

Medical Extra Policy Document

Contents

- 1. This Policy Document**
- 2. OnePath Life and Your Adviser**
 - 2.1 Accreditation
 - 2.2 Client Membership Benefits
- 3. About Medical Extra**
- 4. Protection Benefits**
 - 4.1 Cover
 - 4.2 Changing Benefits
 - 4.3 Claims
- 5. Information and Non-Disclosure**
 - 5.1 OnePath Life relies on Information Provided
 - 5.2 Information True, Correct and Complete
 - 5.3 Avoidance for Untrue, Incorrect or Incomplete Information
 - 5.4 Other remedies for Untrue, Incorrect or Incomplete Information
- 6. Protection Premiums**
 - 6.1 Premium Payments
 - 6.2 Premium Rate Changes
- 7. Policy Fee**
- 8. Your Total Premium**
 - 8.1 Amount and Frequency
 - 8.2 Method of Paying Premiums
 - 8.3 Missed Premiums
- 9. Policy Ownership**
 - 9.1 Claim Payments
 - 9.2 Death of a Policy Owner
 - 9.3 Policy Alterations
 - 9.4 Changing Ownership
- 10. Cancelling This Policy**
 - 10.1 Free Look Period
 - 10.2 Outside the Free Look Period
- 11. Miscellaneous**
 - 11.1 Contract
 - 11.2 Law
 - 11.3 Notices
 - 11.4 Worldwide Cover
 - 11.5 Policy Information
- 12. Definitions**
- 13. Protection Benefit Schedules**

1. This Policy Document

This policy document and any subsequently issued endorsement schedules detail the terms of the contract between **OnePath Life** and the policy owner(s) (“you, your or yours”) named in the **Policy Schedule**.

Endorsement schedules are written documents prepared by **OnePath Life** outlining changes to the policy and the effective date of those changes. Any such endorsement schedules that are issued over-ride the **Policy Schedule** and any previously issued endorsement schedules, which have been issued for this policy.

This policy document and any endorsement schedules are provided to you for the purposes of informing you about how your policy works.

2. OnePath Life and Your Adviser

2.1 Accreditation

OnePath Life strongly believes that you are best served by dealing with professional advisers who are able and willing to:

- Research, understand and explain your individual, financial needs;
- Research and understand the product solutions available in the market;
- Explain the alternative solutions to you and be willing to make a recommendation;
- Listen to you and structure the solution based on your feedback;
- Implement the agreed solution accurately and efficiently;
- Review your needs on a regular basis to ensure the product solution remains valid for your changing circumstances.

OnePath Life believes that your future financial plans deserve comprehensive research and advice. This is one of the best ways to ensure your needs will be met and that the benefits provided by your chosen policy will continue for as long as you need them.

Your adviser is an accredited **OnePath Life** adviser and as such is one of a select group of advisers who are able to recommend **OnePath Life** products. **OnePath Life** is honoured that your adviser has recommended this product as a solution to your needs.

2.2 Client Membership Benefits

OnePath Life believes that the **Protection Benefit(s)** that it sells provide a safety net to financially assist clients should certain crises occur. **OnePath Life** also believes that real value to all parties comes from helping clients attempt to avoid these crises altogether. Should certain events or occurrences threaten to disrupt your normal lifestyle, your adviser, as an accredited **OnePath Life** adviser, can offer you access to individual services designed to assist you through these difficult times. Assistance such as grief or anxiety counselling, career counselling, business consultancy and budgeting advice may be available. The type of services provided can be added to, altered or withdrawn by **OnePath Life** from time to time at its sole discretion.

These services are available when they may reasonably be needed, courtesy of **OnePath Life** who will cover the costs of these services, subject to the maximum limits that it determines are necessary from time to time. To find out more about these services please contact your adviser.

3. About Medical Extra

Your Medical Extra policy offers a flexible solution to reimburse you significant medical expenses. Your Medical Extra policy also gives you the ability to change individual elements within the policy without having to replace the whole policy making it adaptable to changes in your life so that it can continue to be of real value to you.

4. Protection Benefit

4.1 Cover

The people who are insured under this policy (called the lives assured), and the **Major Medical Cover Benefit** that they are insured for, are detailed in the **Policy Schedule**.

4.2 Changing Benefits

You can apply to **OnePath Life** to change the **Major Medical Cover Benefit** you have chosen at any time. **OnePath Life** recommends that you do so in conjunction with your adviser. If excess are to be changed, optional benefits are to be added or new lives assured are added to this policy then these changes will not take effect until **OnePath Life** has assessed and accepted (at its sole discretion) the new benefits and/or lives assured. Changing your **Major Medical Cover Benefit** may require a change in your **Protection Premium**. **OnePath Life** will advise you of the new **Protection Premium** required taking the amended benefits into account.

Any changes made to the lives assured or the **Major Medical Cover Benefit** which occur after the issue of this policy document will be detailed in endorsement schedules and/or confirmation letters which will be sent to you by **OnePath Life** immediately following the acceptance of these changes by **OnePath Life**. **OnePath Life** recommends that these endorsement schedules and letters be kept together with this policy document to ensure that you hold an accurate record of your policy at any given time.

4.3 Claims

The first step in any claims procedure is to notify your adviser and **OnePath Life** immediately when an event occurs that may result or is likely to result in you making a claim. **OnePath Life** will then advise you of the information that is required to progress your claim and also what process will be followed for the assessment and acceptance of the claim.

The information that may be required for each type of claim is detailed in the Protection Benefit Sheet contained at the back of this policy document.

Sometimes to progress your claim **OnePath Life** may require something from another person. If this happens we can ask you to help us obtain what is required.

5. Information and Non-Disclosure

5.1 OnePath Life relies on information provided

Whether to accept the application, the premium payable, the terms and conditions, the **Major Medical Cover Benefit**, the lives assured for that benefit, and the amounts of the benefit have been assessed and accepted by **OnePath Life** is based on the information given to **OnePath Life** and your adviser by, or on behalf of, you and the lives assured. This also applies when you request a change to the policy.

So it is important you and the lives assured, and anyone else giving information on your or their behalf, tell **OnePath Life** and your adviser about everything you and they know (or ought to know) which might influence **OnePath Life's** assessment and acceptance. **OnePath Life** and your adviser also need to be told if there are any changes to this information before the **Commencement Date** or before any change to the policy takes effect.

5.2 Information true, correct and complete

All information given by, and on behalf of, you and the lives assured to **OnePath Life** and your adviser must be true, correct and complete. This includes information given in a claim and in support of a claim.

5.3 Avoidance for untrue, incorrect or incomplete information

If you or any of the lives assured, or anyone on your or their behalf:

- failed to disclose information that would have been material to **OnePath Life's** assessment and acceptance of this policy prior to or at the **Commencement Date** of this policy or failed to disclose material information prior to or at the effective date of any changes that you request to the policy;
- provided information that was substantially untrue or incorrect and was material to **OnePath Life**; or
- make a dishonest claim, or a dishonest statement in support of a claim

then **OnePath Life** has the right to avoid the policy from the **Commencement Date**. If the policy is avoided **OnePath Life** is also entitled to retain all premium paid, recover any claims that have been paid and recover from you all costs and expenses incurred by **OnePath Life** (in excess of the premium paid) in connection with the policy and the claim.

5.4 Other remedies for untrue, incorrect or incomplete information

If you or any of the lives assured or anyone on your or their behalf, provided information that was untrue, incorrect or incomplete to **OnePath Life** and your adviser then **OnePath Life** has the right, at its sole option, to take one or more of the following actions:

- in relation to the life assured to whom the information related:
 - immediately remove the life assured from being further covered under the policy
 - not pay any other claims which had already been made, or which could have been made, at the time the information is determined by **OnePath Life** as being untrue, incorrect or incomplete
 - immediately change the terms and conditions of the policy by altering or removing from the policy the **Major Medical Cover Benefit** for the life assured

- immediately change the terms and conditions of the policy by excluding from cover the subject matter of the true, correct and complete information that OnePath Life was not told so that a claim cannot be made in the future by the life assured which is in any way connected to that information
- decline and not pay the claim.
- recover from you all costs and expenses incurred by **OnePath Life** in connection to the policy and the claim.
- retain the premiums paid.
- immediately increase the premium (as determined solely by **OnePath Life**) to take into account the risk of increased costs and expenses in assessing and administering the policy and claims, any increased moral hazard and any increased risk of a claim(s) being made and the amount of any claim(s).
- immediately cancel the policy and recover claims paid where **OnePath Life** relied on incorrect, untrue or incomplete information.

6. Protection Premiums

6.1 Premium Payments

You are required to pay the **Protection Premium** on the basis set out in the **Policy Schedule** during the **Cover Term**.

6.2 Premium Rate Changes

The underlying protection premium rates applicable for your **Major Medical Cover Benefit** will change every year on the **Anniversary Date**. The change in the **Protection Premium** will reflect the increased age of the lives assured as well as any changes in the underlying rates that **OnePath Life** determines are necessary.

7. Policy Fee

OnePath Life charges you a policy fee, which forms part of your **Total Premium**. The policy fee is used to pay for the ongoing administration costs of your policy. The policy fee payable under this policy is outlined in the **Policy Schedule**. **OnePath Life** may change this policy fee from time to time. If this occurs **OnePath Life** will notify you of the new policy fee payable under this policy and your **Total Premium** will be adjusted accordingly with effect from the **Anniversary Date**.

8. Your Total Premium

8.1 Amount and Frequency

The **Total Premium** payable is the sum of your **Protection Premium** and your policy fee. The due date for the first **Total Premium** payment and the frequency at which **Total Premiums** are then to be paid are detailed in the **Policy Schedule**. You are required to pay the **Total Premium** on the basis set out in the **Policy Schedule** during the **Cover Term**.

You may apply to **OnePath Life** to change the frequency of your **Total Premium** payments at any time. **OnePath Life** recommends you do so in conjunction with your adviser. The effective date of any change in frequency will depend on the new frequency you have chosen. **OnePath Life** will advise you of the effective date of the change, the new **Total Premium** payable and the next **Premium Due Date**.

If you choose to pay your **Total Premium** either half-yearly or yearly then your **Total Premium** will be discounted by 5% to reflect the lower administration costs associated with these premium frequencies.

8.2 Method of Paying Premiums

OnePath Life prefers you to pay all regular **Total Premiums** into **OnePath Life's** nominated bank account either by direct debit or by credit card transfer. If you do wish to pay any premium by cheque then the cheque must be made out to **OnePath Life (NZ) Limited** and marked 'not negotiable' and 'account payee only' and must be delivered to **OnePath Life** at its head office. **OnePath Life** will not accept cash as a method of paying premiums.

8.3 Missed Premiums

If you do not pay your **Total Premium** on the **Premium Due Date** and you do not pay it to **OnePath Life** prior to the next **Premium Due Date**, then **OnePath Life** will automatically deduct the total of any missed premium(s) plus the current premium from your bank account or credit card on that next **Premium Due Date**.

If you do not pay your **Total Premium** on the **Premium Due Date** and all or part of it remains unpaid for more than 31 days then **OnePath Life** may cancel this policy by writing to you and your **Major Medical Cover Benefit** will cease. If you wish to restart the policy you must write to **OnePath Life**. Your adviser can assist you with this process. **OnePath Life** has the right to accept or decline any application to restart a policy.

Any **Total Premiums** that are overdue when **OnePath Life** makes a claim payment under this policy will be automatically deducted from the claim payment by **OnePath Life**.

9. Policy Ownership

9.1 Claim Payments

The proceeds of any claim payments made by **OnePath Life** will be paid to you or to any other party that you have instructed **OnePath Life** in writing to pay the claim proceeds to.

9.2 Death of a Policy Owner

If you are an individual then in the event of your death ownership of this policy will pass to your estate.

If you are a group of individuals then on the death of any one of you, ownership of this policy will pass to the survivors as joint tenants. On the death of the last one of your group, ownership of this policy will pass to that person's estate.

9.3 Policy Alterations

Any policy alterations including changes to the **Major Medical Cover Benefit** or alterations to the **Total Premium** will not be processed unless you have authorised the changes in writing. If you are a group of individuals then written authorisation is required from all of you. It is particularly important to note that in the event of an estrangement of joint policy owners, the written consent of all of the policy owners will still be required to effect any policy alteration.

9.4 Changing Ownership

To change ownership of this policy you must complete a Memorandum of Transfer in the form attached to the back of this policy document. All current policy owners must authorise the change of ownership and the new policy owner(s) must agree to this transfer before the change of ownership can be processed. **OnePath Life** will not recognise any change of ownership of this policy until the correctly completed Memorandum of Transfer is received and registered by **OnePath Life** at its head office.

10. Cancelling This Policy

10.1 Free Look Period

If, upon receiving this policy document, you decide that it is not suitable for your needs then you must give **OnePath Life** written notification of your wish to cancel within 30 days of the date that **OnePath Life** sent this policy document to you. **OnePath Life** recommends that you discuss your decision with your adviser first. Provided that **OnePath Life** receives your written notification within 30 days of the date that **OnePath Life** sent the policy document to you then the policy will be cancelled from outset and all premiums paid by you will be refunded by direct credit into your bank account.

10.2 Outside the Free Look Period

You can cancel this policy in writing at any time. **OnePath Life** recommends that you discuss your decision with your adviser first. Upon receiving your written notification **OnePath Life** will cancel the policy and the **Major Medical Cover Benefit** will cease.

OnePath Life may only cancel this policy by notice in writing to you, without your consent if;

- You or the lives assured have not disclosed or have misrepresented any information which would have been material to **OnePath Life's** acceptance of your application for this policy as detailed in clause 5.0 (Information and Non-Disclosure) contained within this policy document; or
- Your total premium is unpaid and remains unpaid for 31 days or more.

11. Miscellaneous

11.1 Contract

The following form part of this policy and the terms and conditions of the contract between you and **OnePath Life**:

- The application form you submitted to **OnePath Life**;
- The personal statements made by you and the lives assured to **OnePath Life** or your adviser;
- Any special acceptance terms letters issued by **OnePath Life**;
- This policy document and any subsequently issued endorsement schedules;
- All other statements made by you and the lives assured to **OnePath Life** or your adviser;
- Any legislative provisions which must be included as part of this contract by law.

Nothing else forms part of this policy.

11.2 Law

The laws of New Zealand govern this policy.

If changes in the law or its interpretation occur after the **Commencement Date** of this policy that affect **OnePath Life's** liability for tax, or the way in which the terms of this policy may be interpreted then **OnePath Life** reserves the right to change any of the provisions of the policy that it considers necessary by notice in writing to you.

11.3 Notices

All notifications to **OnePath Life** regarding this policy must be in writing and signed by you.

The address for these notifications is:

OnePath Life (NZ) Limited
Private Bag 92131
Auckland Mail Service Centre
Auckland 1020

The physical address of **OnePath Life's** head office at the time of printing this policy document is:

OnePath Life House
205 Wairau Road
Glenfield
Auckland 1310

OnePath Life will send all correspondence to you in writing at the postal address given by you from time to time.

11.4 Restricted Coverage

This policy only provides protection in specified countries. You should refer to the Protection Benefit Sheet for any restrictions to the coverage.

All payments due to **OnePath Life** under this policy and all payments made to you by **OnePath Life** must be made in New Zealand dollars.

11.5 Policy Information

Shortly before each **Anniversary Date** **OnePath Life** will send you confirmation of the **Total Premium** payable and the **Protection Benefit** provided.

You may request information about your policy on any **Business Day** by contacting your adviser or **OnePath Life**.

12. Definitions

Anniversary Date	means the annual anniversary of the policy Commencement Date .
Business Day	means a day OnePath Life is open for business.
Commencement Date	means the date this policy commences as detailed in the Policy Schedule .
Illness	means a sickness or injury that is suffered by a life assured and which has not been caused by an Accident .
OnePath Life	means OnePath Life (NZ) Limited and any related company of OnePath Life (NZ) Limited (as this term is defined in the Companies Act 1993).
Major Medical Cover Benefit	means a protection benefit available from OnePath Life called Major Medical Cover, (or any subsequent replacement protection benefit that OnePath Life issues in its place) which provides reimbursement of a range of significant medical costs.
Non-acute Medical Condition(s)	means a medical condition which does not give rise to the need for emergency medical intervention in order to save life or minimise physical disability.
Pharmac	means the Pharmaceutical Management Agency which is a Crown entity established by the New Zealand Public Health and Disability Act 2000.
Policy Schedule	means the schedule at the front of this policy document, which outlines the policy details.
Policy Year	means the twelve-month period between Anniversary Dates .
Premium Due Date	means the regular date that the Total Premium will fall due based on the payment frequency and the Commencement Date detailed in the Policy Schedule .
Private Hospital	Private Hospital means any hospital licensed as a private hospital under the Hospitals Act 1957 and subsequent amendments and which is not a Public Hospital unless the admission to that Public Hospital is directly as a private fee paying patient under the private involvement protocols set by the Ministry of Health for the treatment of private patients in a Public Hospital .
Protection Benefit	means the protection benefit detailed in the Policy Schedule which you are entitled to subject to the terms and conditions set out in the protection benefit sheet contained at the back of this policy document.
Protection Premium	means the amount you must pay for the Protection Benefits you have chosen to include in this policy as detailed in the Policy Schedule .

Public Hospital

means any registered hospital administered, operated, controlled or funded by any District Health Board established by or under Section 19 of the New Zealand Public Health and Disability Act 2000 or any subsidiary of such a District Health Board.

Total Premium

means the sum of the **Protection Premium** and policy fee as detailed in the **Policy Schedule**.