

a little word for a big life



**nab**

# **PURCHASE PROTECTION INSURANCE POLICY**



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# purchase protection insurance policy

This insurance is available under policy No. 78 NABCARD CCI issued to National Australia Bank Limited ABN 12 004 044 937, AFSL 230686 of Level 34, 500 Bourke Street, Melbourne, Victoria 3000 ('NAB') by Zurich Australian Insurance Limited ABN 13 000 296 640, AFSL 232507 of 5 Blue Street, North Sydney, New South Wales 2060 ('Zurich'). This policy shall be governed by and interpreted in accordance with the law of the state of New South Wales Australia.

Purchase Protection Insurance is automatically available to NAB **Cardholders** at no additional cost. This cover provides ninety (90) consecutive days (from the date of purchase) of cover against loss, theft, or damage over a wide range of **Goods** purchased anywhere in the world after 8 October 2007 provided the purchase is made using the **Cardholder's NAB Credit Card account** or **NAB Visa Debit card**. Purchases made on a **NAB Credit Card** prior to 8 October 2007 are covered under the previous NAB Purchase Protection policy (Policy No 20 PP00001 LEI).

**You** are not obliged to take benefit of this insurance, however if **You** wish to make a claim under this policy, **You** will be bound by the conditions of this policy. Therefore please read this document carefully and keep it in a safe place and if **You** require personal advice on this cover please see **Your** insurance adviser. Please also keep detailed particulars and proof of any purchase including the sales receipt and the **NAB Credit Card account** or **NAB Visa Debit account** statement showing any purchases.

NAB is not the underwriter of this cover and neither NAB nor any of its related corporations guarantee any of the benefits under this policy. This cover is provided at no additional cost to the **Cardholder** and NAB does not receive any commission or remuneration from Zurich in relation to this policy. Neither NAB nor any of its related corporations are Authorised Representatives (under the Corporations Act) of Zurich or any of its related companies.

# termination of this insurance

NAB may terminate this cover by providing written notification to their **Primary Cardholders** or **NAB Visa Debit card Cardholders**. Purchases made in accordance with this policy before this policy is terminated will be covered under this policy. Purchases made after this policy is terminated will not be eligible for cover under this policy.

## privacy

Zurich respects **Your** privacy. Before **You** make a claim under any of the policies in this document **You** should know the following things.

- Zurich does not require personal information until a claim is made. They may however need personal information to assess claims. Zurich will, in relevant cases, disclose the personal information (other than sensitive information such as health information) to NAB, their service providers and business partners in order to allow NAB to monitor the claims service Zurich provides, prevent fraud and to ensure persons are eligible for the cover.
- Zurich will also, where relevant, disclose personal information including sensitive information such as health information to their service providers (including medical practitioners, other health professionals, reinsurers, legal representatives and loss adjusters). By submitting personal details, **You** consent to those organisations collecting and Zurich disclosing personal and sensitive information about **You** for this purpose.
- A list of the type of service providers and business partners Zurich commonly uses is available on request, or on Zurich's website. Go to [www.zurich.com.au](http://www.zurich.com.au) and click on the Privacy link on the home page.
- If **You** do not provide the requested information, the assessment of a claim may be delayed or Zurich may not accept a claim.
- Zurich may also disclose personal information about **You** where required or permitted to do so by law.

- In most cases, on request Zurich will give **You** access to the personal information Zurich holds about **You**. In some circumstances, Zurich may charge a fee for giving this access, which will vary but will be based upon their costs.
- If **You** would like to find out more, **You** may contact Zurich by telephone on 132 687 or email at Privacy.Officer@zurich.com.au or in writing to:

The Privacy Officer  
Zurich Australian Insurance Limited  
PO Box 677, North Sydney, NSW 2059

## general insurance code of practice

As a member of the Insurance Council of Australia Limited, Zurich subscribes to the General Insurance Code of Practice.

The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

The Code aims to:

- constantly improve claims handling in an efficient, honest and fair manner;
- build and maintain community faith and trust in the financial integrity of the insurance industry; and
- provide helpful community information and education about general insurance.

## complaints and dispute resolution process

If **You** have a complaint about an insurance product issued by Zurich or a service **You** have received from Zurich, including the settlement of a claim, **You** can call Zurich on 132 687.

Zurich will respond to **Your** complaint within 15 working days provided it has all necessary information and has completed any investigation required. If more information or investigation is required, Zurich will agree reasonable alternative timeframes with **You**.

If **You** are unhappy with Zurich's response or **You** cannot agree on reasonable alternative timeframes, **You** can refer the matter to the external disputes resolution scheme of which Zurich is a member. This scheme is administered by Insurance Ombudsman Services Limited (IOS). IOS will review Zurich's decision in accordance with their terms of reference. **You** are not bound by the decision made by IOS. However, Zurich is bound to act immediately on the decision. This is a free service provided by an independent body. Brochures outlining the operations of IOS are available from Zurich or the Insurance Council of Australia in each State or Territory. IOS can be contacted by phone from anywhere in Australia on 1300 780 808 or email at [ios@insuranceombudsman.com.au](mailto:ios@insuranceombudsman.com.au), or in writing to:

Insurance Ombudsman Services Limited  
PO Box 561, Collins Street West,  
Melbourne, Vic, 8007

## you must assist Zurich with your claim

When making a claim **You** must advise Zurich of any other insurance under which **You** are entitled to claim.

**You** must also, as far as allowed by law, give Zurich all the assistance it may require to institute proceedings against other parties for the purpose of enforcing rights or remedies to which they would become entitled or subrogated upon, by making good any loss or damage under this policy.

## fraudulent claims

When making a claim **You** have a responsibility to assist Zurich and to act in an honest and truthful manner.

If any claim is fraudulent in any way or if **You** or anyone acting on **Your** behalf uses fraudulent means to make a claim under this policy, then no payment will be made in regard to the claim. Also, NAB will be informed of the situation and **You** may no longer be eligible for this insurance or **Your** card.

# definitions

Some key words (and their plurals) in this policy have special meanings and are highlighted in bold. For the purposes of this cover the meanings of these words are as follows:

**'Act of Terrorism'** means an act, including but not limited to the use of force or violence and/or the threat thereof, of 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 done for, or in connection with, political, religious, ideological 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.

**'Cardholder, You, Your'** means a person,

(i) being an Australian resident, who is authorised to maintain permanent residency in Australia and to whom NAB has issued a **NAB Credit Card** (including additional Cardholders); or

(ii) to whom NAB has issued a **NAB Visa Debit card**; and

(iii) this is also extended to include any Australian resident who is authorised to maintain permanent residency in Australia, and who, by way of a gift from a Cardholder, receives any **Goods**, purchased by the Cardholder.

**'NAB Credit Card'** means a current and valid NAB Standard Visa Card, NAB Standard MasterCard, NAB Visa Mini, NAB Ant™ American Express® Card with Rewards, NAB Ant™ American Express® Card with No Annual Card Fee, Velocity NAB Visa Card, Velocity NAB Standard Visa Card or Velocity NAB Standard American Express Card.

**'NAB Credit Card account'** means a current NAB Standard Card, NAB Visa Mini, NAB Ant™ American Express® Card with Rewards, NAB Ant™ American Express® Card with No Annual Card Fee, Velocity NAB Visa Card, Velocity NAB Standard Card.

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™Ant is a Trade Mark of National Australia Bank Limited ABN 12 004 044 937

**‘NAB Visa Debit card’** means a card issued by NAB for use on **Your** linked **NAB Visa Debit account**.

**‘NAB Visa Debit account’** means an eligible account issued by NAB which can be linked to a **NAB Visa Debit card**.

**‘Good(s)’** includes all new personal property acquired for domestic or household use, but does not include:

- items acquired for the purpose of re-supply/re-sale; or
- items acquired for transformation or used in carrying on a business; or
- items purchased in a business name or business owned items;
- animals or plant life; or
- computer software or non tangible items; or
- cash, bullion, negotiable instruments, travellers cheques, tickets of any description, or collections such as stamps, coins and cards; or
- consumable or perishable items (including but not limited to food, drugs, fuel or oil); or
- boats, automobiles, motorboats, airplanes or any other motorised vehicles and their integral parts and installed accessories; or
- second-hand items, including antiques; or
- items of contraband; or
- real estate and movable fixtures or fittings (including but not limited to dishwashers and fixed air conditioners) which are, or are intended to form, part of any home or real estate.

**‘Primary Cardholder’** for credit cardholders means the person in whose name the **NAB Credit Card account** is opened. For debit cardholders, the term **Primary Cardholder** is not applicable to the **NAB Visa Debit card**.

**‘unattended’** means (but is not limited to) **Your Goods** are not with **You** or are in a position where they can be taken without **You** or **Your** travel companion knowing or being able to prevent them from being taken.

# repairing or replacing goods

If an item is damaged, lost or stolen we may choose to:

- repair the item;
- replace the item, less depreciation. This means Zurich will pay to replace the item for an amount equal to its replacement cost, less a depreciation figure which takes into account its age and condition; or
- pay **You** the amount it would cost Zurich to replace the item less depreciation
- however, **Goods** left **unattended** in a motor vehicle are only insured for up to A\$2,500 in total.

If **You** bought the item duty free or overseas the amount **You** paid for the item will be the maximum amount paid by Zurich.

Where the item is part of a pair or set, **You** will receive no more than the value of the particular part or parts lost, stolen or damaged, regardless of any special value that the item may have by way of being part of such pair or set.

## safety of your goods

**You** must take all adequate and reasonable precautions (considering the value of the items) to protect **Your Goods** and **You** are not covered if **You** do not take reasonable precautions (considering the value of the items) to protect **Your Goods**.

**Goods** are not covered if left:

- **unattended** in a public place; or
- **unattended** in an unlocked motor vehicle; or
- **unattended** in a motor vehicle in view of someone looking into the motor vehicle; or
- **unattended** in a motor vehicle overnight; or
- behind, forgotten or misplaced; or
- with a person who steals or deliberately damages them.

A 'public place' includes, but is not limited to, shops, airports, bus depots, buses, planes, trains, streets, hotel foyers (and hallways and grounds), restaurants, beaches, public toilets, car parks, office areas, behind counters, housing and hostel common areas, unlocked hostel,

hotel and function rooms and any place which is accessible to persons other than family members.

## reporting lost, stolen or wilfully damaged goods

In the event that **Your Goods** are stolen, wilfully damaged or accidentally lost, **You** must make a report to the police or to the nearest government agency or authority.

**You** must do this within 24 hours of learning of the theft, loss or damage and the report must list and describe the missing or damaged items/personal goods.

If the loss or wilful damage occurs overseas, a copy of this report must be obtained and the authority must sign the copy and write on it that it is a true and accurate copy of the original.

## limit of cover

The **Goods** are insured anywhere in the world for 90 days from the date of purchase; however, there is cover until **You** have taken possession of the **Goods**.

Other than for the extension of cover provided for under the definition of **Cardholder** no rights under this policy may be assigned or transferred in any way.

The liability of Zurich for claims made pursuant to this insurance shall not exceed the lesser of:

- the actual amount of the **Goods** purchased using the **Cardholder's NAB Credit Card account** or **NAB Visa Debit card**; or
- AUD \$2,500 per claim in respect of jewellery, watches and fine arts; or
- AUD\$100,000 in any 12 month period in respect of any one **NAB Credit Card** or **NAB Visa Debit card**.

Zurich shall not be liable to pay any claim under this policy that is caused by or arises from:

- flood; or
- any war or warlike activities, whether war has been formally declared or not, any hostilities, rebellion or revolution, or civil war, military coup, or overthrow/ attempted overthrow of a government/military power; or
- any **Act of Terrorism**; or
- radioactive contamination; or
- normal wear and tear, or
- damage arising from inherent defect in the **Goods**; or
- disappearance of the **Goods** in circumstances which cannot be explained by the **Cardholder** to Zurich's reasonable satisfaction; or
- confiscation by authorities; or
- illegal activities, or abuse; or
- consequential loss or damage; or
- punitive damages; or
- laundering (including washing, ironing and dry cleaning) whether by professional persons or otherwise; or
- non-receipt of the **Goods**; or
- cash, jewellery, watches, cameras, lap-tops, mobile phones, ipods and other electrical/battery operated items being carried in baggage unless hand-carried and under either **Your** personal supervision or that of **Your** travelling companion or an adult relative; or
- any event that is intentionally caused by **You** or a person acting with **Your** consent; or
- **Goods** whilst being transported under a freight agreement or by postal or courier services.

# claims procedures

Please do not contact NAB in the event of a claim, as NAB is not involved in processing the insurance claims.

In the event of theft or loss or damage to **Goods** giving rise to a claim under this policy, the **Cardholder** must:

- contact Zurich on **1800 648 093** (9am to 5pm EST, Monday to Friday) within 30 days of learning of the loss, damage or theft. A written loss report may be required and if so, should be returned within 30 days of receiving the loss report;

Note: Failure to report the loss or theft or to fully complete and submit the loss report (if required) within the times stated above may mean the claim settlement could be delayed, reduced or not paid at all.

- supply detailed particulars and proof of the loss as Zurich may reasonably require, including the sales receipt and **Cardholder's NAB Credit Card account** or **NAB Visa Debit account** statement showing the purchase;
- disclose to Zurich details of any other insurance cover under which the **Cardholder** is entitled to claim;
- retain damaged **Goods** for inspection by Zurich or its authorised representative.

### **Important information**

Any advice contained in this brochure has been prepared without taking into account your objectives, financial situation or needs. Before acting on any advice in this brochure, NAB recommends that you consider whether it is appropriate for your circumstances.

NAB recommends you consider the Product Disclosure Statement, Terms and Conditions or other disclosure documents, available from NAB, before making any decisions regarding these products.

National Australia Bank Limited ABN 12 004 044 937 is the product issuer, unless otherwise specified.

For more information call

**13 13 12**

8am – 8pm EST, Monday – Friday

or visit [nab.com.au](http://nab.com.au)



Hearing impaired customers  
with telephone typewriters  
can contact us on **13 36 77**