Home and Contents Insurance

Change Summary

let's find a way

Important changes

This change summary applies if you have a **BNZ PremierCare Home or Contents Insurance** policy that started before **14 November 2024**. When your policy renews, it will renew on the new **Home and Contents Insurance** policy wording **CP1433/1**.

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 **3 January 2026**. This document does not form part of your insurance contract.

What do you need to do?

1. Review 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 that will apply from your next renewal date on or after 3 January 2026.
3. Read your new policy wording at bnz.co.nz/policy-documents. Select the 'Home and Contents Insurance' policy wording and refer to the relevant sections.

You can update your details, view and customise your cover online through your IAG dashboard via the BNZ app or Internet Banking.

If you have any questions about your cover, please contact the team at IAG on **0800 808 618** who will be happy to help.

Part 1: You may need to take action

Policy	What you need to know	What you need to do
Home Insurance	**Home Sum Insured** These items are now included within your Home Sum Insured: • 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.	Review your Home Sum Insured amount in your Policy Schedule and ensure any of the now covered items are included in your Home Sum Insured. You can also use the **Cordell Sum Sure calculator** to get an estimate, or the estimate provided by an independent insurance valuation for your home. If you need to increase this amount or make any changes, you can do this online in your IAG dashboard, or contact IAG.
Home Insurance	**Automatic benefit removed — Excess-free option for glass and bathroom fixtures now available** 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. **Automatic cover removed — Additional costs for heritage homes now optional** The additional costs usually required to repair or rebuild a heritage home are no longer included automatically. Cover is available under the new 'Additional costs for heritage homes' optional benefit.	Customise your cover online via your IAG dashboard, or contact IAG if you want to purchase or remove any optional benefits. See the summary of these and other options in 'Part 2: Home Insurance' below and refer to your new policy wording for details.

Policy	What you need to know	What you need to do
Home Insurance	**Cover for your rental home** Your new Home Insurance policy is not designed for residential rental properties. This also means the 'Loss of rent' benefit is no longer included automatically and the 'Landlord's protection' optional benefit is no longer available. Cover for residential rental properties is available under the new Landlord's Home Insurance policy.	Contact IAG if you want to purchase the new Landlord's Home Insurance policy or for more information about the cover.
Contents Insurance	**Limit reduced for all unspecified jewellery and watches** The policy limit for unspecified jewellery and watches is reduced from $20,000 to $15,000 for all items in total (unless a different maximum amount is shown in your Policy Schedule). **Limit reduced for certain parts and accessories** The policy limit for parts and accessories not in or attached to any watercraft powered by motor or sail (except kitesurfers or windsurfers), motor vehicle, trailer, caravan or aerial device is reduced from $2,500 to $2,000 for all items in total. Certain other policy limits are increased. **Change in cover for some personal transportation devices** Motorised personal transportation devices that meet the 'motor vehicle' definition in the Land Transport Act 1998 are now only covered if they are listed in your Policy Schedule as 'specified items'. These devices include any: • electric scooters with a maximum power output of over 300 watts (lower-powered electric scooters are covered automatically and do not need to be specified) • motorised skateboards, e-roller skates or e-unicycles.	Review the policy limits for certain types of contents in your new policy wording. If you have a personal transportation device, check if the item now needs to be specified as it may not be covered automatically. Let IAG know straight away if you need to make any changes or contact IAG for more information.

Policy	What you need to know	What you need to do
Contents Insurance	**Automatic benefit removed — Excess-free spectacles, dentures and hearing aids now optional (regardless of your age)** No excess for spectacles, contact lenses, hearing aids or dentures if you are 55 years of age or over is no longer included automatically. Cover is available under the new 'Excess-free spectacles, dentures and hearing aids' optional benefit. **'Overseas travel' replaced with 'Contents with you or your family on overseas trips' automatic benefit** The 'Overseas travel' automatic benefit is replaced with the 'Contents with you or your family on overseas trips' automatic benefit. This updated benefit no longer covers your family travelling alone, except as provided under the new 'Worldwide cover for jewellery and watches' for specified items, if you select this.	Customise your cover by purchasing any optional benefits online via your IAG dashboard, or contact IAG. If you want to purchase 'Worldwide cover for jewellery and watches', contact IAG. See the summary of these and another option in 'Part 2: Contents Insurance' below and refer to your new policy wording for details.
Contents Insurance	**Cover for landlord's contents** Your new Contents 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. Cover for landlord's contents at your residential rental property is available under the new Landlord's Contents Insurance policy.	Contact IAG if you want to purchase the new Landlord's Contents Insurance policy or for more information about the cover.
Home and Contents Insurance	**Changes to excesses** Standard excesses have been updated and for most customers an increased standard excess now applies. Your Policy Schedule will show your new excess and premium amounts.	Review your excess in your Policy Schedule. If you want to make any changes contact IAG to find the excess that works best for you.
Home and Contents Insurance	**Changes to discounts** Some discounts that were previously available, such as the Package discount and No Claim discount, are no longer offered, instead you will receive a price that reflects your cover and benefits.	Go to bnz.co.nz/manageyourpremiums for more information about these changes.

Part 2: Summary of your new policy

We have summarised the cover available under the new Home Insurance and Contents Insurance policies below. However this is a summary only. It is important to read your new policy wording to 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. Any reference to ‘we’, ‘us’ and ‘our’ mean IAG New Zealand Limited (IAG).

Natural Hazards Insurance Act

From 1 July 2024, the Natural Hazards Insurance Act 2023 replaced the Earthquake Commission Act 1993. This means that Natural Hazards Cover (NHCover) provided by the Natural Hazards Commission Toka Tū Ake replaces EQCover previously provided by the Earthquake Commission.

We have made some changes to the terms and associated definitions in your new policy wording to reflect this change, including in the ‘Natural hazard damage’ automatic benefit (which replaces the ‘Natural disaster’ automatic benefit). There is no change to the cover we provide as a result of this change.

Home Insurance

Automatic cover and benefits

These are automatically included in your Home 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 New	$10,000 per event
Hidden gradual damage	$3,000 per year
Landscaping	$1,500 per event
Methamphetamine contamination	$30,000 per event, minimum $2,500 excess applies
Natural hazard damage	Covered

New structure build	$10,000 per year
One incident — one excess	If one incident results in a claim under more than one benefit or sub-section of a benefit, we deduct only the highest applicable excess. This also applies if one incident results in more than one claim under your boat, car, caravan, contents, home, landlord's, motorcycle, motorhome, residential contract works or trailer policy, at the same address.
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 excess applies.
Sale and purchase	Covered
Stress payment	$2,000 following a total loss
Sustainability upgrade	$15,000 following a total loss. Extends to a home that is not your main residence.
Temporary accommodation	$30,000 per event. Extends to compulsory evacuation due to impending damage.
Water or sewage pipe blockage	$500 per year. Extends to pipes you are legally responsible for outside your property boundary.

Optional benefits

These are available to purchase under your Home Insurance policy.

Additional costs for heritage homes New	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 New	No excess if your claim is only for the breakage of glass or bathroom fixtures. If you do not purchase this benefit your excess applies on any claim for these items.
Lifestyle block fencing New	$5,000 per event
Matching floor coverings New	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'	We no longer cover any outbuildings outside 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: • 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, regardless of its replacement cost: $15,000. You may be able to insure these items for a higher amount. Contact IAG 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
	• When your home is a total loss — we will choose to pay you in one of the following ways:
	  - the reasonable cost you incur to rebuild your home
	  - our estimate of the reasonable cost you would incur to rebuild your home, less any demolition and removal costs we incurred
	  - the reasonable cost you incur to buy another home anywhere in New Zealand including reasonable legal and associated fees, if you choose to buy another home.
	• Standard of repair or rebuild — settlement is based on the reasonable cost to repair or rebuild your home to an equivalent size and specification on its original site within a reasonable time frame.

Exclusions — what we do not cover	New exclusions: • Communicable disease • Computer systems • Criminal acts • Sanctions • Weapons.

Section	What is new
	Updated exclusions: • Causes of loss — excludes loss or damage caused by slugs or snails and the like. However, this only applies to the part of the property directly affected, it does not apply to resultant loss or damage to other parts of your home. • Types of loss — 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, electromagnetic, chemical, radioactive or nuclear pollution, contamination or explosion.
Conditions of your cover	If your home is a total loss, your Home Insurance policy will be automatically cancelled from the end of the day of the loss. 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 definitions: • natural hazard fire • retaining wall • total loss. Updated definitions: • contamination level • hidden gradual damage • natural hazard *(replaces the 'natural disaster' definition)* • NHI Act *(replaces the 'EQC Act' definition)*. There are other updated definitions — refer to your new policy wording for details.

Contents Insurance

Automatic cover and benefits

These are automatically included in your Contents 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 of up to 3 weeks. Includes contents of your family travelling with you or your partner. Contact IAG 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, regardless of the item's age
Electronic data and programs	Covered
Fatal injury New	$10,000 per event
Food spoilage	$1,000 per event
Hidden gradual damage	$3,000 per year
Home office equipment	$10,000 per event for items at home, $1,500 per event for items temporarily away from home

Identity theft New	$2,500 per event
Moving to a new home New	Covered
One incident — one excess	If one incident results in a claim under more than one benefit or sub-section of a benefit, we deduct only the highest applicable excess. This also applies if one incident results in more than one claim under your boat, car, caravan, contents, home, landlord's, motorcycle, motorhome, residential contract works or trailer policy, at the same address.
Removal of unrepairable items New	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 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.

Optional benefits

These are available to purchase under your Contents Insurance policy.

Excess-free spectacles, dentures and hearing aids New	No excess if your claim is only for spectacles, dentures or hearing aids. If you do not purchase this benefit your excess applies on any claim for these items.
Lifestyle block contents and tools of trade New	$5,000 per event for certain lifestyle block items at the property address

Other important things to know

Section	What is new
Part one — cover for contents	Updated clauses: • 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	New exclusions: • Communicable disease • Computer systems • Criminal acts • Sanctions • Weapons. Updated exclusions: • Causes of loss — excludes loss or damage caused by slugs or snails and the like. However, this only applies to contents directly affected, it does not apply to resultant loss or damage to other contents. • Remotely piloted aircraft and kitesurfing equipment — excludes cover where the use of such equipment breaches the Civil Aviation Authority rules. • Types of loss — 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, and 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, electromagnetic, chemical, radioactive or nuclear pollution, contamination or explosion.

Section	What is new
Conditions of your cover	If your contents are a total loss, your Contents Insurance policy will be automatically cancelled from the end of the day of the loss. 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 definitions: • closest equivalent item • contents sum insured • natural hazard fire. Updated definitions: • hidden gradual damage • motor vehicle • natural hazard *(replaces the 'natural disaster' definition)*. There are other updated definitions — refer to your new policy wording for details.

Call: 0800 808 618
Visit: bnz.co.nz/insurance

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