pair or set, however this does not apply if the loss or damage to one item prevents the entire set from functioning - now excludes the accidental burn out of any mechanical, electrical or electronic equipment, or its parts, over 15 years old where the burn out is caused by an external force • Liability – no cover for liability connected to: <ul style="list-style-type: none"> - asbestos - the ownership of your home or its grounds, or any other building or permanent structure - the ownership or use of any aerial recreational item such as a hang glider, parachute, paraglider or parasail • Terrorism – now only excludes terrorism involving biological, chemical, radioactive or nuclear pollution, contamination or explosion. <p>New exclusions:</p> <ul style="list-style-type: none"> • Communicable disease • Computer systems • Criminal acts • Sanctions.



Section	What is new
Conditions of your cover	If you pay the premium by instalments, we deduct any premium you owe us up to the end of the period of insurance before we settle a total loss claim. This is because we agreed the premium at the start of the period of insurance, and you must pay the premium in full, whether you pay in one lump sum or by instalments.
Definitions	New and updated definitions: <ul style="list-style-type: none">• closest equivalent item• contents sum insured• motor vehicle. There are other updated definitions – refer to your new policy wording for details.

