

Income Cover Agreed Value



The following terms and conditions of Income Cover – Agreed Value tell you:

- › the definitions of Total Disability and Partial Disability a life assured needs to meet to claim under this cover
- › what benefits are available under this cover and how they work
- › the definitions of the medical conditions covered under the Severe Illness Benefit.

You must read these terms and conditions together with the general terms of your policy.

Total disability and partial disability have particular meanings

In this section for Income Cover – Agreed Value, total disability and partial disability have the definitions below.

The definition of total disability depends on the life assured's occupation class and if they're working

The definition of total disability that would apply depends on the life assured's *occupation class* and if they're working immediately before becoming disabled.

You can find the definition of *occupation class* on page 15 of the general terms.

A total disability while the life assured is working and their occupation class is 1, 2, 3, or 4

This definition applies to a life assured in *occupation class* 1, 2, 3, or 4 who's working in *gainful occupation* immediately before becoming totally disabled.

The life assured is totally disabled if, because of an *illness* or *injury*, one of the following applies.

- › The life assured is unable to continuously perform at least one of their duties that's needed to produce at least 20 percent of their *pre-disability income* from their *pre-disability occupation*. The life assured isn't working in their *pre-disability occupation* or any other *gainful occupation*.
- › The life assured is unable to work more than 10 hours a week in their *pre-disability occupation*. The life assured isn't working more than 10 hours a week in their *pre-disability occupation* and isn't working at all in any other *gainful occupation*.

In either case, the life assured is under the regular care of, and following the advice and treatment of, a *medical practitioner*.

A total disability when the life assured hasn't worked for 1 year or less and their occupation class is 1, 2, 3, or 4

This definition applies to a life assured in *occupation class* 1, 2, 3 or 4 who either:

- › hasn't been in any *gainful occupation*
- › has been on employer-approved leave without pay

for 1 year or less immediately before becoming totally disabled.

The life assured is totally disabled if, because of an *illness* or *injury*, one of the following applies.

- › The life assured wouldn't be able to continuously perform at least one of their duties that's needed to produce at least 20 percent of their *pre-disability income* if they were working in their *pre-disability occupation*.
- › The life assured wouldn't be able to work more than 10 hours a week if they were working in their *pre-disability occupation*.

In either case, both of the following must also apply.

- › The life assured isn't working in their *pre-disability occupation* or any other *gainful occupation*.
- › The life assured is under the regular care of, and following the advice and treatment of, a *medical practitioner*.



A total disability when the life assured hasn't worked for more than 1 year and their occupation class is 1, 2, 3, or 4

This definition applies to a life assured in *occupation class* 1, 2, 3 or 4 who either:

- › hasn't been in any *gainful occupation*
- › has been on employer-approved leave without pay

for more than 1 year immediately before becoming totally disabled.

The life assured is totally disabled if an *illness* or *injury* would cause them to be unable to work in any *gainful occupation* that they're suitable for based on their education, training or experience.

Both of the following must also apply.

- › The life assured isn't working in their *pre-disability occupation* or any other *gainful occupation*.
- › The life assured is under the regular care of, and following the advice and treatment of, a *medical practitioner*.

A total disability if the life assured's occupation class is 5

This definition applies to a life assured in *occupation class* 5.

A life assured is totally disabled if an *illness* or *injury* causes both of the following to apply.

- › The life assured is either:
 - continuously confined to home or hospital under medical supervision and unable to perform at least two of the *activities of daily living* without the help of another adult
 - continuously unable to perform three normal domestic duties without the help of another adult. The life assured must have been doing the normal domestic duties around their home as their only job for 12 months in a row immediately before their disability. This doesn't apply to the life assured if they've been actively seeking employment.
- › The life assured is under the regular care of, and following the advice and treatment of, a *medical practitioner*.

Normal domestic duties include the following tasks:

- › cleaning the home
- › cooking meals
- › doing laundry
- › shopping for groceries
- › taking care of any relative who's a *dependant*.

Normal domestic duties don't include duties outside the life assured's home for a salary, reward, or profit.

The definition of partial disability depends on whether the life assured is working

The definition of partial disability depends on whether the life assured is working immediately before becoming disabled.

A partial disability while the life assured is working

This definition applies to a life assured who's working in *gainful occupation* immediately before becoming totally disabled or partially disabled.

The life assured is partially disabled if an *illness* or *injury* causes them to be unable to earn more than 75 percent of their *pre-disability* income from their *pre-disability occupation*.

Both of the following must also apply.

- › The life assured is working in their *pre-disability occupation* or any other *gainful occupation*.
- › The life assured is under the regular care of, and following the advice and treatment of, a *medical practitioner*.

A partial disability when the life assured hasn't worked for 1 year or less

This definition applies to a life assured who either:

- › hasn't been in any *gainful occupation*
- › has been on employer-approved leave without pay

for 1 year or less immediately before becoming totally disabled or partially disabled.

The life assured is partially disabled if an *illness* or *injury* would cause them to be unable to earn more than 75 percent of their *pre-disability* income if they were working in their *pre-disability occupation*.

Both of the following must also apply.

- › The life assured would be able to work in their *pre-disability occupation* or any other *gainful occupation*.
- › The life assured is under the regular care of, and following the advice and treatment of, a *medical practitioner*.

The Partial Disability Benefit doesn't apply when the life assured hasn't worked for more than 1 year

A life assured who hasn't been in any *gainful occupation*, or who has been on employer-approved leave without pay, for more than 1 year immediately before an *illness* or *injury* will not get the Partial Disability Benefit.



Getting an outline of your benefits

The tables below summarise this cover's benefits and tell you where you can read the full terms of each benefit.

Built-in benefits

Your Income Cover includes these benefits.

Benefit	Summary	Full terms
Total Disability Benefit	You can get a payment each month if the life assured has a total disability.	Page 5
Partial Disablement Benefit	You can get a payment each month if the life assured has a partial disability.	Page 5
Total and Permanent Disability Benefit	You can get an extra one-off payment if an <i>illness</i> or <i>injury</i> leaves the life assured totally and permanently disabled.	Page 6
Increasing Income Benefit	You can increase cover if the life assured's salary increases, without assessment of the life assured's health.	Page 7
Recurrent Disability Benefit	We can waive the <i>waiting period</i> if a disability comes back within 12 months of a claim ending.	Page 8
Bed Confinement Benefit	You can get an extra payment if the life assured is hospitalised or confined to bed for more than 3 nights in a row.	Page 8
Return to Work Benefit	You can get an extra payment when the life assured returns to <i>full-time employment</i> or <i>self-employment</i> after being on a Total Disability Benefit claim.	Page 8
Vocational Retraining and Rehabilitation Benefit	You can get help to pay for the life assured's rehabilitation or retraining.	Page 8
Recovery Support Benefit	You can get help to pay for equipment the life assured needs to recover.	Page 9
Return to Home Benefit	You can get help to pay to get the life assured to New Zealand if they get a disability while living overseas.	Page 9
Special Care Benefit	You can get help if the life assured needs <i>full-time care</i> at home.	Page 9
Child Care Assistance Benefit	You can get help to pay for extra costs of childcare the life assured needs because of their total disability.	Page 10
Emergency Transportation Benefit	You can get help to pay for emergency transport the life assured needs because of their total or partial disability.	Page 10



Optional benefits

These optional benefits are included in your cover if you've applied for them and your *policy schedule* or *endorsement schedule* confirms you have them.

Benefit	Summary	Full terms
Optional Dependant Leave Without Pay	You can get financial support if the life assured needs to take time off work to care for a <i>dependant</i> who can't take care of themselves.	Page 11
Optional Reduction in Waiting period	You can reduce the <i>waiting period</i> for future claims in certain circumstances.	Page 11
Optional Mental Health Restriction	You can choose to have less support for mental <i>illnesses</i> and pay less in premiums.	Page 12
Optional Income Cover Extra	You can get improved cover from extra benefits.	Page 13

The benefits in Optional Income Cover Extra

Optional Income Cover Extra includes these benefits.

Benefit	Summary	Full terms
Alternative Total Disability Definition	An enhanced definition to the standard definition of total disability.	Page 13
Alternative Partial Payment Calculation	We can use a different way of working out how much we'll pay under the Partial Disability Benefit.	Page 13
Partial Payment Bonus Benefit	You can get extra financial support if the life assured's <i>occupation class</i> is 1 to 4 and they return to work with a partial disability.	Page 13
Booster Benefit	You can get extra financial support if we pay the Total Disability Benefit or Partial Disability Benefit.	Page 13
Bereavement Support Benefit	You can get a one-off payment if the life assured dies or is likely to die within 12 months.	Page 14
Severe Illness Benefit	You can get a one-off payment if the life assured meets the criteria for a severe <i>illness</i> condition we cover.	Page 14



Understanding your benefits

This section details the benefits we include in Income Cover – Agreed Value.

Total Disability Benefit

With the Total Disability Benefit, we'll make monthly payments if the life assured has a total disability.

When we'll pay this benefit

We'll pay the Total Disability Benefit while this policy is in force, if all the following apply because of the same *illness* or *injury*.

- › The life assured has a total disability or partial disability continuously during the *waiting period*.
- › The life assured has a total disability either:
 - at the end of the *waiting period*
 - after a period of partial disability after the end of the *waiting period*.

The *waiting period* starts on the first day the life assured has a total disability or partial disability.

How much we'll pay

The maximum amount we'll pay under the Total Disability Benefit each month is the monthly *sum insured*.

We may reduce the amount we pay for any post-disability monthly income earned or other income

We'll subtract the following amounts from what we'll pay under this benefit.

- › Any post-disability *monthly income* the life assured earns from working in their *pre-disability occupation*
- › Any *other income* (after tax) that you or the life assured gets, or can get from other sources because of the life assured's disability. This doesn't include any sick leave or welfare payments.

We'll pay monthly in advance

We'll pay monthly in advance, starting from the day after the *waiting period* ends.

When we'll stop paying the Total Disability Benefit

We'll stop paying when one of the following happens.

- › The life assured is no longer totally disabled.
- › The *payment term* ends.
- › The *cover term* ends.
- › This cover for the life assured is no longer in force.
- › The life assured dies.

Partial Disability Benefit

With the Partial Disability Benefit, we'll make monthly payments if the life assured has a partial disability.

When we'll pay this benefit

We'll pay the Partial Disability Benefit while this policy is in force, if all the following apply.

- › The life assured's *occupation class* is 1, 2, 3, or 4.
- › The life assured has a total disability or partial disability continuously during the *waiting period*.
- › The life assured has a partial disability either:
 - at the end of the *waiting period*
 - after a period of total disability after the end of the *waiting period*.
- › The *illness* or *injury* that's making the life assured partially disabled is the same one that made them totally disabled.

The *waiting period* starts on the first day the life assured has a total disability or partial disability.

We won't pay a Partial Disability Benefit if the life assured is eligible for a Total Disability Benefit.

How much we pay depends on the monthly sum insured and the life assured's post-disability income

We'll calculate what we pay by multiplying the monthly *sum insured* by the proportion of *pre-disability income* the life assured lost because of the partial disability.

For example, if the life assured's *pre-disability income* was \$20,000 a month, and their post-disability income is \$8,000, they've lost 60 percent of their *pre-disability income*. We multiply 0.6 by the monthly *sum insured* to work out how much we'll pay you. If the monthly *sum insured* is \$12,000, we'll pay you \$7,200.

We may reduce the amount we pay if you or the life assured are getting any other income from other sources

If you or the life assured gets, or can get, any *other income* from other sources because of the life assured's disability, we'll subtract this amount (after tax) from what we'll pay under this benefit. This doesn't include any sick leave or welfare payments.

We'll pay monthly in arrears

We'll pay monthly in arrears, with the first payment one month after the end of the *waiting period*.

If the life assured is moving from the Total Disability Benefit to the Partial Disability Benefit, we'll pay the first Partial Disability Benefit payment 2 months after the last Total Disability Benefit payment.

When we'll stop paying the Partial Disability Benefit

We'll stop paying when one of the following happens.

- › The life assured is no longer partially disabled.
- › The *payment term* ends.
- › The *cover term* ends.
- › This cover for the life assured is no longer in force.
- › The life assured dies.



Total and Permanent Disability Benefit

With the Total and Permanent Disability Benefit, we'll pay you an extra one-off payment if the life assured meets any of the definitions for a total and permanent disability.

The definition of total and permanent disability depends on the life assured's occupation class

Whether the life assured has a total and permanent disability depends on the situation they're in, and their *occupation class*.

The table below shows the situations in which the different *occupation classes* have a total and permanent disability. You can read the full criteria for each situation after the table.

✓ = The life assured has a total and permanent disability.

✗ = The life assured doesn't have a total and permanent disability.

Total and permanent disability means either...	Life assured's occupation class		
	Occupation class 1, 2, or 3	Occupation class 4	Occupation class 5
... the life assured is unlikely to ever be able to go back to their <i>pre-disability occupation</i> because of an <i>illness or injury</i> .	✓	✗	✗
... the life assured is unlikely to ever be able to go back to their <i>pre-disability occupation</i> or do work they're suitable for because of an <i>illness or injury</i> .	✓	✓	✗
... the life assured can't use two of their limbs.	✓	✓	✓
... the life assured can't see.	✓	✓	✓
... the life assured can't see out of one eye and can't use one limb.	✓	✓	✓
... the life assured needs care for permanent loss of cognitive function.	✓	✓	✗
... the life assured needs help taking care of themselves.	✓	✓	✓

The life assured is unlikely to ever be able to go back to their pre-disability occupation because of an illness or injury

Because of an *illness or injury*, the life assured both:

- › is unable to work, and hasn't worked, in their *pre-disability occupation* for at least 3 months in a row
- › is unlikely to ever be able to work in their *pre-disability occupation* again.

The life assured is unlikely to ever be able to go back to their pre-disability occupation or do work they're suitable for because of an illness or injury

Because of an *illness or injury*, the life assured both:

- › is unable to work, and hasn't worked, in their *pre-disability occupation* for at least 3 months in a row
- › is unlikely to ever be able to work in their *pre-disability occupation* or any *gainful occupation* they're suitable for (based on their education, training, or experience) and that has a salary that's more than 25 percent of the income they earned in the year before they became disabled.



The life assured can't use two of their limbs

Because of an *illness* or *injury*, the life assured has completely and permanently lost the use of two limbs. In this case, limb is a whole hand or whole foot.

The life assured can't see

Because of an *illness* or *injury*, the life assured has completely and permanently lost sight in both eyes.

Lost sight means one of the following.

- › Visual acuity less than 6/60 in both eyes after correction
- › A field of vision constricted to 20 degrees or less of arc
- › A combination of visual defects causing the same amount of visual impairment as either of the above

The life assured can't see out of one eye and can't use one limb

Because of an *illness* or *injury*, the life assured has completely and permanently lost the use of one limb and lost sight in one eye. In this case, limb is a whole hand or whole foot.

Lost sight means one of the following.

- › Visual acuity less than 6/60 in the eye after correction
- › A field of vision constricted to 20 degrees or less of arc
- › A combination of visual defects causing the same amount of visual impairment as either of the above

The life assured needs care for permanent loss of cognitive function

Because of an *illness* or *injury*, the life assured has permanent loss of cognitive function and has had continuous care and supervision for 3 months or more. The life assured must also be likely to need ongoing and continuing care immediately after that 3 months has passed.

The life assured needs help taking care of themselves

Because of an *illness* or *injury*, the life assured permanently cannot perform at least two of the *activities of daily living* without the help of another adult.

We'll pay 12 times the monthly sum insured

If the life assured meets the definition for a total and permanent disability for the first time while this policy is in force, we'll pay a one-off payment that's 12 times the monthly *sum insured*.

Getting this benefit won't affect any other continuing benefits under this cover.

Increasing Income Benefit

With the Increasing Income Benefit, you can increase the monthly *sum insured* if the life assured's income goes up.

When you can apply to increase the monthly sum insured

You can apply to increase the monthly *sum insured* without assessment of the life assured's health if all the following apply.

- › The life assured is under 55 years old.
- › You're not currently getting any claim payments for the life assured under this cover.
- › The life assured doesn't currently meet the criteria for any claim payments under this cover.
- › We're not currently paying a Premium Cover claim.
- › The monthly *sum insured* for the life assured is less than \$12,000.

You can increase the amount we insure by up to 10 percent each year

You can increase the monthly *sum insured* for a life assured each *policy year* on top of increases because of inflation by up to the lesser of:

- › the amount that their income increased by
- › 10 percent of the *sum insured*.

All increases under this benefit for a life assured cannot bring their total monthly *sum insured* to more than 2 times their monthly original *sum insured*.

Apply within a certain period of time after the increase in income

You must apply for the increase under this benefit within either:

- › 90 days of the life assured's income increasing
- › 60 days of the *anniversary date* after the life assured's income increased.

Send us evidence of the increase in income when you apply.

We'll accept your application to increase the *sum insured* under this benefit on the terms we most recently offered for the life assured at either:

- › the *commencement date* of this cover
- › any application to increase this cover's *sum insured*, whether the increase was accepted or not.



Recurrent Disability Benefit

With the Recurrent Disability Benefit, you can get support if the life assured's total disability or partial disability comes back after their claim ends.

When this benefit applies

The Recurrent Disability Benefit applies if all the following apply.

- › We were paying a Total Disability Benefit or Partial Disability Benefit claim for a life assured.
- › After that claim has ended, the life assured is totally disabled or partially disabled again because of the same *illness* or *injury*.
- › The disability returns within 12 months of the original claim ending.

How we'll assess your continuing claim

When this benefit applies, we'll assess your Total Disability Benefit or Partial Disability Benefit claim for the same *illness* or *injury* as if there was no *waiting period*. The *payment term* will also continue under the original Total Disability Benefit or Partial Disability Benefit claim.

You'll need to make a new claim and the *waiting period* will restart if the returning disability was not caused by the same *illness* or *injury*, or if it comes back after 12 months.

Bed Confinement Benefit

With the Bed Confinement Benefit, we can help you if the life assured is confined to bed at home or admitted to a registered hospital.

When we'll pay this benefit

We'll pay this benefit while this policy is in force, if all the following apply.

- › The life assured is totally disabled.
- › The life assured is admitted to a registered hospital or confined to bed at home for at least 3 nights in a row and under a *medical practitioner's* daily supervision.

We'll pay one-thirtieth of the monthly sum insured for each night

For each night the life assured is confined to bed or admitted to hospital and under a *medical practitioner's* supervision, we'll pay one-thirtieth of the monthly *sum insured*.

We'll pay from the first night the life assured is confined to bed or admitted to hospital.

We'll stop paying when one of the following happens.

- › The life assured is no longer confined to bed at home or hospitalised.
- › The *waiting period* ends.

Return to Work Benefit

With the Return to Work Benefit, you can get extra financial support when the life assured returns to work after a Total Disability Benefit claim ends.

When we'll pay this benefit

We'll pay this benefit while this policy is in force, if the life assured has returned to *full-time employment* or *self-employment* immediately after a Total Disability Benefit claim ends and either of the following apply.

- › We've paid a Vocational Retraining and Rehabilitation Benefit for the life assured.
- › We've paid a Total Disability Benefit claim for the life assured for more than 12 months in a row.

We'll pay when the life assured has worked for 3 and 6 months in a row

After the life assured has returned to *full-time employment* or *self-employment* for 3 months in a row, we'll make an extra payment of the monthly *sum insured*.

After the life assured has returned to *full-time employment* or *self-employment* for 6 months in a row, we'll make a further payment that's 2 times the monthly *sum insured*.

You must send us evidence showing the life assured has returned to *full-time employment* or *self-employment* for that length of time.

If the disability returns, we'll subtract what we've paid under this benefit from your Total Disability Benefit

If the same *illness* or *injury* comes back and causes further total disability within a year of the Total Disability Benefit claim ending, we'll subtract the amount we've paid under the Return to Work Benefit from future payments under the Total Disability Benefit.

You don't get this benefit if your payment term is 2 years

This benefit does not apply if your *policy schedule* says your *payment term* is 2 years.

Vocational Retraining and Rehabilitation Benefit

The Vocational Retraining and Rehabilitation Benefit can help pay for vocational retraining or rehabilitation that will help the life assured recover from their total disability or partial disability.

When we'll pay this benefit

We'll pay this benefit if all the following apply.

- › The retraining or rehabilitation is likely to help the life assured get their pre-disability function back or re-enter the workforce.
- › We have accepted the Total Disability Benefit claim or Partial Disability Benefit claim for the life assured.



Get our approval before you pay

We must agree to pay in writing before the life assured is charged for the retraining or rehabilitation.

We'll pay the costs, up to 24 times the monthly sum insured

We'll pay the lesser of:

- › the cost of retraining or rehabilitation
- › 24 times the monthly *sum insured*.

Recovery Support Benefit

With the Recovery Support Benefit, we can reimburse you for the cost of specialised equipment the life assured needs because of their total disability or partial disability.

Specialised equipment may include:

- › wheelchairs
- › artificial limbs
- › prosthetics
- › changes to a house or car.

When we'll pay this benefit

We'll pay this benefit while this policy is in force, if all the following apply.

- › The specialised equipment must be to help the life assured because of a total disability or partial disability.
- › We have accepted the Total Disability Benefit claim or Partial Disability Benefit claim for the life assured.

Get our approval before you buy the equipment

We must agree to reimburse you in writing before you buy the equipment. Send us the receipts once you've bought the equipment.

We'll reimburse you for the costs, up to 6 times the monthly sum insured

We'll reimburse the lesser of:

- › the cost of the specialised equipment
- › 6 times the monthly *sum insured*.

If you get, or can get, money from other sources to pay for the specialised equipment, we'll subtract that amount from what we'll pay you.

Return to Home Benefit

With the Return to Home Benefit, we can help pay for the cost of getting the life assured back to New Zealand if they become totally disabled while living overseas.

When we'll pay this benefit

We'll pay this benefit if all the following apply.

- › The life assured has been living outside New Zealand for more than 3 months in a row.
- › The life assured becomes totally disabled while living outside New Zealand.
- › We have accepted the Total Disability Benefit claim for the life assured.

We'll pay the costs, up to 3 times the monthly sum insured

We'll pay the lesser of:

- › a single standard economy airfare to New Zealand for the life assured and a support person by the most direct route, and any necessary transport costs to a medical facility in New Zealand immediately after arriving in New Zealand
- › 3 times the monthly *sum insured*.

We'll only pay this benefit once per life assured in every 12-month period.

Special Care Benefit

With the Special Care Benefit, we can help pay for *full-time care* the life assured needs because of their total disability.

The person who provides the *full-time care* must be either:

- › a professional nurse or carer
- › a direct family member who's given up at least 28 hours of paid work a week to care for the life assured.

When we'll pay this benefit

We'll pay this benefit while this policy is in force, if all the following apply.

- › The life assured needs *full-time care* at home because of their total disability.
- › An appropriate *medical practitioner* confirms the life assured needs *full-time care* at home.
- › We have accepted the Total Disability Benefit claim for the life assured.

We'll pay for each month of care

For each full month of *full-time care* we'll pay the lesser of:

- › the cost of the care, if a professional nurse or carer is providing it
- › the monthly *sum insured*
- › \$2,500.

If care is not provided to the life assured for a whole month, we'll pay one-thirtieth of that amount for each day of care.



We'll start paying after 3 nights of care

We'll start paying this benefit after the life assured has had *full-time care* at home for 3 nights in a row.

We'll stop paying when one of the following happens.

- › A *medical practitioner* confirms the life assured doesn't need *full-time care* anymore.
- › We've paid the Special Care Benefit for 6 months in a row.
- › The *payment term* ends.

Child Care Assistance Benefit

With the Child Care Assistance Benefit, we'll reimburse you for the extra costs of childcare the life assured needs because of their total disability.

When we'll pay this benefit

We'll pay this benefit while this policy is in force, if all the following apply.

- › The life assured needs help with extra childcare because of their total disability.
- › We have accepted the Total Disability Benefit claim for the life assured.

Get our approval before you pay for the care

We must agree to reimburse you in writing before you pay for the childcare. Send us the receipts once you've paid for the extra childcare.

Any child getting the extra care must be under 14 years old when the life assured first becomes totally disabled. The person giving the extra care cannot be you or an immediate family member of the life assured or the child.

If the child was already getting childcare before the life assured became totally disabled, we'll only reimburse you for the cost of the extra care.

We'll reimburse you for the costs, up to \$800 for each child, per month

We'll reimburse the lesser of:

- › the extra childcare costs
- › \$800 for each child per month.

We'll stop paying when one of the following happens.

- › The life assured is no longer totally disabled.
- › We've paid the Child Care Assistance Benefit for 6 months in a row.
- › The *payment term* ends.

Emergency Transportation Benefit

With the Emergency Transportation Benefit, we can help pay for emergency transport, such as an ambulance, if a life assured with a total or partial disability needs it.

When we'll pay this benefit

We'll pay this benefit while this policy is in force, if all the following apply.

- › The life assured needs emergency transport because of their total disability or partial disability.
- › An appropriate *medical practitioner* confirms the life assured needs the emergency transport for medical reasons.
- › We have accepted the Total Disability Benefit claim or Partial Disability Benefit claim for the life assured.

We'll pay the costs, up to 3 times the monthly sum insured

We'll pay the lesser of:

- › the cost of emergency transport
- › 3 times the *monthly sum insured*.

If you get, or can get, money from other sources to pay for emergency transport, we'll subtract that amount from what we'll pay you.

We'll only pay this benefit once per life assured in every 12-month period.



Getting extra help with optional benefits

This section includes information about the optional benefits in Income Cover – Agreed Value. These optional benefits are included in your cover if you've applied for them and your *policy schedule* or *endorsement schedule* confirms you have them.

Optional Dependant Leave Without Pay

With the Optional Dependant Leave Without Pay, we can help if the life assured has to take leave without pay to take care of a *dependant*.

When we'll pay this benefit

We'll pay this benefit while this policy is in force, if all the following apply.

- › The life assured's *occupation class* is 1, 2, 3, or 4.
- › The life assured is working at least 25 hours a week for pay when they make the claim for this benefit.
- › The life assured takes employer-approved leave without pay to provide *full-time care* for a *dependant* they're responsible for.
- › An appropriate *medical practitioner* confirms the *dependant* needs *full-time care*.
- › The *dependant* is aged between 5 and 65 years old.
- › The life assured and the *dependant* are not working while we're paying this benefit.

We'll pay for each month of care

For each full month of *full-time care*, we'll pay the lesser of:

- › 75 percent of the monthly *sum insured*
- › \$3,500.

If the life assured doesn't provide *full-time care* for a whole month, we'll pay one-thirtieth of that amount for each day of care.

If you get, or can get, money from other sources (including the Special Care Benefit or similar) for the *dependant's* disability, we'll subtract that amount from what we'll pay you.

We'll stop paying when one of the following happens.

- › A *medical practitioner* confirms the *dependant* doesn't need *full-time care* anymore.
- › We've paid this benefit for 6 months in a row.
- › The *dependant* dies.

You must wait 12 months from the date the Dependant Leave Without Pay benefit ends before you can claim this benefit again.

You can claim this benefit for up to a total of 12 months per life assured during the *cover term*.

We won't pay if the dependant needs full-time care because of a pre-existing condition

We won't pay if the *dependant* needs *full-time care* because of a pre-existing condition.

A pre-existing condition is an *illness*, *injury* or condition that showed signs or symptoms, or was diagnosed, before the later of either:

- › the *commencement date* of the Dependant Leave Without Pay
- › the date the *dependant* became a *dependant* of the life assured.

Optional Reduction in Waiting Period

With the Optional Reduction in Waiting Period, you may be able to reduce the *waiting period* for this cover if the life assured's situation changes. You can only reduce it to a *waiting period* we offer under this cover.

When you can apply to reduce the waiting period

You can apply to reduce the *waiting period* for a life assured without assessment of their health if any of the following situations happen.

- › The life assured's annual paid sick-leave entitlement, not including any leave they've built up from previous years, reduces by more than 20 days.
- › The life assured loses insurance that their employer gave them as an employee benefit, which provided cover if an *illness* or *injury* meant they were unable to work (totally or partially).
- › You've cancelled another *Chubb Life Assurance Extra Business*, *Business Assurance* or *Business Extra* policy or cover for the life assured that provided monthly disability benefits, and the cancelled cover had a shorter *waiting period*.



You can only apply to reduce the *waiting period* if all the following apply.

- › You apply to reduce the *waiting period* within 90 days of one of the situations above happening.
- › You or the life assured haven't got, and can't get, any claim payment for the disability of the life assured under this cover or any other disability cover from us or anyone else.
- › You or the life assured haven't got, and can't currently get, a total and permanent disability or complete disablement claim payment for the disability of the life assured from us or anyone else.
- › We're not currently paying a Premium Cover claim.
- › You aren't currently using the Suspension of Cover or the Parental Leave Loyalty Benefit.
- › The life assured doesn't have a loading or exclusion under this cover.

A loading is an extra premium we add on top of our standard premium to reflect the increased risk of insuring the life assured.

What we'll need from you when you apply to reduce the waiting period

What we'll need depends on why you're reducing the *waiting period*.

Reducing the waiting period because the life assured lost sick leave entitlements, insurance provided by their employer, or you've cancelled another Chubb Life Assurance Extra disability cover for the life assured

We'll assess the application based on the life assured's work, income and recreational activities if you're reducing the *waiting period* because either:

- › the life assured's sick leave entitlement reduces by more than 20 days
- › the life assured lost insurance provided by their employer
- › you've cancelled another *Chubb Life Assurance Extra* disability cover for the life assured.

You must send us both:

- › confirmation of the life assured's change in circumstance
- › full details of their work, income, and recreational activities.

When you apply, we'll assess the application to decide whether:

- › we can reduce the *waiting period*
- › we need to change the life assured's *occupation class*
- › we need to change the monthly *sum insured*
- › any conditions will apply.

Reducing the waiting period because you've cancelled a Chubb Life Business cover for the life assured

You can apply to reduce the *waiting period* without any assessment of the life assured's health or lifestyle if you've cancelled any Chubb Life Assurance Extra Business, Business Assurance or Business Extra disability cover for the life assured.

You can't reduce the *waiting period* to less than the *waiting period* of the cancelled Chubb Life Assurance Extra Business, Business Assurance or Business Extra disability cover.

The cover you cancelled must have had all the following.

- › A monthly *sum insured* that's equal to or more than the monthly *sum insured* under this cover.
- › A *waiting period* and *payment term* that added up to more than the current *waiting period* on this cover.
- › The same *occupation class* as this cover.
- › A *cover term* that's equal to or more than the current *waiting period* of this cover.

Any loadings or exclusions that applied to the cancelled disability cover will also apply to this cover.

What happens after the waiting period is reduced

If we reduce the *waiting period*, we'll increase your premiums accordingly.

The Optional Reduction in *Waiting Period* ends once you've reduced the *waiting period* to 4 weeks.

Optional Mental Health Restriction

With the Optional Mental Health Restriction, we'll limit the *payment term* on claims we pay for mental illness, and you'll pay less in premiums.

This restriction applies to Total Disability Benefit and Partial Disability Benefit claims for the life assured that are a direct or indirect result of either:

- › a mental illness
- › complications from treatment for a mental illness.

If this restriction applies, the *payment term* for a Total Disability Benefit or Partial Disability Benefit claim is limited to 24 months. The *payment term* in your *policy schedule* will not apply.



For this restriction, a mental illness is any mental health disorder in the American Psychiatric Association's 'Diagnostic and Statistical Manual of Mental Disorders' (5th edition or any later editions), or any other replacement publications. This includes but isn't limited to:

- › anxiety disorders
- › depression
- › stress
- › adjustment disorders
- › emotional or behavioural disorders
- › disorders related to fatigue including chronic fatigue syndrome
- › psychosomatic disorders.

Optional Income Cover Extra

With Optional Income Cover Extra, you'll get the extra benefits below.

Alternative Total Disability Definition

Under this benefit, we'll assess Total Disability Benefit claims using whichever is better for you: the standard definition of total disability (on page 1) or the definition below.

The definition of total disability we use when we first assess the claim will apply for the duration of the claim.

A life assured with an *occupation class* of 1, 2, 3 or 4 is totally disabled if an *illness* or *injury* causes them to be unable to work more than 10 hours a week in their *pre-disability occupation*.

Both of the following must also apply.

- › The life assured isn't working more than 10 hours a week in their *pre-disability occupation* or any other *gainful occupation*.
- › The life assured is under the regular care of, and following the advice and treatment of, a *medical practitioner*.

If we've applied the above Alternative Total Disability Definition, we will not subtract any post-disability *monthly income* the life assured earns from working in their *pre-disability occupation* or any other *gainful occupation* from what we pay under the Total Disability Benefit.

Alternative Partial Payment Calculation

Under this benefit, we'll calculate and pay claims under the Partial Disability Benefit using the greater of:

- › the regular calculation for the Partial Disability Benefit (see page 5)
- › the monthly *sum insured* minus 75 percent of the life assured's post-disability *monthly income*.

For example, if the life assured's post-disability *monthly income* is \$8,000, 75 percent is \$6,000. We take that 75 percent away from the monthly *sum insured* to work out how much we'll pay you. So if the monthly *sum insured* is \$12,000, we'll pay you \$6,000 using this calculation method.

The calculation method we use when we first assess the claim will apply for the duration of the claim.

Apart from this alternative calculation method, all other terms for calculating the Partial Disability Benefit amount apply.

Partial Payment Bonus Benefit

With the Partial Payment Bonus Benefit, you can get extra financial support if the life assured is partially disabled after a total disability.

You can only get this benefit if the life assured's *occupation class* is 1, 2, 3, or 4.

We'll pay this benefit while this policy is in force if we've paid the Total Disability Benefit for the life assured for at least 1 month, and then we start paying the Partial Disability Benefit for the same *illness* or *injury*.

We'll pay an extra 25 percent of the monthly amount we're paying under the Partial Disability Benefit, for up to 12 months.

We'll reduce the amount we'll pay under this benefit so that the total of the Partial Payment Bonus Benefit, the Partial Disability Benefit, and the life assured's post-disability *monthly income* is not more than the greater of:

- › their *pre-disability income*
- › the monthly *sum insured*.

You can only claim this benefit once for each Partial Disability Benefit claim.

Booster Benefit

With the Booster Benefit, we can give you extra financial support while we're paying you a Total Disability Benefit or Partial Disability Benefit claim.

We'll pay an extra third of the monthly amount we're paying under the Total Disability Benefit or Partial Disability Benefit for the first 3 months of your claim.

We'll only pay this benefit once during each *payment term*.



Bereavement Support Benefit

With the Bereavement Support Benefit, we can give you financial support if the life assured dies or is diagnosed with a terminal illness or injury while this policy is in force.

We'll make a one-off payment that's 3 times the monthly *sum insured* if the life assured dies or is diagnosed with an *illness* or *injury* that is likely to result in their death within the next 12 months. The diagnosis must be from an appropriate *medical practitioner*.

We'll only pay the Bereavement Support Benefit once for each life assured.

Severe Illness Benefit

With the Severe Illness Benefit, we can help if the life assured gets a severe illness.

We'll pay this benefit while this policy is in force if the life assured meets the full criteria for a condition we cover under this benefit, even if the life assured doesn't meet the definition of total disability or partial disability. We'll pay an amount equal to 6 times the monthly *sum insured*.

After we pay a Severe Illness Benefit, we won't pay a Total Disability Benefit, Partial Disability Benefit or another Severe Illness Benefit within 6 months from the date the life assured first met the full criteria for payment under this benefit.

The life assured can only claim this benefit once for each condition we cover under this benefit.

Conditions we cover under this benefit

Read the full criteria for these conditions on page 15.

We cover the following conditions.

- › Aortic surgery
- › Cancer
- › Chronic kidney (renal) failure
- › Chronic liver failure
- › Coronary artery surgery
- › Heart attack
- › Heart valve replacement
- › Major burns
- › Major head trauma
- › Multiple sclerosis
- › Organ transplant
- › Paralysis
- › Stroke
- › Triple vessel angioplasty

Understanding what we don't cover

We won't pay any claim under this Income Cover – Agreed Value if the life assured becomes totally disabled or partially disabled as a direct or indirect result of:

- › intentional self-harm, including attempted suicide
- › pregnancy or complications resulting from pregnancy, unless the disability lasts more than 90 days after the pregnancy
- › taking part in a criminal activity.

The life assured must follow medical advice

We also won't pay a claim, and we'll stop paying existing claims, if the life assured isn't under the regular care of, or doesn't follow the advice and treatment of, a *medical practitioner*.

Understanding how tax affects your policy

Since 1 July 2001, our understanding of the tax position of this Income Cover – Agreed Value policy has been that:

- › premiums aren't deductible for tax purposes
- › benefits are not tax assessable.

If Inland Revenue ever changes the tax position of this policy so premiums become deductible and claim benefits become taxable, we'll let you increase the monthly *sum insured*.

You can increase the monthly *sum insured* so any benefit you get after taking away tax is equal to the benefit you would've got immediately before the change in tax position came into effect.

We'll accept the increase on the same terms as the original benefit, without any further medical or financial evidence.

If we learn of any change in tax position, we'll tell you as soon as we can. You'll then have 60 days to ask us in writing to increase the monthly *sum insured*.

If we increase the monthly *sum insured*, we'll increase your premiums accordingly.



Defining medical conditions for the Severe Illness Benefit

To be eligible for the Severe Illness Benefit, the life assured must meet the full criteria for one of the conditions below.

You can read the full terms of the Severe Illness Benefit on page 14.

90-day stand-down

In some instances a 90-day stand-down period applies where we won't pay a claim for the condition if the life assured suffers from, is diagnosed with, or has signs or symptoms of, the condition within 90 days immediately after:

- › we get your application for this cover
- › we get your application to increase the *sum insured* on this cover, other than by inflation.

In the case of a *sum insured* increase, this 90-day stand-down only applies to the increased amount.

Aortic surgery

Undergoing aortic surgery to repair or correct one or more of the following.

- › An aortic aneurysm
- › An obstruction of the aorta
- › A coarctation of the aorta
- › A traumatic rupture of the aorta

Cancer

An unequivocal diagnosis by an appropriate specialist of a malignant tumour or malignant melanoma.

Malignant tumours – including leukaemia, lymphoma and Hodgkin's disease – must be characterised by the uncontrollable growth and spread of malignant cells and the invasion and destruction of normal tissue.

Malignant melanomas require one or more of the following to apply.

- › A histological examination finds evidence of ulceration
- › There's at least Clark level 3 depth of invasion
- › A histological examination finds thickness measuring at least 1.0mm using the Breslow method

We exclude:

- › all tumours showing the malignant changes of carcinoma in situ (including cervical dysplasia CIN-1, CIN-2 and CIN-3) or which are histologically described as premalignant or non-invasive, unless it results in either:
 - treatment by either radiotherapy or systemic chemotherapy
 - radical surgery. Radical surgery is surgery to remove all of a diseased organ.

The treatment must be undertaken to specifically stop the spread of malignancy and must be considered most appropriate and necessary by an appropriate *specialist*.

- › prostatic cancers histologically described as TNM Classification T1 or Gleason score of equal to or less than 5 (or equivalent histological classification), unless it results in either:
 - treatment by either radiotherapy or chemotherapy
 - the removal of the entire prostate

The treatment must be undertaken to specifically stop the spread of malignancy and must be considered most appropriate and necessary by an appropriate *specialist*.

- › all other types of skin cancers, unless there's evidence of metastases
- › chronic lymphocytic leukaemia less than Rai Stage 1.

The 90-day stand-down period applies to this condition.

Chronic kidney (renal) failure

An unequivocal diagnosis by an appropriate *specialist* of end stage kidney (renal) failure presenting as chronic irreversible failure of both kidneys to function, requiring either regular renal dialysis or a renal transplantation.

Chronic liver failure

An unequivocal diagnosis by an appropriate *specialist* of end stage liver failure with any of the following symptoms.

- › Permanent jaundice
- › Ascites
- › Encephalopathy

Coronary artery surgery

Undergoing a coronary artery bypass grafting to correct or treat coronary artery disease.

The 90-day stand-down period applies to this condition.



Heart attack

An unequivocal diagnosis by a cardiologist of a heart attack (myocardial infarction) where part of the heart muscle has died because of a lack of blood supply to the heart. This must be evidenced by a rise or fall of cardiac biomarkers, such as troponins, with at least one value above the upper reference range of laboratory normal (99th percentile), and at least one of the following.

- › New cardiac signs and symptoms consistent with a heart attack.
- › Electrocardiogram (ECG) tests that show new changes associated with a heart attack.
- › Imaging evidence of new loss of viable myocardium or new regional wall motion abnormality consistent with a heart attack.

If the above tests are inconclusive, outdated because of technical advances, or they didn't take place, we'll consider other appropriate and medically recognised tests that diagnose a heart attack of the same degree of severity as outlined above.

This definition doesn't cover:

- › other acute coronary syndromes
- › elevation of troponins in the absence of overt ischaemic disease.

The 90-day stand-down period applies to this condition.

Heart valve replacement

Undergoing surgery to replace or repair cardiac valves because of heart valve defects or abnormalities.

We exclude repair solely by intra-arterial/intra-vascular procedures or other non-surgical techniques.

Major burns

Full thickness burns to at least one of the following.

- › 20 percent of the body surface area as measured by 'The Rule of Nines' or the Lund & Browder Body Surface Chart
- › 25 percent of the face needing surgical debridement, grafting or both
- › 50 percent of the total combined area of both hands needing surgical debridement, grafting or both

Major head trauma

Neurological deficit caused by a cerebral *injury* resulting in either:

- › permanent impairment of at least 25 percent of *whole person function*
- › the total and irreversible inability to perform at least one of the *activities of daily living* without the help of another adult.

Multiple sclerosis

An unequivocal diagnosis by an appropriate *specialist* of multiple sclerosis with evidence of both of the following:

- › more than one episode of well-defined neurological deficit with persistent neurological impairment
- › neurological investigations that support the diagnosis (such as lumbar puncture abnormalities, MRI showing evidence of lesions in the central nervous system, evoked visual responses and evoked auditory responses).

Organ transplant

Undergoing human-to-human organ transplant from a donor, or being approved for human-to-human organ transplant from a donor and placed on a recognised New Zealand or Australian organ transplant waiting list for transplant of one or more of the following organs:

- › Kidney
- › Heart
- › Lung
- › Liver (including partial liver)
- › Pancreas
- › Small bowel

We also cover the transplant of bone marrow.

We exclude the transplant of all other organs or parts of organs (except partial liver transplants) and any other tissue or cell transplant.

Paralysis

The total and permanent loss of use of one or more limb caused by *illness* or *injury* to the spinal cord or brain. In this case, limb is a whole arm or whole leg.

Included in this definition are monoplegia, paraplegia, quadriplegia/tetraplegia, diplegia and hemiplegia.



Stroke

An unequivocal diagnosis by an appropriate *specialist* of an acute cerebrovascular event that causes a neurological deficit, with infarction of brain tissue or intracranial or subarachnoid haemorrhage, supported by clear evidence on neuroimaging.

If neuroimaging is inconclusive, we may consider other investigations in support of the diagnosis that the *specialist* considers medically appropriate.

We exclude:

- › transient ischaemic attacks
- › cerebral symptoms due to migraines
- › cerebral *injury* because of trauma or hypoxia
- › cerebral symptoms due to vascular disease affecting the eye, optic nerve or vestibular functions.

The 90-day stand-down period applies to this condition.

Triple vessel angioplasty

Undergoing coronary artery angioplasty to correct a narrowing or blockage of three or more coronary arteries within a procedure period of 60 days.

A triple vessel angioplasty must be necessary because of angiographic evidence that indicates an obstruction of three or more coronary arteries.

The 90-day stand-down period applies to this condition.