Southern Cross Life Insurance

southerncrosslife.co.nz

Southern Cross

Life & Living Insurance

Policy document

CHUBB®

Underwritten by Chubb Life Insurance New Zealand Limited

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Welcome to your Southern Cross Life & Living policy

Thank you for choosing Southern Cross Life & Living Insurance.

This policy is underwritten by Chubb Life

This policy is underwritten by Chubb Life Insurance New Zealand Limited (Chubb Life). Chubb Life will be responsible for all claims and administration relating to your policy. Only Chubb Life can approve and accept your policy.

Chubb Life is a licensed insurer. Visit the Chubb Life website to learn more about Chubb Life's financial strength and how much capital it holds:

www.chubblife.co.nz/financial-strength

Southern Cross does not guarantee the obligations of Chubb Life

Southern Cross Insurance Services Limited (Southern Cross) and its related entities do not guarantee Chubb Life's obligations as the insurer of this policy and will not be liable if Chubb Life refuse to pay a claim.

Southern Cross may receive a commission while your policy remains in force.

Take time to understand your insurance policy

It's good to get familiar with your policy now, before you need to make a claim.

This policy document is part of your insurance contract

This policy document is made up of:

- these general terms; and
- the terms and conditions of Life Cover.

It forms part of the insurance contract between you and Chubb Life.

Please read this policy document and the other documents and statements that form part of your insurance contract to understand the full terms of your policy.

Other documents and statements that form part of your insurance contract

As well as this policy document, the following also form part of your insurance contract.

- The *policy schedule*
- The completed application form Chubb Life received
- Any spoken or written statements that you or the life assured make to Chubb Life while applying for or changing your policy
- Any special acceptance terms letters Chubb Life sends you
- Any *endorsement schedules* Chubb Life sends you
- Any *policy anniversary overview* Chubb Life sends you
- Any written notice that you send Chubb Life, or Chubb Life sends you
- Anything Chubb Life must include by law
- Any additional terms and conditions Chubb Life tells you about

Your policy schedule or endorsement schedule shows who this policy insures and when their cover starts and ends

Your *policy schedule* or *endorsement schedule* shows who this policy insures. It shows the relevant details of the life assured and their cover, including their *sum insured*, protection premium and the date when their cover and any additional benefits start. It also shows when cover will end.

We define some words and phrases

If a word or phrase is in italics, it has a particular meaning defined in the 'Defining words and phrases' section starting on page 11 of this document. When any of these words or phrases are used, they mean the definitions given in that section. In this document:

- 'we', 'us', and 'our' means Chubb Life Insurance New Zealand Limited (Chubb Life), including its successors in title, permitted assigns and permitted transferees
- 'you', 'your' and 'yours' means the policy owner or owners named on the *policy schedule* and any *endorsement schedule*
- 'life assured' means the person this policy insures who is named on the *policy schedule*.

Headings in this policy document are a guide only

The headings in this policy document are a guide only and should not be used to interpret the terms and conditions of your policy.

This policy is valid wherever you are in the world

This policy is valid wherever you and the life assured are in the world, whether you're living there or just staying temporarily.

We can change this policy if the law or its interpretation changes

The laws of New Zealand govern this policy. Changes to the law and its interpretation can affect:

- how the terms of this policy can be interpreted
- our liability for tax.

If either of the above happens after your policy starts, we'll change any part of the policy that is reasonably necessary. We'll write to tell you about the changes.

This policy does not apply if sanctions prevent us from providing this insurance to you

This policy does not apply to the extent that trade or economic sanctions or other laws or regulations prohibit us from providing insurance, including, but not limited to, the payment of claims. All other terms and conditions of the contract remain unchanged.

Communicating with us

Let's keep in touch. We want to make sure you're satisfied with your policy.

Contact us if you have any questions about your policy

If you have any questions about your policy, don't hesitate to contact the Southern Cross Life Insurance Team at Chubb Life.

Email (general questions) southerncrosslife.NZ@chubb.com
Email (questions about claims) ClaimsNZ@chubb.com

Free phone 0800 000 200
Phone (overseas) +64 9 919 2134

Chubb Life Insurance New Zealand Limited
Private Bag 92131
Victoria Street West
Auckland 1142

Let us know if your contact details change

We'll send our correspondence to you by post or email. We'll use the most recent postal address or email address you've given us.

Please let us know if your postal address, phone number or email address changes.

If you have a complaint, talk to us first

We want you to stay satisfied with your policy, so please contact us if you have any problems.

We're committed to helping resolve any problem as quickly as possible. If we can't sort out the issue right away, our dedicated Customer Resolution Team will take on your case.

If you're not satisfied with how we resolve a complaint or enquiry, you can talk to the Insurance and Financial Services Ombudsman (IFSO). It's a free, independent service which can help settle any dispute.

Call the Insurance and Financial Services Ombudsman or visit their website to find out more:

Free phone 0800 888 202
Website www.ifso.nz

Giving us true, correct and complete information

All information we get from you, the life assured, and anyone giving information on your or their behalf must be true, correct and complete. We rely on this information to make decisions about the policy, for example:

- what cover we'll offer
- how much we'll insure the life assured for
- the terms of this policy
- the premiums we charge
- the result of any claims
- whether we'll agree to any changes to the policy
- whether we'll reinstate the policy.

Give us relevant information when you apply, and keep us updated

You, the life assured, and anyone giving information on your or their behalf, must tell us:

- all information you and they know (or ought to know) that could affect decisions we need to make about your policy
- when any of the information changes, or if new information arises, before your cover starts or before any change to this policy takes effect.

You must let us know if any information changes while we are assessing your application for this policy, or any changes to this policy.

We can take action if we get untrue, incorrect or incomplete information

If any of the information we get is not true, correct and complete, we can take any one or more of the following actions.

- Keep the premiums you've paid us
- Increase your protection premiums
- Remove or change cover for the life assured
- Exclude a medical condition, activity or body part so you cannot make a claim related to it
- Refuse to pay a claim you apply for
- Recover any claim payments we've already paid you
- Recover from you the costs and expenses we incur connected with this policy
- Avoid this policy (if the law permits) – this means treating this policy as though it never existed
- Cancel this policy

Making a claim

When you make a claim, we want everything to go smoothly. This section explains how we can work with you to manage your claim as quickly as possible.

Contact us as soon as possible

Let us know as soon as something happens that could lead to you making a claim.

Email ClaimsNZ@chubb.com
Free phone 0800 000 200
Phone (overseas) +64 9 919 2134

We'll tell you what to send us
When you contact us, we'll tell you what to send us so we can progress your claim. What we need will depend on the type of claim.

You'll need to send us supporting documents. These must give us all the information we need to assess your claim.

The documents that you need to send us may include:

- your properly completed claim form or forms
- proof of identity for the life assured, unless you've already provided this before
- proof of the event or condition you're making the claim for
- confirmation of the diagnosis, recommendation or prognosis leading to the claim – from an appropriate *medical practitioner* or *specialist* in the field relating to your condition
- copies of all investigations that we think are relevant to your claim – for example, clinical, radiological, histological or laboratory evidence
- proof of payment (if you're claiming for a reimbursement).

We can also request any other test, evidence or examination that we need to assess your claim. This could include examination by a *specialist* or appropriate *medical practitioner* that we choose.

We may need information from another person
We may need information from another person to progress your claim, such as a health provider, *medical practitioner* or *specialist*. In those cases, we may ask you to help us get what we need.

We'll keep you updated
We'll keep you updated on the progress of your claim and let you know if we need any more information to finish our assessment.

We'll fully assess your claim before we pay it
We'll pay your claim once we're satisfied that:

- we have all the information we need to properly assess your claim
- the life assured meets the relevant criteria
- no exclusion or other limitation of cover applies.

Your policy must be in force when the claim criteria are met
We'll only pay your claim if the life assured meets all the relevant criteria to claim while the policy is in force, and no exclusions or limitations apply.

Tell us truthfully about anything that could affect your claim

You, the life assured, and anyone giving information on your or their behalf, must tell us everything you or they know (or ought to know) that could affect how we assess your claim.
Any information we receive must be true, correct and complete.

Any information you give to anyone we may rely on in assessing your claim – for example, your *medical practitioner* or *specialist* – must also be true, correct and complete.

Giving us untrue, incorrect or incomplete information may affect your claim or your policy
If we get information that is untrue, incorrect, or incomplete, we may decline the claim and not pay it.

We may also take action, as explained in the above section 'We can take action if we get untrue, incorrect or incomplete information'.

We'll pay claims to you unless you ask us otherwise

We'll pay claims to you. We may agree to pay claims to someone else if you ask us in writing.

We'll make all our payments in New Zealand dollars, to the bank account you chose.

Understanding the benefits that your policy includes

On top of the benefits we include with your Life Cover under this policy, you also get the following built-in benefits.

Policy Enhancement Benefit

We're committed to improving and enhancing our products. If we enhance this product after you've taken out this policy, we may pass any enhancements on to your policy and cover.

If we've enhanced your policy or cover after you took it out, we'll assess your claim and administer your policy to give you the best result using both:

- the policy document we sent you on your *commencement date*
- the most current version of the policy document for your policy.

Enhancements will only apply to new illnesses, injuries or conditions

A policy enhancement won't apply if you're claiming for an *illness*, *injury* or condition that showed signs or symptoms, or was diagnosed before the enhancement came into effect.

We'll let you know when enhancements come into effect

We'll let you know when we make any enhancements to your policy or cover, and when they'll take effect.

We list our policy enhancements on our website

We list all our policy enhancements on our website: www.chubblife.co.nz/policy-enhancements

Not all enhancements will apply to your policy

Policy enhancements don't apply to your policy if they:

- relate to a cover or benefit that you don't have
- are new optional benefits.

You can apply to us for enhancements that are new optional benefits. We may need to assess your application and extra premiums may apply.

Any underwriting exclusions, limits or other special terms that apply to your policy will also apply to any enhancements we make.

Suspension of Cover

You can apply to put your policy on hold with the Suspension of Cover if your policy has been in force for at least 3 months.

While your policy is on hold, you can't make any claims and you don't pay any premiums.

We recommend you contact our team to discuss your options before you apply to suspend your policy.

When you can suspend your policy

You can suspend your policy if any of the following apply.

- You're having significant financial difficulties
- You're on employer-approved leave for at least 3 months in a row
- You're living or travelling outside New Zealand for at least 3 months in a row

You can suspend your policy if you're having significant financial difficulties

You can apply to suspend your policy for 6 months if you're having significant financial difficulties.

You can suspend your policy for the time you're on employer-approved leave

If you're on employer-approved leave for at least 3 months in a row, you can apply to suspend your policy for the lesser of:

- the time you're on leave
- 12 months.

Employer-approved leave can include:

- leave without pay
- sabbatical leave
- parental leave.

You can suspend your policy for the time you're overseas

If you're living or travelling outside New Zealand for more than 3 months in a row, you can apply to suspend your policy for the lesser of:

- the time you're living or travelling outside New Zealand
- 12 months.

When we'll suspend your policy

If we approve your application to suspend your policy, you'll stop paying premiums from the later of:

- the day you begin employer-approved leave
- the day you leave New Zealand
- your next premium due date.

We won't backdate suspensions or apply them retrospectively.

You can't make any claims if we've suspended your policy

You can't make any claim while your policy is suspended.

We also won't cover the life assured for any *illness*, *injury* or condition that showed signs or symptoms, or was diagnosed, while your policy is suspended.

You can suspend your policy once every 12 months

You can only use the Suspension of Cover if it's been at least 12 months since you last used it.

You can suspend your policy for up to 24 months

You can suspend your policy under the Suspension of Cover for 24 months in total over the life of this policy.

You must pay any overdue premiums

If you have any overdue premiums before you suspend your policy, you'll need to pay them once the Suspension of Cover ends. If you don't, we may cancel your policy.

Understanding what you pay

This section explains what you pay for this policy and what happens if you don't pay.

You pay protection premiums and a policy fee

You pay protection premiums for your Life Cover under this policy. You also pay us a policy fee for managing your policy.

Your total premium is your protection premiums plus your policy fee.

Your policy schedule shows how often you pay
Your *policy schedule* shows how often you pay your total premium, how often we review your premiums, and when you'll need to make your first payment.

We'll write to you each year to confirm how much you'll pay
At least 28 days before each *anniversary date*, we'll write to you to confirm the total premium you'll pay for the cover and benefits we're providing for the next year.

The premiums you pay can change
We base your protection premiums on the cover you hold and the details of the life assured.

Your protection premiums can change when:

- the life assured gets older
- you change your cover
- your *sum insured* changes because of inflation
- we change our protection premium rates
- there is a change to any discounts
- relevant laws change.

Your premiums change as the life assured gets older
Your premium review period determines how often we recalculate your protection premiums for age-related changes. Your *policy schedule* shows the premium review period for your cover.

Changes to your cover can change your premium
Changing your cover may change how much you'll pay in protection premiums.

Changes to your sum insured due to inflation can change your premium
If your most recent document confirms your cover's benefit type as CPI linked then your *sum insured* will be adjusted by the *inflation rate*, and your protection premiums for the cover will increase accordingly.

Changes to protection premium rates can change your premium
Changes in our protection premium rates, including changes due to enhancements to this product, can change your protection premiums.

What it means if we guarantee or don't guarantee your premium
Your *policy schedule* or *endorsement schedule* will confirm if the protection premium rate for your cover is guaranteed or not.

If we guarantee a rate, your protection premium rate can't change until the end of your premium review period, unless there's any change to any discounts applied to your policy.

If we don't guarantee a cover's protection premium rate, it can change. We'll apply any change on your policy's next *anniversary date*.

Changes to any discounts can change your premium
If this policy qualifies for a discount, any changes that impact the qualifying criteria for the discount may cause it to reduce or be removed.

Any changes to the discount will change your protection premium rates and protection premium.

Changes to relevant laws can change your premium
We may change your protection premium if any laws or regulations change taxes or charges related to this insurance.

We'll give you 28 days' notice before we change your protection premiums

We'll tell you about any changes to your premiums in writing, at least 28 days before the changes take effect.

We may change the policy fee
We may change your policy fee. If we do make a change, we'll tell you what the change is, and the change will apply from the next *anniversary date*.

You must continue to pay your premiums

To keep getting cover under this policy, you must continue to pay your total premium. If you don't pay your total premium on the day it's due, we'll let you know that your premiums are overdue.

We can take any overdue premiums when your total premium is next due
While your policy is still in force, we may take any overdue premiums on the next day your total premium is due, as well as anything else that's due then.

If you miss a payment, we can cancel your policy after 31 days
If you don't pay the overdue premiums within the 31 days after your premium due date, we can cancel your policy and immediately stop your cover. We'll write to let you know we've cancelled your policy.

If we cancel your policy, you may be able to reinstate it
To apply to reinstate your policy, contact us to confirm what you need to give us. We can choose to either accept or decline your application based on the information you and the life assured give us.

If you make a claim, we'll take any money you owe us from your claim payment
If you have overdue premiums and you make a claim, we'll take the overdue amount from our claim payment to you.

Changing or adding to your policy

This section explains how you can change or add to your policy to suit your needs.

Your policy is flexible

Your Southern Cross Life & Living Insurance is a flexible policy.

You can tailor your policy to meet your changing needs and can change parts of this policy without replacing the whole policy.

Write to us to change or add to your policy

You can write to us to request a change to your cover at any time. We recommend you contact us to discuss your options before you change your cover.

We'll let you know if we need more information and if we need to assess the change.

All policy owners must give authorisation to change the policy.

We may need to assess the changes you want to make
We need to assess any requests to increase the *sum insured* that we cover.

We don't need to assess changes to decrease the *sum insured*.

We'll confirm when we've made the changes
If we approve a change, we'll send you an *endorsement schedule* or confirmation letter with details of the change.

Keep a record of changes to your cover
Keep your *endorsement schedules* and confirmation letters with this document so you always have an accurate record of changes you've made to your policy.

Changing your cover may change your premiums
Changing your cover may change how much you'll pay in protection premiums. We'll tell you what the new protection premiums are and the date they will be effective from.

Your sum insured can increase in line with inflation

If you've chosen to have any of the *sum insured* adjusted for inflation, we'll increase them in line with the *inflation rate* on each *anniversary date*. Your protection premiums for those covers will increase accordingly.

Contact us if you don't want to increase your *sum insured* for a particular year.

We won't change the *sum insured* if the *inflation rate* is negative.

Your *policy schedule* shows the cover you chose to increase for inflation.

You can change who owns this policy

To change who owns this policy, download and complete a Memorandum of Transfer form from our website:

www.chubblife.co.nz/documents

All current and new policy owners must complete and sign the form. We'll write to you to confirm the change once we've received and processed the correctly completed Memorandum of Transfer.

What happens to this policy if you die

If you're the only policy owner, and you're an individual person, this policy will pass to your estate if you die.

If you own this policy with one or more people, it means you own it with them jointly. If you or one of the other people die, this policy passes to the surviving owners.

Cancelling this policy

This section explains how to cancel this policy, and when your cover will end once you cancel.

You can cancel this policy at any time

You can cancel this policy at any time. We recommend you contact us to discuss your options before you cancel this policy.

Notify us to cancel your policy
You'll need to notify us if you want to cancel this policy, and the cancellation needs to be authorised by all the policy owners.

We'll confirm with you when your cover ends

Once we get your authorised cancellation, we'll write to you to confirm when your policy and cover will end.

When your policy ends will depend on how often you pay your premiums
When your policy and cover ends after we get your authorised cancellation depends on how often you pay your total premium.

If you pay your premiums every month, or more often

If you pay your premiums every month, or more often, your policy and cover will end on the next day your premiums are due.

We must get your authorised cancellation at least 3 business days before that day. We won't refund any premiums you paid for cover we've already provided.

A business day is a day that we're open for business.

If you pay your premiums every year

If you pay your premiums every year, your policy and cover will end on the next monthly anniversary of your policy *commencement date*.

We'll refund any part of a premium already paid for this policy which provides cover for the period after that date.
For example, if you pay 12 months of premiums on 1 January, we'll cover you until 31 December. If you cancel on 15 February, we'll keep covering you until 1 March. Then we'll refund 10 months' worth of premiums for the cover you didn't use.

We'll refund your premiums if you cancel within 30 days of your policy starting

If we get your authorised cancellation within 30 days of your policy *commencement date*, we'll cancel the policy and refund your premiums.

We won't refund your premiums if you've already made a claim. If we get your authorised cancellation more than 30 days after your policy *commencement date*, we won't refund any premiums you paid for cover we've already provided.

Defining words and phrases

This section provides our definitions of the words and phrases that appear in this policy document in italics.

Accident

A violent, external and visible event that results in physical *injury* to the life assured.

Anniversary date

The anniversary date is the anniversary of the policy *commencement date*.

Commencement date

This policy's commencement date is the day this policy came into force. The *policy schedule* shows the commencement date.

The commencement date for any cover that you add to this policy is the date we confirm the cover has been added from.

Cover term

A cover term is the length of time we provide each cover for. You can find your cover term on the most recent document confirming the details of your cover.

Endorsement schedule

An endorsement schedule is a document that we send to you that confirms changes to your policy.

Full-time care

Full-time care is the active, day-to-day care a person needs because they can't safely take care of themselves without supervision.

Illness

A sickness or disorder that a life assured suffers and that is not caused by an *accident*.

Inflation rate

The inflation rate is the consumers price index (all groups) rate issued by the government statistician for each year ending 30 September.

If the consumers price index changes or stops, we'll choose another suitable measurement of changes in consumer prices.

Injury

A disorder or physical harm that a life assured suffers and that is caused by an *accident*.

Medical practitioner

A medical practitioner is someone that we approve who is medically qualified and properly registered in at least one of the following.

- New Zealand
- Australia
- another country that has qualification and registration requirements that we consider to be the same as or better than those in New Zealand.

Policy schedule

A policy schedule is the document we send you when your policy starts that confirms the details of your cover at that time.

Policy anniversary overview

A policy anniversary overview is the document we send you before each policy *anniversary date* that confirms the details of your cover for the next *policy year*.

Policy year

A policy year is 1 full year of holding your policy, for example:

- the *commencement date* to the first *anniversary date*
- any *anniversary date* to the following *anniversary date*.

Specialist

A specialist is any health provider who's acceptable to us and either a Member or Fellow of an appropriately recognised specialist college. A specialist must have at least one of the following:

- A Medical Council of New Zealand vocational registration in their field
- A Medical Board of Australia-approved registration in their field
- Suitable medical training and experience and registration that we approve in another country.

Sum insured

A sum insured is the amount we're insuring a life assured for under Life Cover, as adjusted under this policy. You can find the life assured's sum insured on the most recent document confirming the details of that cover.

If we pay a cover's sum insured in advance or in part, we may reduce the remaining sum insured by the amount we pay.

Underwritten sum insured

The underwritten sum insured is the *sum insured*, minus any increases because of the Life Events Benefit.

Southern Cross Life & Living Insurance

Life Cover

The following terms and conditions of Life Cover tell you what benefits are available under this cover and how they work. You must read these terms and conditions together with the general terms of your policy.

Getting an outline of your built-in benefits

The table below summarises this cover's built-in benefits and tells you where you can read the full terms of each benefit.

Built-in benefits

Your Life Cover includes these built-in benefits.

Benefit	Summary	Full terms
Life Cover Benefit	You can get the Life Cover *sum insured* if the life assured dies.	**Page 2**
Terminal Illness Benefit	You can get an early payment of the Life Cover *sum insured* if the life assured is likely to die within 12 months.	**Page 2**
Bereavement Support Benefit	You can get an early payment of up to $25,000 of the Life Cover *sum insured* to cover immediate costs, such as funeral expenses, if the life assured dies.	**Page 2**
Life Events Benefit	You can increase cover if certain events happen in a life assured's life, without assessment of the life assured's health.	**Page 2**
Financial and Legal Advice Benefit	You can get help to pay for financial planning or legal advice about using money from a claim.	**Page 3**

Understanding what we don't cover

We won't pay any claim under this Life Cover if the life assured dies or becomes terminally ill as a direct or indirect result of intentional self-harm within the first 13 months of the:

- *commencement date*
- date the Life Cover *sum insured* is increased, other than because of inflation
- policy being reinstated.

Intentional self-harm includes suicide and attempted suicide.

If you increase the Life Cover *sum insured*, this exclusion will only apply to the increased amount.

Understanding your built-in benefits

This section details the built-in benefits we include in Life Cover.

Life Cover Benefit and Terminal Illness Benefit

With the Life Cover Benefit, we will pay you the Life Cover *sum insured* if the life assured dies.

With the Terminal Illness Benefit, we will pay you the Life Cover *sum insured* if the life assured 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 Life Cover *sum insured* once for each life assured.

Bereavement Support Benefit

With the Bereavement Support Benefit, we can immediately pay up to $25,000 of the Life Cover *sum insured* if the life assured dies.

To claim this benefit, send us proof that the life assured has died.

We won't pay if it's clear right away that we won't accept your Life Cover Benefit claim.

We'll subtract the amount we pay under a Bereavement Support Benefit from the Life Cover *sum insured* for the life assured.

We'll pay the rest of the *sum insured* once we've assessed and accepted your claim.

Life Events Benefit

With the Life Events Benefit, you can increase the Life Cover *sum insured* when certain events happen in a life assured's life.

If the life assured experiences a certain life event, you can apply to increase the Life Cover *sum insured* without assessment of their health.

Your premiums will increase from the date we've increased the *sum insured*.

We cover certain life events

You can increase the Life Cover *sum insured* for a life assured if they experience one of the following.

- Getting married or entering a civil union
- Getting a divorce or separating from a de facto partner
- Death of a partner (a partner is a wife, husband, civil union partner or de facto partner)
- Pregnancy at 28 weeks gestation
- Giving birth to or legally adopting a child. You cannot apply to increase the *sum insured* under this benefit for pregnancy and birth of the same child
- Getting an annual salary increase of more than $5,000
- Increasing their residential mortgage
- Buying a home, holiday home, residential investment property, or bare block of residential land
- Providing *full-time care* for their dependent parent, sibling, child, parent-in-law, grandparent or partner (a partner is a wife, husband, civil union partner or de facto partner)
- Having a dependent child start private secondary school or full-time tertiary education for the first time.

You can increase the sum insured for each event

For each event, you can increase the Life Cover *sum insured* for a life assured by up to the lesser of:

- the amount of the new or increased mortgage (if applicable)
- 5 times the increase in annual salary (if applicable)
- $250,000.

You're limited in how much you can increase the sum insured

All increases under this benefit for a life assured can't be more than 75 percent of their *underwritten sum insured*.

Apply within a certain period of time after the event happening

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

- 180 days of the event happening
- 60 days of the *anniversary date* after the event happened.

Send us evidence of the event 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.

When you cannot use this benefit

You cannot use this benefit for a life assured if any of the following apply:

- we've paid a claim for any benefit included in this Life Cover.
- they meet all the criteria for a claim for any benefit included in this Life Cover, even if you haven't made the claim yet.
- they're aged 60 years old or older.

Financial and Legal Advice Benefit

With the Financial and Legal Advice Benefit, we can reimburse you for professional advice you get about using money from a Life Cover Benefit or Terminal Illness Benefit claim.

When we'll pay this benefit

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

- We've paid a Life Cover Benefit or Terminal Illness Benefit claim.
- Within 12 months of us paying the claim, you've received professional advice about using the money from the claim payment.
- You apply for this benefit within 12 months of receiving the advice.
- The professional advice is either:
  - legal advice from a lawyer, solicitor, or barrister who's registered with the New Zealand Law Society
  - advice about financial planning from a financial advice provider licensed by the Financial Markets Authority.

We'll reimburse you for the costs, up to $2,500

We'll reimburse you up to $2,500 for the professional advice you get.