Policy Wording - Equine

Beneficial Insurance - Pet-n-Sur Equine Division

Beneficial Insurance Limited has been in operation since 2002 and is 100% New Zealand owned and operated. We have thousands of satisfied customers who value our experience and knowledge.

The Pet-n-Sur Equine division specialises in providing insurance products for your Horse. We have simple to understand Policies where **you** make the choices which **you** think are best for **you** and **your** Horse with the level of cover and associated benefits. We have insured hundreds of horses across New Zealand of all different breeds and types and our team are here to help **you** and **your** horse in times of need.

IMPORTANT INFORMATION ABOUT YOUR POLICY

Our policies are designed so that **you** can choose coverage and additional add-on items that **you** believe are best for **your** horse and your budget. This document outlines the benefits, exclusions and terms of your chosen cover.

You need to ensure that **you** have selected the correct Cover Items, Coverage Amounts and **Co-Pay** for **your** horse as these can affect **your** premium payments. If **you** have not selected a particular Cover Item, no claim can be made if that event occurs.

Stand-Down Periods

A **stand-down period** is a waiting period at the start of the policy (or after an increase in coverage) during which **certain conditions are not covered**. The stand-down periods for this policy are:

- **Illnesses**: 21-day stand-down from the policy start date. (Illnesses that first show signs or symptoms within the first 21 days of your policy, including any follow-up treatments relating to that illness, are not covered.)
- **Accidents**: 7-day stand-down from the policy start date. (Accidental injuries that occur within the first 7 days are not covered.)
- **Increased Coverage**: If you increase your pet's coverage at renewal, there is a 4-month stand-down on the **new additional coverages**. Any **new condition** that arises in the first 4 months of the new policy term will be assessed under the previous policy's terms and exclusions (since it would have been present during the stand-down of the new cover). In other words, we will treat that condition as if your coverage had not yet been increased, which may mean it's not covered if it would have been excluded under your old policy terms.

Sometimes we ask for extra documents

Most claims are processed with just your vet records and invoices. However, sometimes we need a little more information to confirm details. For example, if another person or horse was involved in an accident, we might ask for a short report. In rare situations, we may also ask you to complete a simple affidavit - this is just a written statement confirming key facts (for example, the timing of an injury). An affidavit is sworn or affirmed in front of a Justice of the Peace or solicitor, and we'll guide you through the process if it's ever needed.

Co-Pay - When **you** selected **your** policy and any additional add-on items, **you** had the option to select a level of co-pay. A minimum excess will apply per approved claim or the amount of co-pay that you have selected, whichever is greater. The amount of this minimum excess is written in your Policy Schedule above (under **"Your Cover"**). This co-pay amount and or excess (whichever is the greater) will be deducted before payment of any approved claim. Note that the co-pay does not apply to a claim relating to reimbursement of Vaccination costs for **your** horse. In that case, we will contribute $50.00 per annum (a copy of the invoice will need to be provided along with a completed claim form).

An example of a Claim on a Policy where the chosen cover amount is $10,000 for Veterinary costs and the chosen Co-Pay is 20%

A claim is received totalling $2,000 for a qualifying veterinary treatment.

First, we would see if the co-pay amount exceeds the minimum excess of $500. In this example, 20% of $2,000 = $400

As the co-pay is less than the minimum excess of $500 we would deduct $500 as this is the larger sum. **We would then reimburse $1,500**

Once the reimbursement has been completed, available coverage in the current policy year for

Veterinarian Cover would reduce from $10,000 to $8,500 ('the after-claim balance'). The after-claim balance would then become the maximum that **you** could claim for Veterinary Treatments until the renewal date for **your** policy.

We are here to help. Under this contract, you and Beneficial Insurance Limited (Pet-n-Sur) both have responsibilities to ensure that the policy operates smoothly, as it was designed to. If there is anything which **you** don't understand, **you** can contact us at any time.

You have rights under the Privacy Act 2020 to access and correct any information we hold about **you**. For information about how we collect, use and store **your** personal information, see the full Privacy Statement on the Beneficial website.

7-Day Cooling Off Period - You have a **7-day cooling-off period** at the start of your policy. If you decide not to continue with the policy during this time, you must notify us via email (send your cancellation request to **admin@petnsur.co.nz**). If you cancel within this 7-day cooling-off period, you will **not be charged** and any premium paid will be refunded in full.

Period of Cover

1. The Policy is for a term of twelve months from the Commencement Date. Where **we** agree that **you** may pay **your** premium on an instalment basis, **You** are required to continue to make instalment payments until the full premium has been paid to the Company, except where the Company cancels the Policy.
2. The Company reserves the right to terminate this Policy by advising the **owner** in writing by providing 21 days' notice of the termination. Where the Company terminates the Policy, it will refund any unused portion of the premium for the remaining term of the Policy; if any.
3. **You** can only cancel the Policy during the 7-day cooling off period or at the end of an annual cover period (or any other time as long as **you** pay the Company the full annual premium due during the Period of Cover).
4. Any requests by **you** to cancel the Policy must be made in writing to the Company, via email admin@petnsur.co.nz, or post PO Box 68 548, Victoria Street West, Auckland 1142.

Renewal of Cover

The Policy will be automatically renewed for a further 12-month period from the Renewal Date, as set out in the Policy Schedule at the sole discretion of the Company (the "Renewal"). The Renewal will be subject to there being no Material changes to the information disclosed by **you** to the Company.

We will send you an email with an updated Policy Schedule for the next year of cover within 10 days of the Renewal Date shown on your Policy Schedule (the "Updated Schedule").

If we have made any changes to our terms and conditions since your last policy period, the email will include or link to the **updated terms and conditions**. These new terms and conditions will **supersede** (replace) the previous terms you agreed to.

Payment of the Premium due on the Renewal and outlined on the Updated Schedule, is payable in accordance with **your** existing method of payment and frequency as set out in the Policy unless contrary advice is received by **us** in writing and **we** agree, prior to the Renewal Date.

Until further notice, **you** grant the Company the authority to continue an existing Payment Authority, given by **you** to the Company and **your** Bank in relation to the Premium payments. This includes any Direct Debit Authority, Automatic Payment Authority, or Credit or Debit Card Details where **you** have authorised the Company to debit a nominated bank account and / or credit or debit card for the premium payments due under the Policy or Renewal on the due date.

You can select premium payment periods of either weekly, fortnightly, monthly or yearly instalments.

Changes in Premium

If your premium amount changes (for instance, at renewal or due to a cover change), we will let you know 10 days **before** we charge the new amount. We will send you a notification (usually via email) detailing the new premium. We will then automatically adjust your payment deductions to the new premium amount. You **do not** need to fill out a new payment form or give additional authorisation for the ongoing payments as the existing payment authority will be used for the new premium amount.

Changing your plan - You can, at the time of automatic renewal, apply in writing to increase or decrease the benefits of the Policy. In the event of a benefit increase, there will be a 4-month stand-down

period from the Commencement Date of the updated plan for any new condition that the Horse suffers or experiences.

Cancelling Your Policy

- *Cancellation by you*: If you cancel the policy after the Cooling-Off Period has expired, or more than 7 days after the renewal date *but before the end of the 12-month cover period*, you will be required to pay the full premium (less any discounts shown in your Policy Schedule).
- *Cancellation in the event of your horse's death*: If your horse dies during the 12-month cover period, you may request cancellation of the policy. In this case, you will be required to pay the premium (less any discounts shown in your Policy Schedule) on a pro-rata basis up to the date of cancellation.

Cancellation by Us

In certain situations, **we (the Company) may cancel your policy** by giving you written notice:

Misrepresentation, Fraud, or Breach

If you fail to disclose a pre-existing condition, misrepresent information, commit fraud, or otherwise materially breach the terms of this policy, we may cancel your cover.

- *Notice of cancellation*: We will provide you with 21 days' written notice of cancellation, sent to your last known email address.
- *Fraud or deliberate misrepresentation*: If cancellation is due to fraud or deliberate misrepresentation, we may treat your policy as void from its commencement. In such cases, no refund of premium will be made for any unused portion of the policy.
- *Other non-disclosure or misrepresentation (not fraudulent)*: If cancellation is due to an innocent or negligent non-disclosure or misrepresentation, any refund of premium (less any applicable deductions for cover already provided) will be made on a pro-rata basis.

Non-Payment: We can also cancel your policy if you do not pay your premiums (see the section on Non-Payment and Policy Lapse above). In the case of non-payment, cancellation for non- payment may be effective **7 days after the missed due date** (at our discretion and after attempts to obtain payment).

Before cancelling your policy for the reasons above (other than non-payment), we will:

- notify you in writing (usually via email) of the issue and the reason we are considering cancellation.
- give you at least **7 working days** to respond in writing with any explanation or information you want us to consider. For example, if there has been a misunderstanding or you have additional evidence, you can provide it within that time.
- we will review any response you provide and make a reasonable consideration of your explanation before finalising the cancellation.

If, after that process, we proceed with cancellation, we will send a confirmation of cancellation. Once cancelled, no claims will be paid for any events occurring after the cancellation date and no premium amounts paid will be refunded.

Sum Insured is the amount **you** have chosen, and the Company has accepted it as the most we will pay. The Sum Insured will usually be determined by the Fair Market Value of the Horse at the date the policy is either initiated or reviewed and is subject to Maximum Cover limits specified in the Policy.

Coverage Amount is the amount that **you** have selected on your policy for each cover item that you have chosen.

Humane Destruction / Euthanasia - If you have elected coverage for your horse for the event of Death (this includes Theft and Death in Transit), there is an 18-month stand-down period for humane destruction from the commencement date of **your** policy. The **only** exception to this stand-down period is if the horse has suffered a traumatic accident resulting in, but not limited to, a broken leg or a catastrophic fracture or such non-disease or non-medical related catastrophic issues, and the death resulting from the traumatic accident occurs within 7 days of the traumatic event.

If a Registered Veterinarian deems that the horse needs to be humanely destroyed under these specific circumstances, the veterinarian must provide a letter outlining the reasons and detailing

the injury that necessitated the decision for Euthanasia after the horse had been destroyed.

Mortality Cover (this includes cover for Theft and Death in Transit) - If **you** have selected this coverage as an add-on item to **your** policy, the Company will cover **your** financial loss subject to the level of Death Cover which **you** have selected (**Sum Insured**) or the fair market value of the horse at that time. The following general terms and conditions apply -

- **Death -** provides cover up to the sum insured or fair market value during the period of cover following the death or humane destruction of **your** horse by a registered veterinary surgeon, as a result of sudden, violent and external injury or event that happens by chance, at an identifiable time and place and is unforeseen ("**Accidental Injury / Death**").
- **In Transit -** provides cover up to the sum insured or fair market value during the period of cover if **your** Horse is fatally injured whilst in transit within New Zealand.
- **Theft -** provides cover up to the sum insured or fair market value if the Horse is stolen during the period of cover.

The Company **will not** indemnify if the **Owner** or person looking after the Horse has freely parted with the Horse (even if coerced into doing so) **or** if the theft occurs due to employee dishonesty **or** if the loss arises from a mysterious event or escape. **You** must notify the police as soon as **you** discover that **your** Horse has been stolen or is missing. A copy of the Police report will be required along with evidence of legal ownership of the Horse when **you** make the claim. If the Horse is subsequently found within 30 days from the date of the claim being paid, the funds will then need to be repaid to the Company.

Policy Ownership- the legal owner of the horse must be listed as the primary owner of the policy. This ensures that the person with the legal title to the horse is acknowledged as such.

Lessee as Co-Owner - the lessee (the person leasing the horse) should be listed as a co-owner on the policy. This acknowledges their financial and caretaking responsibilities.

Payment Details - the payment details on the policy should be the legal owner's bank account details. This ensures that in the event of any refunds, such as for the death of the horse, the funds are returned to the legal owner. The legal owner and lessee can then settle any financial arrangements as per their lease agreement.

Vet Bill Refunds - Some claim payments are made on a **'reimbursement basis'**. That means where a cost has been incurred for which you are claiming the Policy, **you** will pay that bill first and, if **your** claim is accepted, we will reimburse you (subject to the Maximum Cover that **you** have selected and specified in **your** Policy schedule after deducting Co-Pay - Excess / or Exclusions specified in **your** Policy Schedule or Policy Terms). When a claim is made for vet bills that the lessee has likely paid, the lessee's bank account details can be entered on the claim form for that reimbursement. This ensures the lessee is directly compensated for out-of-pocket expenses.

Section A - Specific Terms & Conditions

Veterinarian Option - The Company will pay the cost of veterinary treatment and, following examination and instruction by a Veterinary Surgeon, the cost of alternative treatment **your** Horse receives to treat an injury or illness that occurs during the Period of Cover (subject to **your** Maximum Cover which **you** have selected and specified in **your** Policy schedule after deducting Co-Pay - Excess / or Exclusions specified in **your** Policy Schedule or Policy Terms).

The Company **will not** indemnify -

- More than the Maximum Cover for **your** Plan
- More than $4,000 towards the Treatment of a colic episode
- Any additional claim for a colic-related episode for the duration of the Horse's life
- More than 50% of the cost of any veterinary Treatment (or any medication prescribed by a Veterinary Surgeon) **your** Horse receives (or is prescribed for its use) more than 12 months after the date of the original diagnosis of any injury or illness
- More than 50% of the cost of any veterinary treatment (or any medication prescribed by a Veterinary Surgeon) **your** Horse receives (or is prescribed for its use), for any injury or illness that was originally diagnosed in any prior Period of Cover
- The cost of veterinary treatment that **you** choose to carry out that does not relate to the injury or illness

- The cost of veterinary treatment or alternative treatment that results from a vice or from the Horses behaviour
- The cost of a post-mortem, burial or cremation
- The cost of any treatment, which is not a veterinary treatment that **you** could carry out yourself
- The cost of travelling to a place of treatment either for **your** Horse or a Veterinary Surgeon
- The cost of castration or pregnancy.
- A claim is received for dental treatment including but not limited to, inflammation of the gums, cleaning and de-scaling of the Horse's teeth or the removal of any teeth, except in the instance where the treatment is required due to teeth damaged in an Accident.

Mortality Cover (includes Theft and Death in Transit

If **you** have selected this cover as an additional add-on item, then the following terms and conditions will apply -

The Company will indemnify you up to the Sum Insured following the death or humane destruction by a Veterinary Surgeon during the Period of Cover (subject to **your** Maximum Cover which **you** have selected and specified in **your** Policy schedule after deducting Co-Pay - Excess / or Exclusions specified in **your** Policy Schedule or Policy Terms and the exceptions below) as a result of -

- An injury or illness that occurs during the period of cover
- Surgery carried out by a Veterinary Surgeon to treat an injury or illness that occurs during the Period of Cover
- Medication prescribed by a Veterinary Surgeon used to prevent injury or illness that occurs during the Period of Cover
- Medication prescribed by a Veterinary Surgeon to treat an injury or illness that occurs during the Period of Cover

The Company **will not** indemnify -

- If the death or humane destruction happens 12 (twelve) months after the date of the injury or illness first occurred
- If the death or humane destruction occurred before the Period of Cover commenced
- If the death or humane destruction is related to an injury or event prior to the commencement of the policy
- If the death or humane destruction is the result of a surgical operation not performed by a registered Veterinary Surgeon
- If the illness or injury can be treated and it is humane to keep the Horse alive
- The Horse's condition does not meet the current New Zealand Veterinary Council Code of Professional Conduct for the destruction of horses
- If the death or humane destruction is the result of a deliberate act by either the Owner, the Owner's immediate family or any person looking after the Horse
- The cost of a post-mortem examination.

Removal and Disposal Costs

If **you** have selected this coverage as an additional add-on item, then the following terms and conditions will apply –

The Company will pay a maximum amount of $1,500 to assist with the costs of removal and disposal of the Horse's body following the death or humane destruction as a result of an injury or illness that occurs during the period of cover. A **co-pay** or an excess amount will be deducted from the total sum before payment. An invoice will need to be provided, to confirm the total cost of the removal and disposal.

Saddlery and Tack

If **you** have selected this coverage as an additional add-on item and **your** Saddlery and Tack is damaged, stolen or destroyed during the Period of Cover, we will pay, (subject to the Maximum Cover that **you** have selected and specified in **your** Policy schedule after deducting Co-Pay - Excess / or Exclusions specified in **your** Policy Schedule or Policy Terms and the exceptions below) -

- The cost of repair or to bring it back to the same condition it was in before it was damaged **or**
- The Sum Insured of **your** Saddlery and Tack or the Fair Market Value (whichever is the lessor) if the cost of repair is deemed, at **our** sole discretion, to be uneconomical.

The Company **will not** indemnify -

- More than the Sum insured for each incident
- More than $800.00 for any saddle or item of tack **you** do not have a formal proof of purchase for, that shows the make, model, value and date of the purchase
- Any amount for rugs, clothing or personal effects
- Any amount for Saddlery and Tack **you** don't own
- Any amount if the Saddlery and Tack is damaged or destroyed by wear and tear or the actions of moths, insects, vermin, pests or any other cause that happens slowly
- Any amount if the Saddlery and Tack is damaged while being cleaned, dyed, repaired or restored.

Floats, Trailers, Horse Drawn Vehicles / Buggy's

If **you** have selected this coverage as additional add-on items and **your** Horse Float, Trailer, Horse Drawn Vehicle or Buggy is damaged, stolen or destroyed during the Period of Cover, we will pay (subject to the Maximum Cover that **you** have selected and specified in **your** Policy schedule, after deducting Co-Pay - Excess / or Exclusions specified in **your** Policy Schedule or Policy Terms and the exceptions below) -

- The cost of repair to bring it back to the same condition it was before it was damaged **or**
- The Sum insured for the insured item or the Fair Market Value (whichever is the lesser) if the cost of repair is deemed, at **our** sole discretion, to be uneconomical.

If **your** item insured is financed before the acceptance of the insurance policy, or if you borrow funds against this asset during the tenure of this policy, **you** must advise as to which finance company has an interest noted.

The Company **will not** indemnify -

- Any amount if **your** Horse Float, Trailer, Horse Drawn Vehicle or Buggy is damaged or destroyed by wear and tear or the actions of moths, insects, vermin, pests, mildew, mechanical or electrical breakdown, or any other cause that happens slowly
- Any amount if **your** Horse Float, Trailer, Horse Drawn Vehicle or Buggy is damaged or destroyed when it is being cleaned, repaired or restored
- Any extra costs if replacement parts or accessories are not available
- Any amount for tyres that are damaged by punctures, cuts, bursts or braking
- Any amount if **your** Horse Drawn Vehicle or Buggy is damaged while it is being used for training, or taking part in trails or cross-country events
- Any amount if **your** Horse Float, Trailer, Horse Drawn Vehicle or Buggy is stolen or damaged or destroyed while the thief is trying to steal it, if **you** have not fitted a wheel clamp, tow hitch lock or put it in a building that is not properly locked
- Any other financial loss, legal compensation, costs or expenses
- **Your** legal liability for payment compensation in respect of death, bodily injury or illness, and/or physical loss or damage to property
- If **you** have not insured **your** Horse Float, Trailer, Horse Drawn Vehicle or Buggy for its full Fair Market Value. In this case, we will only pay a percentage of **your** claim. The percentage will be based on how much of the full Fair Market Value the amount **you** have insured **your** Horse Float, Trailer, Horse Drawn Vehicle or Buggy for, represents
- Any claim that is a result of an accident, damage or total loss until we have received a copy of the Police Crime Report and evidence of **your** legal ownership (proof of purchase, registration certificate)
- If **your** Horse Float or Trailer has an expired registration or warrant of fitness (if legally required)
- Any claim that is a result of an accident, damage or total loss that occurs where **your** Horse Drawn Vehicle or Buggy has entered onto any public roadway.

If **your** Horse Float, Trailer, Horse Drawn Vehicle or Buggy is found **you** must repay the full amount we have paid to **you**

Loss of Irrecoverable Entry Fees

If **you** have selected this coverage as an additional add-on item, then the following terms and conditions will apply -

The Company will indemnify the cost of an entry fee that **you** cannot recover if **your** Horse dies before a show or event or if **you** are in hospital on the day of a show or event.

The company **will not** indemnify -

- More than $1,000.00 for any entry fee **you** are unable to recover
- Any amount if **your** claim is hospital-related and the reason **you** are in the hospital is not the result of an injury or illness.

Veterinarian Certificate

- A two (2) stage veterinarian certificate in a form prescribed and agreed by **Us**, is required to be completed at the commencement of each Policy under any plan when the Sum Insured is between $10,000 to $19,999
- A five (5) stage veterinarian certificate in a form prescribed and agreed by **Us**, is required to be completed at the commencement of each Policy under any plan where the Sum Insured is $20,000 and above
- A declaration of health from a registered veterinarian is required to be completed at the commencement of each Policy under any plan where the Horse has required veterinary Treatment in the 12 months preceding the Policy Commencement Date
- A declaration of health from a registered veterinarian is required on the anniversary date (Renewal Date) of any Policy where the Horse has required veterinary Treatment in the 12 months preceding the renewal of the policy
- A copy of the full medical history is to be provided by a veterinarian.

It is your responsibility to provide the completed veterinarian certificates in the manner prescribed above. If this is not completed and a copy is not provided to us, then any current or future claims may be declined.

Section B - General Terms, Conditions and Exclusions

Conditions

The obligations of the Company and payment of any benefit under the Policy is conditional upon –

You having paid to the Company the premium on or before the Due Date for Payment. In the event that a premium payment is not paid by the Due Date for payment, the Policy will lapse 7-days after the Due Date. No claims will be paid if a claim is received after a Policy has lapsed. In the event the Policy lapses **you** can apply to have the Policy reinstated subject to the Company's discretion which could include asking for proof of the Horse's good health, new terms and conditions including exclusions being imposed and no claim being assessed or paid for the period that the Policy has lapsed.

You need to ensure that the Horse is of sound health; free of injury, illness, disease, lameness or physical disability whatsoever and properly cared for and maintained at all times and that the Horse undertakes treatment as prescribed by a Veterinary Surgeon to prevent an illness or disease occurring and to also ensure that the Horse is immediately taken to a Veterinary Surgeon as soon as it shows signs of being unwell so that it can be examined and treated without delay.

You need to ensure all operations and Treatments are performed by a qualified Veterinary Surgeon.

The Maximum Cover payable under this Policy is the amount selected by **you** and specified in the Policy Schedule.

You agree to pay the Excess specified in the Policy Schedule, on a per medical Treatment and/or per veterinary visit basis for every claim that is submitted under this Policy; or the co-payment amount which **you** have selected whichever is the greater.

The Policy only covers Treatments specified in the Policy Schedule for treatment received by **your** Horse within New Zealand, as listed in **your** Policy Schedule unless a special agreement to extend the geographical limits has been approved.

The Policy only covers Treatments specified in the Policy Schedule for treatment received by **your** Horse during the Period of Cover.

You ensure that **you** will fully disclose all known or should have known medical conditions (supported with an appropriate veterinarian certificate or declaration of health) in relation to the Horse at application time, and at the time of Renewal or at any time during the life of the Policy. If a material event or information relating to the Horse's health or well-being, and if it is found that any of this information has been withheld, the Company has the right to deem the Policy as void and will not approve any claims that may be made.

None of the exclusions set out here or in Your Policy Schedule are applicable.

Misrepresentation or Fraud: If we find that you have **intentionally provided false information** to us – whether on your application or in a claim – we may refuse to pay the claim and could cancel your policy. For example, if you claim for an injury that didn't happen or was deliberately caused, or you altered invoices, this is insurance fraud. Similarly, exaggerating the truth or hiding facts in order to get a claim paid can be considered a breach of your duty.

In the event any information provided to the Company is fraudulent, misleading or untrue this Policy will be cancelled and **you** will forfeit entitlements to all benefits, which would have otherwise been payable under the Policy and the Company reserves the right to claim all premiums that have been paid to cover the Company's costs.

The Owner agrees for the Horse's medical records and supporting information regarding all Treatments of any nature whether or not covered by the Policy to be provided to the Company and the Owner agrees to meet the costs of obtaining this information;

Any Other Requested Documents: Sometimes we might ask for additional information depending on the nature of the claim. For example, if there was an accident and a third party was involved, we might ask for a report or witness statement. We will let you know if we need anything specific once we receive your claim.

The Company reserves the right to impose an excess or loading to the Policy, either at the time of the application or at the time of the renewal and also reserves the right to specify a maximum payment for selected treatments and procedures.

You must confirm that you have never had a policy cancelled, or had special conditions applied or a claim declined on any insurance policy.

Exclusions

The obligations of the Company and payment of any benefit(s) **will not** apply if –

- A claim arises for illness or Accident within the stand-down period specified in **your** Policy Schedule;
- A claim is received more than 30 days after the treatment has finished or the claimable event has occurred;
- The Horse has or is known to have any pre-existing conditions, that were in existence before the Policy commenced including any chronic, recurring or ongoing medical conditions/diseases that have been in existence or treated before the Policy commenced.
- A claim is for the treatment of skin and/or allergic conditions that have been caused by the chemicals or substances used in products to maintain the cleanliness of the Horse or for the treatment of ectoparasites on the Horse;
- The Horse suffers contact skin conditions and/or allergies from contact with but not limited to plants;
- For any pandemic disease that causes widespread illness, death or destruction affecting horses.
- The Horse has caused damage to any property or people or any other animal;
- The maximum benefit as specified in the Plan table, has been met or exceeded during the Period of Cover.
- Treatment for the Horse is as a result of a deliberate act or omission or the negligent behaviour or care caused by **you** or anyone at **your** premises;
- A claim is received for a Horse that is under the age of 12 months and over the maximum age specified in the Policy Schedule at the Commencement Date of the Policy unless prior approval has been provided to insure the horse under 12 months of age.
- A claim is received in relation to a post mortem of the Horse;
- A claim for treatment of a psychiatric disorder, behaviour problems or costs associated with retraining a Horse due to them suffering such disorders or problems;
- A claim is received in relation to the travel expenses of the Horse's Veterinary Surgeon for any medical or Accident callouts;
- The cost of surgical equipment that can be used more than once;
- A claim relates to the Horse / Treatments where the Horse is ordered to be destroyed by the courts / relevant legislation or any government agency, public or local authority or any person or

body having or claiming jurisdiction in the matter in New Zealand.

- The Treatment of the Horse is directly or indirectly required by the Horse directly or indirectly being used for hunting, security work, racing or in a polo event.
- The Treatment is for any breeding, breeding-related procedures and/or Treatments, including but not limited to contraceptives, contraceptive procedures or pregnancies;
- The Treatment is required due to or is related to the Horse being overweight or obese.
- A claim is received for reimbursement of diet food, medication for diet and vitamin deficiencies or medication for a Horse's coat, even if it has been prescribed and recommended by the Horse's Veterinary Surgeon;
- The Treatment is for any cosmetic surgery or any form of tattooing or piercing of a Horse;
- Any loss or damage if the Horse is not vaccinated against tetanus, strangles and equine influenza, equine herpes or any other disease that there is a known vaccine which a Veterinary Surgeon would in the ordinary course of veterinary practice recommend;
- The claim is for any transplant, replacement or implant of any organs or body parts including pacemakers;
- Any amount for any experimental medication, treatments or therapies, prosthesis, orthopedic supports or braces, cancer vaccines, a therapeutic antibody for equine cancer, stem cell therapy, gene therapies, platelet rich plasma the therapy (PRP), Shockwave Therapy, pre/probiotics, cold laser treatments, Low-level Laser therapy (LLLT), Photobiomodulation (PBM Therapy), Interleukin-1 Receptor Antagonist Protein (IRAP), Bisphosphonates (Equidronate / Osphos), short wave infra-red therapy, equine dry salt therapy, vibration therapy, 3D printing, and any drugs not used in accordance with the manufacturers recommendation; or
- The claim is as a result of a declared or undeclared war or any act thereof, invasion or civil war or any claim that is a result of a natural disaster including but not limited to flooding, earthquake, volcanic eruption;
- The claim is a result of a biological or chemical attack whereby the loss or damage is directly or indirectly, caused by, resulting from or in connection with the actual or threatened malicious use of pathogenic or poisonous biological or chemical materials regardless of any other cause or event contributing concurrently or in any sequence;
- The claim is as a result of loss, damage, cost or expense of whatever nature directly or indirectly caused by, resulting from or in connection with any act of Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss;
- The claim is a result of loss caused by the pressure waves of an aircraft, spacecraft or anything else travelling at sonic or supersonic speeds;
- Any amount if the incident or Accident causing an injury or illness takes place as a result of any business, profession, occupation or while **you** are working for someone;
- The claim is as a result of loss or damage caused by radiation, nuclear explosion, nuclear fallout or contamination by radioactivity;
- The claim relates to any experimental medication or treatment or clinical trial, or any complications arising out of any experimental medication or treatment or clinical trial;
- For any journey **you** take Your Horse on against Vet's advice;
- If the death or humane destruction occurred before the Period of Cover commenced;
- If the injury can be treated and it is humane to keep the Horse alive;
- If the humane destruction of the horse has been recommended by Veterinary Surgeon, a letter must be provided by the Veterinary Surgeon to outline the reasons that the only option was to euthanise the horse, and if the condition(s) which have been noted do not meet the current New Zealand Veterinary Council Code of Professional Conduct for the destruction of horses the claim will not be accepted;
- If the Horse's condition does not meet the current New Zealand Veterinary Council Code of Professional Conduct for the destruction of horses;

- If the death or humane destruction is the result of a deliberate act by either **you** or **your** immediate family or any other person looking after the Horse;
- The cost of a post-mortem examination, elective or economic destruction;
- Any amount which results from **you** acting or behaving unlawfully, including any fines or penalties;
- Any amount if **your** Horse is confiscated or destroyed under the order of any authority (government, local, public or any other).

Miscellaneous

It is **your** responsibility to ensure that all Policy details are correct, including all details relating to the Horse, the medical history of the Horse and **your** contact details.

Claims Process

*Please note that any unpaid Annual Premiums will be deducted from any approved claim payment (including any Annual Premium amount outstanding on Policies that are being paid via agreed instalments). This also applies to claims paid in the event of **your** Horse's death.*

You must file a completed claim form (including all supporting documentation) no later than 30 days after treatment has finished or after the occurrence of a Claimable Event.

To make a claim for reimbursement **you** will need to –

- Telephone Beneficial Insurance Limited / Pet-n-Sur on 0800-738-678 (0800PETNSUR) notifying a claim and to request a claim form or;
- E-mail to claims@petnsur.co.nz and request a claim form to be sent or;
- Download the claim form here

Once you have completed your claim form, you can upload the form, along with the supporting documentation (clinical history, tax invoices and payment receipts) using our online tool.

In order for the Company to assess the claim, the Company will require **you** to complete our claim form, along with providing copies of all relevant GST invoices which **you** are claiming for. **You** will be required to produce these at **your** own expense, all relevant information from **your** Veterinary Surgeon or other parties as requested by the Company. In the event that the claim is accepted, the payment will be less the co-pay or excess as referred to in the Policy Schedule. In the event that the Horse is covered with another provider in addition to this Policy from which **You** are eligible for reimbursement for a claim under their Policy, the Company will not refund more than the total refundable share of the amount claimable under **your** Policy. **You** must also advise the name of the other company giving **Us** permission to discuss all details of the relevant claim.

In the event of a dispute, you can request that our **Internal Dispute Resolution Team** review your case. This is a dedicated team within our company that was **not involved in the original claim decision**. They will independently re-assess your claim or concern. To initiate this, let us know by phone or email (resolutions@beneficial.co.nz) advising that you would like a review. Provide additional information or context you think is relevant or was overlooked. The Internal Dispute Resolution Team will then review all the details afresh and provide you with a written outcome of their review.

- **Outcome**: The internal review may uphold the original decision or overturn it (either fully or partially) and offer a revised resolution. We will explain the reasons either way.
- **Further Action**: If after the internal review you still disagree with the outcome, you may have further recourse outside the company, such as contacting the Insurance & Financial Services Ombudsman (IFSO) or other relevant external dispute resolution body in New Zealand. (We are a member of a dispute resolution scheme, and you can escalate complaints there free of charge.) We will provide you with details on how to do so if we cannot resolve your complaint internally to your satisfaction.

Our goal is to resolve any issues fairly and transparently. We value our customers, and if something hasn't gone right, we want to know and fix it if we can. So please, if you have any grievances, use this process and we will do our best to address them.

Definitions

Accident means a sudden, violent and external event that happens by chance at an identifiable time and place and is unforeseen and unintended.

Certificate of Insurance means the Policy Schedule and the Policy Wording.

Claimable Event means an event that gives rise to a claim under the Policy (subject to Policy Terms, Conditions and Exclusions).

Commencement Date means the date your insurance coverage starts. It is shown on your Policy Schedule (often also referred to as the policy start date). Coverage for incidents begins **at 11.59pm** from this date (subject to stand-down periods for certain conditions).

Company means Beneficial Insurance Limited / Pet-n-Sur / Pet-n-Sur Equine.

Co-Pay means the percentage that you have selected, which will be deducted from any claim prior to it being paid.

Due Date means the date or dates We advise **You** that **Your** premium payment(s) are due.

Excess means the minimum amount we will deduct per claim if the co-pay deduction amount is lower than the excess amount.

Exclusions A list of items, situations, scenarios, treatments and other forms of policy exclusions, that if one or more exclusion events occur then the claim will be declined and the policy could be cancelled.

Horse Float, Trailer, Horse Drawn Vehicle or Buggy means the particular float, trailer, horse drawn-vehicle or buggy listed in **Your** Policy Schedule;

Injury means a physical injury resulting solely and directly from an Accident, not an injury that occurs over a period of time or is of a gradual nature.

Fair Market Value means the value agreed between a willing buyer and a willing seller, neither being under any compulsion to buy or sell and both having reasonable knowledge of relevant facts for any Horse or item of the same age, type and condition as **Your** Horse or item at the date the Policy is either initiated or renewed.

Fraudulent behaviour includes providing Us with false information, making a false or exaggerated claim or making a claim that includes dishonesty.

Horse means the animal that is referred to in the Policy Schedule.

Material means any information that would have influenced the judgment of a prudent provider, in fixing the premium or in determining that he/she would have taken or continues the risk upon substantially the same terms.

Maximum Cover means the most we will pay up for a particular benefit as set out in the Policy Schedule.

Period of Cover means the 12 months commencing on the Commencement Date and ending on the last day of the 12-month period.

Policy means the Policy Schedule and the Policy Wording.

Policy Schedule means the schedule that the Company issues to the Owner outlining the full details of the cover provided under the Policy.

Pre-Existing Condition means any Treatment, Symptom or Chronic condition relating to the Horse, that occurs prior to the Commencement Date, regardless of whether or not it is specifically diagnosed, which **you** are aware of or a reasonable person in **your** circumstances ought to have been aware of including any Treatment, Symptom or Chronic condition that is related to or is a result of any Pre-Existing Condition(s).

Renewal Date means the date set out in the Policy Schedule (12 months from the Commencement Date).

Saddlery and Tack means items such as but not limited to, saddles, bridals, irons, harnesses and riding tack, but excludes rugs, blankets, costumes or clothing.

Sum Insured means the amount **You** have chosen and the Company has accepted as the most We will pay as set out in the Policy Schedule.

Terms & Conditions means a list of stated terms and conditions that **you** agree to before taking out the policy.

Terrorism means an act, including but not limited to the use of force or violence and/or the threat thereof; of any person or group, whether acting alone or on behalf or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public in fear.

Treatment means any examination, consultation, surgery, medication, tests, scans, x-rays or diagnostic work carried out by a veterinarian.

You or Your means the person(s) named on the Policy Schedule.

Vice means any bad habit usually of a repetitive nature.

Veterinary Surgeon means a registered veterinarian experienced in equine practice with a current valid license, issued by the appropriate governing agency, allowing him/her to practice veterinary medicine in New Zealand.

We, Us, Our, Agent or Company means Pet-n-Sur acting on behalf of Beneficial Insurance Limited. Where the Policy requires advice, notice or communication all correspondence to the Company should be sent to either PO Box 68548, Wellesley St, Auckland 1142 or via email to admin@petnsur.co.nz

12 months means 365 days calculated from and including the date an injury happens or the first clinical signs of an illness are noticed.

We comply with the Privacy Act 2020

We collect personal information about **you**. We asked **you** for personal information to fully evaluate and to administer this policy, and we may ask for more if **you** make a claim or renew this policy. **You** also authorise us to collect relevant information about **you** or **your** horse from a third party, such as other insurers and disclose information about you in connection to insurance with third parties.

We fully understand the importance of protecting **your** personal and financial information. We store **your** information securely within our organisation and will not share it except for compliance-related purposes.

Regulatory Information

Beneficial Insurance Limited is **licensed to carry on insurance business in New Zealand** under the Insurance (Prudential Supervision) Act 2010. This means we meet the regulatory requirements set by the Reserve Bank of New Zealand for insurers, giving you confidence that we are a legitimate and supervised insurance provider in New Zealand.

Financial Strength Rating

All licensed insurers are required to have a financial strength rating ("FSR") from a rating agency authorised by the Reserve Bank of New Zealand. Beneficial Insurance Limited has been rated B++ Outlook Stable by AM Best Company. The AM Best Company FSR scale is as follows:

Secure:	A++, A+ (Superior), A, A- (Excellent), B++, B+ (Good)
Vulnerable:	B, B- (Fair), C++, C+ (Marginal), C, C- (Weak), D (Poor), E (Under Regulatory Supervision)

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