Landlord’s Home and Contents Insurance

Change Summary

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Important changes

This change summary applies if you have a **BNZ PremierCare Home or Contents Insurance** policy with a **'Rental property' occupancy**, that started before **14 November 2024**. When your policy renews, it will renew on the new **Landlord's Home and Contents Insurance** policy wording **CP1434/1**.

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 'Landlord's 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
Landlord's 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 rental home. If you need to increase this amount or make any changes, you can do this online in your IAG dashboard, or contact IAG.
Landlord's 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: Landlord's Home Insurance' below and refer to your new policy wording for details.

Policy	What you need to know	What you need to do
Landlord's Home Insurance	**Cover for your home** Your new Landlord's Home Insurance policy is not designed for owner-occupied properties. This also means the 'Alternative accommodation', 'New building work', 'Stress payment' and 'Water or sewage blockage' benefits are no longer included automatically. Cover for owner-occupied properties is available under the new Home Insurance policy.	Contact IAG if you want to purchase the new Home Insurance policy or for more information about the cover.
Landlord's Home and Contents Insurance	**New optional benefit — Rent default** Cover is available for the amount of rent you lose in certain circumstances outlined in your new policy wording.	Customise your cover by purchasing this optional benefit online in your IAG dashboard, or contact IAG. See the summary of this option in 'Part 2: Landlord's Home Insurance' or 'Part 2: Landlord's Contents Insurance' below and refer to your new policy wording for details.
Landlord's 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.
Landlord's 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 Landlord’s Home Insurance and Landlord’s 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.

Landlord’s Home Insurance

Automatic cover and benefits

These are automatically included in your Landlord’s Home Insurance policy.

Sudden and accidental loss or damage	Covered
Legal liability	Higher limit of $5,000,000. This limit now includes defence costs.
Abandoned possessions New	$10,000 per event
Electronic programs	Covered
Hidden gradual damage	$3,000 per year
Landscaping	$1,500 per event
Loss of rent	$30,000 per event. Includes cover for the amount of rent you lose because of compulsory evacuation due to impending damage.
Methamphetamine contamination	$30,000 per event, minimum $2,500 excess applies

Natural hazard damage	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 debris	Covered
Replacement of keys and locks	$1,000 per event. 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
Sustainability upgrade	$15,000 following a total loss

Optional benefits

These are available to purchase under your Landlord's 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 rental 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
Rent default New	Covers the amount of rent you lose if your tenants are evicted for non-payment of rent, are released from the tenancy agreement as a result of hardship, leave without notice, or if your sole tenant dies

Other important things to know

Section	What is new
Part one — cover for your rental home What we mean by 'rental home'	We no longer cover any outbuildings outside the residential boundary of your rental home

Section	What is new
Part one — cover for your rental 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 rental 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 rental home up to its floor area and replace your special feature
Part one — cover for your rental home What we pay — how we settle a claim	• When your rental 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 rental home - our estimate of the reasonable cost you would incur to rebuild your rental 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 rental 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: - No longer excludes loss or damage caused by an animal owned by anyone living in your rental home that is tenanted. - 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 rental 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. • Intentional or reckless acts — no longer excludes loss or damage that is intentionally caused by your tenant, any guest of your tenant, or a person who occupies your rental home. • Terrorism — now only excludes terrorism involving biological, electromagnetic, chemical, radioactive or nuclear pollution, contamination or explosion.
Conditions of your cover	If your rental home is a total loss, your Landlord's 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.

Landlord's Contents Insurance

Automatic cover and benefits

These are automatically included in your Landlord's Contents Insurance policy.

Sudden and accidental loss or damage	Covered
Legal liability	Higher limit of $5,000,000. This limit now includes defence costs.
Abandoned possessions New	$10,000 per event
Cover when replacing a whiteware appliance with a more energy-efficient model New	Covered
Hidden gradual damage New	$3,000 per year
Landlord's fixtures and fittings New	Covered, but only if your rental home is insured by a policy that does not cover these items
Loss of rent New	$30,000 per event. Includes cover for the amount of rent you lose because of loss or damage to landlord's contents that leaves your rental home unliveable and compulsory evacuation due to impending damage.
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

Optional benefit

This is available to purchase under your Landlord's Contents Insurance policy.

Rent default New	Covers the amount of rent you lose if your tenants are evicted for non-payment of rent, are released from the tenancy agreement as a result of hardship, leave without notice, or if your sole tenant dies. Important: If you have both Landlord's Home and Landlord's Contents Insurance for the same rental property, you only need to add 'Rent default' once.

Other important things to know

Section	What is new
	Your policy no longer covers loss or damage to landlord's contents caused by, or connected to, methamphetamine contamination
Part one — cover for landlord's contents	New clauses: • Landlord's contents covered for repair or replacement • The most we pay for landlord's contents in total. Updated clauses: • What we cover • What we mean by 'landlord's contents'.
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 landlord’s contents directly affected, it does not apply to resultant loss or damage to other landlord’s contents. • 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. • Intentional or reckless acts — no longer excludes loss or damage that is intentionally caused by your tenant, any guest of your tenant, or a person who occupies your rental home. • Terrorism — now only excludes terrorism involving biological, electromagnetic, chemical, radioactive or nuclear pollution, contamination or explosion.
Conditions of your cover	If your landlord’s contents are a total loss, your Landlord’s 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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