

## Studentsafe Inbound University Member Card

Policy number: AGA-OTAGO-2017

University: University of Otago

Website: [www.insurancesafenz.com](http://www.insurancesafenz.com)

### Claims Assistance Phone Number

Within New Zealand: 0800 486 004 or 09 488 1638

Worldwide Reverse Charge: +64 9 488 1638



### Policy Features

- Travel insurance cover for transit travel between your country of origin and New Zealand. This cover applies to transit stops only and does not include extended holidays or long diversions to other countries en-route to New Zealand.
- Access to University Medical Centre for **covered** medical conditions at no cost.
- Full year returning students who return to their country of origin on a temporary basis during the period of insurance or between study years have 90 days travel insurance cover in respect of medical expenses for new conditions, or for pre-existing medical conditions that we have previously agreed in writing to cover in addition to a loss of deposits benefit. The maximum benefit in respect of medical expenses for this extension is \$200,000.
- Doctoral students who return to their country of origin to undertake study or research related to their doctorate have 180 days cover in respect of medical expenses and loss of deposits benefits. The maximum benefit payable in respect of medical expenses is \$200,000.

#### Holiday Cover

- Degree, returning and full year students are entitled to travel insurance for up to 31 days for travel to Australia, Bali, Lombok and the Islands of the South Pacific during the period of insurance or during their transit to and from New Zealand.
- All other students are entitled to travel insurance for up to 16 days for travel to Australia, Bali, Lombok and the Islands of the South Pacific during the period of insurance or during their transit from New Zealand.

### Policy Exclusions

The policy contains both General Exclusions and Section Exclusions. An exclusion means that there is no cover for the event, action or situation. General Exclusions apply to every section in the policy. Section Exclusions apply only to specific sections of the policy. For full details of all exclusions please read the policy wording at [www.insurancesafenz.com](http://www.insurancesafenz.com).

### Claims Excess

The Studentsafe Inbound University policy has an excess of \$100 applicable for claims made under the Luggage, Personal Effects, Travel Documents, Money and Credit Cards section and a \$200 excess is applied to claims for any portable computer or sporting equipment. For personal liability claims the excess is the greater of your tenancy bond or \$500 for damage to property.

### Some important things you need to know

This brochure is a guide only. For full details of all applicable terms, conditions, limits and exclusions please read the policy wording.

- It is your responsibility to pay for medical check-ups and treatment for maintenance of your physical and dental health. Cover is also not provided for immigration medicals, pregnancy, terminations or contraceptives.
- The insurance is automatic upon enrolment for students under 60 years of age, which means no application forms are required.
- The premium you pay to the University includes statutory levies, GST and fees paid to the University and Marsh for their administration of the plan.
- You are required to take reasonable care in protecting your property from theft loss or damage.
- Cover for household goods such as fridges, furniture, televisions etc is not provided under the policy.
- If your claim is a result of an accident, you are required to lodge this via ACC in the first instance.

### Claims Information

#### Keep this Brochure

A tear-off wallet card with important contact numbers is provided. Please keep this as a record of your insurance and write your student number on the back. Your student number serves as your insurance number. Do not worry if you misplace your wallet card or lose your brochure. AGA holds details of your membership in the plan and can verify your cover very quickly with the University of Otago, even if you are out of New Zealand.

#### Worldwide Emergency Assistance While Travelling

In the case of an emergency during your travel or stopover outside New Zealand, you can phone +64 9 488 1638 (reverse charge) from anywhere in the world for advice when you need it. If you have a minor loss or claim while travelling, keep all records and receipts you can then lodge your claim when you arrive in New Zealand and enrol in the insurance at the University.

#### Making Claims in New Zealand

All local claims are handled by AGA to ensure smooth and prompt claim settlement. Marsh is responsible for ensuring that claims handling performance is maintained to the highest standard.

If you need to make a claim, download a copy of the claim form from [www.insurancesafenz.com](http://www.insurancesafenz.com) and complete it in full. Send the form together with your receipts and any supporting information to: Studentsafe, PO Box 112316, Penrose, Auckland 1642 or email us at [claims@insurancesafenz.co.nz](mailto:claims@insurancesafenz.co.nz).

Provided you supply your bank details on the claim form, AGA will direct credit the claim settlement to your bank account. AGA processes many thousands of claims each year and when the correct information is supplied by you on the claim form, settlement of the claim is very prompt.

When you attend the Campus Health Centre, the GP fees can be direct billed to AGA saving you the expense and the need to make a claim. To qualify for this benefit, the reason for the attendance must be within the policy coverage.

#### University Campus Health Centre

##### Contact Information:

Student Health Services  
3 Walsh Street  
Dunedin North  
Ph 03 479 8212, Freephone 0800 479 821

#### Claim Pre-approval

If the medical expenses you are expecting are going to be substantial, you can apply to AGA to have a claim payment made directly to a hospital. To commence this process please complete a claim form as soon as possible prior to the procedure or call us on 0800 486 004.

#### Claims Assistance Phone Number

Within New Zealand (no charge): 0800 486 004 or 09 488 1638  
Worldwide Reverse Charge: +64 9 488 1638

# Studentsafe

## Medical & Travel Insurance

## Inbound University



Medical and travel insurance cover for international students studying at a University in New Zealand

2017 Edition

[www.insurancesafenz.com](http://www.insurancesafenz.com)

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Brought to you by:



**Congratulations! You've made the decision to study in New Zealand. Studying and setting up a home in New Zealand is an exciting adventure. However like all travel, this comes with some level of risk and for this reason, New Zealand Universities have worked together to create a group insurance plan to cover our international students' medical and travel requirements.**

All international students in New Zealand are required by the 'Code of Practice for the Pastoral Care of International Students' to have compliant insurance while studying. Studentsafe insurance is compliant under the Code.

Studentsafe insurance has been developed in association with Marsh, and is issued and managed by AWP Services New Zealand Ltd trading as Allianz Global Assistance (AGA) and underwritten by Allianz Australia Insurance Limited ABN 15 000 122 850 (Incorporated in Australia) trading as Allianz New Zealand.

**Visit our website at [www.insurancesafenz.com](http://www.insurancesafenz.com) to learn more about your policy. You should read the policy wording for full terms, conditions, limits and exclusions.**

#### Allianz Australia Insurance Limited – Financial Strength Rating and Overseas Policyholder Preference Disclosure Notice

Allianz Australia Insurance Limited has AA- insurer financial strength rating given by Standard & Poor's (Australia) Pty Limited.

The rating scale\* in summary form is:

AAA Extremely Strong, BBB Good, CCC Very Weak

AA Very Strong, BB Marginal, CC Extremely Weak

A Strong, B Weak, R Regulatory Action

Plus (+) or minus (-): Ratings from "AA" to "CCC" may be modified by the addition of a plus (+) or minus (-) sign to show relative standings within the major rating categories. \*A full description of the rating scale is available via [www.allianz.co.nz/insurer-rating](http://www.allianz.co.nz/insurer-rating). An overseas policyholder preference applies. Under Australian law, if Allianz Australia Insurance Limited is wound up, its assets in Australia must be applied to its Australian liabilities before they can be applied to overseas liabilities. To this extent, New Zealand policyholders may not be able to rely on Allianz Australia Insurance Limited's Australian assets to satisfy New Zealand liabilities.

#### Arranging Cover

If you plan to study at the University of Otago and are under the age of 60, you are automatically eligible for cover under the Studentsafe Inbound University policy for your study course. If you are 60 years of age or older, you will first need to complete a Medical Risk Assessment form before cover is confirmed.

If you wish to insure family members under the plan, a Family Application form needs to be completed. If any of those family members are over 60 years of age, then they must also complete a Medical Risk Assessment form.

The Medical Risk Assessment and Family Application forms are available from your International Student Office or you can contact us at [help@insurancesafenz.co.nz](mailto:help@insurancesafenz.co.nz) or go to our website [www.insurancesafenz.co.nz](http://www.insurancesafenz.co.nz)

#### Payment

In order to be covered under the plan you and your family members need to pay a premium. Full year students pay an annual premium and part year students pay a proportion of the annual premium. The premium is payable through the University of Otago and may change from year to year.

#### Record of Cover

Your registration at the University together with payment of the premium is evidence of cover under the plan. Your student number is also your insurance number. A record of your insurance cover is held by the University, AGA and Marsh. Once the University sends your enrolment details to AGA, a record of cover will be sent to your email address.

#### Pre-existing Medical Conditions

You are not automatically covered for pre-existing medical conditions.

A pre-existing medical condition is any medical or physical condition or circumstance that:

- (a) you; or
- (b) a family member covered under this plan; or
- (c) a parent or close family member (in your country of origin) not covered under this plan.

may have before you enrol in the plan, and which may result in a claim being made. This includes conditions or circumstances the individual was aware of, or ought to be aware of, but did not seek treatment for.

Pre-existing medical conditions are a general exclusion under this insurance plan.

For example, if a parent or close relative dies while you are in New Zealand and you are required to travel home, cover will not apply if that person has died of a pre-existing medical condition.

However, we may agree to offer cover for (a) you or (b) a family member covered under this plan in certain circumstances. You will need to complete a Medical Risk Assessment form before you start your studies, for us to consider cover. This form is available from your International Student Office or by visiting the Studentsafe Inbound University page on [www.insurancesafenz.com](http://www.insurancesafenz.com)

**It is very important that you read the policy wording and the definition of a pre-existing medical condition.**

#### The period of cover

Cover under this plan applies while you are enrolled at the University of Otago.

#### Commencement of cover

For students travelling to New Zealand cover starts 31 days before the commencement date of your course. For students already resident in New Zealand, the period of insurance starts on the later of 16 days before you start your course of study or on the day your existing compliant insurance expires.

#### End of Cover

##### Full year degree and returning students

The earlier of your arrival in your country of origin or 150 days after the completion of your course or to the expiry date of your current Student Visa, providing you have paid the appropriate premium in your final year.

##### One year students or part year students

At the expiry of your current Student Visa, providing you have paid the appropriate premium.

#### Additional Insurance Cover

If cover is required that is outside of our policy wording limits, for instance because you are planning to study abroad, travel for a holiday to countries not covered or you require additional insurance, you will need to purchase this additional insurance by visiting [www.insurancesafenz.com](http://www.insurancesafenz.com). A discount of 15% applies to students already insured with this policy. The 15% discount applies to our standard pricing and any additional premium for Pre-existing medical cover but does not apply to any additional premium for specified items. Use the promo code **UNIVIP17** to receive your discount.

#### Ceasing Your Studies

If you withdraw from your studies before the course end date and remain in New Zealand, cover under the plan will continue until the expiry of your current Student Visa, provided the required premium has been paid to the University. If you withdraw from your studies before the course end date and leave New Zealand, then cover under the plan will cease as soon as you leave New Zealand. If you obtain an alternative visa and plan to remain in NZ, or you plan to leave NZ and travel, then you can purchase additional insurance cover.

# Studentsafe

## Medical & Travel Insurance

Student Number \_\_\_\_\_

Carry this card with you at all times. Your student number at the University is also your insurance number under the plan. Use the QR Code to automatically download our Studentsafe App. Once you receive your record of cover, you can update the App with your personalised policy number and pin.



#### Schedule of Benefits

Policy benefit	Maximum claimable amount
<b>SECTION 1 – MEDICAL AND RELATED EXPENSES</b>	<b>Unlimited</b>
<b>Subject to the following sub limits:</b>	
Medical Expenses whilst you temporarily return to your Country of Origin	\$200,000
Continuing Treatment (following repatriation to your Country of Origin)	\$20,000
Alternative Medical Treatment	\$500
Emergency Dental	\$500
Optical (provided your policy is for at least six months)	\$200
Mental Illness	\$20,000
Accompanying Relatives	\$100,000
Residential Nursing Benefit and Scholarship Student Living Allowance	
• Residential Nursing Benefit	\$2,500
• Scholarship Student Living Allowance	\$3,000
Incidental Hospital Expenses	\$2,000
Funeral Expenses	\$100,000
Search and Rescue	\$10,000
Sexual Health Consultation	1 consultation per year
Sexual Health – additional expenses	\$45
<b>SECTION 2 – REPATRIATION AND TRAVEL DISRUPTION</b>	<b>Unlimited</b>
<b>Subject to the following sub limits:</b>	
Loss of Deposits (including any non-refundable education provider fees)	\$100,000
Repatriation due to Mental Illness	\$25,000
Resumption of Travel	\$30,000
False Arrest	\$10,000
Hijack Cash Benefit \$100 per day	\$2,000
Rental Vehicle Return	\$1,000
Travel Delay	\$10,000
Missed Transport Connection	\$25,000
<b>SECTION 3 – LUGGAGE, PERSONAL EFFECTS, TRAVEL DOCUMENTS, MONEY AND CREDIT CARDS</b>	<b>\$25,000</b>
<b>Subject to the following sub limits:</b>	
Maximum limit any one item or pair of items	\$2,500
Fire Damage to property	\$5,000
Deprivation of luggage	\$1,000
Replacement of travel documents	\$3,000
Unauthorised use of travel documents	\$5,000
Money lost or stolen	\$1,000
<b>SECTION 4 – DEATH AND TOTAL DISABLEMENT BY INJURY</b>	<b>\$50,000</b>
<b>SECTION 5 – PERSONAL LIABILITY</b>	<b>\$2,500,000</b>
<b>Subject to the following sub limit:</b>	
Residential Property Damage	\$500,000
<b>SECTION 6 – KIDNAP AND RANSOM</b>	<b>\$250,000</b>
<b>SECTION 7 – RENTAL VEHICLE COLLISION DAMAGE AND THEFT EXCESS WAIVER</b>	<b>\$5,000</b>