Renti

Involuntary Loss of Employment Insurance

Terms and Conditions

CHUBB®

Contents

Insurance Terms and Conditions

This Policy is effective from 1st July 2026
Policy Number: NZUREG01120

Terms and Conditions
This Policy sets out important information about the insurance benefits available to eligible Covered Persons, including the Eligibility Criteria, Benefits, Benefit limits and exclusions. If You feel that this product does not meet Your specific needs and intended coverage, this Policy may not be right for You. You may need to buy separate or additional insurance if You do not meet the eligibility requirements or if this Policy does not cover You or the things You need cover for.

This Policy document does not take into account Your individual objectives, financial situation or needs and does not constitute financial advice. You need to decide if the limits, type and level of cover are appropriate for You

There is no obligation to accept any of the benefits of this Policy. However, if You wish to make a claim under the cover provided within this Policy, You will be bound by the definitions, terms and conditions, exclusions and claims procedures set out in this document.

Group Policy with Chubb
Mastercard Asia/Pacific Pte. Ltd. (ACRA registration number 199306324E) (Mastercard) is the insured under a Group Policy issued and underwritten by Chubb Insurance New Zealand Limited (NZBN 9429040398037) (Chubb). Mastercard acts as administrator/provider of the Renti Rewards Membership Program on behalf of Renti.

Under the Group Policy entered into between Mastercard and Chubb You get automatic access, where You have met the eligibility requirements set out in the 'Eligibility for Insurance Table', to the benefit detailed in this Policy provided by Chubb as the insurer. You are not charged by Chubb for these benefits and can access the relevant benefits if You meet the Eligibility Criteria.

No Advice
Mastercard and Renti are not authorised to provide any advice, recommendations or opinions about this insurance on behalf of Chubb. No advice is provided by Chubb on whether this insurance is appropriate for Your needs, financial situation or objectives. You should read this Policy carefully and contact Chubb if assistance is required.

Updating this Policy
Information in this Policy may be updated where necessary by Chubb. A copy of any updated information will be available to You at no cost by visiting the website at rentirewards.co.nz. Mastercard will provide You with at least 30 days' notice of any material updates to this Policy as advised by Chubb.

Other Insurance
The insurance cover described in this Policy is provided for Your benefit under the Group Policy entered into between Chubb and Mastercard. If You are entitled to receive a benefit or make a claim under another insurance policy in respect of the same loss as Your claim under this Policy, then to the extent permitted by law, Chubb is not liable to provide indemnity under this Policy until the amount of any indemnity under the other policy is exhausted. Therefore, any insurance cover under this Policy in respect of the same loss shall only be excess insurance cover over and above the applicable policy.

Important information about this Policy
As a Renti Rewards Membership Program member You are entitled to insurance coverage and services under this Policy when You meet all the eligibility criteria. Your cover starts on the Individual Policy Start Date.

This Policy offers an Involuntary Loss of Employment insurance benefit to eligible Covered Persons.

Remember to check this Policy
Please familiarise Yourself with this Policy. We want to ensure You are clear about what it covers and what it does not cover or excludes. If You are unclear about anything in this document, please call 0800 441 508 and Our insurance team will be happy to assist You with any enquiries. It's important to check this Policy from time to time to remind yourself of what is and isn't covered.

If You need to make a claim, keep supporting documents and proof of any loss.
A copy of any updated information is available to You at no cost by visiting the website at: rentirewards.co.nz

This Policy replaces and supersedes any Policy previously issued prior to the effective date.

Eligibility for cover under this Policy
This Policy is available to Covered Persons who meet the eligibility criteria. To meet the eligibility criteria, You must be a Resident of New Zealand, be aged sixty-four (64) years or under, be in Permanent Employment and are a member of the Renti Rewards Membership Program in Good Standing. It is important You understand when the benefits under this Policy become available to You.

IMPORTANT: You will only have access to the insurance benefits under this Policy if You satisfy the eligibility criteria as set out within this Policy.

See the 'Eligibility for Insurance Table' for details of when You are eligible for cover.

Cover, Benefits and Benefit Limits
Please refer to the Benefit Schedule within this Policy to confirm the cover and limits offered to You.

The Benefit Schedule provides the limit we will pay to. It includes maximum amount payable together the Waiting Period and Excess Period that apply.

IMPORTANT: any examples in this Policy are provided for illustrative purposes only and do not consider all Policy terms and conditions. All claims will be assessed individually, based on the facts relative to the specific claim, in accordance with this Policy.

Exclusions within this Policy
As with all insurance, there are certain exclusions that apply. To ensure You understand when We will pay for a claim, You should read the coverage section which includes information about 'What We Cover' and any terms and conditions and exclusions that apply to the cover.

Important Things To Know About This Policy

Age Limit
To be eligible for the benefit under this Policy You must be aged sixty (64) years or under at the time Your Involuntary Loss of Employment.

Waiting Period
A Waiting Period applies, and where the date of Your Involuntary Loss of Employment occurs within this Waiting Period, the claim will not be payable. The Waiting Period starts from Your Individual Policy Start Date. A claim will only be considered if Your Involuntary Loss of Employment occurs after the Waiting Period has ended.

The Waiting Period is specified in the Benefit Schedule.

Excess Period
An Excess Period will need to pass before a claim for Your Involuntary Loss of Employment is considered. A claim will only be considered if the Excess Period has passed.

The Excess Period is specified in the Benefit Schedule.

Example
The below examples are provided for illustrative purposes only.
Each claim will be assessed individually, based on the facts relative to the specific claim.

Example A	Example B	Example C	Example D
Anna has been a member in the Renti Rewards Membership Program for six (6) consecutive months and has maintained Permanent Employment for the preceding twelve (12) consecutive months. Anna pays $2,000 in rent each month. Anna suffers an Involuntary Loss of Employment and remains unemployed for forty-five (45) days following the date of termination. She submits to Us with the required documentation confirming her period of Unemployment. A thirty (30) day Waiting Period applies from the date Anna last signed up as a member for the Renti Rewards Membership Program. This requirement has been satisfied as she has maintained her membership for six (6) consecutive months and her current membership status is in Good Standing A thirty (30) day Excess Period applies from the date of Involuntary Loss of Employment. This has been satisfied as Anna did not find Replacement Employment within the thirty (30) days. The claim for Involuntary Loss of Employment, which covers one months' rent, will be paid. $2,000 claim payment.	Jane has been a member in the Renti Rewards Membership Program for fourteen (14) consecutive days and has maintained Permanent Employment for the preceding eight (8) consecutive months. Jane pays $1,500 in rent each month. Jane suffers an Involuntary Loss of Employment and remains unemployed for sixty (60) days following the date of retrenchment. She submits to Us with the required documentation confirming her period of Unemployment. A thirty (30) day Waiting Period applies from the date Jane last signed up as a member for the Renti Rewards Membership Program. This requirement has not been satisfied as the Involuntary Loss of Employment occurred after just fourteen (14) days. Nil claim payment.	Rob has been a member in the Renti Rewards Membership Program for (3) three consecutive months and has maintained Permanent Employment for the preceding twelve (12) consecutive months. Rob pays $1,200 in rent each month. Rob suffers an Involuntary Loss of Employment and finds Replacement Employment fifteen (15) days after the date of Involuntary Loss of Employment. He submits to Us with the required documentation confirming his period of Unemployment. A thirty (30) day Excess period applies from the date of Involuntary Loss of Employment. As Rob found Replacement Employment fifteen (15) days after Involuntary Loss of Employment, the thirty (30) day Excess period has not passed. Nil claim payment	John has been a member in the Renti Rewards Membership Program for (2) two consecutive months and has maintained Permanent Employment for the preceding four (4) consecutive months. John pays $1,200 in rent each month. John suffers an Involuntary Loss of Employment and remains unemployed for forty (40) days following the date of retrenchment. He submits to Us with the required documentation confirming his period of Unemployment. As the Involuntary Loss of Employment occurred within the first six (6) months of John's Permanent Employment, there is no cover under the Policy. Nil claim payment

Fraud
Chubb considers it important for customers to take insurance fraud seriously. Creation or submission of false documents or exaggerating a genuine claim is considered insurance fraud. Such behaviour has a negative impact on the cost of insurance for all customers.

We utilise Our dedicated special investigations unit at Chubb to detect and investigate selected claims daily. When the evidence supports it, Chubb will report suspect claims to the police and dedicate resources to assisting any potential criminal prosecutions.

Goods and Services Tax
If We agree to pay a claim under Your Policy, We will base any claim payment on the Goods and Services Tax (G.S.T.) inclusive costs (up to the relevant Policy limit).

New Zealand Law
Your Policy is governed by the laws of New Zealand. Any dispute or action in connection with Your Policy shall be conducted and determined in New Zealand.

New Zealand Currency
All payments by You to Us and Us to You under Your Policy must be in New Zealand currency.

Termination
Your cover under this Policy is terminated at the earlier of the following:

- suspension or cancellation of Your membership in the Renti Rewards Membership Program; or
- termination of the Group Policy.

Upon termination of the Group Policy, the insurance benefits will no longer be available to Covered Persons to claim for any Event that occurred after the termination date, even if Covered Persons satisfy the eligibility criteria for cover before the termination date of the Group Policy. Mastercard will notify You if the Group Policy is terminated.

About Chubb Insurance New Zealand Limited
Chubb Insurance New Zealand Limited (NZBN 9429040398037, Financial Service Provider (FSP) No. 35924) (Chubb) is the insurer and issuer of this product. In this Policy, “We”, “Us”, “Our” means Chubb.

Our contact details are:
NZBN: 9429040398037
FSP No. 35924
Head Office: CU 1-3, Shed 24, Princes Wharf, Auckland 1010
Postal address: PO Box 734, Auckland 1140
O 0800 441 508
E cardinsuranceservices.anz@chubb.com

General Enquiries
If You have any questions about Your Policy, You can either:
Email Chubb at cardinsuranceservices.anz@chubb.com
Write to Chubb at PO Box 734, Auckland 1140
Call Chubb on 0800 441 508

Eligibility for Insurance Table

Cover	Eligibility Criteria To be eligible for the benefits under Policy, all the following eligibility criteria needs to be met:	When are the benefits available under this Policy?	When are no benefits available under this Policy?
Involuntary Loss of Employment	• You are a Resident of New Zealand • You are aged sixty-four (64) years or under. • You are in Permanent Employment and have been for at least the last six (6) continuous months. • Your Permanent Employment is physically based in New Zealand. • Your Renti Rewards Membership Program is in Good Standing.	If You have satisfied the Eligibility Criteria You may have cover for the Policy.	• You do not meet, or cease to meet, the Eligibility Criteria. • You were not in Permanent Employment immediately prior to Your Involuntary Loss of Employment. • Your Involuntary Loss of Employment is within the Waiting Period. • You find Replacement Employment within the Excess Period immediately after Your Involuntary Loss of Employment. • An Exclusion(s) applies.

If Your Renti Rewards Membership Program is Cancelled or Suspended

If Your membership in the Renti Rewards Membership Program is suspended or cancelled, then there is no cover for Involuntary Loss of Employment benefit under this Policy from the effective date of such suspension or cancellation.

Coverage Summary

The coverage summary table below is a summary of cover only, it is not an exhaustive list of all terms, conditions or exclusions in this Policy. It can be used as a quick reference to understand key coverage element. For a full understanding of what is covered, when You are covered and where cover does not apply, please refer to the individual sections within this Policy. You should always read the full Policy. The benefit provided is subject to the terms, conditions and exclusions contained within this Policy.

Cover	Cover Description	Key Exclusions and Limitations
Involuntary Loss of Employment	Provides cover for one (1) month's Rent after Your Involuntary Loss of Employment.	• You not being in Permanent Employment immediately prior to Your Involuntary Loss of Employment. • Your Self-Employment. • Your voluntary redundancy or termination, such as resignation or retirement. • Your employment was temporary, seasonal, casual or under a contract based upon a specified period of completion of specified work. • Your employment was terminated at the end of a probationary period. • You suffering Involuntary Loss of Employment within the Waiting Period • You finding Replacement Employment within the Excess Period. • You are sixty-five (65) years or over at the time of Your Involuntary Loss of Employment • Your Permanent Employment was not physically based in New Zealand.

Definitions

The following words when used with capital letters in this document have the meaning given below. Wherever these words are used in plural in this Policy, they have the same meaning as the singular form shown below.

Chubb means Chubb Insurance New Zealand Limited (NZBN 9429040398037, FSP No. 35924).

Covered Person means a person who is a member of the Renti Rewards Membership Program, has paid the required membership fees, and meets the eligibility criteria as specified in the Eligibility for Insurance Table.

Excess Period means the number of consecutive days specified in the Benefit Schedule immediately after the commencement of the Involuntary Loss of Employment during which no benefit is payable.

This means that for a claim to be covered, the Excess Period will need to pass before any claim is considered. For example, if the Excess Period is thirty (30) consecutive days, You will not be able to claim for an Involuntary Loss of Employment that occurs in the thirty (30) days immediately after the commencement of Your Involuntary Loss of Employment.

Good Standing means You your membership status is current and active.

Group Policy means the group policy of insurance held by Mastercard as detailed in the 'Insurance Terms and Conditions' section of this Policy.

Individual Policy Start Date means the date when You meet all the eligibility criteria for cover.

Involuntary Loss of Employment means termination of Your Permanent Employment where You:

a. have been retrenched or made redundant at the instigation of Your employer; and
b. have registered with being unemployed at 'Work and Income' or equivalent government authority; or a recognised recruitment or personnel agency; or can provide other satisfactory evidence of Unemployment; and
c. are in receipt of unemployment benefits unless You are not eligible to receive unemployment benefits for any reason; and
d. are available for and actively seeking Replacement Employment,

but does not include termination of Your employment due to Your:

(i) unsatisfactory work performance, misconduct or breach of Your employment contract; or
(ii) voluntary redundancy or termination such as Your resignation or retirement; or
(iii) completion of a specified period of contract work; or
(iv) termination of employment at the end of a probationary period; or
(v) Permanent Employment that was not physically based in New Zealand; or
(vi) Self-Employment.

Mastercard means Mastercard Asia/Pacific Pte. Ltd, (ACRA registration number 199306324E)

New Zealand means the area enclosed by the territorial waters of New Zealand.

Permanent Employment means any remunerated and gainful work which has lasted for a minimum of six (6) continuous months and requires the Covered Person to work for a minimum thirty (30) hours per week. It does not include Self-Employment or employment that is temporary, seasonal, casual or under a contract based upon a specified period of completion of specified work.

Policy means this document which details the insurance benefits available to You under the Group Policy including all relevant terms, conditions and exclusions.

Rent means the amount payable for one (1) month by the Covered Person to a landlord or property manager under a rental agreement for the occupation of a residential property, and which is transacted via the Renti platform.

Resident of New Zealand means a New Zealand citizen, holder of a New Zealand permanent residency visa, partner/spouse visa, New Zealand skilled migrant visa (including an accredited employer work visa), or a student visa:

a. with a right to entry into New Zealand in accordance with their citizenship, residency or visa; and
b. who has a permanent New Zealand residential address; and
c. who currently resides in New Zealand.

Renti means Renti Rewards Limited, (NZBN 9429053081896).

Renti Rewards Membership Program means a loyalty program through which members earn benefits when paying their rent on their card.

Replacement Employment means any remunerated and gainful work.

Self-Employed / Self-Employment means You earning an income directly from Your own business (being a business in relation to which You are in a position of control, other than as an independently appointed director) or operating as a sole trader, independent contractor or in a partnership.

Unemployment means not finding Replacement Employment.

Waiting Period means the number of consecutive of days specified in the Benefit Schedule immediately after the commencement of Your membership in the Renti Rewards Membership Program during which no benefit is payable.

This means that for a claim to be covered, the Waiting Period will need to pass before any claim is considered. For example, if the Waiting Period is thirty (30) consecutive days, You will not be able to claim for an Involuntary Loss of Employment that occurs in the thirty (30) days immediately after the commencement of Your membership in the Renti Rewards Membership Program.

We/Our/Us means Chubb.

You/Your means a Covered Person.

Benefit Schedule

Involuntary Loss of Employment			
Cover	**Benefit** *(per Covered Person)*	**Waiting Period**	**Excess Period**
Involuntary Loss of Employment	up to $2,500 *(maximum one (1) month's Rent)*	Thirty (30) days	Thirty (30) days

One (1) month's Rent is calculated on the basis of Your weekly rental payment, multiplied by fifty-two (52) weeks per year divided by twelve (12) months.

Coverage - Involuntary Loss of Employment

This benefit is only available when You meet the eligibility criteria set out in the Eligibility for Insurance Table and after the Waiting Period and Excess Period has passed.

Please refer to the Benefit Schedule, above, for cover available under this Policy.

What We Cover
If You suffer Involuntary Loss of Employment, which satisfies both the Waiting Period and Excess Period, and no exclusions apply, We will pay You the Involuntary Loss of Employment Benefit as shown in the Benefit Schedule.

The amount payable will be equal to Your next one (1) month's Rent payment that is due and is paid via the Renti platform.

Terms and Conditions
We will require confirmation in writing that You:

1. were in Permanent Employment prior to Your Involuntary Loss of Employment; and

2. are actively seeking Replacement Employment and have registered with 'Work and Income' or a recognised recruitment or personnel agency.

Exclusions

We will not pay any benefit under this Policy if:

1. Your Involuntary Loss of Employment occurred within the stipulated Waiting Period; or
2. You find Replacement Employment within the Excess Period; or
3. You are Self Employed; or
4. Your Permanent Employment was not physically based in New Zealand; or
5. Your Involuntary Loss of Employment occurred due to Your:
    a. unsatisfactory work performance or misconduct, or breach of Your employment contract; or
    b. voluntary redundancy or termination such as Your resignation or retirement; or
    c. employment being temporary, seasonal or casual in nature; or
    d. completion of a specified period of work; or
    e. termination of employment at the end of a probationary period.
6. You are sixty-five (65) years or over at the time of Your Involuntary Loss of Employment.

How do I make a claim?

Making a claim is quick and easy: in 5 steps You can submit Your claim online by visiting the Chubb Claims Centre at www.chubbclaims.co.nz

What will I need to submit a claim online?
You (or Your representative) will need to provide:

1. The Policy number as shown in this Policy, which enables Us to verify the Policy details.
2. Your email address.
3. Your contact information, which allows Us to give You real-time updates on Your claim status or contact You for additional information.
4. Your New Zealand bank account number.
5. Supporting documents. The documents reasonably required vary based on claim type, but may include relevant confirmation of Your:
   - Permanent Employment,
   - Involuntary Loss of Employment,
   - Unemployment,
   - Renti Rewards Membership Program commencement date, and
   - Rent amount.

Costs incurred by You in getting any documents for Us to assess Your claim are payable by You.

What should I do before I submit a claim?
Take reasonable steps to mitigate any further losses or unreasonable and unnecessary expenses.

When should I notify Chubb of my claim?
You should notify Us as soon as reasonably practicable.

Can I claim under this Policy if I can claim for the same expense under another insurance Policy
If You submit Your claim under this Policy, You must inform Us if You have already made a claim under any other insurance policies or tell Us if You have any insurance policies in place which might respond to Your loss. As a general rule, the amount You can recover for Your costs under this Policy or any other policies cannot exceed Your costs.

Where permissible by law, if other valid and collectible insurance is available to any Covered Person for loss also covered by this Policy, other than a policy that is specifically written to apply in excess of this Policy, the insurance afforded by this Policy shall apply in excess of and shall not contribute with such other insurance

Can I claim expenses that I have incurred in obtaining evidence to submit with my claim?
No, expenses incurred by You in obtaining evidence for Us to assess Your claim cannot be claimed as an expense under this Policy. These expenses are payable by You.

Do I need to help Chubb make recoveries for any amounts paid under the Policy?
Yes, You may need to help Us to make recoveries of any amounts that We pay You under this Policy. We have the right to sue under any other party in Your name to recover money payable or paid under the Policy, or to choose to defend any action brought against You. You must provide reasonable assistance to Us in this regard.

How long will it take for my claim to be assessed?
Once We have all relevant information, We will decide Your claim and inform You of Our decision and reasoning within ten (10) business days. If We are unable to make a decision within that time, We will explain why. We will not take more than four (4) months from receiving Your claim to make a claim decision unless there are special circumstances. Special circumstances that may delay our claim decision by up to twelve (12) months include where:

a. Your claim is fraudulent, or We reasonably suspect it is fraudulent;
b. You do not respond to Us; or
c. We have difficulty communicating with You about Your claim that is beyond Our control.

If my claim is approved, how long will it take for me to receive payment?
Once We have approved Your claim, if there is an associated payment due to You, We will issue the payment within ten (10) business days.

I don't have internet access / an email address to submit my claim online; can I still submit a claim?
Yes, however this may increase the time taken to assess Your claim. You can call Us on 0800 422 346 (10:30am to 7pm Monday to Friday NZST/NZDT) to request a claim form to be mailed out to You which can then be mailed back to Us.

Fraud or Deliberate/Reckless Misrepresentation
If You or anyone acting on Your behalf makes a fraudulent claim, or if We discover that You deliberately or recklessly made a misrepresentation when applying for, renewing, or varying this policy, Chubb may decline Your claim and cancel Your cover under this Policy immediately upon written notice to You.

Privacy Statement – How We Handle Your Personal Information

Chubb is committed to protecting Your privacy. Chubb collects, holds, stores, uses, discloses, retains, gives access to and corrects Your personal information in accordance with the Privacy Act 2020 (NZ) and Our Privacy Policy.

For more information on how Chubb handles Your personal information, please refer to Our Privacy Policy. Please note that Our Privacy Policy may change from time to time and where this occurs, the updated Privacy Policy will be posted on Our website available at https://www.chubb.com/nz-en/footer/privacy.html

Complaints and Dispute Resolution Process

If You are not satisfied with any aspect of a Chubb product or service and You wish to make a complaint, please contact:

Complaints and Customer Resolution Service (CCR Service)
Chubb Insurance New Zealand Limited
PO Box 734
Shortland Street Auckland 1140
+64 9 377 1459
Complaints.NZ@chubb.com

We take Your concerns very seriously. Our complaints and dispute resolution procedure has two stages outlined below. Further details regarding Our complaint handling and dispute resolution procedures are available from Our website and on request.

Stage 1 – We handle Your complaint internally
When You contact the CCR Service, please provide Us with Your claim or policy number (if applicable) and as much information You can about the reason for Your complaint. Our CCR Service team members are independent of the original decision maker. They are committed to reviewing complaints objectively, fairly and efficiently.

We will acknowledge receipt of Your complaint within five (5) business days of receiving it from You. We will provide You with the name and relevant contact details of the CCR Service team member assigned to You and Your complaint. We will investigate Your complaint and if We have all the information required, We will provide you our decision within ten (10) business days. If We require more time or further information, We will request it from you. We will update You at least every twenty (20) business days until We finalise our response.

When We provide Our complaint decision to You, or if We cannot resolve your complaint within two (2) months of you lodging it, We will send You a letter confirming your complaint is deadlocked. The 'deadlock' letter explains Our reasons for not reaching a resolution. In Stage 2 You can seek external review if unresolved or you are dissatisfied with the determination.

Stage 2 – You can seek external review
We are a member of a Financial Ombudsman Service operated by Financial Services Complaints Limited (FSCL). This is an external financial ombudsman service approved by the Minister of Consumer Affairs. FSCL provides a free to customers, independent dispute resolution service.

If You are not satisfied with Our complaint determination or We are unable to resolve Your complaint within two (2) months, You may contact FSCL. You must refer Your complaint to FSCL within three (3) months of the date of the 'deadlock' letter (or any longer period permitted under FSCL's Terms of Reference).

Financial Services Complaints Limited (FSCL)
www.fscl.org.nz
PO Box 5967
Wellington 6140
0800 347 257
+64 4 472 3725
complaints@fscl.org.nz

Financial Strength Rating

At the time of print, Chubb has an "AA-" insurer financial strength rating given by S&P Global Ratings. The rating scale is:

AAA Extremely Strong	BBB Good	CCC Very Weak	SD or D – selective default or default
AA Very Strong	BB Marginal	CC Extremely Weak	R – Regulatory Action
A Strong	B Weak		NR – Not Rated

The rating from 'AA' to 'CCC' may be modified by the addition of a plus (+) or minus (-) sign to show relative standings within the major rating categories. A full description of the rating scale is available on the S&P Global Ratings website. Our rating is reviewed annually and may change from time to time, so please refer to Our website for Our latest financial strength rating.

Fair Insurance Code

We are a member of the Insurance Council of New Zealand (ICNZ) and a signatory to ICNZ's Fair Insurance Code (the Code). The Code and information about the Code is available at www.icnz.org.nz and on request.

Duty of Disclosure

What is your duty of disclosure
When You apply for our insurance, We ask you questions. You have a duty to take reasonable care not to make a misrepresentation before entering into this insurance contract. This means You are responsible for providing Us with complete, honest, and accurate responses, including any additional relevant information that may affect Our decision to provide coverage or determine the price of Your premium. This is referred to as Your duty of disclosure. Your duty also applies when You answer on behalf of another insured.

When you need to disclose
Before entering into a contract of insurance with Us, each prospective insured has a duty to answer all questions We ask carefully, completely and honestly. This includes answering our questions about You, any other people, and all property and risks insured under this contract. Your duty also applies when You provide information to your broker who is arranging the contract of insurance.

Each prospective insured policyholder must understand all information provided in support of the application for insurance and take care to make sure it is correct. Each insured policyholder will be bound by the answers and information provided.

Your duty of disclosure continues until the contract of insurance is finalised. This includes notifying Us of any relevant changes that occur before the contract is entered into.

You also have the same duty to disclose relevant information to Us before renewal, extension, variation, or reinstatement of a contract of insurance with Us. You should also provide all relevant information when You make a claim or if circumstances change during the term of the contract of insurance.

We encourage You to ask Us questions if You do not understand any part of the application process or the information provided. It is important for You to understand Your duty and the potential consequences of failing to meet this obligation, before proceeding with your application.

Consequences of not disclosing
If you deliberately or recklessly (i.e. without caring about the consequences) fail to provide us with truthful information, we reserve the right to treat the contract as if it had never been entered into (or is terminated from the time when the variation was made) and refuse all claims under that contract. In such cases, we will retain any premiums you have paid:

If you make a careless or accidental mistake in your answers, we will assess the situation based on what we would have done had we been aware of the correct information:

- If we would not have provided you with the policy at all or would not have varied the policy, we may treat the contract as if it never existed and will return any premiums you have paid.
- If we would have offered or varied the policy on different terms, we may treat the policy as though those terms had been in place from the outset.
- If we would have charged a higher premium, we reserve the right to increase your future premiums or reduce any claim payouts on existing claims, in proportion to the premium we would have charged.

Sanctions

Chubb Insurance New Zealand Limited shall not be deemed to provide cover and Chubb Insurance New Zealand Limited shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose Chubb Insurance New Zealand Limited, or its parent, to any sanction, prohibition or restriction implemented pursuant to resolutions of the United Nations or the trade and economic sanctions, laws or regulations of the European Union, United Kingdom, New Zealand or United States of America.