



**CHUBB®**

# **Policy Enhancements**

**Assurance Extra and  
Assurance Extra Business**

**September 2024**

## Looking out for our customers is at the heart of everything we do at Chubb Life. That's why we're always striving to improve our products and services.

On 26 September 2024 we made some enhancements to our Assurance Extra and Assurance Extra Business products.

You can read more about these changes in this brochure or contact your Adviser or us for more information.

### Important information:

- › The enhancements came into effect on 26 September 2024 and apply to events that occur on or after that date. They do not apply if the relevant illness, injury or condition showed signs or symptoms, or was diagnosed before this date.
- › The product enhancements apply to relevant covers and options for Assurance Extra policies issued on or after 1 May 2004 subject to the terms and conditions of your applicable Policy Enhancement Benefit.  
The product enhancements also apply to the relevant covers and options for Assurance Extra Business policies regardless of the date your policy was issued subject to the terms and conditions of your applicable Policy Enhancement Benefit.
- › New optional benefits will not automatically apply to your cover. You can apply to add new optional benefits to your policy. We recommend speaking to your Adviser before applying.

## Even more protection than before.

### Contact us:

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Talk to your Adviser or call us on **0508 464 999**

Email [Getintouch.NZ@chubb.com](mailto:Getintouch.NZ@chubb.com)

Visit [chubblife.co.nz](http://chubblife.co.nz)

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## Policy Enhancement Benefit

Whenever we make enhancements to our product range, we may pass these back according to the Policy Enhancements Benefit that applies to your policy. This means that if you ever need to make a claim, you'll be assessed using the policy wording that provides you with the most favourable outcome. You may also be able to benefit from enhancements that relate to the ongoing administration of your policy.

The product enhancements in this brochure apply to relevant covers and options under policies referred to in the Important Information section above subject to the terms and conditions of your applicable Policy Enhancement Benefit.

## New Optional Continuous Trauma Benefit available under Assurance Extra Trauma Cover

We've added a new optional benefit that allows customers to retain their Trauma Cover post-claim, providing continuous coverage up to a maximum of 4 times the Trauma Cover sum insured. This supports customers to retain their Trauma Cover for future unrelated conditions they may get, providing financial support for treatment and other costs.

You can apply to add this new optional benefit to your Assurance Extra Trauma Cover. For more information about this new optional benefit, or to apply to add it to your cover, please speak to your Adviser.

## Enhancements to our Assurance Extra Suspension of Cover benefit

We've made the following improvements to our Assurance Extra product.

### **Enhancement - Allow Suspension of Cover on individual eligible covers.**

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We've updated the Suspension of Cover benefit to also allow suspension on an individual cover basis, for eligible covers. This means individual eligible cover(s) can now be suspended depending on the customer's need and affordability. It allows them to retain some cover under their policy instead of having to suspend the entire policy, if they were to experience financial difficulty, take extended leave or travel outside New Zealand.

## Enhancements to our Assurance Extra Life Cover, Life Income Cover and Trauma Cover

We've made the following improvements across our Assurance Extra Life, Life Income, and Trauma covers.

### **Enhancement - Trauma Cover - Extended expiry age on the Complimentary Childrens Benefit from 19 to 24.**

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We've extended the expiry age of the Complimentary Childrens Benefit from 19 to 24 years old. This means cover for any dependant children of the life insured under the Complimentary Children's Benefit continues until their 24th birthday.

### **Enhancement - Trauma Cover - Introduced a continuation option without medical underwriting on the Complimentary Childrens Benefit.**

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We've introduced the option to convert a child under the Complimentary Childrens Benefit to a standalone Trauma Cover without any medical underwriting once they turn 24. Applications can be made within 90 days before or after the child turns 24.

### **Enhancement - Life Cover - Introduced free Life Cover after age 100 for customers who take Life Cover on a level to age 100 premium.**

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If a customer takes out Life Cover on a Level to Age 100 premium review period and reaches their 100th birthday, their premiums will cease following the anniversary date after the 100th birthday and the Life Cover will stay in place. This means customers have certainty of continued cover without having to pay any further premiums.

## Enhancements to our Assurance Extra and Assurance Extra Business Trauma Cover and Specific Injury Cover medical definitions

We've improved the below definitions across our Assurance Extra and Assurance Extra Business product suite. Below is a summary of which covers the new and enhanced definitions apply to. Please keep in mind these enhancements will only apply to the relevant covers you have in place.

	New Medical definitions		Enhanced Medical definitions	
	Cardiac Defibrillator Insertion (Partial Benefit)	Pacemaker Insertion (Partial Benefit)	Loss of Hearing (*)	Burns of Limited Extent (Partial Benefit)
<b>Assurance Extra</b>				
Trauma Cover	✓	✓	✓	✓
Specific Injury Cover			✓	
<b>Assurance Extra Business</b>				
Trauma Cover	✓	✓	✓	✓
Specific Injury Cover			✓	

\*Medical definition for Specific Injury Cover is 'Loss of hearing in both ears'. Enhanced Trauma Cover definition applies to claims under the Full Trauma Benefit and Diagnosis Benefit.

### New Partial Benefit - Cardiac Defibrillator insertion

We've added a new condition under our Partial Benefit within the Assurance Extra and Assurance Extra Business Trauma Cover. This entitles customers to a partial payment where they need to undergo surgery for Cardiac Defibrillator insertion after the occurrence of ventricular tachycardia or ventricular fibrillation. A 90-day stand-down period applies for new applications and sum insured increases.

#### New definition

##### Cardiac Defibrillator Insertion

###### Partial Benefit criteria

Undergoing the permanent insertion of an automatic implantable defibrillator after the occurrence of ventricular tachycardia or ventricular fibrillation.

### New Partial Benefit - Pacemaker insertion

Under the Assurance Extra and Assurance Extra Business Trauma Cover we've added a new condition under our Partial Benefit for Pacemaker Insertion. This means customers will now be eligible for a partial payment if they undergo the permanent insertion of an artificial pacemaker to correct an abnormal rhythm of the heart. A 90-day stand-down period applies for new applications and sum insured increases.

#### New definition

##### Pacemaker Insertion

###### Partial Benefit criteria

Undergoing the permanent insertion of an artificial pacemaker to correct an abnormal rhythm of the heart.

The abnormal rhythm of the heart must have been documented on electrocardiograph (ECG) and acceptable to Chubb Life.

## Partial Benefit Enhancement - Burns of Limited Extent

Under the enhanced Partial Benefit definition in our Assurance Extra and Assurance Extra Business Trauma Covers customers will have more opportunity to claim. Customers will be able to claim a partial benefit for third degree burns to their hands or face, without needing to meet the full-body surface area requirement.

Previous definition*	New definition
<p><b>Burns of Limited Extent</b></p> <p><b>Partial Benefit criteria</b></p> <p>An injury with thermal, electrical or chemical agents that causes full thickness burns to at least 9 percent, but less than 20 percent, of the body surface area as measured by the 'Rule of Nines' or the Lund and Browder Body Surface Chart.</p>	<p><b>Burns of Limited Extent</b></p> <p><b>Partial Benefit criteria</b></p> <p>An injury with thermal, electrical, or chemical agents that causes third degree (full thickness) burns to one of the following.</p> <ul style="list-style-type: none"> <li>At least 9%, but less than 20%, of the body surface area as measured by 'The Rule of Nines' or the Lund &amp; Browder Body Surface Chart</li> <li>Both hands, each requiring surgical debridement and/or grafting</li> <li>The face, requiring surgical debridement and/or grafting.</li> </ul>

## Enhancement - Loss of hearing (Trauma Cover), Loss of hearing in both ears (Specific Injury Cover)

Under the enhanced definitions in our Trauma and Specific Injury Covers on our Assurance Extra and Assurance Extra Business products, customers will be able to claim to potentially use as a payment for a Cochlear implant. Customers will be eligible regardless of whether undergoing a Cochlear implant could result in them not meeting the Loss of hearing criteria.

Previous definition - Trauma Cover	New definition - Trauma Cover
<p><b>Loss of hearing</b></p> <p><b>Full Trauma Benefit criteria</b></p> <p>An unequivocal diagnosis by an appropriate specialist of permanent and profound loss of hearing in both ears caused by an illness or injury.</p> <p>Profound loss of hearing is having an average hearing threshold of 91dB or greater, measured at frequencies 500, 1000 and 1500 Hz.</p> <p><b>Diagnosis criteria</b></p> <p>Loss of hearing requires one of the following to apply:</p> <ul style="list-style-type: none"> <li>An unequivocal diagnosis by an appropriate specialist of permanent and profound loss of hearing in one ear caused by an illness or injury.</li> <li>An appropriate specialist considers that all hearing in both ears is likely to be lost within the next 12 months.</li> </ul>	<p><b>Loss of hearing</b></p> <p><b>Full Trauma Benefit criteria</b></p> <p>An unequivocal diagnosis by an appropriate specialist of profound and irrecoverable loss of hearing, both natural and with an external hearing aid (other than a cochlear implant), with an average hearing threshold in both ears of 91dB or more as measured at frequencies 500, 1,000 and 2,000 Hz.</p> <p><b>Diagnosis criteria</b></p> <p>Loss of hearing requires one of the following to apply:</p> <ul style="list-style-type: none"> <li>An unequivocal diagnosis by an appropriate specialist of profound and irrecoverable loss of hearing in one ear (as measured in accordance with the Full Trauma Benefit criteria above).</li> <li>An appropriate specialist considers that the Full Trauma Benefit criteria for loss of hearing is likely to be met within the next 12 months.</li> </ul>
Previous definition - Specific Injury Cover	New definition - Specific Injury Cover
<p><b>Loss of hearing in both ears</b></p> <p>An unequivocal diagnosis by an appropriate specialist of permanent and profound loss of hearing in both ears. Profound loss of hearing is having an average hearing threshold of 91dB or greater, measured at frequencies 500, 1000 and 1500 Hz</p>	<p><b>Loss of hearing in both ears</b></p> <p>An unequivocal diagnosis by an appropriate specialist of profound and irrecoverable loss of hearing, both natural and with an external hearing aid (other than a cochlear implant), with an average hearing threshold in both ears of 91dB or more as measured at frequencies 500, 1,000 and 2,000 Hz.</p>

### **Talk to your Financial Adviser**

Call us on 0508 464 999

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#### **Important information**

This brochure is for information purposes and is a summary only. Please refer to the policy wordings for our full requirements and eligibility criteria. The content is intended to be of a general nature, does not take into account your financial situation or goals, and is not a financial advice service. It is recommended you seek financial advice which takes into account your individual circumstances before you acquire a financial product. This brochure is based on information current as at September 2024 and is subject to change.

Chubb Life Life Insurance New Zealand Limited (Chubb Life Life)