

ON ROAD[®] Plus

Commercial Motor Vehicle
Insurance Policy





ON ROAD Plus

LLOYD'S INSURANCE POLICY

effected through TLC INSURANCE LIMITED
(hereinafter called the Coverholder)

THIS POLICY OF INSURANCE confirms that in return for payment of the Premium shown in the Schedule, certain Underwriters at Lloyd's have agreed to insure You, in accordance with the details shown in the Schedule in conjunction with this Policy wording.

You or Your representative can obtain further details of the syndicate numbers and the proportions of this Insurance for which each of the Underwriters at Lloyd's is liable by requesting them from the Coverholder shown above. In the event of loss, each Underwriter (and their Executors and Administrators) is only liable for their own share of the loss.

In accepting this Insurance, the Underwriters have relied on the information and statements that You have provided on the Proposal Form (or Declaration). You should carefully read this Policy wording and the Schedule attached hereto, and if it is not correct contact the Coverholder. It is an important document and You should keep it in a safe place with all other papers relating to this Insurance.

This Policy of Insurance is issued by the Coverholder shown above in accordance with the authority granted to them by certain Underwriters at Lloyd's under the Agreement Number referred to in the Schedule.

For Further Information

Our knowledge, expertise and experience are always available to Your broker and You. If You need any further information about this Policy, or any other product or service We provide, then contact Your broker or TLC at:

Address: PO Box 7006, Tauranga, New Zealand
Office Phone: +64 7 544 6686
Facsimile: +64 7 544 6687
Freephone: 0800 TLC INS (0800 852 467)
Email: info@tlcinsurance.co.nz
Website: ww.tlcinsurance.co.nz

COMMERCIAL MOTOR VEHICLE INSURANCE POLICY**DEFINITIONS**

The words below (and any derivatives of them) have the following meanings:

ACCESSORIES

Accessories and spare parts of the Vehicle (including when temporarily removed from the Vehicle), such as (but not limited to) on board computers, telephone installations, load securing or protection equipment in, on or in connection with the Vehicle, but excluding any item of electrical or communication equipment not permanently affixed to the Vehicle's electrical system.

ACCIDENT

A happening or event occurring in New Zealand that is unintended and unexpected by the Insured.

BODILY INJURY

The death of, or Bodily Injury to, any person, including disability, sickness, disease, shock, fright, mental anguish or mental injury.

DESCRIPTION OF USE

Used by the Insured, or anyone with the Insured's consent:

- (a) for the Insured's business or occupation stated in the submission or proposal;
- (b) for the Insured's private, social or domestic purposes;
- (c) for a business or occupation comparable with the Insured's stated in the submission or proposal when temporarily lent out by the Insured.

DRIVER

The person driving the Insured Vehicle or operating any equipment in it or on it.

INSURED

The Insured, named on the Schedule, including any:

- (a) subsidiary company;
- (b) associated managed company;
- (c) associated social or sporting club;
- (d) employee or elected member or official of any of these;
- (e) new company or organisation formed or acquired by the named Insured during the Period of Insurance.

INSURED VEHICLE

Any Vehicle listed in the Vehicle Schedule including its Accessories.

LOSS

Sudden physical Loss, sudden physical damage or sudden physical destruction.

LLOYD'S

Certain Underwriters at Lloyd's under contract number SC3342010219 and TLC Insurance Limited as Lloyd's Coverholder.

MARKET VALUE

The reasonable sale price of the same, or a comparable Vehicle, of similar pre-Loss age and condition.

PERIOD OF INSURANCE

The period of time stated in the Schedule. If this policy is renewed, the period of time stated in the most recent renewal invitation.

SCHEDULE

The most recent Schedule (and any policy endorsements) issued to the Insured.

SCOPE OF COVER

One of the following levels of cover:

- (a) 'Comprehensive': All Sections of this policy apply;
- (b) 'Third Party Liability Only': Only Section 2 and the Uninsured Third Party Protection extension under Section 1 of this policy apply;
- (c) 'Third Party Fire Theft and Illegal Conversion': Sections 1 and 2 of this policy apply. However, in respect of Section 1 the cover is restricted to Loss caused directly by fire, lightning, explosion, theft or illegal conversion of the Insured Vehicle, and Loss covered by the Uninsured Third Party Protection extension.

VEHICLE

Any type of machine on wheels, tracks or rollers that is propelled by its own

power, and anything designed to be towed by such a machine.

VEHICLE SCHEDULE

The most recent underwriting Schedule supplied to Lloyd's, on behalf of the Insured, listing the Vehicles covered under this policy and their Market Values.

SECTION 1: COVER FOR THE INSURED VEHICLE**A COVER**

Lloyd's will indemnify the Insured for accidental Loss to an Insured Vehicle during the Period of Insurance.

B BASIS OF SETTLEMENT

1. Lloyd's will, at its option, settle the claim in one of the following ways:
 - (a) pay the reasonable cost of repairs; or
 - (b) pay the cash equivalent of the reasonable cost of repairs; or
 - (c) replace the Insured Vehicle; or
 - (d) pay its Market Value at the time of the Loss.
 - (e) If the Insured Vehicle is leased, the amount owing (being the Lessor's accounting book value) by the Insured under a valid leasing or other finance agreement at the time of Loss. Payment under this extension shall not include any:
 - (i) penalties for early termination;
 - (ii) penalties for any additional distances travelled;
 - (iii) unpaid outstandings;
 - (iv) penalties resulting from lack of or poor servicing or maintenance;
 - (v) balloon payments;
 - (vi) payment on a lease where the residual value exceeds 120% of the Insured Vehicle's Market Value.
2. Lloyd's maximum liability will not exceed the Market Value of the Insured Vehicle or the amount stated in the Vehicle Schedule for that Insured Vehicle, whichever is the lesser.
3. Lloyd's is not liable for that portion of any repair or replacement that improves the condition of the Insured Vehicle beyond its condition before the Loss.
4. If any part or component of the Insured Vehicle is no longer manufactured Lloyd's is not liable for more than the supplier's or manufacturer's last list price.
5. Lloyd's is not liable for the deductible shown in the Schedule for each Loss (or series of connected Losses) to an Insured Vehicle. However, where more than one Insured Vehicle suffers Loss in relation to the same Accident, only one deductible will apply.

C EXCLUSIONS

1. Causes of Loss

This policy does not insure Loss caused by:

 - (a) wear and tear;
 - (b) rust or corrosion;
 - (c) faulty or defective design or specification;
 - (d) ingestion or entry of any foreign object into any agricultural implement or machine.
2. Types of Loss

This policy does not insure the following types of Loss however caused:

 - (a) consequential loss of any kind (including Loss of use);
 - (b) depreciation or Loss of value;
 - (c) mechanical or electrical breakdown or failure of any part of the Insured Vehicle, including its engine, hydraulic and transmission systems. (Note: Servicing and maintenance errors (among other things) are not covered.) However, this Exclusion 2(c) shall not apply if the mechanical or electrical breakdown or failure results in or from the Insured Vehicle:
 - (i) catching fire;
 - (ii) overturning;
 - (iii) suffering an impact or collision;
 - (iv) being partly or fully immersed in water;
 - (v) being stolen or illegally converted;
 - (vi) being maliciously damaged;

- (d) damage to, or destruction of, tyres. However, this Exclusion 2(d) shall not apply if the damage or destruction results from separate Loss that is covered by this policy.

Please also refer to the General Exclusions.

D SECTION 1 AUTOMATIC EXTENSIONS

These extensions apply automatically. They are otherwise subject to the terms of the policy.

1. Car sharing agreement

Payment made by passengers as part of a car sharing agreement does not constitute the conveyance of passengers for hire or reward.

2. Claim preparation costs

This policy covers reasonable costs incurred by the Insured in preparing a claim for Loss covered under Section 1, or proving that a Loss is a claim under Section 1 (but not costs incurred in disputing the claim if it is declined).

Lloyd's total liability in respect of any one claim will not exceed \$5,000. A deductible of \$500 for any one claim applies.

3. Completion of journey costs

When, as a result of a Loss covered under Section 1, the Insured's journey cannot be continued, this policy covers the reasonable costs incurred in:

- (a) hiring another vehicle of similar make and model to complete the journey, or returning the Insured to where the journey first commenced; and
- (b) returning the Insured Vehicle to the premises where it is normally based following its repair, or the cost of recovering it in the event of theft or illegal conversion.

Lloyd's total liability will not exceed \$5,000 in the aggregate for all Accidents during the Period of Insurance.

4. Death by Accident

If the Insured dies as a result of Accident, whether or not death occurs at the time of Accident, Lloyd's will pay to the executors or administrators of their estate the amount of \$5,000, regardless of any other insurance.

5. Disability modifications

If the Insured is injured as a direct result of Loss covered under Section 1, and this results in permanent disability which necessitates vehicle modifications (such as hand controls), either to an Insured vehicle or to the Insured's private Vehicle, Section 1 covers the reasonable cost of these modifications.

However, Lloyd's is only liable in excess of any amount payable by the Accident Compensation Corporation, and its total liability will not exceed \$5,000 for any one Accident.

6. Employees Vehicles

Section 1 covers Vehicles owned by the Insured's employees, while they are using their Vehicle in the course of the Insured's business, but only if this business use results in their own personal Vehicle insurance no longer applying.

7. Expediting expenses

This policy covers the Insured for the additional costs of express freight and overtime to expedite repairs as a result of Loss for which a claim is payable under Section 1 of this policy.

8. Funeral expenses

If the Insured dies as a direct result of Loss covered under Section 1, whether or not death occurs at the time of the Loss, this policy covers all funeral expenses associated with the burial or cremation of the Insured, in excess of any amount payable by the Accident Compensation Corporation or another insurer.

Cover includes any travel costs within New Zealand of the deceased Insured or any member of his or her immediate family (e.g. father, mother, brother).

Lloyd's total liability will not exceed \$5,000 in respect of any one Accident.

9. Goods in transit

If an Insured Vehicle suffers Loss arising from:

- (a) a fire; or

- (b) a collision; or
- (c) an impact; or
- (d) overturning;

which is covered under Section 1, this extension covers Loss to property owned by the Insured carried on the Insured Vehicle at the time.

Lloyd's total liability will not exceed \$5,000 for any one Accident and is subject to a deductible of \$100 for any one Accident.

10. Hazardous substance emergencies

Lloyd's will indemnify the Insured for any charge that the New Zealand Fire Service is authorised to make in respect to any Hazardous Substance Emergency arising out of or in connection with the Insured Vehicle. The indemnity will be payable regardless of whether the Insured Vehicle has sustained Loss.

'Hazardous Substance Emergency' has the same meaning as defined in the Fire Service Act 1975 or its amendments.

Lloyd's total liability will not exceed \$5,000 in respect of any one Accident.

11. Hoists

Section 1 covers mechanical breakdown or mechanical failure during the Period of Insurance of hoists permanently attached to the Insured Vehicle. Exclusion 2(c) does not apply.

There is no cover if the breakdown or failure is caused by wear and tear.

Lloyd's total liability will not exceed \$5,000 for any one Accident.

Lloyd's is not liable for the deductible of \$500, or the standard Section 1 deductible, whichever is the greater.

12. Load recovery

Section 1 covers the reasonable costs incurred in salvaging any load carried by an Insured Vehicle which, following Loss covered under Section 1, has spilled onto a road, carriageway or parking area. This includes the reasonable costs of reloading or trans-shipping the load to the nearest place of safe storage.

Lloyd's total liability will not exceed \$5,000 for any one Accident.

13. New replacement Vehicle

If a car, stationwagon, utility, van or four wheel drive Vehicle under 3,500kgs, suffers a total Loss or a constructive total Loss covered under Section 1 within 12 months of it being first registered as a new Vehicle in New Zealand, Lloyd's will either:

- (a) provide a new replacement Vehicle of the same make, model and specification; or
- (b) if a new replacement is not available, pay the price for which such a Vehicle was last available.

14. Repairs authorisation

The Insured may authorise any reasonable repairs to a maximum of \$1,000 without prior notice to Lloyd's. If the estimated repair costs exceed this amount repairs must not be commenced without the consent of Lloyd's or its assessor. Lloyd's or its assessor must be given the opportunity of examining the damage to the Insured Vehicle prior to repair.

15. Rewards

If Loss caused by theft of an Insured Vehicle is covered under Section 1, this extension covers any reward offered, with Lloyd's prior approval, to secure the return of the Insured Vehicle.

Lloyd's total liability will not exceed \$5,000 for all rewards offered for any one claim.

16. Salvage and safety

Following Loss covered under Section 1, this policy covers reasonable costs incurred in salvaging or recovering the Insured Vehicle, including the costs of ensuring its safety and delivery to a place of suitable repair or inspection.

17. Theft costs

If Loss caused by theft of the Insured Vehicle is covered under Section 1, this extension covers reasonable costs incurred by the Insured of hiring another Vehicle of similar make and model subject to:

- (a) the maximum hire cost of \$2,500 (including GST);

(b) the deductible of 7 days' hire.

18. Tyre damage

Section 1 covers damage during the Period of Insurance to any tyre (including its inner tube) fitted to an Insured Vehicle not principally used for driving on public roads, regardless of whether there has been Loss to any other part of the Insured Vehicle or not.

Lloyd's will indemnify the Insured by either:

- (a) repairing the damage; or
- (b) paying an amount equal to the reasonable cost of repair; or
- (c) replacing the tyre; or
- (d) paying an amount equal to the cost of the tyre.

Lloyd's total liability shall not exceed the purchase price of a new replacement tyre, less a reasonable deduction for the damaged tyre's wear and tear, but in all cases not exceeding \$5,000. This extension is free of deductible. Section 1 Exclusion 2(d) does not apply to this extension.

19. Windscreens and window glass

If Loss covered under Section 1 occurs solely to an Insured Vehicle's windscreen, sunroof, headlights or window glass no deductible applies unless otherwise specified in the Schedule. This will also apply in respect to bodywork that has been scratched or damaged as a result of the above items sustaining Loss.

E SECTION 1 OPTIONAL EXTENSIONS

These extensions are optional and only apply if stated in the Schedule. They are otherwise subject to the terms of the policy.

1. Agreed value - applicable to specialist mobile plant only

In the event of a total Loss covered under Section 1, the total amount payable shall be the agreed value as declared by the Insured in the Vehicle Schedule **provided:**

- (a) the agreed value shall have been proven as correct to Lloyd's satisfaction prior to inception or renewal of this policy;
- (b) no payment beyond the Market Value will be made:
 - (i) if the Insured elects not to replace the Insured Vehicle;
 - (ii) if replacement is not carried out within a reasonable time;
 - (iii) until the cost of replacement has been actually incurred.

2. Appreciation - applicable to mobile plant only

This policy covers the Insured for appreciation of the Market Value of the mobile plant specified in the Vehicle Schedule as a result of Loss covered under Section 1 **provided:**

- (a) the specified Market Value of the mobile plant was correct at the time of inception or renewal of this policy;
- (b) the appreciation shall be no greater than 25% of the Market Value specified in the Vehicle Schedule.

3. Ingestion of foreign objects

Notwithstanding Exclusion 1(d) to Section 1, Lloyd's will indemnify the Insured for Loss resulting from ingestion or entry of any foreign object into any agricultural implement or machine, provided this occurs whilst the Insured Vehicle is operated for the purpose for which it has been designed.

4. Loss of use

If Loss to an Insured Vehicle covered under Section 1 prevents the Insured from using it, this extension covers the reasonable cost of the Insured hiring a substitute Vehicle, during the Period of Loss (as defined below). This extension is subject to the following:

- (a) it only applies to the Insured Vehicles stated in the Schedule as being subject to this extension;
- (b) the substitute Vehicle must be of similar specification to the Insured Vehicle;
- (c) the extension does not apply if the Insured has available a free substitute Vehicle or purchases an additional Vehicle;
- (d) the repair of the Insured Vehicle must be carried out as soon as reasonably practicable;
- (e) this extension does not cover costs charged by the hire company for insurance, petrol or normal running costs.

Lloyd's total liability under this extension will not exceed the

following limits:

Deductible: The cost of the first 7 days' hire

Maximum limit any one Insured Vehicle: \$(as per Schedule)

Maximum Period of Loss any one Insured Vehicle: 2 months (60 days)

'Period of Loss' means the period:

- (a) beginning when the Insured Vehicle is delivered to the repairer to start the repair, or from the date of the Accident, if the Insured Vehicle can no longer be driven, or is lost at that date; and
- (b) ending when the repairs are completed and the Insured has taken delivery of the Insured Vehicle, or has returned the substitute hire Vehicle, whichever occurs first. In the case of a total Loss, the period ends on the date the insurer makes payment for the total Loss.

SECTION 2 : LIABILITY TO THE PUBLIC

A COVER

Lloyd's will indemnify the Insured, and any Driver who is in charge of the Insured Vehicle with the Insured's consent, against the following:

(a) Liability for:

- (i) accidental Bodily Injury to any person;
- (ii) accidental Loss to any property;
 - occurring in New Zealand during the Period of Insurance in connection with an Insured Vehicle (including whilst being loaded or unloaded).

(b) Liability for:

- (i) accidental Bodily Injury to any person;
- (ii) accidental Loss to any property;
 - occurring in New Zealand during the Period of Insurance in connection with the movement by the Insured of any Vehicle which:
 - (i) is parked in a position which prevents or impedes the loading or unloading of the Insured Vehicle; or
 - (ii) prevents or impedes the legitimate passage of the Insured Vehicle.

Exclusion 4 to Section 2 shall not apply to the Vehicle being moved.

(c) Liability arising out of the Insured Vehicle being used in accordance with the Description of Use, during the Period of Insurance, for the purpose of towing any one trailer or caravan, or any one disabled vehicle, while attached to the Insured Vehicle. However, the towing must not be for hire or reward.

(d) Defence costs necessarily and reasonably incurred to defend (a) and (b) above.

B BASIS OF SETTLEMENT

- 1. Lloyd's maximum liability under this Section 2 (inclusive of all costs and expenses) will not exceed \$2,000,000 or the amount stated in the Schedule for each claim, or series of claims, arising from one Accident.
- 2. If Lloyd's maximum liability is insufficient to cover both the Insured named in the Schedule and any other party entitled to cover under this Section it shall apply first to the Insured named in the Schedule.
- 3. Lloyd's is not liable for the deductible shown in the Schedule for each claim or series of claims arising from one Accident.

C EXCLUSIONS

This policy does not insure:

- 1. Liability outside New Zealand
 - Liability determined by any court outside New Zealand.
- 2. Operation of plant or machinery
 - Liability directly or indirectly caused while any component on the Insured Vehicle is being used or operated for the purpose for which it was designed (e.g. operation of a crane or back hoe).
- 3. Person in charge
 - Liability in respect of loss to property, or Bodily Injury to any person who, at the time of the Accident, was in charge of the Insured Vehicle.
- 4. Property in care, custody or control

Liability in connection with any property that belongs to, or is in the care, custody or control of the Insured, other than:

- (a) personal baggage and wearing apparel of any passenger; or
- (b) a building leased or rented by the Insured; or
- (c) a Vehicle (not being the property of the Insured, or insured under Section 1 of the policy), which is being towed by an Insured Vehicle. However, this does not apply to Vehicles which are towed or recovered for reward where the Insured's business includes a Vehicle recovery service.

5. Transporting of a load

Liability in connection with the transporting of a load to, or away from, the Insured Vehicle. However, this Exclusion 1 does not apply to the actual loading or unloading of the Insured Vehicle.

6. Vibration or weight

Liability for Loss to property (including a road) arising from:

- (a) vibration caused by the Insured Vehicle; or
- (b) the weight of the load carried by the Insured Vehicle; or
- (c) the weight of the Insured Vehicle; or
- (d) the combined weight of the load and the Insured Vehicle.

Please also refer to the General Exclusions.

D SECTION 2 AUTOMATIC EXTENSIONS

These extensions apply automatically. They are otherwise subject to the terms of the policy.

1. Borrowed vehicles

If the Insured borrows a Vehicle during the Period of Insurance this extension covers the Insured's liability:

- (a) to the owner of the Vehicle against Loss that would be covered under Section 1; and
- (b) to other parties that would be covered under Section 2.

Provided however the Vehicle must be used in the course of the Insured's business at the time.

Lloyd's liability will not exceed \$100,000 for any one Loss.

Section 2 Exclusion 4 does not apply.

2. Cleaning up costs

Section 2 covers all costs lawfully charged by any local government body or authority, the New Zealand Fire Service, or any other entity for cleaning or restoring the site of an Accident following Loss, which is covered under Section 1 of this policy.

Lloyd's total liability will not exceed \$20,000 for any one Loss. A deductible of \$500 for any one claim applies.

3. Defence costs

If any Driver insured under Section 2:

- (a) is charged with manslaughter, or reckless or dangerous or careless driving causing death arising from Loss, covered under Section 1; and
- (b) is legally represented at any enquiry or coroner's inquest in connection with the death;
this policy covers the reasonable costs of the Driver's legal representation.

Lloyd's total liability will not exceed \$5,000 for any one Accident.

4. Driver's indemnity

Lloyd's will indemnify any person who is in charge of any Insured Vehicle on the Insured's order or with their permission, provided that:

- (a) the Driver is not entitled to indemnity under any other policy;
- (b) this indemnity will not apply to liability in connection with the letting out on hire of the Insured Vehicle without a Driver.

5. Exemplary damages

Section 2 covers the Insured's liability for exemplary damages in New Zealand for Bodily Injury. General Exclusion 2(d) is deleted.

This extension is subject to the following:

- (a) Lloyd's total liability will not exceed \$500,000 for any one claim, or series of claims arising from one Accident, and \$1,000,000 in the aggregate for all claims during the Period of Insurance;

(b) each claim will be subject to a deductible of 10% of the claim, with a minimum of \$5,000, in addition to any other policy deductible;

(c) there is no indemnity under this extension:

- (i) arising from any dishonest, fraudulent or malicious act or omission by the Insured or anyone acting on behalf of the Insured;
- (ii) arising from any claim first notified to the Insured but not notified to Lloyd's within six months of that date.

6. Financial charge

Where there is Loss this policy covers the balance of any outstanding charge on an Insured Vehicle if, after it is purchased during the Period of Insurance, the Insured becomes liable to pay it, despite making proper enquiries before purchasing it.

Lloyd's total liability will not exceed \$5,000 for any one Insured Vehicle.

7. Hired Vehicles

If the Insured hires a Vehicle during the Period of Insurance and does not arrange separate insurance cover for it, this extension covers the Insured's liability:

(a) to the owner of the Vehicle, against:

- (i) Loss that would be covered under Section 1, subject to Lloyd's liability not exceeding \$100,000 for any one Vehicle; and
- (ii) consequential Losses caused by this Loss, subject to Lloyd's liability not exceeding \$50,000 for any one claim; and

(b) to other parties that would be covered under Section 2.

Section 2 Exclusion 4 does not apply.

8. Marine liability

If an Insured Vehicle is transported by sea or air between places in New Zealand during the Period of Insurance, Section 2 covers the Insured for any resulting General Average and salvage charges recoverable from it at law.

This applies regardless of whether or not the Insured Vehicle suffers Loss.

9. Principal's indemnity

If an Insured Vehicle is used or operated on any construction or works project during the Period of Insurance, Section 2 indemnifies the Principal of that project, but only in respect of that vicarious liability in connection with the Insured's use or operation of the Insured Vehicle.

This cover is subject to the terms of Section 2.

10. Weight damage

Section 2 covers the Insured's legal liability for damage to any property (including a road) during the Period of Insurance caused by:

- (a) the weight of the load carried by the Insured Vehicle; or
- (b) from the weight of the Insured Vehicle; or
- (c) from the combined weight of the load and the Insured Vehicle.

Lloyd's total liability will not exceed \$500,000 for any one Accident, and is subject to a deductible of \$2,000 for each claim.

Section 2 Exclusion 2 is deleted to this extent.

GENERAL POLICY EXTENSIONS APPLICABLE TO SECTIONS 1 AND 2

A AUTOMATIC EXTENSIONS

These extensions automatically apply. They are otherwise subject to the terms of the policy.

1. Additions and deletions

Any Insured Vehicle sold during the Period of Insurance ceases to be insured from that date and is deleted.

(a) Any Vehicle purchased by the insured during the Period of Insurance will automatically be insured from the date of its purchase as an addition, as long as the purchase is advised to Lloyd's within 30 days (or if the Vehicle is purchased for more than \$100,000 within 7 days).

(b) Each purchased Vehicle will be insured for its Market Value, and each sold Insured Vehicle was insured for the value shown on the Vehicle Schedule.

(c) The premium for all additions and deletions will be calculated and

paid at the end of the Period of Insurance based on Lloyd's current premium rates.

- (d) Lloyd's total liability will not exceed the limit specified in the Schedule in respect of any new addition that has not been advised to it.

2. Breach of condition

This policy will not be invalidated by any breach of condition, where the breach occurs without the knowledge of the Insured, **provided** Lloyd's is advised immediately it becomes known to the Insured and any additional premium paid.

3. Invalidation

This policy covers an Insured Vehicle (including hired or borrowed Vehicles) driven in any of the circumstances referred to in General Exclusion 1, **provided**:

- (a) the driving was without the knowledge or consent of the Insured named on the Schedule; and
- (b) the Insured named on the Schedule has not waived any right of recovery against the Driver.

For the purposes of this extension only the Insured shall mean any person employed by the Insured with the delegated authority of the Insured to control the conduct of the Driver or, if the Driver is of such senior capacity that his/her knowledge and consent is effectively the knowledge and consent of the Insured, the Driver himself/herself.

4. Uninsured third party protection

If a third party has no valid and collectable insurance, this extension covers the Insured's no claims bonus, policy deductible, and uninsured Loss, where:

- (a) the third party was at fault for the Accident; and
- (b) the identity of the third party is established; and
- (c) the Insured is unable to make any recovery from the third party.

Provided that in respect of the Third Party Liability Only, and Third Party Fire Theft and Illegal Conversion Scope of Covers, Lloyd's total liability will not exceed \$5,000 in respect of any one Accident.

GENERAL POLICY EXCLUSIONS

1. This policy does not insure any Insured Vehicle while it is:

- (a) being driven outside the Description of Use, including being driven on a race track, or for: pace making, reliability trials, hill climbs or speed tests, or being driven in preparation for any one of these activities;
- (b) being driven in an unsafe condition. This includes any condition:
 - (i) which is contrary to any recommendation by the manufacturer of the Insured Vehicle; or
 - (ii) as a result of which the Insured Vehicle is not fit to deal with any peril likely to be encountered during the course of its operation. This exclusion only applies if the Insured or the person in charge of the Insured Vehicle was aware, or with reasonable diligence ought to have been aware, of the unsafe condition.
- (c) loaded or operated in excess of the manufacturer's recommended specifications, or loaded contrary to the law; or its ancillary plant or machinery being operated contrary to the law.

This exclusion only applies if the Insured, or the person in charge of the Insured Vehicle, was aware, or with reasonable diligence ought to have been aware, of the unsafe condition.

- (d) being driven by any person who is not the holder of a licence for the appropriate class and use applicable to the operation of the Insured Vehicle or its components, or who is breaching any condition of their licence. This exclusion will not apply if the Driver had held and is not disqualified from holding or obtaining, and actually obtains a licence, nor if the Insured Vehicle is being used for the purpose of teaching a learner to drive, if all requirements of the law are being complied with;
- (e) being driven by any person who:
 - (i) is under the influence of any intoxicating substance or drug; or
 - (ii) has a proportion of alcohol in the breath or blood which exceeds the legal limit; or
 - (iii) fails to supply a blood or breath sample as required by law; or

- (iv) fails to stop, or remain at the scene, following an Accident as required by law;

- (f) being driven in breach of the law relating to driving hours.

Exclusions 1(a) - 1(f) will not apply in respect of Loss which results from fire, theft or conversion.

2. This policy does not insure:

- (a) liability incurred by the Insured under an agreement where there would have been no liability without the agreement;
- (b) liability for Bodily Injury which is covered by the Accident Compensation Corporation;
- (c) Loss or liability which is directly or indirectly caused by:
 - (i) confiscation, nationalisation or destruction or damage to property by order of government, public or local authority;
 - (ii) nuclear weapons material;
 - (iii) ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel, and for the purpose of this Exclusion 2(c)(iii) combustion includes any self-sustaining process of nuclear fission or fusion;
- (d) liability for exemplary damages.

3. This policy does not insure:

- (a) death, injury, illness, Loss, damage, liability, cost or expense of any nature directly or indirectly caused by, resulting from, or in connection with, any of the following regardless of any other contributing cause or event;
- (b) war, invasion, act of foreign enemies, hostilities or warlike operations (whether war is declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power; or
- (c) acts of terrorism.

For the purpose of this exclusion, terrorism means an act including but not limited to the use of threat of force or violence by any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) which from its nature or context is committed for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public or any section of the public in fear.

This policy also excludes death, injury, illness, Loss, damage, liability, cost or expense of any nature directly or indirectly caused by, resulting from, or in connection with, any action taken in controlling, preventing, suppressing or in any way relating to, the above exclusion.

4. This policy does not insure any Loss or damage of whatsoever kind arising directly or indirectly out of:

- (a) the corruption, destruction or alteration of or damage to data, coding program or software; or
- (b) the unavailability of data or reduction in the functionality, availability or operation of hardware, software and embedded chips; or
- (c) any business interruption Losses resulting therefrom.

Provided that this exclusion shall not apply where such Loss or damage occurs as a direct result of physical damage which is otherwise covered by this policy and any such Loss or damage will be settled in accordance with the policy conditions and sum insured limits.

CLAIMS CONDITIONS

A CONDITIONS FOR SECTION 1

1. Minimise the Loss

If there is a claim under Section 1, the Insured:

- (a) must take prompt steps to minimise the Loss and to prevent further Loss, and:
 - (i) if the Insured Vehicle can be driven safely and without causing further Loss, take it to any repairer, or otherwise have it towed to the nearest suitable repairer or tow-yard; and
 - (ii) as soon as possible inform Lloyd's and complete and return a Lloyd's claim form; and

(b) is responsible for the payment of the deductible to the repairer.

Note: No repairs should be carried out until Lloyd's surveyor/assessor has examined the Insured Vehicle and approved any repair work, unless Lloyd's has agreed otherwise.

2. Progress payments

If a claim under Section 1 is covered, Lloyd's will make progress payments to the Insured. The Insured must supply interim statements that are approved by Lloyd's assessor.

B CONDITIONS FOR SECTION 2

1. Notification and conduct

If there is a claim, or possible claim, under Section 2 the Insured must, as soon as possible, notify Lloyd's to obtain, complete and return a claim form. The Insured must forward any relevant correspondence and court documents to Lloyd's as soon as possible.

The Insured must not, without the written consent of Lloyd's:

- (a) incur any expense in making good any Loss to the property of others or incur any legal expense;
- (b) make any statement or take action which may be considered to be an admission of liability;
- (c) negotiate, pay, settle, admit or repudiate any claim made by another person.

Lloyd's has the sole right to act in the Insured's name to defend, negotiate or settle the claim as it sees fit, at its expense.

2. Settlement option

Lloyd's has the option to pay to the Insured the full amount of Lloyd's liability under Section 2, or any lesser amount for which the claim can be settled, plus defence costs incurred to date.

Lloyd's will then give up the conduct of the defence or proceedings. Lloyd's will not be liable for any further costs or expenses after this.

C CONDITIONS APPLICABLE TO BOTH SECTIONS OF THE POLICY

1. Additional information

The Insured, and any other person covered under this policy, must:

- (i) agree to be examined under oath by a person named by Lloyd's whenever reasonably required;
- (ii) supply any information or documentation that Lloyd's reasonably requires;
- (iii) authorise the disclosure to Lloyd's of any personal information about them held by other parties, which is relevant to the claim or this policy.

2. Notification to authorities

The Insured must notify the police immediately in respect of Loss or liability as a result of theft, illegal conversion, arson, malicious damage, or Bodily Injury to any person.

3. Subrogation

Once Lloyd's agrees to indemnify the Insured, it may exercise for its own benefit any legal right of recovery the Insured has in connection with the claim.

Lloyd's will do this at its own expense, but the Insured must cooperate fully.

4. Waiver of subrogation (group companies)

Where the Insured is a parent or subsidiary in a group of related companies, Lloyd's waives any right of recovery it may have against any other company in the same group.

A 'subsidiary' means a company with more than half the nominal value of its equity share capital owned by a parent company, either directly or through other subsidiaries. A 'group of related companies' means a group of companies related to one another by virtue of such ownership.

GENERAL CONDITIONS

1. Alteration

This policy was arranged on the basis of the information supplied to Lloyd's by the Insured. If any of the information changes during the Period of Insurance which:

- (a) increases the nature of the risk covered; or
- (b) alters the nature of the risk covered;

the Insured must tell Lloyd's as soon as the Insured becomes aware of the change.

Examples of changes are:

- (a) modifications made to the Insured Vehicle (excluding conversion to LPG or CNG);
- (b) a change in the use of the Insured Vehicle;
- (c) a change in the physical ability of any Driver;
- (d) criminal convictions.

2. Cancellation

This policy may be cancelled by the Insured at any time by notice in writing to Lloyd's. Lloyd's will refund to the Insured any unexpired premium already paid on a pro rata basis.

Lloyd's may also cancel this policy by letter to the Insured either delivered personally, posted or facsimiled to the address last known to Lloyd's. Cancellation will be effective from 4.00pm on the 30th day after the day the letter is delivered, posted or faxed.

3. Compliance

It is a condition precedent to Lloyd's liability under this policy that:

- (a) the information given by the Insured, and anyone on the Insured's behalf, in connection with this policy and any claim is true and complete; and
- (b) the Insured, and anyone else covered under this policy, has complied with its terms.

4. Diligence

The Insured must take all reasonable steps to protect the Insured Vehicle from Loss and to avoid liability.

There is no cover if the Insured is reckless or grossly irresponsible.

5. Fraud

If the Insured, or anyone else covered under this policy, is dishonest or fraudulent in any way in connection with a claim, Lloyd's may, at its option:

- (a) decline part or all of the claim; or
- (b) elect to treat the policy as unenforceable by the Insured, and anyone else covered, from the date of the dishonesty or fraud.

6. Goods and Services Tax

The Market Value of any Insured Vehicle is exclusive of GST. For example, Lloyd's will settle a claim for total Loss up to the maximum amount insured by this policy, plus GST.

However, in respect of any deductible, policy limit or sub-limit within any policy extension, the amounts shown are inclusive of GST.

7. Governing law

The law of New Zealand governs this policy, and the courts of New Zealand have exclusive jurisdiction.

8. Headings

Headings used in this policy are for reference only. They do not form part of the policy and are not to be used as an aid to interpretation.

9. One contract

This policy and the Schedule are one contract. The proposal or written submission by the Insured is incorporated in it.

10. Other interested parties

If there is any mortgagee, debenture holder, hire purchase company, conditional purchaser or other party with a financial interest in any Insured Vehicle which has been notified to Lloyd's, Lloyd's may, at its option, pay any claim under Section 1 of this policy to the interested parties in the order of their legal priorities, and to the extent of their financial interest.

However, Lloyd's total liability will not exceed the amount it would have paid to the Insured.

11. Other insurance

If at the time any claim arises under this policy there is any other insurance covering the Loss or liability, this policy will only apply in excess of the other insurance, even if there is a similar insurance condition in the other insurance policy.

12. Several insurance

If more than one person or entity is insured under this policy, they are insured separately as though a separate policy has been issued to each. However, this will not increase Lloyd's total liability under this policy.

13. Sums insured

All values of Insured Vehicles stated in the Vehicle Schedule must represent, as nearly as possible, their Market Value. Values such as book value, depreciated cost, written down value and residual value are not sufficient to comply with this policy condition.

In the event of a claim Lloyd's may require the Insured to provide schedules of Insured Vehicles showing their book value, depreciated cost, written down value or residual value in the Insured's business records.

14. Total Loss

If a claim for an Insured Vehicle is paid as a total Loss (or constructive total Loss), the cover on that Insured Vehicle ceases entirely from the date of the Loss and no premium will be refundable for the unexpired Period of Insurance in respect of that Insured Vehicle.

The Insured Vehicle then becomes the property of Lloyd's.



COMPLAINT HANDLING PROCESS

If You are not happy, We want to know so that We can help.

Our goal is to have loyal and happy customers. We want our customers to be completely satisfied in all dealings with Us.

TLC is committed to:

- listening to what Our customers and brokers tell Us
- being accurate and honest in telling customers and brokers about Our products and services
- communicating clearly with Our customers and brokers, and
- resolving any customer complaints or concerns.

This is part of Our commitment to the General Insurance Code of Practice.

Customers are encouraged to contact Us with the following messages:

BY PHONE

"If You have a complaint please preferably phone the number on the back of Your Policy wording or call 0800 852 467 weekdays 8.30am to 5.00pm. Here You can discuss Your concern with one of Our team members."

IN WRITING

"Send Us the full details of Your complaint, including any support documents and explain what You would like Us to do."

Mail to: P O Box 7006, Tauranga, New Zealand.

IN PERSON

If You would like to come in to talk to us face to face, please call and We will arrange an appointment for a meeting. Phone 0800 852 467 for an appointment.

TLC COMPLAINT PROCEDURE

When first advised of a complaint:

- the complaint will be handled by a person who has authority to deal with it; and this person will review Your complaint
- consider the facts and contact You to resolve the complaint as soon as possible, usually within 24 hours.
- If the matter cannot then be resolved to Your satisfaction, it will be referred to the relevant Manager, who will contact You within 5 working days
- If You are still not satisfied with the outcome, it will be referred to General Management.
- You will receive TLC's final decision in writing within 15 working days from the date You first made the complaint.
- If more information is required or We need to assess or investigate Your complaint, TLC will agree a reasonable alternative timeframe with You.

And if the complaint still remains unresolved then You can undertake dispute resolution proceedings directly with the office of the Insurance & Savings Ombudsman as the selected dispute resolution scheme required under the terms of the Financial Service Providers (Registration and Dispute Resolution) Act 2008. Contact details as below;

Insurance & Savings Ombudsman Scheme

P O Box 10-845, Wellington 6143, New Zealand

<http://www.iombudsman.org.nz>

For Your further information, TLC Insurance Limited as the Lloyd's Coverholder is registered as a Financial Service Provider (registration number FSP7261) in compliance with the above Act.

LLOYD'S REPRESENTATIVE

Any enquiry or complaint relating to this Insurance should be referred to the Coverholder shown above in the first instance as per the complaints handling process outlined above. If this does not resolve the matter or You are not satisfied with the way a complaint has been dealt with, You should write to:

Lloyd's General Representative in New Zealand
Level 3

101 Molesworth Street

PO Box 5639

WELLINGTON 6145

Telephone Number: +64 4 472 7582

Facsimile Number: +64 4 472 7571

The Underwriters accepting this Insurance agree that any legal proceedings to be served upon the Underwriters may be served upon:

Scott Galloway

Lloyd's General Representative in New Zealand

Level 3

101 Molesworth Street

PO Box 5639

WELLINGTON 6145

who has authority to accept service and to appear on the Underwriters' behalf.

ON ROAD[®] Plus

Commercial Motor Vehicle Insurance Policy



HEAD OFFICE

P O Box 7006
Tauranga 3148
New Zealand

PHONE: +64 (0) 7 544 6686

FAX: +64 (0) 7 544 6687

FREE PHONE: 0800 TLC INS

FREE FAX: 0800 TLC FAX

specialised insurance for heavy machinery

info@tlcinsurance.co.nz
www.tlcinsurance.co.nz