Understanding our Household Contents Insurance Changes

We've made our Household Contents Policy wording easier to understand, especially when it comes to Specified Items, policy limits, and how much you can expect for a repair, replacement or payout for an item if you make a claim.

Do you have the right cover? Use our checklist to help review your cover.

- ☐ Read your Policy Certificate and Household Contents Policy wording in your renewal documentation.
- ☐ Review the change guide on our website to understand what exactly has changed.
- ☐ Review your Household Contents Sum Insured and premium to make sure your cover reflects your needs.
- ☐ Check any items under $10,000 (excl. GST) are not specified on your Policy Certificate.
- ☐ Contact us on 0800 366 466 if you have questions or if we have asked you to do something.

Changes existing clients with Household Contents insurance will see

Automatic cover up to $10,000 for most items

Items under $10,000 (excl. GST) no longer need to be individually specified. Some items above this amount that previously did not need to be specified may now need to be, for example, books, magazines, handbags, recorded media, grand pianos and clothing.

More items covered for Nominated Replacement

More items will now be covered for Nominated Replacement. In most cases, this means we will pay the reasonable cost to repair or replace the item if you make a claim. In the event of a claim, some items may still be settled on a Present-Day basis, which is either the market value immediately before loss or deterioration, putrefaction or contamination, or replacement cost less an allowance for age and wear and tear.

Portable electronic devices, computers and home computers

Portable electronic devices (including cellphones), computers and home computers are covered for Nominated Replacement provided they are not more than five years old. Items more than five years old are covered for Present-Day Value. Cover is up to a maximum of $10,000 (excl. GST) per item, unless specified for a higher amount.

New definitions to improve clarity

We've added new definitions, including for portable electronic devices, consumables, collections, medical aids, furniture, furnishings and home appliances, to make it easier to understand what is and isn't covered under the policy.

Family members' contents

We've expanded automatic cover for certain family members' contents to include belongings kept in retirement homes, rest homes, hospices, nursing homes, or similar care facilities. This is only provided when items are not covered by any other insurance and is limited to a maximum of $10,000 (excl. GST) for contents and $1,000 (excl. GST) for money.

Please read your Household Contents Policy wording and Policy Certificate.

Together, they form your insurance contract with us. We'll have contacted you by phone, email, or letter if there was anything you needed to do. If we've been unable to reach you, some items may not be insured or have appropriate cover.

For more information

- Visit FMG Connect to review your premium and update your Sum Insured.
- Call us on 0800 366 466 or contact your FMG Representative
- Read more and view the new policy wording on our website www.fmg.co.nz/household-contents

Please note this is only a summary of the product and is subject to our specific product documentation and underwriting criteria. For full details, you should refer to the policy document. You can get these documents and any other information you need, from your local FMG representative, by calling us on 0800 366 466 or by visiting our website **www.fmg.co.nz**
Effective on all new policies and renewals issued on or after 1 December 2026.