



# Funeral Insurance

## About this Policy

This insurance Policy is underwritten by Momentum Life Limited. This important legal document goes hand in hand with your Policy Schedule. It contains important information, and you need to read the whole of this Policy to help you understand how your insurance works, such as:

- which optional covers you have;
- how much you are covered for;
- exactly who is covered; and
- when we will and will not pay a Benefit.

Please keep this Policy safe. Ownership of this Policy cannot be transferred to another entity or person, except your representative upon your death.

To make sure your cover suits your needs, you should consider the following risks:

- This Policy is not a savings or investment plan and depending on how long you keep your cover, the total premiums you pay to us could exceed the Benefit we pay to you;
- The Benefit amount you chose may not cover the cost of a Life Insured's funeral;
- If you fail to pay your premiums when due we can cancel this Policy;
- This Policy by itself may not suit your insurance needs or those of a Life Insured. You are responsible for finding out about the full range of options available.

You have 30 days from the First Premium Payment Date to make sure this cover is right for you. You can cancel your Policy during this time if no claim is made and receive a full refund of premiums paid by writing to Momentum Life. If you cancel outside of this 30 day period, there will be no refund of premiums.

If the Accidental Serious Injury Insurance option is shown in the Policy Schedule, the premium payable for this option and the Benefit shown in the Policy Schedule will include Goods and Services Tax.

Your Policy is referable to the Momentum Life Statutory Fund Number 1.

This Policy is governed by the laws of New Zealand. We may make reasonable changes to this Policy's terms to reflect any changes in tax or other legislation

that affect it. We will notify you if we make changes under this clause.

You might wonder why some words have a capital letter e.g. "Life Insured". These have definitions on pages 13-15, making it clear what we mean by certain terms (that may seem like insurance jargon).

In this Policy Wording "we", "us" and "our" refers to Momentum Life, the insurer of Momentum Life Funeral Insurance.

"You" or "your" refers to you, the Policy Owner.

## Financial Strength

**B++ (Good)**

Momentum Life has a B++ (Good) financial strength rating given by A.M. Best.

**The rating scale is:**

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
F		In Liquidation
S	-	Suspended

The A.M. Best financial strength rating relates to Momentum Life's insurance business. For the latest ratings visit [www.ambest.com](http://www.ambest.com). The rating should not be read as a recommendation.

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*Thousands of New Zealanders have trusted Momentum Life with their insurance needs*

We are a proud winner of the **Feefo Gold Trusted Service award**, an independent seal of excellence that recognises businesses for delivering exceptional experiences, as rated by real customers.

# Features at a glance





### choose

Funeral cover between \$3,000 to \$20,000.



### acceptance

is guaranteed for New Zealanders aged 16 - 75.



no medicals or paperwork!



### family discount

of \$100 applies annually for each additional person you cover under your policy.



### fast

cash payment usually within 48 hours of claim approval.



### fixed

premiums that don't increase with age\*.



### optional

covers for added protection - Household Expenses, Accidental Death or Accidental Serious Injury.



### worldwide

coverage 24 hours a day, 7 days a week.



### no more premiums

to pay from age 85 and cover continues for life.

\* Your premium rate will remain the same each year until the Life Insured reaches his or her 85th birthday, at which time premium payments will end, provided no increase is required because of a change in tax (including but not limited to Goods and Services Tax) or other legislation, or because our claims experience is materially different from expected.

# Funeral Insurance - the details

Product Feature	Funeral Cover
Events covered	Death <sup>1</sup>
Minimum cover level	\$3,000
Maximum cover level	\$20,000 <sup>4</sup>
Minimum & maximum age at entry	16 - 75
Benefit expiry age	Cover for life - Premiums are free from age 85
Who can apply	Single - One Life Insured Family - More than one Life Insured <sup>8</sup>

1. Only Accidental Death is covered during the first 24 months of your policy.
2. Death as a direct result of an Accident and within 90 days of that Accident.
3. Must survive at least 14 days following an Accidental Serious Injury to receive this benefit.
4. Maximum Benefit limitation applies. See page 6 for more details.

## Optional Covers

Household Expenses Cover	Accidental Death Cover	Accidental Serious Injury Cover <sup>3</sup>
Death <sup>1</sup>	Accidental Death <sup>2</sup>	<ul style="list-style-type: none"> <li>• Blindness</li> <li>• Coma</li> <li>• Deafness</li> <li>• Loss of Use of Limbs</li> <li>• Loss of Speech</li> <li>• Major Burns</li> <li>• Major Head Trauma</li> <li>• Paralysis</li> </ul> <p>Refer to page 13 for full definitions of each event.</p>
\$2,000 (4 monthly payments of \$500)	\$9,000 <sup>6</sup>	\$6,000 <sup>7</sup>
\$6,000 (12 monthly payments of \$500) <sup>5</sup>	\$60,000 <sup>6</sup>	\$40,000 <sup>7</sup>
16 - 75	16 - 75	16 - 70
Cover for life - Premiums are free from age 85	Cover for life - Premiums are free from age 85	75
Single - One Life Insured Family - More than one Life Insured <sup>8</sup>	Single - One Life Insured Family - More than one Life Insured <sup>8</sup>	Single - One Life Insured Family - More than one Life Insured <sup>8</sup>

5. Maximum combined Household Expenses and Funeral Insurance Benefit is \$20,000.

6. Accidental Death Benefit is equivalent to three times the Funeral Insurance Benefit.

7. Accidental Serious Injury Benefit is equivalent to two times the Funeral Insurance Benefit.

8. Additional persons must be a Partner/Relative.

## When does my Funeral Insurance start?

This Policy, and a Life Insured's cover starts on the Acceptance Date.

If you increase or change cover after the Acceptance Date, we will send you a new Policy Schedule, and any increase or change takes effect from the Cover Start Date set out in the new Policy Schedule.

## When does my Funeral Insurance end?

When a Life Insured's cover ends you will not be able to make a claim for any event that happens after the cover ends.

This Policy will end upon the earliest of the following events:

- The date you cancel your Policy;
- The date we cancel your Policy due to non-payment of premiums; or
- The date we pay the last Benefit for the last Life Insured on this Policy.

Cover under this Policy will end for a Life Insured on the earliest of the following events:

- The date you remove that Life Insured from this Policy; and
- The date we pay a Funeral Insurance or Accidental Death Insurance claim, or if the Life Insured has Household Expenses Insurance the date we make the final payment under that option.

We will issue a new Policy Schedule if we have made a Funeral Insurance Benefit payment and there is a remaining Life Insured.

When the Policy Owner dies, ownership of this Policy will be transferred to the Policy Owner's estate or personal representative. The death of the Policy Owner is the only situation where Policy Ownership can be transferred to another person.

## Maximum Benefit Limit

The total Funeral Insurance Benefit payable for a Life Insured under this Policy cannot exceed \$20,000 at the Acceptance Date. If the Life Insured is covered under more than one Momentum Life policy with similar Funeral Insurance Benefits, we will apply this limit to the total of all Funeral Insurance Benefits under all Momentum Life policies for that Life Insured.

Any reduction to the total Funeral Insurance Benefit will be applied to the Policy or Policies most recently started and any excess premiums paid as a result will be refunded.

The Maximum Benefit available under this Policy may change from time to time. Any change will not alter your Policy, but could change the amount of cover available for a life insured if you choose to increase cover in the future. We will not notify you when the Maximum Benefit changes.



## When will we pay a Benefit?

Benefit	Will Pay	Will Not Pay
<p><b>Funeral and Household Expenses</b></p>	<p><b>In the first 24 months -</b> Life Insured dies as a direct result of an Accident.</p> <p><b>After 24 months -</b> Life Insured dies of any cause.</p>	<p>Life Insured dies in the first 24 months from any cause other than an Accident<sup>9</sup>.</p> <p>The Benefit is cancelled.</p> <p>You are no longer covered for this Benefit.</p>
<p><b>Accidental Death</b></p>	<p>Life Insured dies as a direct result of an Accident and within 90 days of that Accident.</p>	<p>Life Insured dies from any other cause other than an Accident.</p> <p>The Benefit is cancelled.</p> <p>You are no longer covered for this Benefit.</p> <p>Where we pay an Accidental Serious Injury Benefit then we won't also pay an Accidental Death Benefit.</p>
<p><b>Accidental Serious Injury</b></p>	<p>Life Insured suffers an Accidental Serious Injury as defined on page 13 from a direct result of an Accident and survives at least 14 days.</p>	<p>The injury suffered is not one defined on page 13.</p> <p>The Benefit is cancelled.</p> <p>You are no longer covered for this Benefit.</p> <p>Where we pay an Accidental Death Benefit then we won't also pay an Accidental Serious Injury Benefit.</p>

<sup>9</sup> If the Life Insured dies within the first 24 months from any cause other than an Accident, we will refund all premiums paid to us for that Life Insured since the Cover Start Date.

# General terms & conditions

## Paying for your cover

Your premium is the regular instalment amount you have to pay for your Policy, and it will be shown on your Policy Schedule in New Zealand dollars. You must pay your premiums when due. The Policy Owner can apply at any time to change the method and frequency of the premium payments – weekly, fortnightly, monthly or annually.

Your premium rate will remain the same each year until the Life Insured reaches his or her 85<sup>th</sup> birthday, at which time premium payments will end.

There are some situations where your premium rates may change e.g. a change in tax or other legislation, or because our claims experience is materially different from expected. This will only occur if we change the premium rates for all Policies issued under the same offer made to you. We will send you at least 30 days advance written notice of the change and the change will only take effect from your next Policy Anniversary.

If you choose to increase a Life Insured's Benefit, or add a new Benefit, the premium rate you have to pay for the additional benefits will be based on our premium rates at the time.

In the event that you want to increase a Life Insured's Benefit or add additional Relatives to your Policy, you can call Momentum Life. Any increase or changes to your Funeral

Insurance or Household Expenses Insurance are subject to the first 24-month limitation.

Where any changes are made to this Policy, we will issue you with a new Policy Schedule.

## Cancelling your policy

You can cancel your Policy at any time by calling or writing to Momentum Life and providing 30 days' notice.

It is important you consider your insurance needs before you do this, as you will need to reapply for cover if you change your mind at a later date and you will lose the benefit of the premiums you have already paid.

We will cancel your Policy if you don't pay your premium when it is due and it remains unpaid for more than one month. In this event, we will notify you in writing of our intention to cancel this Policy.

If this Policy is cancelled and then reinstated, the Acceptance Date will be the date that cover is reinstated.

## Mis-statement

If the Life Insured's age or smoking status is found to be mis-stated, the Benefits payable will be adjusted to those which would have applied had their age or smoking status not been mis-stated and any adjustment in premiums required will either be deducted from the Benefit payable or refunded as applicable.



# Claims

## How to make a claim

We will only pay a claim if you have paid all premiums due and this Policy has not been cancelled.

If you, your nominated beneficiary/ies, or your personal representative needs to make a claim under your Policy, please contact Momentum Life. A claim form can be downloaded at [momentumlife.co.nz](http://momentumlife.co.nz) or you can request to have one sent to you.

The claimant must supply us with sufficient proof of the claim (to our satisfaction) at his or her own expense. This may include:

- a form completed by a Medical Practitioner (we will supply the form to the claimant);
- any other medical or other information that we reasonably require, including any tests or medical results; and/or
- the appropriate certification e.g. death certificate and/or a confirmed diagnosis of death/injury by a Medical Practitioner who is a specialist in the field.

We reserve the right to require the Life Insured to undergo any further medical tests or, in the event of a Life Insured's death, to request any additional information. We will pay the reasonable costs of any further medical tests or additional information we require.

## Claims payment

Valid claims will be paid in New Zealand Dollars, usually within 48 hours of approval. We will make all payments to you as the Policy Owner, or in the case of your death to the beneficiary/ies you have nominated. If you have not nominated a beneficiary/ies, payments will be made to the Policy Owner or to the personal representative of the Policy Owner.

## Disputes

If you need to make a complaint about this insurance or how it was sold to you, please refer to our contact details on page 16.

If your complaint remains unresolved you have the right to refer your complaint to the Insurance & Financial Services Ombudsman Scheme (IFSO Scheme) by one of the following methods:

**Phone:** 0800 888 202

**Email:** [info@ifso.nz](mailto:info@ifso.nz)

**Mail:** PO Box 10 - 845, Wellington 6143  
New Zealand

**Web:** [www.ifso.nz](http://www.ifso.nz)

The IFSO Scheme is a free service to you and its independent assessment of your complaint is binding on Momentum Life.

## Privacy

Your privacy is really important to us. We will take all reasonable steps to keep any personal information we collect and hold

about you or any other Life Insured secure. This information will only be disclosed to third parties for the purposes of calculating, processing and administering the insurance you apply for and for the purposes and promotion of insurance services to you, and as may be permitted by law.

Under the Privacy Act 1993 and The Health Information Privacy Code 1994, each person has the right of access to, and correction of, their own personal information.

You can read our full Privacy Policy on our website at [momentumlife.co.nz/privacy-policy](https://momentumlife.co.nz/privacy-policy).



# About Momentum Life

Momentum Life is a registered New Zealand life insurance company, operating out of offices in Auckland, New Zealand. Momentum Life is part of the Australian-based BlueInc Group. BlueInc Group are specialists in the distribution and administration of leading insurance products across Australia and New Zealand.

At Momentum Life, we are committed to providing New Zealanders with easy to get, value for money insurance solutions. Our range of insurance products is designed to provide much needed financial support to you and your family in your time of need.

We're also dedicated to giving you a great customer experience - in fact, we're a proud winner of the Feefo Gold Trusted Service Award for 2017 and 2018! Our flexible products can be updated over the phone in minutes, to keep your loved ones covered with premiums that won't break your budget.

## Worldwide Coverage

Providing the Life Insured was a New Zealander when the cover was issued, they are covered under this Policy 24 hours a day, regardless of geographical location.



# Definitions

In this Policy Wording and Policy, some words have defined meanings as explained below:

**Acceptance Date** means the date your application is accepted and a Life Insured's Policy begins as set out in the Policy Schedule.

**Accident** means an event resulting in bodily injury that occurs while this Policy is in force, where the bodily injury is directly and solely caused by accidental, violent, external and visible means without any other contributing causes and where the injury is not self-inflicted.

**Accidental Death** means death that occurs as a direct result of an Accident, and within 90 days of that Accident.

**Accidental Serious Injury** means any of the following injuries which occur as a direct result of, and within 12 months of, an Accident:

- Blindness
- Coma
- Deafness
- Loss of Speech
- Loss of Use of Limbs
- Major Burns
- Major Head Trauma
- Paralysis

**Benefit** means the amount shown in the Policy Schedule that we will pay when a Life Insured dies or suffers an Accidental Serious Injury that is covered by the terms of this Policy.

**Blindness** means that as a result of an accident and certified by a Specialist Ophthalmologist:

- (a) the visual acuity on the Snellen Scale after correction by suitable lenses is less than 6/60 in both eyes; or
- (b) the field of vision is constricted to 20 degrees or less of arc around central fixation in the better eye irrespective of corrected visual activity (equivalent to 1/100 white test object); or
- (c) the combination of visual defects results in the same degree of vision impairment as that occurring in (a) or (b) above.

**Coma** means a state of unconsciousness with abnormal reaction to external stimuli or internal needs, persisting continuously with the use of a life support system for at least 96 hours for which period the Glasgow coma score must be 7 or less. The diagnosis must be confirmed by a Medical Practitioner and specifically excludes comas resulting from alcohol or drug abuse.

**Cover Start Date** means the date a cover starts for a Life Insured under this Policy as set out in the Policy Schedule.

**Deafness** means a confirmed diagnosis of the total and irreversible loss of hearing in both ears, both natural and assisted of 90 decibels or greater measured over the frequencies of 500 hertz, 1000 hertz, 2000 hertz and 3,000 hertz in 2 measurements at least 6 months apart.

The diagnosis must be made by an appropriate Medical Practitioner.

**First Premium Payment Date** means the date on which your first premium payment is due to be paid for your cover and is set out in your Policy Schedule.

**Life Insured** means the person/s who is/are accepted for cover under this Policy and who is/are named as such on the Policy Schedule.

**Loss of Speech** means damage to the larynx or its nerve supply, or to the speech centres of the brain, that results in the total and permanent loss of the ability to produce intelligible speech confirmed by a Specialist Physician, Neurologist, or Ear, Nose and Throat Surgeon.

**Loss of Use of Limbs** means total permanent loss of use or amputation of any of the following:

- (a) both hands;
- (b) both feet; or
- (c) one hand and one foot.

The diagnosis must be confirmed by a Medical Practitioner.

**Major Burns** means full thickness (third degree) or deep partial thickness (second degree) burns, confirmed by a Medical Practitioner, to:

- (a) at least 20% of the total body surface; or
- (b) 50% or more of the face requiring surgical debridement and/ or grafting; or
- (c) 50% or more of both hands requiring surgical debridement and/or grafting.

**Major Head Trauma** means cerebral injury leading to neurological deficit causing at

least 25% permanent impairment of whole person function (as defined in the edition of the American Medical Association's publication 'Guides to the Evaluation of Permanent Impairment' current as at the preparation date of the Momentum Life Funeral Insurance Policy Wording). The permanent impairment must have persisted for at least six months confirmed by a Medical Practitioner.

**Medical Practitioner** means a qualified medical practitioner approved by us and is registered with the Medical Council of New Zealand to render medical or surgical services, who is licensed to practice within New Zealand. For diagnoses made outside New Zealand, this definition covers any appropriately qualified medical professional approved by us. This definition excludes any person who is himself/herself the Life Insured, the Policy Owner, the spouse, de facto spouse, Civil Union partner, lineal relative, or business partner/associate of the Life Insured or Policy Owner.

**Medical Specialist** means a qualified medical specialist approved by us and registered with the Medical Council of New Zealand in that specialty and licensed to practice within New Zealand, and whose specialty qualifies him or her to diagnose a specific medical condition, an illness, or injury covered under this Policy, of a Life Insured. This excludes general practitioners (who are considered to be registered medical practitioners). For diagnoses made outside New Zealand, this definition covers any appropriately qualified medical professional approved by us. This definition excludes any person who is himself/herself



the Life Insured, the Policy Owner, the spouse, de facto spouse, Civil Union partner, lineal relative, or business partner/associate of the Life Insured or the Policy Owner.

**New Zealander** means a person who permanently resides in New Zealand and holds either a New Zealand or Australian citizenship or a New Zealand permanent residency visa, or has been in New Zealand continuously for 6 months or more on a valid temporary work visa.

**Paralysis** means any of the following:

- (a) Diplegia which means the total and permanent loss of function of the corresponding parts of both sides of the body;
- (b) Hemiplegia which means the total and permanent loss of function of one side of the body;
- (c) Paraplegia which means the total and permanent loss of use of both legs;
- (d) Quadriplegia/ Tetraplegia which means the total and permanent loss of use of both arms and both legs.

The diagnosis must be made by a Medical Practitioner.

**Partner** means a New Zealander who is your legal husband or wife, or someone living with you as your de facto spouse, or civil union partner as noted on the Policy Schedule.

**Policy** means the legal contract between you (the Policy Owner) and us. This Policy is made up of the version of the Policy Wording current at the time you applied for the cover, your application, any

future application accepted by us and the Policy Schedule.

**Policy Anniversary** means the date 12 months from the First Premium Payment Date and every subsequent 12 months.

**Policy Owner** means the person noted on the Policy Schedule as the Policy Owner who must be a natural person and a New Zealander.

**Policy Schedule** means the schedule issued with this Policy and any replacement schedules that are issued to you throughout the life of your Policy. A new schedule will be issued when the details of the cover provided under your Policy change. A new schedule replaces any previous schedule issued from the date specified on the new schedule.

**Relative** means a person who is a New Zealander and is:

- (a) the parent, grandparent, brother, sister, uncle, aunt, nephew, niece, natural or legally adopted child of the Policy Owner or of the Policy Owner's Partner; or
- (b) the Policy Owner's Partner.

# Contact Momentum Life

## Phone

0800 108 108

## Mail

Momentum Life PO Box 99892  
Newmarket, Auckland 1149

## General email

[customerservice@momentumlife.co.nz](mailto:customerservice@momentumlife.co.nz)

## To make a claim

[claims@momentumlife.co.nz](mailto:claims@momentumlife.co.nz)





we proudly support  HeartKids

Momentum Life is proud to partner with Heart Kids NZ, the only charity in New Zealand dedicated to providing lifelong care and support for children and families living with childhood heart defects.

We are donating a portion of all first-year premiums to Heart Kids, which will go towards providing equitable services across Heart Kids' 18 affiliated branches throughout New Zealand. So no matter where they are, all heart kids and their families receive equal support at every step of their heart journey.

Find out more at:

[momentumlife.co.nz/heart-kids](https://momentumlife.co.nz/heart-kids)

Questions?

0800 108 108  
momentumlife.co.nz