

# maxirider scooter insurance policy

## GENERAL INFORMATION

*This applies to all parts of this policy*

### Our agreement with you

In return for you paying the premium, we will provide the insurance cover set out in this policy and the schedule. We do so strictly on the basis that when applying for, or renewing this insurance, you have fully fulfilled your obligation to disclose to us all material facts, and that all information provided to us is true and correct.

### 14 day review period

Please read the policy carefully. If you are not satisfied with it and you tell us in writing within 14 days of the date cover starts, you can cancel the policy if no claim is made. If you choose to do this, we will return any premium you have paid.

### The way we handle your personal information

We collect personal information from you for the purpose of providing you with insurance products, services, processing and assessing claims.

You can choose not to provide this information; however, we may not be able to process your requests.

We may disclose information we hold about you to other insurers, an insurance reference service, other interested parties or as required by law. In the event of a claim, we may disclose information about you from investigators or legal advisers.

You can request access to and correction of personal information collected according to the provisions of the Privacy Act 1993.

### Duty of Disclosure: what we must be told

#### When you apply for insurance or review it

When you apply for insurance you have a duty to fully disclose all material facts. This means you must tell us everything you know (or could reasonably be expected to know) which would influence the decision of a prudent underwriter:

- whether to give you insurance; and
- if insurance is given, what terms will apply and how much it will cost.

This duty of full disclosure also applies each time your policy renews, and /or when you make any change to it.

If you fail to tell us everything we need to know, the policy may be avoided by us and any premium you have paid returned by us to you. If you are not sure whether you need to disclose a particular fact, please ask us.

#### While insurance is in force

While this policy continues we must be told as soon as you know about any of these:

- any change to your scooter which increases its market value;
- anyone becomes a new rider of your scooter;
- any rider has their licence restricted, suspended or cancelled, or has demerit points added, or incurs any traffic offence or speeding infringement;
- any change of residential address by you or the person who uses your scooter the most.

If we are told about a change, we can alter the premium or the terms of this policy (or both) immediately. If we are not told, we have the option to either decline any claim made after the change, or to avoid this policy from the date of the change.

### Your contract

Your insurance policy is a contract between you and us. Your contract is made up of:

- The proposal.
- This policy wording.
- The current policy schedule.

Together, these documents set out the terms and conditions of your policy. It is your responsibility to make sure that all details contained on the policy schedule are correct.

## DEFINITIONS

**Accessory/Accessories** means equipment not factory fitted by the manufacturer when the scooter is new, but added later. It includes any non-standard optional fittings (including sidecar or trailer) that are shown in the schedule. The value of an accessory is included in the market value.

**Accidental/Accident** means an event unexpected and unintended by you.

**Accidental loss** means physical loss or physical damage to your scooter from an accident.

**Bodily injury** means accidental death of, or bodily injury to, any person, including sickness, disease, disability, shock, fright, mental anguish or mental injury.

**Insurance year** means each period of 12 months from the date this policy first starts, or from the date of any subsequent annual renewal.

**Liability** means a legal responsibility to pay compensation to another person.

**Loss** means physical loss or physical damage.

**Market value** means the reasonable cost to purchase a scooter on the retail market which is the same year, make, model and specification as your scooter, has done the same

mileage, and is in the same general condition. It includes the value of any fitted accessory which is insured.

**One event** means a single event or a series of events which have the same cause.

**Period of insurance** means the period shown in the schedule.

**Rider/your rider** means a rider of your scooter who is eligible to be covered under the terms of "The rider of your scooter" on page 7 of this policy.

**Schedule** means the schedule to this policy which shows details about you and your insurance. When your insurance changes or renews, we will give you a new schedule to replace the previous one.

**Third party** means any person or entity other than you, your rider, any passenger of you or your rider or any person who ordinarily lives with you or your rider or who has a family relationship with you or your rider.

**Third party property** means property owned by a third party other than you or your rider.

**Total loss** means that your scooter is stolen and not recovered, or, if damaged, the reasonable cost to repair it is uneconomic or more than its market value.

**We, us and our** means IAG New Zealand Limited.

**You and your** means the "Insured" named in the schedule.

**Your scooter** means the scooter and accessories shown in the schedule which you own, lease or are buying under a finance agreement and as more particularly defined in "The scooter we cover" on page 7 of this policy.

## MAXI RIDER ROADSIDE ASSISTANCE

**24 hours a day, 365 days a year.**

**Phone – 0800 807 926**

By purchasing the Maxi Rider Comprehensive Scooter Insurance Policy, your scooter is eligible for Roadside Assistance. The Roadside Assistance benefit provides you with a maximum of three call outs per year to a maximum value of \$100 (plus GST) per event. You and any person named on the policy schedule can receive assistance in any of the following situations:

### Flat Battery/Jump Start

If a battery replacement is required, this can be done in conjunction with the Swann Insurance Authorised Repairer network.

### Lost/Locked Keys

Unlock the scooter or if appropriate transport the scooter to the nearest place of repair.

### Flat Tyre

Assistance with changing a spare tyre, inflation and/or transportation of the scooter to the nearest repairer.

### Out of Fuel

Delivery of 5 litres of petrol free of charge.

### Towing (excluding Accident)

If the scooter cannot be mobilised or accessed at the roadside (Public Roads only) Roadside Assistance will arrange for the

scooter to be transported to the nearest repairer or place of secure storage. Storage costs will be the responsibility of the caller.

If at the time of the breakdown the scooter was towing a trailer or sidecar, this will be transported to the nearest place of safety.

## Accident, Theft, Vandalism

If the owner's scooter has been immobilised due to an accident, theft or vandalism, Roadside Assistance will provide advice to the owner. Roadside Assistance can arrange accommodation, taxi, rentals etc at the owner's expense.

## Operator Assistance

In the event of a breakdown, accident or medical emergency the operator can relay urgent messages to family, friends or business associates.

## Travel Direction

Should you become lost or require travel directions the operator can provide help and assistance on how to reach your planned destination.

## Exclusions for Roadside Assistance

The following exclusions apply to the Roadside Assistance benefit:

- Customers who do not hold a Maxi Rider Comprehensive Insurance Policy.
- Any costs incurred over the maximum call out cover of \$100 plus GST.
- Any call outs over the three call out limit, during the Insurance Year.
- Costs relating to parts, labour and any associated costs from the repair of the insured scooter under the assistance programme, including but not limited to replacement batteries and tyres etc shall be at the owners/riders expense.
- Scooters used in scooter racing, rallies, speed or duration testing or any practice thereof.
- Rental scooters, Couriers and Taxis do not qualify for the Roadside Assistance benefit.
- Claims arising from the loss or damage to the contents of the scooter.
- Claims arising from a recurring electrical or mechanical limit resulting from improper maintenance or servicing where a known fault and repair has been neglected.
- Situations where the scooter is disabled by floods, snow affected roads, or is not accessible due to adverse conditions.
- Scooters being bogged in Off Road conditions and not accessible by normal two or four wheel drive recovery vehicles.
- Scooters located off public roads (other than private residence), not accessible by normal two or four wheel drive recovery vehicles.
- Any situation where you are not going to be with your scooter when Roadside Assistance attends your callout.
- Scooters that have been modified from the standard manufacturer's specifications.
- Scooters other than those confirmed as covered by the Roadside Assistance programme.

- Scooters not displaying a current scooter registration certificate and warrant of fitness.

## YOUR SCOOTER, ITS RIDERS, AND ITS USE

*This applies to all parts of this policy*

### Where we provide cover

This policy covers events which happen anywhere in New Zealand. This includes transport between places in New Zealand.

### Transporting your scooter

When your scooter is transported by sea between places in New Zealand, this policy will meet the cost of General Average and Salvage Charges payable by you according to Foreign Statement or to York-Antwerp rules in accordance with the contract with the carrier or Rules and Regulations and Acts which govern the carrier.

### The scooter we cover

#### What is covered

Your scooter includes any of these while in it or on it, or being used in connection with it:

- equipment supplied and fitted by the manufacturer;
- accessories which are noted in the schedule;
- tools and breakdown equipment supplied by the manufacturer which would normally stay with your scooter when sold, but not more than \$300 in total;
- your helmet when noted in the schedule under "Helmet Cover", but not more than \$500 and only when it suffers accidental damage as a result of a crash involving your scooter. Loss as a result of theft or attempted theft is excluded.

### Named Rider

If you have selected the Optional "Named Rider" cover on the proposal, the policy will only provide cover if your scooter is being ridden by the person named as the insured person on the proposal.

#### What is not covered

- Any scooter modified from the manufacturer's original design or specifications.
- Any scooter which is unsafe or unroadworthy, but only if it is reasonable to expect you to know about it.
- Any scooter which is part of any business stock or stock in trade, other than when it is placed for sale on your behalf.
- Any fitted CB radio, two way radio or telephone.

### Modified scooters

A modified scooter is one where the engine, steering, suspension or wheels have been replaced or changed from the manufacturer's original specification or recommendations.

### The rider of your scooter

#### When there is cover

This policy provides cover if the rider is:

- you;
- any person you permit to use your scooter, provided such

person fulfils and complies with all of the conditions and obligations under this policy that you are required to meet.

#### When there is no cover

This policy does not provide cover if the rider of your scooter:

- does not hold a current driver's licence to ride your scooter, if a licence is required;
- is in breach of a condition of their driver's licence while riding your scooter.
- is not one of the "Named Riders" if we have made the policy subject to our Named Riders Warranty;
- is riding or has control of your scooter:
  - while the proportion of alcohol in their blood or breath is higher than the law allows;
  - under the influence of alcohol or any other intoxicating substance or any drug;
  - refuses to supply a specimen of breath and/or blood as requested pursuant to the Transport Act 1962;
  - does not comply with all of the duties prescribed by the Transport Act 1962 upon being involved in an accident involving your scooter.
- fails to report the accident to Police or remain at the scene of the accident long enough for interested persons to attend.

#### Current driver's licence

This policy provides cover if the rider has a Learner Licence or a Restricted Licence, and that rider complies with all the conditions when using your scooter.

#### Theft or illegal conversion

This policy does not cover the rider of your scooter if they have stolen or illegally converted your scooter.

### What your scooter can be used for

#### What is covered

This policy provides cover when your scooter is used for any of these:

- any private purpose;
- your business, profession or occupation (excluding courier use) provided you have advised us on the proposal;
- courier use, provided you have advised us on the proposal.

#### What is not covered

This policy does not provide any cover when your scooter is used for any of these:

- carrying any passenger for payment unless your scooter is being used for pillion passenger tours for which you and your scooter are licensed;
- under a hire agreement, or rider instruction, unless you are the rider;
- taking part in, or practising for, any race, time trial, rally, sprint, drag race, or any similar motor sports, or use on any scooter race track unless you are participating in an approved rider course with our consent;
- taking part in, or practising for, any experiment, demonstration, stunt or test;
- being used for fast food delivery or in connection with emergency or law enforcement services.

## DEFINITIONS

### 1. "Full Cover" for your scooter

This part of the policy covers accidental loss to your scooter subject to the terms, conditions, extensions, and exceptions set out elsewhere in this policy.

If the schedule shows your type of cover is "Third Party, Fire and Theft", "Third Party Only" or "Fire and Theft" your cover is limited to what is shown under Sections 2, 3 and 4 respectively on page 4.

#### What is covered

- Accidental loss to your scooter during the period of insurance.
- Your liability to third parties covered under "Insurance cover – liability" on page 5 of this policy.
- If your scooter is not fit to ride as a result of accidental loss, the reasonable cost, up to \$500, to transport it to the nearest repairer, or to any other place we approve.
- The reasonable cost up to \$500, to return your scooter to your home address, or any other place we agree to, after it is repaired as a result of accidental loss.

#### What is not covered under all sections of this policy

- Wear and tear, corrosion or rust.
- Depreciation.
- The cost to repair or replace:
  - any part which fails or breaks down including any mechanical damage, electrical damage or electronic damage;
  - loss or damage caused by leaking of, lack of, or incorrect amounts or use of fuel, oil, coolant or hydraulic fluid;
  - loss or damage to any tyre or any tube by puncture, cut, bursting or the use of brakes unless such damage is as a direct result of any accidental loss to your scooter which is covered by this policy.
- Any consequential losses other than those specifically set out in section 3 on page 4.
- Any loss or damage deliberately caused by you or any person legally using your scooter.
- Any loss or damage caused by failure to properly safeguard the scooter after it was stolen and found, or after it has broken down, or after an accident.

### Changing Scooters

If you buy a replacement scooter for your scooter, valued at less than \$30,000, this policy covers the replacement scooter for 30 days from the date you buy it.

As soon as reasonably possible, but not later than 30 days after purchase you must:

- give us the details (by completing a written form if we ask);
- pay any additional premium we require;
- meet the Duty of Disclosure.

All the terms of this policy apply to the replacement scooter.

Cover for the replacement scooter ends at the conclusion of the 30 day period after purchase unless we notify you that it is covered.

The replaced scooter does not remain covered if we are covering the new scooter.

### 2. Third Party, Fire and Theft

#### What is covered

- Your liability to third parties under "Insurance cover – liability" on page 5 of this policy.
- Loss to your scooter during the period of insurance by fire (other than fire in an accidental loss whilst being ridden by you or your rider) or theft.
- If your scooter is not fit to ride as a result of accidental loss, the reasonable cost, up to \$500, to transport it to the nearest repairer, or to any other place we approve.

### 3. Third Party Only

#### What is covered

- Your liability to third parties under "Insurance cover – liability" on page 5 of this policy.
- If your scooter is not fit to ride as a result of accidental loss, the reasonable cost, up to \$500, to transport it to the nearest repairer, or to any other place we approve.

### 4. Fire and Theft

#### What is covered

- Loss to your scooter during the period of insurance by fire (other than fire in an accidental loss whilst being ridden by you or your rider) or theft.
- If your scooter is not fit to ride as a result of being stolen and found damaged, or fire (other than fire in an accidental loss whilst being ridden by you or your rider), the reasonable cost, up to \$500, to transport it to the nearest repairer, or to any other place we approve.

### Special cover for collision with an uninsured third party

This cover applies only if your type of cover is either "Third Party, Fire and Theft," or "Third Party Only."

Where you suffer an accidental loss to your scooter by collision with a vehicle owned by a third party who is not covered by insurance for the loss to your scooter, we will pay you up to \$3,000 including GST, or the market value of your scooter, whichever is the lesser, provided that you:

- can establish that the driver of the other vehicle was to blame for the accident and they are refusing to pay you for your loss;
- give us the correct registration number of the other vehicle and information we need to identify the driver (including name and address of the owner/driver);
- give us reasonable help to recover anything we pay you from the driver of the other vehicle, or from its owner.

### Special cover for Transit

We will pay for loss or damage to your scooter whilst it is being transported.

We will only pay if the loss or damage is caused by:

1. Fire, flood, collision or overturning of the conveying vehicle, or
2. Lightning, earthquake or explosion, or
3. Storm or rainwater.

### How much we pay

Where we are required to pay for accidental loss to your scooter we can choose any of these ways to settle a claim:

- pay the reasonable cost of repairs to your scooter;
- pay you an amount equal to the reasonable cost of repairs;
- treat your scooter as a total loss and pay an amount equal to its market value or the "Sum Insured" shown in the schedule, whichever is the lesser;
- pay the reasonable cost up to the "Sum Insured" in the schedule to replace your scooter with one which is the same year, make, model and specification, has done the same mileage, and is in the same general condition;
- pay you the maximum amount listed in the Special cover under "Third Party Only" on page 10 of this policy.

When we settle a claim as a total loss this policy ends, and we keep any premium already paid. If you are paying your premium by instalment the full amount of all instalments not paid, even if not due yet, in the current period of insurance will be deducted from the settlement of your claim.

We become the owner of your scooter. If the schedule shows a specific amount for any part of your scooter then this is the most that we pay.

The payment or settlement of any claim is subject to any applicable excess shown in the schedule and/or the policy, and as set out in "Excess" on page 6 of this policy.

### Reasonable cost of repair

This is based on using parts which are consistent with the age and general condition of your scooter.

If the reasonable cost of repairs to your scooter will put it in substantially better condition than before the accident, you must contribute an appropriate amount towards this cost if we ask you to. If it is not practicable or reasonable to repair your scooter to exactly its condition before the accident, any repairs made to settle a claim will be reasonably comparable with that condition.

### Unavailable parts

If any part needed to repair your scooter is not available from stock in New Zealand, then the most we will pay is the price most recently published in New Zealand by the manufacturer, plus the estimated reasonable cost of fitting.

### Special price protection for "Full Cover" policies

This applies if your scooter is a total loss within 12 months of the date you buy it.

If your scooter is not more than 1 year old at the time of loss.

We pay one of these which you choose:

- the reasonable cost to replace it with a new scooter of the same make, model and specification, if one is currently available in New Zealand; or
- an amount equal to its market value.

## INSURANCE COVER - LIABILITY

### Cover for liability to third parties

*Applies to all types of cover except "Fire and Theft"*

This part of the policy covers liability to third parties for accidental events involving your scooter. It covers any rider of your scooter allowed by this policy.

#### What is covered

- Any legal liability in a civil action brought by any third party for damage to that third party's property, where such property damage was suffered in any accident whilst your scooter was being ridden by or in the control of you or your rider during the period of insurance.
- Your reasonable legal defence costs and any costs or expenses awarded against you or your rider in any such civil action.

#### What is not covered

- Any legal liability for loss to any property owned by or in the possession or control of, or carried by, you, your rider or any passenger of you or your rider.
- Liability which exists only because of an agreement with someone else.
- Any fine, or any punitive, exemplary or aggravated damages which a court awards against you or your rider.
- The cost of defending legal proceedings brought in any court outside New Zealand, and any judgement against you or your rider, or any other associated costs or damages.
- Liability in connection with any seepage, pollution or contamination (including the cost of removing, nullifying or cleaning up) unless the seepage, pollution or contamination results from an accident involving your scooter during the period of insurance.

### Liability cover for other situations

We will give you this liability cover in the situation explained below if all of these things apply:

- There is no other insurance which covers the liability;
- The rider meets all the requirements of this policy;
- Your scooter and its use meet all the requirements of this policy.

### If your scooter is used for your employer

We give your employer this liability cover while your scooter is being used for the business of your employer by you, or by any other employee who has permission from you.

### How much we pay

The maximum amount we pay for liability is \$1,000,000 for loss to property.

The maximum amount we pay applies to the total of all claims on this policy in any insurance year. If you and any other person claim for liability which results from one event, we cover you first. At any time after a claim for any liability is made we have the option to pay the maximum amount, or any lesser amount which the claim can be settled for, and this payment will meet all our obligations under this policy in connection with the liability.

## Things not covered by any part of this policy

*This applies to all parts of this policy*

There is no cover under any part of this policy for loss or liability in connection with any of these:

- war, terrorism, invasion, act of foreign enemy, warlike operations (whether one has been declared or not);
- civil war, rebellion, revolution, insurrection, military or usurped power;
- confiscation, nationalisation, or requisition by the order of Government, local body, or authority, unless it is to prevent a loss for which a claim would have been covered by a part of this policy;
- nuclear weapons material, ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear wastes which result from the combustion (including self sustaining process of nuclear fission) of nuclear fuel;
- contamination by chemical and/or biological agents which results from an act of terrorism. An act of terrorism is an act, including but not limited to the use of force or violence and/or threat thereof, of any person or group(s), whether acting alone or on behalf of or in connection with any organisation(s) or government(s) that from its nature or context is done for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public, or any section of the public in fear.
- bodily injury to any person;
- earthquake or volcanic eruption.

## CLAIMS

### Excess

If you claim on this policy, you must pay any applicable excess(es) set out in the schedule and/or the policy.

### Types of Excess

There are six types of excess that apply to this policy.

- Basic Excess
- Age Excess
- Licence Excess
- Theft Excess
- Special Excess
- Undisclosed Rider Excess

The excess you must pay is the total of these excess amounts added together, unless otherwise stated.

### Basic Excess

The basic excess is the standard excess applicable to all riders. The basic excess is \$250.

### Age Excess

The age excess is based on the age of the rider of the scooter at the time of an accident

- For riders 22 – 24 years of age this amount is \$500.
- For riders 21 years and under this amount is \$750.

You do not have to pay an age excess if the scooter is stolen.

### Licence Excess

The licence excess is based on the type of licence the rider of the scooter has at the time of the accident. The licence excess of \$500 applies to all riders who hold a restricted licence, learners permit or do not hold a full New Zealand licence.

### Theft Excess

The theft excess will apply if your scooter is stolen or is damaged as a result of theft or an attempted theft.

The theft excess is:

- Theft Excess - \$250;
- Harley Davidson Excess - \$250;
- Off Road F&T Theft Excess - 5% of the market value.

### Special Excess

The special excess is an additional excess imposed by us. If the special excess applies it will appear on your schedule.

### Undisclosed Rider Excess

The undisclosed rider excess applies to all riders under 25 years of age that have not been declared on the proposal. The undisclosed rider excess is \$500.

### When you do not have to pay the excess

Any excess noted in the schedule and/or the policy will not apply if the loss to your scooter is from a collision with another vehicle, and you do all of these things:

- give us enough information to establish that the driver of the other vehicle was to blame in any accident involving your scooter;
- give us the correct registration number of the other vehicle and information we need to identify the driver (including name and address);
- give us reasonable help to recover the excess from the driver of the vehicle, or from its owner.

If there are any "Age", "Licence" or "Undisclosed Rider" excess(es) noted in the schedule and/or the policy and are applicable to your claim, they will not apply if your scooter was not being ridden at the time of the accident, or if the rider is someone who has stolen it, provided you promptly lay a complaint with the Police.

### Making a claim

#### What you must do

You must do all of these things as soon as you know about any event likely to result in a claim on this policy.

- take reasonable steps to minimise any loss or liability, and prevent any further loss or liability;
- take reasonable steps to obtain details of any other person, property or vehicle involved, and any witnesses ;
- report any burglary, theft, arson or intentional damage to the Police;
- tell us about it;
- let us know immediately if you receive any request, demand or communication, and pass any written document to us.

#### What you must not do

- Dispose of any property which is part of a claim.
- Start repairs until we give permission, unless it is necessary to minimise the loss or liability, or to prevent further loss or liability.

- Admit fault or responsibility
- Start any legal proceedings unless we give permission.
- Do anything which may prejudice our ability to defend any claim made against you or make recovery of the loss from any person responsible.
- Abandon your scooter or any other property to us.

#### **What you must do if we ask you to**

- Complete our Claim Form and return it within 30 days.
- Let us inspect the loss to your scooter or other property involved.
- Obtain more than one estimate of the cost of repairs, including one from a repairer we choose, which will be at our expense.
- Give us any information or help we reasonably require to support the claim.
- Provide a statutory declaration to verify the loss or liability, or submit to cross-examination under oath by any person we nominate.
- Authorise any other party to disclose personal information about you to us in connection with your claim.

#### **What we may choose to do once we have accepted a claim**

- Act in your name and on your behalf to negotiate, defend or settle any claim. We will pay for this.
- Take over any legal right of recovery you have, and exercise it for our own benefit. We will pay for this. You must give us any information or help we reasonably require to do this.
- Keep any property we have paid a claim for, including any proceeds if it is sold.

#### **Things you must do after we pay a claim**

- Tell us if any lost or stolen property which was part of the claim is found or recovered, and hand it over to us if we request it.
- Tell us if any person is ordered to make reparation to you for any loss or cost which is part of the claim, and reimburse us for that payment as soon as you receive any reparation.

### **OTHER IMPORTANT DUTIES**

*This applies to all parts of this policy*

#### **Taking reasonable care**

You must take reasonable care at all times to avoid any loss or liability covered by this policy. We must be allowed to inspect your scooter if we ask to.

#### **Telling the truth**

All statements made in connection with this policy must be true and correct. This includes any statement made by any person in support of a claim.

### **OTHER IMPORTANT INFORMATION**

*This applies to all parts of this policy*

#### **Complying with this policy**

We will not pay any claim unless you, or any person who acts on your behalf, complies with this policy. This also applies to any other person who can claim under the policy.

#### **Disputes**

The law of New Zealand applies to this policy, and only the New Zealand Courts may determine any dispute about it.

#### **Currency and GST**

Any amount shown in this policy is in New Zealand dollars. Any sum insured includes GST. Any excess, maximum amount of cover, sub limit, or other amount also includes GST.

#### **Period of insurance**

If you agree to pay a premium each month then:

- you must use a Deduction Authority which we approve; and
- this policy is for the cover period shown on this schedule, however this policy period will only be valid if you maintain your monthly payments. We may refuse a claim if an instalment is 14 days or more overdue, or cancel your policy if an instalment is 1 month or more overdue.

#### **Other insurance**

You must tell us as soon as you know about any other insurance which covers your scooter. If there is another policy which applies, we will only pay over and above the amount payable by the other policy.

#### **Parties with a financial security**

If we are advised in writing of any financial security over any property covered by this policy we may choose to pay part or all of any claim to the holder of that security, but limited to the amount of its loss. This payment will meet all obligations we have under this policy for the loss.

You authorise us to disclose personal information about you to any holder of a financial security.

The holder of any security which we note is not covered by this policy unless we confirm this in writing, or this is shown in the schedule.

#### **Notices about this insurance**

All notices given about this policy must be in writing.

Any notice you give to us must be delivered in person or posted to our Head Office. Any notice we give to you will be delivered in person or posted to the last known postal address that we have for you, or to your agent or representative if you have one.

#### **Cancellation**

You can cancel this agreement by giving notice to us. We will return any unused premium that you have paid.

We can cancel this policy by giving notice to you. We will give at least 14 days notice before we do this. The 14 day period starts on the day we deliver or post the notice.

We will return any unused premium you have paid on a pro rata basis.

If we pay a total loss this policy ends at the date of the payment and no refund of premium will be paid.

### **Fraud**

This policy is void if you take any action or make any statement in connection with this policy which is fraudulent in any way.

### **Acts of Parliament**

Any Act of Parliament mentioned in this policy includes any Regulations and Amendments to that Act, and any other Act or Regulation passed as an addition, an amendment or in this place.

### **Joint Insurance**

If the "Insured" in the schedule is more than one individual they are jointly insured. A breach of this policy by any of these persons will be treated as a breach by all of them.

We may choose to pay any claim in full to the person who is named first in the schedule, and this will meet all our obligations under this policy for that claim.

### **Insurance Law Reform Act**

The conditions, obligations and exclusions in this policy are subject to the Insurance Law Reform Act 1974.

## **OUR SERVICE COMMITMENT**

We proudly support the Fair Insurance Code. The purpose of this Code is to ensure member companies of the NZ Insurance Council meet high standards of fairness, promptness and integrity in all dealings with their customers.

If you are not satisfied with:

- one of our products;
- our service;
- the service of our agents, loss adjusters or investigators; or
- our decision on your claim,

please contact your nearest Swann Insurance office where our staff will help you in any way they can. If they are unable to satisfy you they will refer you to a manager who will immediately deal with the matter.

If the manager cannot resolve the matter, it can be dealt with through our Internal Dispute Resolution process. You need to ask the manager to refer the matter to a Dispute Resolution Officer.

The Dispute Resolution Officer will investigate and try to reach a satisfactory outcome. You will be advised in writing of our final decision, normally within 10 days. Our dispute resolution process is a free service to you.

If you do not agree with our decision, your complaint may be reviewed through the Insurance and Savings Ombudsman Office.

The Insurance and Savings Ombudsman Office is an independent disputes resolution body funded by the Insurance and Savings Ombudsman Commission to consider complaints against members within its jurisdiction. The Insurance and Savings Ombudsman's jurisdiction is set out in its terms of reference and it considers complaints about personal insurance policies and makes decisions binding upon member companies up to a maximum of \$100,000.

You do not have to pay to take a complaint to the Insurance and Savings Ombudsman Office.

We must abide by the Insurance and Savings Ombudsman's ruling, but you are permitted to reject the Insurance and Savings Ombudsman's ruling and take your case to an alternative means of dispute resolution.

### **Guarantee on repairs**

We will guarantee the materials and workmanship of any repairs completed by a Swann Approved Repairer. This guarantee will continue for as long as you own your scooter.

## **CLAIMS PAYING ABILITY RATING**

Swann Insurance New Zealand is a business division of IAG New Zealand Limited that received a Standard and Poor's (Australia) Pty Limited rating of AA "Very Strong" on 1 October 2007.

This means IAG New Zealand Limited has a "Very Strong" claim paying ability, as you can see from the scale below. As a customer, this is important to you, as it is your reassurance that we will be able to pay out on your claims now and in the future.

The rating scale is:-

|     |                  |
|-----|------------------|
| AAA | Extremely Strong |
| AA  | Very Strong      |
| A   | Strong           |
| BBB | Good             |
| BB  | Marginal         |
| B   | Weak             |
| CCC | Very Weak        |
| CC  | Extremely Weak   |

The ratings from "AA" to "B" may be modified by the addition of a plus (+) or minus (-) sign to show relative standing within the major rating categories.

If you would like further information, a detailed pamphlet is available from the Insurance Council of New Zealand Inc, entitled "A Guide to the Insurance Companies (Ratings & Inspections) Act 1994".