



Here are the details of your

Funeral Cover Policy



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WriteMark™
Plain Language Standard

As part of our commitment to you, this document meets the WriteMark Plain Language Standard. The WriteMark is a quality mark awarded to documents that achieve a high standard of plain language.

We realise it's a lot to take in, but take the time to read it now, to ensure you understand the terms, conditions and exclusions.

Understanding your policy

This policy document explains your insurance cover, the benefits you will receive, your responsibilities, and how to make a claim. Please read it carefully and keep it in a safe place.

Funeral Cover is a simple insurance policy that can be used to pay for your funeral expenses and other associated costs. This policy wording contains important information about the policy. For example, it explains what benefits we will pay, what exclusions apply and how to make a claim.

Please carefully read this policy wording and the separate [policy summary](#) that goes with it.

Once you have read and understood this policy wording and your [policy summary](#), please keep them in a safe place. You will need them to make a claim.

This policy has no cash value, so we will not pay any money if the policy owner decides to cancel the policy.

AA Life policies are provided and underwritten by Asteron Life Limited.

Please contact us if you have any questions or need more information.

How to contact us

For sales, service and general queries call us on **0800 874 444**

For claims enquiries:

- Call us on **0800 737 101**
- Email us at claims@asteronlife.co.nz

For more information go to aalife.co.nz

Reading your policy

We have used the headings in this policy wording to help guide you. These headings are purely descriptive in nature. You should not rely on headings to interpret the policy.

Words with specific meanings

We have coloured some words blue. These words have a specific meaning. We have explained them in the [‘Definitions’](#) section at the end of this policy document.

We also use the following common terms throughout this policy document that have the below meanings:

- ‘we’, ‘us’ or ‘our’ means Asteron Life Limited
- ‘you’ or ‘your’ means the person insured or the policy owner, depending on the context.

Cancelling your policy

You have a cooling-off period if you change your mind

We provide you with a 30-day cooling-off period. You can cancel your policy within 30 days from the day your policy started, as long as you have not made a claim. We will refund you the full amount of any premium paid.

If you choose to cancel your policy after the cooling-off period

You may choose to cancel your policy at any time, unless you have made a claim.

If you cancel your policy outside the cooling-off period and you have not made a claim, we will refund you any amount we owe after the cancellation date.

If you have a concern

We value our customers and aim to deliver the best service possible. We also appreciate and encourage your feedback – the good and the bad. If you’re not satisfied with one of our policies, our service or a decision we make, please tell us. Often a quick conversation with one of our representatives can help resolve things.

If we can’t agree or if you are still unhappy, please let us know. We can explain our complaints procedure to you and we have a Customer Resolution Service to help you if needed.

Alternatively, write to us at:

The Complaints Officer
Asteron Life Limited
P O Box 894
Wellington 6140

Complaints resolution

At the time this policy is issued, Asteron Life is part of the Insurance & Financial Services Ombudsman Scheme (IFSO Scheme). The IFSO Scheme means that policy owners are provided with a free complaints resolution service. If you’re not satisfied that we’ve resolved your complaint, you may refer it to the Insurance & Financial Services Ombudsman. They will respond if the policy and issue is within their jurisdiction.

Their contact details are:

Insurance & Financial Ombudsman
P O Box 10-845
Wellington 6143

Phone: **0800 888 202**

Fax: **04 499 7614**

Website: www.ifso.nz

Cover start and end

Your cover under this policy begins on the date shown in your [policy summary](#) or the date we choose if we restart your policy.

Your cover ends on the earliest date of any of the following:

- the person insured’s death
- we accept a [terminal illness](#) claim
- the date you cancel this policy
- 30 days after a premium payment is missed.

We won’t pay benefits for events that occur before the date your cover starts or restarts or after the date your cover ends.

If your cover ends because you haven’t paid a premium, you can apply to us to restart your policy. You must apply within 12 months of your cover ending. We will advise you of the conditions for restarting your cover and will tell you in writing if and when it is restarted.

Funeral and Terminal Illness Benefit

If you die of a natural cause within the first two years of your policy, we will refund 100% of any premiums paid. After two years of continuous cover you will be fully covered.

We pay the Funeral and Terminal Illness Benefit in two situations:

(a) If both of the following are true:

- you die and the sole cause of your death is an **injury** caused solely and directly by an **accident**
- the person insured's death occurred within 90 days of the date of the **accident**.

(b) If your Funeral Cover has been continuously in place for at least 24 consecutive months from the later of the date your cover starts or restarts and either of the following are true:

- you die
- you are diagnosed as having a **terminal illness**.

The amount we will pay will be equal to the Funeral and Terminal Illness Benefit cover amount that applies at the date you die or are diagnosed with a **terminal illness**.

Any claimable **accident**, death or **terminal illness** diagnosis must first occur after the date your cover starts or restarts, and before the date your cover ends.

We will refund all premiums paid if both the following are true:

- your death occurs less than two years after the date your cover starts or restarts,
- the death is not caused solely and directly by an **accident**.

Additional Accidental Death Benefit

If your death is a result of an **accident**, you will receive an additional Accidental Death Benefit.

We will pay the Additional Accidental Death Benefit if we accept a Funeral and Terminal Illness Benefit claim and the sole cause of death is an **injury** caused solely and directly by an **accident**.

The amount we will pay will be equal to the Funeral Benefit pay-out amount that applies at the date the person insured dies.

To qualify for this additional payment, the death must occur within 90 days of the date of the **accident**. Both the **accident** and resulting death must occur after the date your cover starts or restarts and before the date your cover ends.

Premium Holiday Benefit

If you are under 65, are suffering financial hardship, and have had two years of continuous cover, you may be eligible for a premium holiday for up to six months.

You can apply for a Premium Holiday Benefit. If we accept, we will waive premiums for a maximum of 6 months from the time you tell us in writing.

A Premium Holiday Benefit is only available if:

(a) All the following have occurred:

- you are under the age of 65
- have paid all premiums
- the policy has been continuously in force for at least 24 consecutive months.

AND

(b) Any of the following occur:

- you become **involuntarily unemployed**
- you are made bankrupt
- we decide at our sole discretion that you are experiencing financial hardship.

Only one Premium Holiday Benefit is available over the life of your Funeral Cover insurance policy.

Once accepted, the person insured will continue to be covered and you will be able to claim during the premium holiday period.

When the premium holiday ends, you must begin paying premiums again.

Limits on what we will pay

You can take out more than one Funeral Cover policy issued by Asteron Life. The total maximum combined cover we will pay under all Funeral Cover policies issued by Asteron Life is \$30,000 for each person insured. That total is in addition to any payments made under the Additional Accidental Death Benefit.

How to claim

To make a claim, contact Asteron Life on:

- phone: **0800 737 101**
- email: **claims@asteronlife.co.nz**
- mail: **Asteron Life Claims, PO Box 894, Wellington 6140**

We will tell you what evidence we require. You or your estate (if you are the person insured) is responsible for the cost of providing this evidence.

When a claim for [terminal illness](#) is made, we may require you to have one or more medical examinations at our expense.

We'll make payments under this policy when you've met all the following requirements:

- we have received properly completed claim form(s)
- we have proof of the person insured's death if a death claim has been made
- we have acceptable evidence of the identity and legal title of the person making the claim
- we are satisfied that the claim is legal and valid
- we have received the information we need to be able to assess the claim.

We also need a certified copy of [probate](#) if a death claim has been made where you are the person insured, no joint owner or nominated beneficiary is named on this policy, and the amount payable is greater than \$15,000.

Who we will pay benefits to

If you have nominated a beneficiary, the payment will be made directly to them instead of your estate, making it available quickly.

If you have chosen to own a Funeral Cover policy jointly, any surviving policy owner(s) will receive the benefits of this policy. If there is more than one surviving policy owner, the benefits will be split equally between them.

Payment will be made in New Zealand Dollars, usually within 48 hours of the claim being accepted. If you have chosen to add nominated beneficiaries to this policy, we will make all benefit payments to the nominated beneficiaries regardless of who the policy owners are.

If there is no nominated beneficiary or surviving policy owner, we will make the payment to the policy owner's estate(s).

Exclusions that apply within two years of continuous cover

We will not pay any claim if your death occurs less than two years after the date your cover starts or restarts, and your death or [accident](#) was caused or contributed to by any of the following:

- any illness, disease, naturally occurring condition, degenerative process, or symptom of any of these that they have, or have had
- suicide or a deliberate act by the person insured causing [injury](#) to themselves, whether they are sane or insane, unless that [injury](#) is indirect and unintended.

No exclusions apply two years after the later of the date your cover starts or restarts

Information you provide must be correct

Your policy with us relies on the accuracy of the information supplied by you, or any person on your behalf. You must provide full and accurate information. You must also answer all questions we ask you honestly, correctly and completely.

If we find that your date of birth is wrong on the [policy summary](#), we can adjust the benefits provided under the policy to reflect your correct age and actual premiums paid. Alternatively, if your age has been overstated, we may, at our discretion, repay any overpayments of premium.

If we find that your smoker status is wrong on the [policy summary](#), we can adjust the benefits provided under the policy to reflect your correct smoker status and actual premiums paid.

Premium information

The premium amount is set out in your [policy summary](#) and must be paid in New Zealand Dollars by a payment method approved by us.

We can increase the premium amount for your policy only if, at the same time, we apply the same increase to every other Funeral Cover policy we issued under the same offer made to you.

We will give you 28 days written notice of any change to your premium amount, posted to your last known address or emailed to the email address you supplied. This notice is considered to have been received by you on the 7th day after it has been sent.

Premium payments will end on the policy anniversary date after the person insured reaches age 90. Cover under this policy will continue until a claim is accepted, death occurs, or you cancel the policy.

Funeral Cover is an insurance policy and not a savings plan.

Like other types of insurance, this means that depending on the period of time that this policy remains in force, the premiums paid may exceed the cover amount payable.

The term of this policy is one year. It renews at the end of each year when we receive the first instalment premium for the next year.

Other information

You are covered anywhere in the world

This policy provides worldwide cover, 24 hours a day.

Governing law

This policy will be interpreted according to New Zealand law.

Statutory fund

The statutory fund relevant to your policy is Asteron Life Limited's Statutory Fund Number One.

General

When your policy starts Asteron Life will pay a commission to AA Life.

Definitions

Policy summary

The most recent policy summary we have sent you, which includes all the following:

- the person insured
- the policy owner
- the cover amount
- the date cover starts
- the date cover ends.

Accident

A single, sudden, unintended, external event that causes you bodily injury.

Injury

An injury to the person insured where all the following are true:

- the injury is caused solely and directly by a violent, accidental and visible event
- the injury is not caused or contributed to by any illness, disease, or a naturally occurring condition, or degenerative process
- the injury is not intentionally self-inflicted.

Terminal illness

An illness that, in the opinion of a doctor approved by us, will result in death within 12 months.

Involuntarily unemployed

Means all the following are true:

- you did not voluntarily cease employment
- we do not consider you to be self-employed
- you have registered as unemployed with Work and Income New Zealand, or its equivalent at the time of your unemployment (or with an appropriate recruitment organisation that we approve)
- the unemployment did not occur within 6 months of the date your cover starts or restarts.

Probate

The official proving of a will.

We're here to help you

Call us anytime

0800 874 444

Visit us online

aalife**.co.nz**

Or come in and see us at your nearest

AA Centre



Asteron Centre, Level 13, 55 Featherston Street, Wellington, 6011

PO Box 894, Wellington, 6140 New Zealand

Telephone 0800 874 444 Fax 0800 808 213