

Q Mastercard® Card Repayment Insurance Policy.

Protect your Q Mastercard payments
and shop with confidence.



qmastercard.co.nz

Q Mastercard Card Repayment Insurance Policy

Q Mastercard Card Repayment Insurance can help meet your monthly Minimum Payments or repay your Q Mastercard.

Q Mastercard Card Repayment Insurance is underwritten by Consumer Insurance Services Limited (“CISL”).

CISL agrees to insure Columbus Financial Services Limited's Q Mastercard holders who have accepted the terms, exclusions and conditions of this policy and agreed to pay the premium.

The contract of insurance is between the Q Mastercard holder (“you”/“your”) and CISL (“we”/“us”/“our”) and the terms of your Q Mastercard Card Repayment Insurance policy including exclusions, are set out below. References to “you”/“your” extend to a Partner of the Q Mastercard holder who may be eligible to make a claim.

Please keep this document for future reference.

CISL has a B+ (Good), stable outlook financial strength rating which was given by A.M. Best Company Inc. on 29 May 2020.

The rating scale is:

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

A. M. Best Company Inc. is an approved agency under the Insurance (Prudential Supervision) Act 2010. Full details of the rating scale are available for inspection at the offices of CISL.

For qualifying claims this policy will make a payment or payments to your Q Mastercard Account in the event you are unable to work due to Temporary Disability or Permanent Disability, Redundancy or in the event of Bankruptcy, Death or diagnosis of a Terminal Illness.

Period of Cover

The cover under this policy is for a maximum period of 5 years from the Commencement Date, unless cancelled, terminated or renewed earlier, or if your Q Card is cancelled or your account is closed (“Period of Cover”).

Policy Cover

What does this policy cover?

Subject to any applicable exclusions this policy will pay if any of the following events occur during the Period of Cover:

Temporary Disability

The Closing Balance on the date immediately before you become Disabled.

Permanent Disability

The Closing Balance on the date immediately before you become Disabled.

Redundancy

The Closing Balance on the date immediately before you are made Redundant.

Bankruptcy

The Closing Balance on the date immediately before you are declared bankrupt.

Death or Terminal Illness

The Closing Balance at the earlier of the date of death or the date immediately before the diagnosis of a Terminal Illness.

Claims

You must notify us of any claim under this policy immediately after the event giving rise to the claim occurs, but no later than 30 days after that event.

To make a claim you must complete a claim form which you can download from the Q Card website and return it to us. Please note that we may require you to provide independent evidence to verify that your circumstances qualify as a claim.

To assess your claim, we will require you to authorise the disclosure to us of all medical and other information which may be relevant to the claim. You are responsible for providing certificates and evidence in support of your claim at your expense.

All benefits payable will be credited to your Q Card Account. You will not be able to make a subsequent claim(s) if the subsequent claim(s) is a result of, or directly related to, the earlier claim for Disability, Redundancy, Bankruptcy, Terminal Illness or Death.

Premiums

The monthly premium payable is calculated as per the prevailing Q Card premium rate card. Premiums are calculated as at your monthly Q Card statement date and the amount will be charged automatically to your Q Card Account. Premium rates are subject to change. See General section.

Conditions

Temporary Disability and Permanent Disability

- You can only claim if:
 - a) at the time of the event giving rise to the Temporary Disability or Permanent Disability you were in Full-Time Employment; and
 - b) the event occurred during the Period of Cover.
- You must, as soon as possible after the event giving rise to the Temporary Disability or Permanent Disability, consult a Registered Medical Practitioner.
- Temporary Disability begins when you become certified as Disabled by a Registered Medical Practitioner and ends when the Practitioner declares you fit to resume Full-Time Employment.
- Permanent Disability begins when you become certified as Disabled by a Registered Medical Practitioner for longer than 3 months and is likely to prevent your return to your usual Full-Time Employment for the foreseeable future.
- We may require you to undertake further medical examinations for our confidential information at our expense.
- To make a claim you must provide confirmation of Full-Time Employment, e.g. a pay slip or a letter from your employer confirming hours worked per week, or if self-employed a letter from your accountant or a statement of earnings from the Inland Revenue Department.

Redundancy

- You can only claim if:
 - a) at the time of the event giving rise to the Redundancy you were in Full-Time Employment; and
 - b) the Redundancy occurred during the Period of Cover.
- Redundancy begins when you register as unemployed with Work and Income NZ or an alternative agency, acceptable to us, seeking Full-Time Employment following notification of Redundancy and ends when you obtain Full-Time Employment.
- While you are Redundant you must make all reasonable efforts to find Full-Time Employment. You must tell us when you resume Full-Time Employment.
- Under this policy or any Renewed Policy you will only be entitled to make a claim for a later period of Redundancy if:
 - a) you have been in Full-Time Employment for at least six consecutive months since the end of your last period of Redundancy; and
 - b) any subsequent Redundancy occurred during the Period of Cover.

Exclusions

No amount will be paid for Redundancy occurring within 30 days of the Commencement Date.

No amount will be paid for Bankruptcy occurring within 6 months of the Commencement Date.

No amount will be paid if Death, Terminal Illness, Temporary Disability or Permanent Disability is directly or indirectly caused by or results from:

- any illness, injury or degenerative condition which has previously been the subject of a Permanent Disability claim;
- the taking of alcohol or drugs except as prescribed by a Registered Medical Practitioner;
- any sexually transmitted disease;
- the normal effects of pregnancy, childbirth, abortion or miscarriage (no benefit will be paid for parental leave);
- adverse medical effects resulting from the treatment of any Temporary Disability or Permanent Disability;
- participation in a criminal act;
- flying other than as a passenger in an aircraft fully licensed for the carriage of passengers;

- parachuting, scuba diving, hang gliding;
- competing in any motor vehicle or motor cycle event (or practising for same);
- service in the armed forces of any country at war whether declared or not.

Benefits for Redundancy will not be payable if the Redundancy:

- was foreseeable and you knew or should have known Redundancy was likely at the Commencement Date;
- is not a genuine Redundancy;
- is the result of a strike or labour dispute in which you or your employer were involved;
- is the result of your voluntary resignation, your retirement, or the closure or sale of your own business.

No amount will be paid for any event directly or indirectly caused by or resulting from:

- nuclear weapons material, ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear wastes which result from the combustion (including self-sustaining process of nuclear fission) of nuclear fuel;
- earthquake, volcanic eruption, hydrothermal or geothermal activity or tsunami;
- war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or terrorism;
- any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss. The exclusion also applies to any loss resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism.

No benefit will be payable for:

- any event occurring while you are working or living outside New Zealand;
- a subsequent event that occurs during an existing claim event or period.

No amount will be paid if Death, Terminal Illness, Temporary Disability or Permanent Disability is directly or indirectly caused by or results from any illness, injury or degenerative condition existing at or prior to the Commencement Date and the Death, Terminal Illness, Temporary Disability or Permanent Disability occurs within 6 months of the Commencement Date.

Renewal of Cover

If you are the holder of any consecutively Renewed Policy, we may waive any stand-down or qualifying periods that apply to initial policy holders unless we specifically state otherwise, as in the case of multiple Redundancies.

General

- We reserve the right to change the premium rate or policy terms at any time. We will give you notice of any change at least 30 days before the change takes effect.
- This policy begins on the Commencement Date and terminates automatically when:
 - a) you cease to be a Q Cardholder; or
 - b) on your Death or following receipt of a benefit for a Terminal Illness or Bankruptcy claim.
- You may cancel this policy at any time by giving notice to us. We may cancel this policy at any time by giving you 30 days prior written notice.
- Insurance cover under this policy will be suspended when a premium is unable to be charged to your Q Card Account, except when this is because of an event covered under this policy. Cover will restart when we resume charging premiums to your Q Card Account.
- We may cancel your policy immediately if any false or materially incorrect information is included in, or material information is omitted from, any application for insurance, claim or any declaration made by you.
- You may be required to refund any benefit overpaid by us.
- Premiums are non-refundable if the policy is cancelled or surrendered and you may not transfer the ownership or benefit of this policy.
- This policy will be interpreted in accordance with the laws of New Zealand and payments under this policy will be made in New Zealand dollars. Nothing in this policy is intended to cancel your rights under the Consumer Guarantees Act 1993.
- You should consider whether you have any existing insurance policies which may already protect you against some or all of this risk. Q Card Repayment Insurance is optional and is financed under your Q Card Account and the premiums payable will be included in your statement balance.

Communication

You agree that when we write to you about an important notice, to inform you of changes to our terms and conditions, to provide you with disclosure or for any other reason we can do so using the contact details you have provided us with. Your contact details may include your postal address, your email address, or your mobile phone number. Any such communications may include a link to such information on our website. Any communications between you and us (through any means) may be recorded for security, record keeping account maintenance and training purposes.

Definitions

“Bankruptcy” You become bankrupt under the Insolvency Act 2006.

“Closing Balance” The closing balance on your Q Card at the time of the event giving rise to a claim under this policy, including any remaining fixed monthly instalments on your Q Card Account.

“Commencement Date” The date on which we receive your application or confirmation that you accept Q Card Repayment Insurance and the date on which any subsequently Renewed Policy commences as notified to you by us.

“Full-Time Employment” Permanent taxable employment for financial gain with the same employer for at least 15 hours a week.

“Partner” means either member of a couple that is legally married or in a civil union, or is a ‘de-facto partner’ as defined by Section 29A Interpretation Act 1999.

“Permanent Disability” An illness or injury which has lasted at least 3 months, and which, as certified by a Registered Medical Practitioner, will prevent you from engaging in all of the duties relating to your usual Full-Time Employment for the foreseeable future.

“Q Card Account” As defined in your Q Card terms and conditions.

“Redundancy” The loss of Full-Time Employment (other than by dismissal for breach of contract or resignation) because the position of employment has become superfluous to the needs of the employer for a minimum period of 30 consecutive days.

“Redundant” has a corresponding meaning.

“Registered Medical Practitioner” A person registered as a medical practitioner under the Health Practitioners Competence Assurance Act 2003.

“Temporary Disability” Injury or illness totally preventing you from attending your usual Full-Time Employment for a minimum period of 30 consecutive days and up to 3 months. Thereafter the Permanent Disability cover may apply.

“Disabled” has a corresponding meaning.

“Terminal Illness” Illness likely to result in a death within 12 months.

“Terminally Ill” has a corresponding meaning.

Mastercard is a registered trademark and the circles design is a trademark of Mastercard International Incorporated.

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