



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 Essentials Insurance**
- **State Contents Essentials 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.

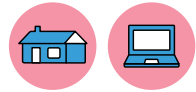


Part 1: You may need to take action

Policy	What you need to know	What you need to do
<p>Home Comprehensive Insurance</p>	<p>Changes to your home cover</p> <p>Cover for your home is no longer limited to its present value. This means if we accept a claim for loss or damage to your home, we will pay the reasonable repair or replacement costs up to your Total Sum Insured. This is called ‘Sum insured replacement’ cover.</p> <p>It is important to ensure your home is covered for the amount it would cost to rebuild it (including materials and labour, demolition costs, council consents and professional fees). One way to do this is by getting an estimate using the <u>Cordell Sum Sure calculator</u>.</p> <p>You could also qualify for ‘Replacement’ cover for fire or explosion. To qualify, you need to insure your home for an amount that is equal to or greater than the Cordell Sum Sure Estimate generated by the Cordell Sum Sure calculator above.</p> <p>Home Sum Insured</p> <p>These items are now included within your Home Sum Insured:</p> <ul style="list-style-type: none"> • All retaining walls up to \$50,000 • Permanently fixed swimming pools, including their necessary equipment such as pumps, up to \$50,000 per item • Bridges, culverts, permanent fords or dams up to \$15,000 per item • Tennis courts • Permanently fixed spa pools • 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 and any Special Feature Sum Insured amounts 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 these amounts or make any changes.</p> <p>Refer to your new policy wording for more details on how ‘Sum insured replacement’ or ‘Replacement’ cover works, or contact us for more information.</p>



Policy	What you need to know	What you need to do
<p>Home Comprehensive Insurance</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.</p> <p>Cover is available under the new ‘Additional costs for heritage homes’ optional benefit.</p>	<p>Contact us if you want to purchase this optional benefit.</p> <p>See the summary of this and other options in Part 2: Home Comprehensive Insurance below and refer to your new policy wording for details.</p>
<p>Home Comprehensive Insurance</p>	<p>Cover for your home</p> <p>Your new Home Comprehensive Insurance policy is not designed for residential rental properties.</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>
<p>Contents Comprehensive Insurance</p>	<p>Change to your contents cover</p> <p>Most contents are now covered for replacement value. This means if we accept a claim for contents that are lost, stolen or damaged beyond repair, we will pay the replacement cost of these items up to your Contents Sum Insured.</p> <p>It is important to ensure your Contents Sum Insured is enough to cover all of your and your family’s belongings and the things in your home. One way to do this is by getting an estimate using the Contents calculator.</p>	<p>Review your Contents Sum Insured amount in your Policy Schedule. You can also use the Contents calculator to get an estimate. Contact us if you need to increase this amount or make any changes.</p>
<p>Contents Comprehensive Insurance</p>	<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>



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



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, no longer limited to specified perils
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
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. Your home must be your main residence.
Water or sewage pipe blockage	\$500 per period of insurance

Optional benefits

These are available to purchase under your Home Comprehensive Insurance policy.

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

Other important things to know

Section	What is new
Part one – cover for your home What we mean by ‘home’	<p>Your ‘home’ now includes any of the following you own.</p> <ul style="list-style-type: none"> • Items used only for domestic purposes: <ul style="list-style-type: none"> - sheds within or on the residential boundary of your home - retaining walls - tennis courts, permanently fixed spa pools and swimming pools, including their necessary equipment such as pumps. • Items used primarily for domestic purposes but may also have rural lifestyle use: <ul style="list-style-type: none"> - outbuildings within or on the residential boundary of your home - bridges, culverts, permanent fords or dams - wells and boreholes including their pumps, linings and casings - private utility plant and associated equipment, such as wind or water mills, and diesel generators.



Section	What is new
Part one – cover for your home What we pay – the most we pay	Within your Home Sum Insured we pay up to a certain amount for the following items: <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. You may be able to insure these items for a higher amount. Contact us for more information.
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
Part one – cover for your home What we pay – how we settle a claim	Changes to how we settle a claim: <ul style="list-style-type: none"> • When your home is economic to repair – we pay our estimate of the cost to repair the part of your home that sustained loss or damage. Previously, we paid the difference between the present value of your home before and after the loss or damage. • When your home is uneconomic to repair – the following settlement options are available: <ul style="list-style-type: none"> - Rebuild on the same site - Rebuild on another site - Buy another home - Accept a cash payment with our approval. • Standard of repair or rebuild – we pay the cost of repairing or rebuilding your home to a similar condition to when it was new. Previously, the cost of repair was limited to the amount it would cost to put your home back to the condition it was in before the loss or damage happened.



Section	What is new
<p>Exclusions – what we do not cover</p>	<p>Updated exclusions:</p> <ul style="list-style-type: none"> • Causes of loss – excludes loss or damage caused by insects, rodents or vermin (but not possums) • 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. <p>New exclusions:</p> <ul style="list-style-type: none"> • Communicable disease • Computer systems • Criminal acts • Sanctions.
<p>Conditions of your cover</p>	<p>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.</p>
<p>Definitions</p>	<p>New definitions:</p> <ul style="list-style-type: none"> • contamination claim • contamination damage • contamination level • hidden gradual damage • methamphetamine • remediate. <p>There are other updated definitions – refer to your new policy wording for details.</p>



Contents Comprehensive Insurance

Automatic cover and benefits

These are automatically included in your Contents Comprehensive Insurance policy.

Sudden and accidental loss or damage	Covered, no longer limited to specified perils
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.
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. 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
	<p>An excess now applies if we settle a total loss claim for contents</p>
<p>Part one – cover for contents</p>	<p>New clause:</p> <ul style="list-style-type: none"> • Contents covered for repair or replacement. <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.
<p>Exclusions – what we do not cover</p>	<p>Updated exclusions:</p> <ul style="list-style-type: none"> • Causes of loss – excludes loss or damage caused by insects, rodents or vermin (but not possums) • 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 only excludes loss or damage arising from any fault, defect, error or omission to contents directly affected, not to resultant loss or damage to other contents - now only 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.



Section	What is new
	<p>New exclusions:</p> <ul style="list-style-type: none">• Communicable disease• Computer systems• Criminal acts• Sanctions.
Conditions of your cover	<p>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.</p>
Definitions	<p>New and updated definitions:</p> <ul style="list-style-type: none">• closest equivalent item• contents sum insured• hidden gradual damage• motor vehicle. <p>There are other updated definitions – refer to your new policy wording for details.</p>

