

**Q Card
Term Life
Policy
Wording**

Q Card Term Life Policy Wording

1. Your Policy – Important
2. About the Policy
3. Policy Terms and Conditions
 - 3.1 Definitions
 - 3.2 Policy Benefits
 - 3.3 Other terms and conditions
 - 3.4 Exclusions
4. How to make a claim
5. About Cigna

1. Your Policy – Important

This booklet contains the terms and conditions that apply to your Q Card Term Life Insurance Policy.

Together with your original application form and the Policy Schedule, it forms the basis of the contract between you (as the insured person) and the insurer, Cigna Life Insurance New Zealand Limited (Cigna).

Please make sure that the Policy meets your requirements and if you have any questions or want further information do not hesitate to contact Cigna directly.

We rely on your information to issue your Policy and pay any claim. If you're not absolutely truthful or if you fail to disclose all Material Information to us we may cancel your Policy.

If you decide that you do not wish to continue with the Policy you must notify Cigna within 30 days of receiving it. Any premiums that you have paid will be refunded and Cigna will confirm in writing to you that the Policy has been cancelled.

If you cancel outside this 30 day period there will be no refund of premiums.

2. About the Policy

This Policy is designed to pay a lump sum upon the death of the Life Insured or upon diagnosis of a Terminal Illness. This will be paid to the Policy Owner.

Providing the Policy Owner continues to pay the premiums, the Policy will continue until the Life Insured dies.

The Policy is underwritten by Cigna Life Insurance New Zealand Limited (Cigna) who will be responsible for all claims and other matters relating to this Policy. Cigna's contact details are on the back page of this booklet.

All correspondence to you will be sent to the most recent address that Cigna holds on record for you. If you change your address it is your responsibility to notify Cigna.

Meanings of important and frequently used words and terms are set out under section 3.1.

Consumer Finance Limited

Your Policy has been arranged by Consumer Finance Limited who receive a commission while your policy remains in force.

Consumer Finance Limited does not guarantee the obligations of Cigna and will not be liable if Cigna refuses to pay a claim.

3. Policy Terms and Conditions

3.1 Definitions

The following words and terms appear in the Policy Schedule and in the Policy Wording. They are defined as:

Anniversary Date means the date 12 months after the Cover Start Date and the same date every year after that.

Cover Start Date is shown on the Policy Schedule and means the date that the cover began.

Material Information means all relevant information that Cigna needed when it decided to provide cover and the terms relating to this Policy. It includes, but is not limited to, information about the Life Insured's health and medical history, occupation and leisure activities.

Policy means the terms and conditions applying to this insurance, as described in the Policy Wording and the Policy Schedule.

Premium Start Date is shown on the Policy Schedule and means the date that the first premium is due.

Terminal Illness means an illness which will result in the death of the Life Insured within 12 months of the date of the Policy Owner applying for a Terminal Illness Benefit. The illness must commence after the Cover Start Date or the reinstatement date if Cigna reinstates this Policy, and be diagnosed while this Policy is active.

Terrorism means the use or threatened use of force or violence against human life or property, or commission of an act that is dangerous to human life or property, or commission of an act that interferes with or disrupts an electronic or communication system, undertaken by any person or group, whether or not acting on behalf of or in any connection with any organisation, government, power, authority or military force, when the intent is to intimidate, coerce or harm a government, civilian population or any segment thereof, or to disrupt any segment of the economy.

War means any war whether declared or not, or any warlike activities including the use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial or religious ends.

3.2 Policy Benefits

Cigna's Insurance Promise

Providing the terms and conditions are met and the premiums are up to date, Cigna will pay the Policy Owner the Term Life Benefit and/or Terminal Illness Benefit.

Term Life Benefit

If the Life Insured dies, Cigna will pay the sum insured shown on the Policy Schedule. When a claim for Terminal Illness has been paid Cigna will deduct any payment already made from the sum insured.

Terminal Illness Benefit

If the Life Insured is diagnosed with a Terminal Illness, Cigna will make an early payment of the Term Life Benefit, up to a maximum of \$500,000.

If Cigna pays a Terminal Illness Benefit which:

- equals the sum insured, this Policy will stop immediately and no more claims will be payable; or
- is less than the sum insured, the balance will be payable when the Life Insured dies.

3.3 Other Terms and Conditions

Indexation

To help keep the cover up to date with inflation, Cigna may offer the Policy Owner a yearly increase between 2.5% and 10% on each Anniversary Date.

The Policy Owner does not have to accept an increase but no further increases will be offered once three offers have been declined.

Indexation increases will not be offered under the following circumstances:

- once the Anniversary Date after the Life Insured's 60th birthday is reached;
- if the offer to increase will lead to a total sum insured in excess of \$2,000,000 or if the total sum insured reaches \$2,000,000 or more;
- once Cigna has been notified of a possible claim under this Policy.

Premiums

The initial premium payable is shown on the Policy Schedule. From the first Anniversary Date, the premium rate will adjust each year until the Policy stops.

The premium payable is based on the sum insured. Therefore, if the cover has increased as a result of indexation the premium will increase accordingly.

Cigna will write to the Policy Owner each year, prior to the Anniversary Date, to advise of the premium and sum insured that will apply to the Policy for the following year.

The Policy Owner can apply at any time to change the method and frequency of the premium payments.

Premium changes

Cigna may review and adjust the premium rates at any time.

If the rates are changed they will apply to all Q Card Term Life policies, not just to this one, and Cigna will write to the Policy Owner at least 90 days before the new rates apply to advise of the new premium.

Policy renewal after age 76

From the Anniversary Date after the Life Insured's 76th birthday, Cigna will renew this Policy every year and cover will continue provided that premiums continue to be paid. Cover will continue until the Policy stops as detailed over the page.

When the Policy stops

The Policy will stop when any one of the following happens:

- if the premiums remain unpaid for 3 months, in which case cover will end on the date the last premium was paid up to;
- Cigna pays a Terminal Illness Benefit equal to the sum insured;
- the Life Insured dies; or
- the Policy Owner requests Cigna to cancel the Policy

Policy reinstatement

If this Policy is stopped due to unpaid premiums, the Policy Owner can apply to Cigna for it to be reinstated. The Policy Owner will need to provide Cigna with any information it requires about the Life Insured's health and lifestyle and reinstatement is at Cigna's discretion.

The terms and conditions applying to the reinstated cover may be different to those applying to the Policy before it was stopped and the Policy Owner will be issued with a new Policy Schedule.

Disputes

If you have a complaint, in the first instance you should contact Cigna to discuss it. Refer to the Contacts section for the details. This will initiate Cigna's internal complaints resolution process.

Cigna is a member of the Insurance and Financial Services Ombudsman (IFSO) scheme which is a free, independent service which can help settle any unresolved disputes you may have.

Any dispute or action relating to this Policy will be determined in accordance with New Zealand law.

Surrender value

This Policy does not have any surrender or cash value. There will be no refund of premiums unless the Policy Owner advises Cigna within 30 days of receiving the Policy that he/she wishes to cancel it.

Policy ownership

The Policy Owner is either the person initially named on the Policy Schedule or the assignee(s) if the Policy Owner later assigns this Policy.

In order to assign this Policy, the current Policy Owner must complete a Memorandum of Transfer. To be legally recognised, Cigna must have registered the transfer.

Increases to sum insured

If the Policy Owner increases the sum insured under this Policy within the 13 months before the Life Insured's suicide, attempted suicide, or intentional self-injury Cigna will only pay the sum insured that applied before the increase.

3.4 Exclusions

Cigna will not pay any benefit under this Policy if:

- the Policy Owner or Life Insured did not completely and truthfully answer the questions asked when the Policy was issued, upgraded or reinstated. In this event Cigna may cancel the Policy from the start date and keep any premiums paid; or
- the Policy Owner or Life Insured failed to provide Cigna with any Material Information before the Policy was issued, upgraded or reinstated. In this event Cigna may cancel the Policy from the start date and keep any premiums paid.

Cigna will not pay any benefit if the Life Insured's death is caused or contributed to, directly or indirectly, by:

- suicide, attempted suicide, intentional self-injury, whether sane or insane, within the first 13 months of the Cover Start Date; or
- War or any act of War, invasion, Terrorism or any acts of Terrorism, act of foreign enemy, hostilities, strike, riot and/or civil commotion, civil War, rebellion, revolution, insurrection, military or usurped power.

4. How to make a claim

If the Policy Owner needs to make a claim against this Policy please contact Cigna as soon as possible to request a claim form. The claim form will be sent out within 24 hours of the request.

The Policy Owner must complete the claim form and return it to Cigna together with any supporting documents that Cigna may reasonably require.

Cigna's medical advisers must agree that the Life Insured's illness meets the definition of Terminal Illness.

Any medical information required to support a Term Life or Terminal Illness claim must be:

- provided by appropriately qualified medical practitioners registered in New Zealand or Australia (or any other country approved by Cigna); and
- paid for by the Policy Owner.

If Cigna requires the Life Insured to undergo any further examination or tests to confirm that the Life Insured is suffering a Terminal Illness then these costs will be met by Cigna.

5. About Cigna

Cigna New Zealand is a leading specialist provider of insurance products and services including life insurance, identity theft protection, funeral insurance, income protection insurance, accidental death insurance and trauma insurance.

We've been operating in New Zealand for more than 85 years, and now protect over 275,000 New Zealanders with our insurance policies.

Cigna New Zealand is part of Cigna Corporation, a Fortune 500 company and one of the world's largest publicly-owned companies.

A copy of Cigna's latest financial statements is available on request.

Cigna Life Insurance New Zealand Limited has an A- (Excellent) financial strength rating which was given by A.M. Best Company Inc.

The rating scale is:

Secure	Vulnerable
A++ A+ Superior	B B- Fair
A A- Excellent	C++ C+ Marginal
B++ B+ Good	C C- Weak
	D Poor
	E Under regulatory Supervision
	F In Liquidation
	S Suspended



Contact us

By phone

0800 428 670

By e-mail

contactus.nz@cigna.com

for general information about your Policy
such as premiums and address changes

complaintsandquality.nz@cigna.com

to register a complaint

claims.nz@cigna.com

to request a claim form or ask any
questions related to a claim

By letter

Cigna Life Insurance

PO Box 24031

Manners Street

Wellington 6142

By Fax

04 470 9152