

This document refers to your CreditCare Plus policy and outlines the details of your insurance. It's important to read your policy wording document and keep it in a safe place, in case you need to refer to it later on.

Part A: The basic terms of the Policy

The Insurance promise

Under the terms of this Policy, CIGNA Life Insurance New Zealand Limited (CIGNA) promises to help you pay your Bank of New Zealand credit card account as detailed in the Policy Schedule, if you:

- become Temporarily Disabled (see Part B);
- become Permanently Disabled (see Part C);
- die (see Part D);
- are made Redundant from employment (see Part E);
- become Bankrupt while Self-employed (see Part F).

From the age of 65 you will be covered for the Death benefit only (see Part D).

The terms and conditions of each benefit are set out below. Important qualifications and exclusions apply to the insurance promise, which are detailed in Parts B to F of this Policy.

Who offers this Insurance?

This Policy is issued by CIGNA, who agrees with Bank of New Zealand (BNZ) to insure BNZ issued credit card account owners (Cardholders).

Start of Insurance Date

The Start of Insurance Date is the date CIGNA or BNZ receives your application, or the date you accept cover over the phone as shown in the Policy Schedule. If this Policy is replacing an existing Policy then the Start of Insurance Date shall be the Start of Insurance Date of the Policy that this replaces.

Who is covered under the Policy?

You are covered under this Policy if you are a BNZ Cardholder named on the Policy Schedule.

What credit cards are covered?

The BNZ credit card shown on your Policy Schedule on which your premium is being charged.

Does my age matter?

As long as you are a BNZ Cardholder and pay the relevant premiums on your credit card account you will be covered under the terms of this Policy. From the Policy anniversary following your 65th birthday this Policy will be renewed annually. The

Policy will renew automatically until your 100th birthday unless you notify us in writing that this Policy is not to be renewed. From the age of 65 you will be covered for the Death benefit only.

What if I'm working part time or not working?

If you are in paid work for less than 25 hours per week either for yourself or for another employer, then you will be covered for the Death benefit only. However, if you commence in paid work for 25 hours or more per week for one employer then the full benefits of the Policy will apply.

The premium

The premium payable is shown on your Policy Schedule.

Your premium is charged monthly to your BNZ credit card account and is calculated on the Total Debit Balance as at the closing date of your monthly statement.

Payment of the premium ensures cover for the month up to the closing date of the statement. If you have a zero or credit balance at the closing date of your monthly statement then you will pay no premium.

You will be notified in writing if the premium rate changes.

Variation of Policy terms

CIGNA may vary any of the terms and conditions of this Policy. You will be notified in writing beforehand of any changes. Notice will be mailed to the most recent address CIGNA has on record for you.

End of Insurance

This Policy will end:

- when your credit card account is closed by you or BNZ, for any reason; or
- when you notify us in writing that the Policy is to be cancelled or is not to be renewed; or
- when your premium is not paid; or
- in the case of an individual Cardholder, CIGNA pays a Permanent Disablement or Death benefit. If an account has joint Cardholders, then cover will continue for the remaining Cardholder named on the Policy Schedule.

Cover for an insured Cardholder will end when he/she reaches 100 years of age.

Claims

If you wish to make a claim you must notify CIGNA as soon as possible but no later than 60 days after the event giving rise to the claim, in writing or by calling CIGNA on 0800 244 623. You will be required to complete a claim form and provide any other information to support your claim, at your expense, as reasonably requested by CIGNA.

In the event of a death claim, CIGNA will require a final death certificate and any other information to support the claim.

All medical information must be provided by an appropriately trained registered medical practitioner. CIGNA's medical advisers may require you to undergo an examination or other reasonable tests to confirm Temporary Disablement or Permanent Disablement.

In the event of a Redundancy claim you must provide CIGNA with adequate ongoing proof that you are actively seeking paid employment. CIGNA will require confirmation of your Redundancy from your employer. In the event that you are offered and refuse employment for which you are Reasonably Suited CIGNA reserves the right to end your claim.

Total Debit Balance means:

the total amount of debt on your covered BNZ credit card account at the date of any event for which a claim is made under this Policy. This amount will exclude:

- any amounts on which premium is not being charged shown as "Over Limit" on your BNZ credit card statement together with accompanying interest;
- any purchases or cash advances you made when you knew of the possibility of an event giving rise to a claim, which in CIGNA's opinion, are outside the normal conduct of your BNZ credit card account.

Can I still use my credit card even if I am receiving a claim payment?

Yes, you can still use your BNZ credit card, but any amounts you spend on your credit card account after the date of the event giving rise to your claim will not be covered and you will be responsible for the payment of those amounts yourself.

Part B: Temporary Disablement cover in detail

How does Temporary Disablement cover work?

This cover only applies if you are in paid employment for 25 hours or more per week for one employer, immediately prior to the disability giving rise to your claim. If this occurs then each month while you remain Temporarily Disabled CIGNA will pay BNZ 15% of the Total Debit Balance at the date of disablement. Cover for Pre-existing Conditions is limited to 5% of the Total Debit Balance at the date of disablement, provided that cover has been in place for 24 months. These payments will not include any interest incurred after the date your disablement occurred. Payments will be the same amount each month and will continue until you are no longer Temporarily Disabled, but CIGNA will not make more than 18 monthly payments or pay more than \$45,000 for any claim or claims arising from the same Accident or Illness. This may result in your credit card account having a credit balance due to CIGNA's payments.

What does Temporary Disablement mean?

Temporary Disablement means:

you are entirely prevented from engaging in work for which you are Reasonably Suited for 30 days in a row and your inability to work is caused by an Accident or Illness.

Reasonably Suited means:

the type of work you would reasonably be expected to do because of your education, training or experience.

Accident means:

bodily injury caused by violent, accidental, external and visible means which occurs after the Start of Insurance Date.

Illness means:

any illness or disease which first occurs at least 14 days after the Start of Insurance Date.

Pre-existing Condition means:

any injury, illness or degenerative condition existing or diagnosed or for which you should reasonably have received medical advice or treatment at or prior to the Start of Insurance Date.

How does Temporary Disablement cover work when you claim more than once?

Each Cardholder can have more than one claim arising from the same Accident or Illness. The maximum amount that CIGNA will pay BNZ, on behalf of the Cardholder, for single or multiple claims for Temporary Disablement arising from the same

Accident or Illness is:

- \$45,000; or
- until 18 monthly payments have been made; whichever occurs first.

When a claim has been paid for Temporary Disablement CIGNA will not pay a new claim until you have returned to paid employment for 25 hours or more per week for one employer for a continuous period of at least six months. However, if you suffer a relapse from the same Accident or Illness or a related cause within six months from the original claim, CIGNA will continue to pay the monthly payment from the date you became Temporarily Disabled as a result of a relapse. This will be deemed to be a continuation of the prior Temporary Disablement payments, which are subject to the maximum benefits outlined above.

If joint Cardholders are involved in the same accident then CIGNA will only pay a maximum of \$45,000 in respect of that event.

Situations in which CIGNA will not pay Temporary Disablement cover

CIGNA will not pay a claim, if your disablement is caused by or contributed to by:

- any Pre-existing Condition within 24 months of the Start of Insurance Date;
- any psychiatric, mental or nervous disorder including stress and stress related conditions;
- any medical treatment or surgical procedure which is not essential for medical reasons and is requested by you for psychological, personal or cosmetic reasons;
- backache and related conditions causing disability unless there is a radiological medical abnormality;
- pregnancy, termination of pregnancy, or complications arising from childbirth;
- intentionally self-inflicted injury;
- alcohol or drugs taken by you (unless prescribed and taken as prescribed by a registered doctor);
- war, invasion, acts of foreign enemies, hostilities, or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power;
- any act of terrorism meaning an act, including but not limited to the use of force or violence and/or the threat thereof, or any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political, religious, ideological, or ethnic purposes or reasons including the intention to influence any government and/ or to put the public, or any section of the public in fear;
- any condition which is, or results from, or is a complication of infection with Human Immunodeficiency Virus (HIV), or any variance including Acquired Immune Deficiency Syndrome (AIDS) and AIDS Related Complex (ARC).

Part C: Permanent Disablement cover in detail

How does Permanent Disablement cover work?

If you become Permanently Disabled CIGNA will pay BNZ as a lump sum, double (two times) the Total Debit Balance before you first became disabled to a maximum of \$45,000. Cover for Pre-existing Conditions is limited to the Total Debit Balance (one times) at the date of disablement provided that cover has been in place for 24 months.

Any amount already paid to BNZ during any preceding period of Temporary Disablement from the same cause as your Permanent Disablement will be deducted, and your cover under this Policy will cease upon payment of the Permanent Disablement benefit.

What does Permanent Disablement mean?

Permanent Disablement means:

you are entirely prevented from engaging in work for which you are Reasonably Suited for six months in a row and your disablement will, in all probability, prevent you from engaging in work for the rest of your normal working life.

Reasonably Suited means:

the type of work which you would reasonably be expected to do because of your education, training or experience. You will be Permanently Disabled only if your inability to work is caused by an Accident or Illness defined as follows:

Accident means:

bodily injury caused by violent, accidental, external and visible means which occurs after the Start of Insurance Date.

Illness means:

any illness or disease which first occurs at least 14 days after the Start of Insurance Date.

Pre-existing Condition means:

any injury, illness or degenerative condition existing or diagnosed or for which you should reasonably have received medical advice or treatment at or prior to the Start of Insurance Date.

How does Permanent Disablement cover work once you have been paid a claim?

If CIGNA pays a Permanent Disablement benefit then your cover under this Policy will cease. In the case of joint Cardholders, cover will continue for the other Cardholder named on the Policy Schedule.

The maximum Permanent Disablement benefit that CIGNA will pay on any credit card account is \$45,000 regardless of the number of Cardholders.

Situations in which CIGNA will not pay Permanent Disablement cover

CIGNA will not pay a claim if your Permanent Disablement is caused by or contributed to by:

- any Pre-existing Condition within 24 months of the Start of Insurance Date;
- any psychiatric, mental or nervous disorder including stress and stress related conditions;
- any medical treatment or surgical procedure which is not essential for medical reasons and is requested by you for psychological, personal or cosmetic reasons;
- backache and related conditions causing disability unless there is a radiological medical abnormality;
- pregnancy, termination of pregnancy, or complications arising from childbirth;

- intentionally self-inflicted injury;
- alcohol or drugs taken by you (unless prescribed and taken as prescribed by a registered doctor);
- war, invasion, acts of foreign enemies, hostilities, or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power;
- any act of terrorism meaning an act, including but not limited to the use of force or violence and/or the threat thereof, or any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political, religious, ideological, or ethnic purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public in fear;
- any condition which is, or results from, or is a complication of infection with Human Immunodeficiency Virus (HIV), or any variance including Acquired Immune Deficiency Syndrome (AIDS) and AIDS Related Complex (ARC).

Part D: Death cover in detail

How does Death cover work?

If a Cardholder named on the Policy Schedule dies then CIGNA will pay BNZ the Total Debit Balance at the date of death up to a maximum of \$50,000.

Any amount already paid to BNZ during any preceding period of Temporary Disablement (see Part B above) from the same cause as your death will be deducted from the Death benefit.

If CIGNA pays a Death benefit then cover under this Policy will cease. In the case of joint Cardholders cover will continue for the other Cardholder named on the Policy Schedule.

Situations in which CIGNA will not pay Death cover

CIGNA will not pay a claim if your death is caused by or contributed to by:

- any injury or illness or degenerative condition existing or diagnosed or for which you should reasonably have received medical advice or treatment at or prior to the Start of Insurance Date, but after cover has been in place for 24 months, this exclusion will cease to apply;
- any medical treatment or surgical procedure which is not essential for medical reasons and is requested by you for psychological, personal or cosmetic reasons;
- pregnancy, termination of pregnancy, or complications arising from childbirth;
- intentionally self-inflicted injury;

- alcohol or drugs taken by you (unless prescribed and taken as prescribed by a registered doctor);
- war, invasion, acts of foreign enemies, hostilities, or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power;
- any act of terrorism meaning an act, including but not limited to the use of force or violence and/or the threat thereof, or any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political, religious, ideological, or ethnic purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public in fear;
- any condition which is, or results from, or is a complication of infection with Human Immunodeficiency Virus (HIV), or any variance including Acquired Immune Deficiency Syndrome (AIDS) and AIDS Related Complex (ARC).

Part E: Redundancy cover in detail

How does Redundancy cover work?

This cover only applies if you are in paid work for 25 hours or more per week for one employer for a continuous period of six months or more and are made Redundant. If this occurs then each month from the date of Redundancy, CIGNA will pay BNZ 15% of the Total Debit Balance before you were notified of Redundancy. These payments will be calculated based on the Total Debit Balance at the date you were notified of Redundancy and will be the same amount each month. These payments will not include any interest incurred after your notification of Redundancy. Payments will continue until you return to work or the original Total Debit Balance at the date of notification of Redundancy has been paid (whichever comes first), but CIGNA will not pay more than \$25,000 for any claim.

Redundancy cover does not apply to anyone who:

- is Self-employed;
- is employed in seasonal work, part time work, relief work or on a defined-period employment contract;
- takes voluntary Redundancy;
- is dismissed;
- voluntarily resigns.

Self-employed means:

you are employed by a company of which you or your immediate family have direct or indirect control, or you work for yourself in the capacity of a self-employed contractor, sole trader or otherwise, for remuneration for 25 hours or more per week.

Redundancy means:

you are unemployed for at least 30 days in a row because your position is disestablished, as it is no longer needed by your employer.

Situations in which CIGNA will not pay Redundancy Cover

CIGNA will not pay a claim if:

- your Redundancy, or the possibility of Redundancy was known to you prior to you taking out this Policy; or
- written or verbal notification of impending Redundancy occurs within 60 days of the Start of Insurance Date; or
- Redundancy results from a strike or labour dispute involving you or your employer

You can claim more than once for Redundancy

You can have more than one claim for Redundancy but you must have been working for 25 hours or more per week for one employer for at least six months before you make another claim arising from Redundancy. CIGNA will not pay more than \$25,000 for any claim for Redundancy.

Part F: Bankruptcy cover in detail

How does Bankruptcy cover work?

This cover only applies if you are Self-employed and become Bankrupt at least six months after the Start of Insurance Date. If this occurs CIGNA will pay BNZ 60% of the Total Debit Balance of your BNZ credit card account at the time you became Bankrupt, but CIGNA will not pay more than \$10,000. If a BNZ credit card account has joint Cardholders then CIGNA will still pay BNZ 60% of the Total Debit Balance of that BNZ credit card account in the event that one joint Cardholder becomes Bankrupt.

What does Bankruptcy mean?

Bankruptcy means the Court has declared you Bankrupt as a result of your creditors asking the Court to do so. You are not covered for voluntary Bankruptcy.



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YOUR POLICY DOCUMENT

CreditCare Plus