

Lifestyle Protection Insurance



Policy Document

 **Quest**
insurance



 **Lending
People**

LIFESTYLE PROTECTION INSURANCE

Please read this section carefully as it contains important information about your Lifestyle Protection Insurance Policy.

Thank you for choosing Quest Insurance
Quality insurance YOU can rely on



In consideration of the premium paid and subject to the terms, conditions and exceptions set out below and attached, we will indemnify you to the extent of this Policy for any insured event that occurs within New Zealand.

CONTENT

The Policy	3
Levels of Cover	3
What Do These Cover	4
Making a Claim	5
Exclusions	6
Conditions	7
Frequently Asked Questions	8
Important Notices, Disclosure of Information, Protecting your Privacy, Insurance & Financial Services Ombudsman, Insurer Financial Strength	9
Contact Details	Back Cover

YOUR POLICY

What your policy consists of

Your Lifestyle Protection Insurance policy consists of your policy wording and the information you provided in the application form and subsequent forms completed by you when applying for this insurance. Please take the time to read your policy document as it contains information you need to know and understand.

If you change your mind

If you decide that this policy is not for you, you can change your mind. However you must advise us in writing within 3 days of the commencement date. We'll then cancel it and refund any premium that you have paid. This does not apply if you have already made a claim on your policy.

The agreement between you and us

In providing you with this insurance, we have relied on the information that you have provided to us in your application form. We have also relied on you to disclose any other facts material to this insurance. If you have failed to tell us any information relating to your insurance policy, your policy may not be valid and you may not be covered if you make a claim.

If you are not sure whether you should give us some information, call us anyway on 0800 800 783, we'll talk it over with you and let you know if it affects your policy.

Our responsibilities to you

Our aim is to provide insurance products that not only protect you but also those closest to you. Our strength comes from knowing our customer's needs and fulfilling them. Our commitment to you is:

- To provide you with a fast personalised service
- To act on your requests efficiently
- To give you information and advice to help you understand your insurance policy terms and conditions.

LEVELS OF COVER

Standard Cover: Life Cover & Disability Cover.

Elite Cover: Life Cover, Disability Cover, Redundancy Cover & Bankruptcy Cover.

WHAT DO THESE COVER

Life Cover

If you pass away during the period in which you are covered by Lifestyle Protection Insurance, we will pay the death benefit, as selected by you at the commencement of your policy.

The Life Cover component of your policy will reduce on a pro rata basis over the term of the Policy.

Disability Cover

If you are unable to attend your usual business or employment resulting from any illness (as long as it is not an exclusion to the policy see pages 5 to 6) we will pay the nominated benefit. The amount payable is the monthly benefit, as selected by you at the commencement of the policy, calculated on a daily basis. The benefit will stop once you return to your usual business or employment.

We will not be liable for:

- The first 14 days any disablement or
- Any illness which manifests itself within 28 days of the commencement of the policy.

Please note that any single claim under the disability component of this Policy is restricted to a maximum of 50 weeks.

Redundancy Cover

If you are working for salary or wages for a minimum of 30 hours per week we will cover you for redundancy resulting in the loss of your employment (this does not include, for example, self employed people or working directors).

The redundancy benefit will be payable if:

- Prior to being made redundant, you were in continuous permanent fulltime employment for 3 calendar months and
- You continue to actively seek alternative employment.

The amount payable will be the monthly benefit, as nominated by you at the commencement of the policy, calculated on a daily basis, for up to 180 days.

Please note the following:

- Any redundancy claim will not be paid if the policy holder was aware of the pending redundancy at the time of taking out the policy
- This provision is not available should the policy holder become redundant within 30 days of the policy being written.

Bankruptcy Cover

If you are adjudicated bankrupt by the High Court during the term of your policy we will pay the amount payable for bankruptcy cover, provided that:

- The bankruptcy is pursuant to a Creditors' Petition under the Insolvency Act 2006
- You are self employed and had been trading in the same style and same business for not less than 3 years prior to the commencement of your policy.

The amount payable will be six times the monthly benefit as selected by you at the commencement of your policy, subject to a maximum amount payable of \$10,000.

MAKING A CLAIM

If you think you may need to make a claim, please call us on 0800 800 783 as soon as possible after the event. We will talk through the claim with you and send you a claim form to get the process started.

How you can help us help you

In the event of a claim, we may require certain documents to support your claim, the sooner you can organise to get these to us, the sooner we can process your claim. Here's (at least) what we need: In the event of a Death Claim – your estate needs to notify us as soon as possible, they will need to supply us with a death certificate.

In the event of a Disability Claim – you need to notify us as soon as possible, we may require medical certificates and a letter from your employer confirming your absence from work. In the event of a Redundancy Claim – you need to notify us as soon as possible, we may require a letter from your previous employer confirming the redundancy.

In the event of a Bankruptcy Claim – you need to notify us as soon as possible, you need to provide us with written evidence from a Chartered Accountant and related court documents together with any other information we may require to validate your claim.

Honesty is the Best Policy

If you wish to make a claim on your policy, all documentation provided by you must be honest, just as we'll be honest with you. If your claim is dishonest or fraudulent in any way we have the discretion to decline your claim and end the policy.

Making claiming easy

Here are some simple tips that will help save you time in the event of a claim: Keep your policy in a safe place, so that you have it when you need it.

- Have any other relevant information ready when you contact us.
- Have your policy number handy when you contact us.
- Keep us up to date if you change address or if any of your other contact details change.
- Let us know if there is something that you are not sure about so that we can explain it to you and guide you through the process.

EXCLUSIONS TO THE POLICY

This section explains things that your policy doesn't cover. If you have any questions please contact us on 0800 800 783 and we will run through it with you.

No amount shall be payable in respect of:

Pre-existing conditions

No claim shall be payable as a consequence of, or in any way attributable, to any medical condition which was diagnosed or in respect of which the symptoms were known prior to the inception date of this policy.

Infectious diseases

Infectious diseases such as Human Immunodeficiency Virus (HIV), Severe Acute Respiratory Syndrome (SARS), and other infectious diseases that could potentially cause death, or any infection caused by any sexually transmitted disease.

Pregnancy

The normal effects of pregnancy, childbirth, menopause, abortion, miscarriage or parental leave.

Medical or surgical

Medical or surgical treatment including cosmetic surgery (except where such treatment is rendered necessary by an insured event).

Self inflicted injury

Suicide or intentional self injury or deliberate and reckless exposure to exceptional danger (except in an attempt to save human life).

Mental illness

Any psychological, mental or nervous condition or disorder (this includes but is not limited to depression, anxiety or any stress related condition).

Excluded conditions and events

- War, terrorism and related risks
- Redundancy due to cessation of work where the work is of a seasonal, contractual, self-employed or temporary nature or where you are employed for a specified period
- By reference to specified work and become unemployed at the expiration of the period or on completion of the work
- Redundancy, business interruption, bankruptcy, suspension or hospitalisation that you knew or ought to have known was possible, probable or likely at the commencement of this policy
- Alcoholism, chemical or drug dependency.

Any event happening to you whilst engaging in

- Air travel other than as a passenger or air crew in an aircraft fully licensed for the carriage of passengers
- Exceptionally dangerous recreational activities including but not limited to parachuting, motor racing of any kind (including motorboat racing), hang-gliding, paragliding, mountaineering and scuba diving
- Professional sporting activities
- A criminal act
- Driving a vehicle under the influences of either intoxicating liquor, narcotics or drugs.

POLICY CONDITIONS

Our Lifestyle Protection Insurance Policy has some important terms and conditions. This section explains and details these, what they are and what you need to know. If you have any questions please call us on 0800 800 783 and we will run through this with you.

Free look period

You have 3 days after your policy commences to check that the policy meets your needs. Within this period you may, in writing, tell us to cancel the policy.

Renewal of the policy

The policy is renewable on each policy anniversary. To renew the policy you need to contact us to advise of your intention to do so. You will need to pay the policy premium as a lump sum payment, the payment must be made within one calendar month of the policy anniversary.

Termination of the policy

The policy will automatically terminate if any premium of the policy is not paid within one calendar month of the date on which it first becomes due. We reserve the right to terminate the policy without the need to notify you, no benefits will be payable and we will retain all premiums paid for the policy if:

- There is a misstatement by you in the application or any other documentation
- You did not disclose to us any matter material to any risk insured by us under the policy A fraudulent claim under the policy is made.

FREQUENTLY ASKED QUESTIONS

Once you have read your policy, you may have a few questions to ask us. We've added a few frequently asked questions in here to help you.

If you need more help or want further information give us a call on 0800 800783, we'll be happy to help.

Please note that this section is here to assist you and does not form any part of your policy.

What else do you need to tell us?

You need to tell us about anything that could affect your insurance with us. For example; if you have any pre-existing medical conditions that you are aware of or if you change your name or address during the period covered by the insurance. These examples are only a guide.

What do I need to provide to make a claim?

You will need to supply a fully completed claim form which you can obtain by requesting one from us. You must complete all of the relevant parts of the claim form honestly, accurately and completely and return it to us at your earliest convenience.

How will I know when my cover starts?

The cover provided by this policy starts from the start date shown on your Certificate of Insurance. If you are unsure about any aspect of the duration of cover please call us on 0800 800 783 and we'll be happy to answer any questions you have.

Why do I have to tell you about my pre-existing medical conditions?

We need certain information to decide whether we'll accept your application for insurance. We treat all the information you give us in accordance with the Privacy Act 1993.

What happens if I don't give you all the information you have asked me for?

If we accept your application and the information you have given is inaccurate or incomplete, your policy may not be valid.

Do I have to pay an excess on any claims I make?

No, there is no excess.

Now that I have insurance am I covered for everything?

While we cover you for many major unexpected events, we don't cover everything. You can find out what your policy doesn't cover in the 'Exclusions and Conditions' section of your policy document and on pages 5 to 6 of this booklet.

If you have any other questions just call us on **0800 800 783**.

IMPORTANT NOTICES

In completing this insurance, you were asked a number of questions. You have a duty to tell us everything you know that is relevant to this insurance that a prudent insurer would want to take into account in deciding whether to accept your application and, if so, on what terms. If you do not give us accurate and full information, we may decline a claim, cancel your insurance or treat the insurance as being invalid from the outset. If anything changes, you must also tell us. All personal information is obtained in accordance with the Privacy Act and you are entitled to access and correct the personal information we hold about you.

- Quest Insurance Group Limited are the intended recipient of this information, but it may also be passed on to others.
- We may also obtain from others information relating to this insurance for underwriting or other insurance purposes.
- If you give us information about someone else, you confirm you have their permission, and their information may be treated in the same way as yours.

STATUTORY FUND

We are required under the Insurance (Prudential Supervision) Act 2010 to establish and maintain a statutory fund. The statutory fund relevant to your policy is the Quest Insurance Group Statutory Fund.

DISCLOSURE OF INFORMATION

Your Policy records a contract of insurance between you and us. The insurance application form is deemed to be incorporated in and forms part of this Policy.

In providing you with this insurance, we have relied on the information that you disclosed to us. We have also relied on you to disclose any other facts material to this insurance as required by law. If we discover that all facts material to this insurance have not been disclosed, we have the right to alter the terms and premium of this insurance or to void this insurance from its inception.

Subject to the rights set out in the Criminal Records (Clean Slate) Act 2004, you are under a duty to disclose all material information to us whether the information is asked for or not.

PROTECTING YOUR PRIVACY

This Policy collects personal information about you to evaluate the insurance you seek. Quest Insurance Group Limited, are the intended recipients of this information, but it may also be passed onto others. The collection of this information is required pursuant to the common law duty to disclose any material facts relevant to the insurance sought and is mandatory. The failure to provide this information may result in your claim being declined. You have the right of access to, and correction of this information, subject to the provisions of the Privacy Act 2020. The information will be held at our office. The information may be used for the purposes of marketing by us.

INSURANCE & FINANCIAL SERVICES OMBUDSMAN

Quest Insurance Group Limited, is a member of the Insurance & Financial Services Ombudsman Scheme (IFSO Scheme). The IFSO is an approved dispute resolution scheme that is accessible, independent, fair, accountable, efficient and effective. It is a free service for our customers. If we are unable to resolve your problem, contact the IFSO Scheme:

web: www.ifso.nz • email: info@ifso.nz
or phone: 0800 888 202

INSURER FINANCIAL STRENGTH

Quest Insurance Group Limited has been issued a Financial Strength Rating of B (Fair) and an Issuer's Credit Rating of bb+ (Fair), with the outlook on both ratings assigned to 'Stable'. These ratings were issued by A.M. Best.

A.M. Best's Financial Strength Rating (FSR) Scale

Rating Categories	Rating Symbols	Rating Notches
Superior	A+	A++
Excellent	A	A-
Good	B+	B++
Fair	B	B-
Marginal	C+	C++
Weak	C	C-
Poor	D	-

*Each A.M. Best's Financial Strength Rating Category from "A+" to "C" includes a Rating Notch to reflect a gradation of financial strength within the category. A Rating Notch is expressed with either a second plus "+", or a minus "-".



CONTACT DETAILS

We may be contacted by telephone or email as follows:

CLAIMS: Phone: 0800 800 QUEST (0800 800 783)
Email: info@questinsurance.co.nz

ENQUIRIES: Email: enquires@questinsurance.co.nz

ADDRESS: 6B Pacific Rise, Mt Wellington, Auckland
POST: Private Bag 14923, Panmure, Auckland