

**Dear Motorist,**

*Congratulations on the purchase of your vehicle and welcome to the protection of Janssen Mechanical Breakdown Insurance. This policy is designed to protect you against any unforeseen mechanical or electrical failures, please note this is not a vehicle maintenance warranty.*

*This policy has been written so that you can understand what is covered, what your obligations are and the procedure to be followed if a breakdown occurs. Please read this certificate carefully and call us if you have any queries.*

*This Policy is administered by Janssen Holdings Limited (referred to as Janssen in this booklet). All communications relating to claims or queries should be directed to Janssen Holdings Limited, PO Box 14-764, Panmure, Auckland or Telephone 09 577-1379.*

Happy Motoring

**Janssen Holdings Limited**

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Pursuant to the PRIVACY ACT 1993 the following is brought to your attention:

- This proposal collects personal information about you to evaluate the insurance you seek.
- The intended recipient and holder of the information is Janssen Holdings Limited/IAG New Zealand Limited.
- The Collection of this information is required pursuant to the common law duty to disclose all material facts relevant to the insurance sought and is mandatory.
- The failure to provide this information may result in your proposal for insurance being declined or your insurance being void from the beginning.
- You have right of access to, and correction of this information subject to the provisions of the Privacy Act 1993.

## Section 1 - Mechanical Breakdown

### IMPORTANT NOTICE/YOUR OBLIGATIONS

#### IN ORDER TO KEEP THIS MECHANICAL BREAKDOWN INSURANCE VALID YOU MUST:

Service your vehicle in accordance with the Service Coupon Requirements on page 11.  
Post Service Coupons and Service Invoices within 7 days to:

**JANSSEN HOLDINGS LTD**

**PO BOX 14-764**

**PANMURE**

**AUCKLAND**

Ensure that repairs are completed in accordance with the Claims Procedure on Page 17 of this certificate book.-

#### EXCLUSIONS

This Certificate of Insurance does not cover:

1. Mechanical Breakdown where the cause is the result of a manufacturing defect, incorrect fuel used, owner negligence or abuse or consequential damage of any kind.
2. Any vehicle used in rally competitions, motor sport events, street racing or if the vehicle has been modified from the Manufacturers' original specifications.
3. Any defect, that results in Mechanical Breakdown, which was pre-existing at Purchase Date.
4. Any faults, damage or consequential loss arising from errors, viruses, omissions or defects in any application or systems software, including computer scanning & diagnostics.
5. Any previously faulty repair or defective workmanship and/or parts.
6. Parts replaced during routine maintenance and tuning. Routine Maintenance including vehicle servicing and tuning, also WOF and COF repairs due to normal wear.
7. Brake, Clutch and Suspension components repaired or replaced due to wear and tear - these components are directly affected by driving habits and normal use and require periodic replacement as a matter of normal vehicle use and maintenance.
8. Batteries, Shock Absorbers, Exhaust System, Tyres, Seat Belts, Electric Seats, Glass, Demisters, Cosmetic items, Corrosion of any kind, Airbags, Airbag Sensors, Airbag Systems, Sun Roof, Self Closing Door Lock Mechanisms, Wing/Rear View Mirrors. Ignition and Door Keys. Panel Lights and Display.
9. Repairs commenced or completed without Janssen Holdings Limited authorisation.
10. Any loss or damage or legal liability whatsoever directly or indirectly caused by or arising from:
  - i. Ionising radiation or contamination by radioactivity from any irradiated nuclear fuel from nuclear waste or from the combustion of nuclear fuel.
  - ii. Any occurrence consequent upon war and related risks, fire, earthquake, volcanic activity, tsunami or other seismic event.
  - iii. War, invasion, acts of a foreign enemy, terrorism or hostilities (whether war is declared or not), revolution, insurrection, military or usurped power or confiscation or nationalism or requisition or destruction or damage to property by or under the order of any government, public or local authority.

# Certificate of Indemnity

We agree to insure you subject to the terms, conditions, definitions and exclusions contained in the Policy against Mechanical Breakdown of the insured vehicle during the Period of Insurance for which you have paid or agreed to pay the premium.

## Terms and Conditions

The indemnity provided in this Certificate of Insurance is subject to the following conditions:

1. The vehicle detailed in the Insurance Registration Certificate being a car or commercial vehicle (excluding taxis, hire vehicles and courier vehicles) up to 3,500 kg and vehicles that do not exceed 20 years from first registration and have travelled less than 300,000 kms.
2. The cost of replacing defective or mechanically failed parts and including labour for the period detailed on the Insurance Schedule. **Please note this does NOT include oils, filters and repairers sundries such as freight, tolls, serviceables.**
3. Janssen Holdings Ltd reserves the right to source and supply their own replacement parts when repairs are effected.
4. All vehicles must have a current WOF and be Registered.
5. The Service Requirements must be complied with and all Service Invoices supplied.
6. Where repairs and invoices are not completed within 60 days from the date of issue of the Claim Order Number being issued by Janssen Holdings Ltd, then the claim relating to those repairs shall be deemed invalid.
7. Janssen Holdings Ltd reserves the right to remove the vehicle to another repairer at Janssen's absolute discretion.
8. This Certificate can be cancelled under the following circumstances:
  - i. Where information contained in the Insurance Schedule is found to be false or fraudulent or claims made under fraudulent or false pretenses.
  - ii. Where the Maintenance and Service requirements have not been met.
  - iii. Where the total paid in claim reimbursements exceeds the purchase price of the vehicle.
9. Transfers, all policies must be claims free and have met all servicing requirements.
10. **Non-payment of premiums:** Subject to common law principles, where the Premium payable in respect of any policy has not been received from relevant customer(s), or the premium payable in respect of any Policy has not been received by IAG NZ Ltd, within 30 days of the Policy commencing (including any variation or renewal), IAG NZ Ltd may cancel the policy. IAG NZ Ltd may itself claim from the relevant customer(s) any premium payable for the period from the commencement of the Policy to its cancellation.

**Please contact Janssen Holdings Ltd to confirm receipt of Policy premium.**

**Notice of cancellation will be posted to the insured's last address given to Janssen Holdings Ltd. If the policy is cancelled for any of the above reasons, there will be no premium refund.**

**A premium refund is only available if the insured vehicle is returned to the Vendor/Dealer within 14 days from the date of purchase provided no claims have been made or lodged.**

## Extension Cover

Should the vehicle undergo insured repairs after authorisation by Janssen Holdings Limited then the owner shall be entitled to the following:

1. Car Hire \$200 - In the event of a breakdown for repairs taking longer than 48 hours (excluding weekends and bank holidays) we will reimburse you for the cost of a hire car, excluding the cost of petrol, insurance and kilometer charges and limited to \$200 for each claim. The 48 hours begin when Janssen has accepted the claim and has authorised the repairer to begin repairs. This extension does not apply where the vehicle is an imported second hand vehicle and the delay is caused by a part or parts which are unavailable in New Zealand.
2. Towing \$200 - In the event of a breakdown, we will cover the cost of towing the Insured vehicle from the point of breakdown to the nearest authorised repairer. The maximum payable under this extension is \$200 for each and every claim.
3. Hotel/Motel Accommodation \$300 - In the event of a breakdown of the vehicle we will pay for the cost of hotel/motel accommodation if the breakdown occurs 100kms or more from your residence. This cover only applies in respect to you and relates purely to unforeseen accommodation costs and not to other costs such as food, drink or telephone calls.
4. Credit Payments \$200 - In the event of a breakdown taking longer than 30 days from the date of authorisation of the repairer, we will pay for the cost of credit payment in relation to the vehicle to a maximum of \$200 for each claim.
5. Audio Cover - Limited Audio Cover is available subject to the following conditions:
  - a) Original factory equipment
  - b) Additional premium paid
  - c) Limited to policy limitations/Policy limitations apply.

## Claim Entitlement

The company will pay the reasonable cost to repair covered components during the period of insurance subject to the following claim limits:

- a) New Zealand new (excluding Luxury, Diesel and Performance cars) under 10 years and less than 130,000 kms, to the purchase value of the vehicle.
- b) Vehicles under 10 years and less than 130,000 kms - \$5,000.
- c) Vehicles under 15 years and 225,000 kms - \$2,500.
- d) Vehicles under 20 years and 300,000 kms - \$1,500,  
(**NOTE:** Vehicles 250,000 - 300,000 kms are subject to a maximum term of 1 year, and a full service is required at point of sale).

**NOTE:**

Any number of faults that occur simultaneously shall be treated as one claim and the maximum indemnity will be limited to the amount indicated above.

The claim limits are inclusive of the following;

GST, Repairs, Assessments, Towing, Accommodation and Car Hire Costs.

An excess applies to each and every claim. The excess applied will be that shown on the Registration Certificate.

## Section 2 - Payment Protection Insurance

### **POLICY CONDITIONS**

Whereas the insured names in the schedule hereto by a proposal and declaration which shall be the basis of this contract and be considered incorporated herein has applied to IAG New Zealand Limited (herein after called the Company) for the insurance herein after contained. Now this Policy witnesses that in consideration of the payment of the premium, the Company, subject to this Policy, will pay to the insured the Amount Payable upon the happening of an Insured Event as set out in this policy.

#### **INSURED EVENT: DEATH**

The death of the Insured prior to such person's 65th birthday.

**Amount Payable** - The balance of the Loan Contract as at the date of death less any arrears outstanding as at the date of death, and less all rebatable amounts in accordance with the Loan Contract.

#### **INSURED EVENT: ILLNESS**

Any illness of the Insured which shall result in the Insured being totally disabled from engaging in or attending to his/her usual business or occupation or an equivalent business for which he/she is reasonably qualified prior to such person's 65th birthday.

**Amount Payable** - The balance of the period of such total disablement shall be an amount calculated by dividing the total amount of the Monthly Instalments, (excluding any residual payments) by the number of days comprising the term of the loan contract, the result of the said division then being multiplied by the number of days of such total disablement. There shall be no Amount Payable hereunder for the first 14 days of such disablement.

#### **INSURED EVENT: ACCIDENT**

The bodily injury of the insured caused solely and directly by violent accidental external and visible means which injuries shall independently of any other cause result in the Insured being totally disabled from engaging in or attending to usual business or occupation or an equivalent business or occupation for which he/she is reasonably qualified prior to such total disablement.

**Amount Payable** - There shall be no Amount Payable hereunder for the first 14 days of such disablement.

#### **INSURED EVENT: REDUNDANCY**

The insured being made Redundant prior to such person's 65th birthday.

**AMOUNT PAYABLE** – The Amount Payable during the period following the Insured becoming Redundant and prior to commencement of any Full-time Employment shall be an amount calculated by dividing the total amount of the Monthly Instalments, (excluding any residual payments) by the number of days comprising the term of the loan contract, the result of the said division being multiplied by the number of days of the said Redundancy (subject to the limitation of liability set out in Condition 1) provided that during any period of Redundancy there shall be no Amount Payable for the first 30 days of such Redundancy.

### **1. LIMITATION OF LIABILITY UNDER THIS POLICY**

- (i) The maximum monthly amount payable under this Payment Protection Insurance Policy shall be \$1500 and the total aggregate liability of the company for any one Insured shall be the lesser of the amount to be repaid or \$50,000.
- (ii) If while the Company is making claim payments in respect of an Insured Event and one of the other Insured Events of Illness, Accident, or Redundancy happen to the Insured, the Company shall be liable only for the Amount Payable for which it is already making payment.
- (iii) The period of cover under this policy shall be calculated from the commencement date of cover and shall not exceed five years.
- (iv) The company shall not be liable under this policy should it be established that the Insured was aged 65 years or more at the commencement date of cover.
- (v) The Amount Payable in respect of any one Redundancy shall not exceed the Amount Payable calculated on the daily basis for 180 days less the first 30 days of such Redundancy provided the Insured has been engaged in Full-time employment for at least 3 consecutive months in the same position immediately prior to the date on which the Insured's Redundancy took effect as notified by his/her employer.
- (vi) If there is more than one Insured named in the schedule or if more than one Payment Protection Insurance policy has been issued to different Insured's in respect to the same loan contract, then:
  - (a) The amount payable for Death shall be paid only once, such payment being made in respect of the first of the Insured's to die and for whom the Company has admitted liability. Upon the said payment being made all other covers provided in respect of that Loan Contract will automatically terminate.
  - (b) If while the Company is making claim payments in respect of one of the Insured's for any one of the Insured Events of Accident, Illness or Redundancy and any one of these same Insured Events happen to another Insured, the Company shall be liable only once for the Amount Payable for which it is already making payment.
- (vii) Only one Payment Protection Insurance policy can be issued to the same Insured in respect of any one loan contract. In the event of two or more such policies being issued the Company's liability in respect of the additional policies shall be confined absolutely to the return of premium paid.

### **2. GENERAL**

- (i) **CURRENCY.**  
All monetary amounts referred to in this policy are expressed and payable in New Zealand currency.

# Payment Protection Insurance

- (ii) **DISAPPEARANCE OF THE INSURED.**  
Death shall not in any way be presumed by the disappearance of the Insured except in the event of the total loss of the ship or the aircraft in which such Insured was travelling.
- (iii) **CANCELLATIONS.**
  - (a) The Insured may at any time cancel this policy by giving seven days notice in writing to Company Claims. After such cancellation, the Company will refund to the Insured the unexpired portion of the retained premium less any administration fee retained by the Company.  
**Please Note:** No refund will be paid if a claim on this policy has already been made.
  - (b) The Company may at any time cancel this Policy by giving seven days notice in writing to the Insured. After such cancellation the Company will refund to the Insured the unexpired portion of the retained premium less any administration fee retained by the Company.
  - (c) The cancellation envisaged in clause 2(iii) b) above shall be effective as from 4pm on the seventh day after posting or personal delivery of the notice of cancellation to the other party at the last known address.
- (iv) **CONDITIONS PRECEDENT.**  
The due observance and fulfilment of the terms, provisions, conditions and endorsements of this Policy by the Insured insofar as they relate to anything to be done or complied with by the Insured and the truth of the statements and answers in any claim form or in any statement in support of a claim shall be conditions precedent to any liability of the company to make any payment under this Policy.
- (v) With respect to variable payment and balloon payment loan contracts, the basis of payment of claims shall be calculated on the amount required to be paid on at least 50% of monthly payments specified in the loan agreement.

### 3. DEFINITIONS

Whenever used herein the following words and expressions shall unless the context otherwise requires have meanings respectively assigned to them. Headings are for convenience of reference only and shall not affect the interpretation.

**AMOUNT PAYABLE** means the amount payable as described in this Policy in respect of the relevant Insured Events.

**AMOUNT TO BE REPAID** means the total amount payable under the Loan Contract less all Monthly Installments paid or which should have been paid and all rebatable amounts in accordance with the terms of the Loan Contract.

**FULL-TIME EMPLOYMENT** means working for salary, wages, commission, compensation, fees or employment income for a minimum of 30 hours a week. Such expression shall not apply to self-employed persons or working directors.

**HIV** means Human Immunodeficiency Virus, the causative agent for the Acquired Immunodeficiency Syndrome (AIDS) and its related syndromes Lymphadenopathy Syndrome (LAS) and AIDS related Complex (ARC).

**INSURED EVENT** means the event so described in this Policy as being the event upon which the Amount Payable becomes payable.

**LOAN CONTRACT** means any loan contract or hire purchase agreement between the Finance Company and the Insured under which the Monthly Instalments payable by the Purchaser (apart from any deposit or other amount to be repaid or credited at the time when the Loan Contract was entered into) are payable by equal monthly Instalments (equal monthly Instalments means Instalments where there is no variation of Amount to be Repaid or more than ten percent between any Installment or installments).

**MONTHLY INSTALLMENTS** means the amount of the monthly instalments stated on the Loan Contract and specified in the Certificate.

**PRINCIPAL SUM ADVANCED** means the total amount advanced as stated in the Loan Contract before interest charges are added, such amount being as specified in the Certificate.

**REDUNDANT OR REDUNDANCY** means an excess of manpower resulting from the mechanisation, rationalisation, or decrease of business activity, including the closing down of an enterprise or changes in plant, methods, materials or products or reorganisation or other like cause requiring a permanent reduction in the number of workers employed on other than a causal, temporary or seasonal basis, and the remuneration of the Insured from his employer thereby ceasing.

**THE INSURED** means the person named in the Certificate and who is a party to the Loan Contract.

**COMMENCEMENT DATE OF COVER** means the date on which the Loan Contract becomes effective.

**THIS POLICY** means this Payment Protection Insurance, including the Certificate, conditions and endorsements (if any) thereon.

**THE SCHEDULE** means the Certificate included with this Policy and any endorsements thereon.

**THREATENED REDUNDANCY** means when notice has been given by the Insured's employer of his intention to make some or all of his employees Redundant.

# Payment Protection Insurance

## 4. EXCLUSIONS

**GENERAL** (All Insured Events) – No Amount payable shall be paid:

- (i) Arising from war, invasion, act of foreign enemy hostilities (whether war be declared or not), civil war, rebellion, revolution or insurrection, military or usurped power, nuclear weapons material, ionising, radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste;
- (ii) Arising from air travel other than as a fare paying or ticket holding passenger in an aircraft fully licensed for the carriage of passengers for hire or reward and operated by a regular airline or established charter service;
- (iii) Arising from the Insured engaging in parachuting, hang-gliding or competitive motor sport of any kind;
- (iv) Arising from illness wholly or partly due to HIV;
- (v) Arising from earthquake, volcanism, tsunami or other seismic event;
- (vi) Arising from intentional self injury or deliberate exposure to exceptional danger (except in an attempt to save human life).

**INSURED EVENT - DEATH** - No Amount Payable shall be paid:

- (i) If the Insured dies by his /her own hand, whether sane or insane;
- (ii) Arising from any pre-existing physical defect or infirmity or disease or illness existing prior to the commencement date of cover.

**INSURED EVENTS - ILLNESS, ACCIDENT** - No Amount payable shall be paid arising from:

- (i)
  - (a) The Insured's attempted suicide;
  - (b) Pregnancy or childbirth;
  - (c) The Insured being under the influence of intoxicating liquor, narcotics or drugs, provided that this exclusion does not apply in respect of any drug taken on the advice of, or administered by, a Medical Practitioner.
- (ii) The Insured taking part in a criminal act;
- (iii) The happening of any illness due wholly or in part to psychiatric or psychological illness (including mental stress) or venereal disease;
- (iv) Any illness or injury which the Insured has suffered or been treated for prior to the commencement date of cover.

**INSURED EVENT - REDUNDANCY** - No Amount Payable shall be paid on the happening of this Insured Event in the following circumstances:

- (i)
  - (a) The Insured's status, title, job description or occupation having been reasonably changed by the Insured's employer and such change being unacceptable to the Insured, the Insured then being made Redundant, the said employer being the employer who gave notice of redundancy to the Insured;
  - (b) Redundancy or threatened redundancy of which the Insured knew or should have known at the commencement at the date of cover;
  - (c) Redundancy occurring outside New Zealand;
  - (d) Redundancy due to cessation of a season where the work is of a seasonal nature (e.g. Including but not restricted to fruit picking, shearing, working in a freezing works) or where the work is for a contractual period.
- (ii) There shall be no Amount Payable in respect of this Insured Event happening to an Insured who is self employed or a working director.

## 5. TERMINATION OF COVER

- (i) Cover on the Insured shall automatically terminate in the event of:
  - (a) His/her 65th birthday in respect of the Insured Events of Death, Illness, Accident or Redundancy;
  - (b) The expiry of the Loan Contract;
  - (c) The total repayment of the balance under the Loan Contract;
  - (d) Any goods forming all or part of the subject of the Loan Contract being repossessed;
  - (e) This policy being cancelled by the Insured or the Company.

## 6. DUTY OF DISCLOSURE

Before entering into a contract of insurance with an insurer, the purchaser/s have a duty to disclose to the insurer all matters that the purchaser/s know or could be expected to know, that are relevant to the insurer's decision whether to accept the risk of the insurance and if so, on what terms. The purchaser/s have the same duty to disclose those matters to the insurer before they renew, extend, vary or reinstate a contract of insurance. If the purchaser/s fail to comply with the duty of disclosure, the insurer's may be entitled to reduce liability under the contract in respect of a claim or may cancel the contract. If any non-disclosure is fraudulent, the insurer may also have the option of avoiding the contract from the beginning.

## 7. CHANGE IN CIRCUMSTANCES

The purchaser/s must inform us immediately if:

- The purchaser/s change their name or address.
- The Loan Contract is varied in any way.

## Servicing Terms

The Insurance provided is subject to the owner complying with the following Service Requirements:

1. The first service must be completed within Three Months or 5,000 kms (whichever occurs first) of the purchase date, thereafter every 10,000 kms.
2. If the vehicle was serviced at point of sale then every 10,000 kms from purchase date.
3. The Owner is solely responsible for returning all Service Coupons and Service Invoices to Janssen Holdings Limited. The Certificate becomes invalid if Janssen Holdings Limited has not received the Service Coupons and the Service Invoice within seven days of the service date.
4. All servicing of the vehicle can be carried out by members of the MTA, VSF or such other repairer as agreed to by Janssen Holdings Limited.

### 5. ALL SERVICING COSTS ARE THE RESPONSIBILITY OF THE OWNER.

#### SERVICE RECORD

##### SERVICE 1

Service Agent \_\_\_\_\_ Date \_\_\_\_\_ KM's \_\_\_\_\_

##### SERVICE 2

Service Agent \_\_\_\_\_ Date \_\_\_\_\_ KM's \_\_\_\_\_

##### SERVICE 3

Service Agent \_\_\_\_\_ Date \_\_\_\_\_ KM's \_\_\_\_\_

##### SERVICE 4

Service Agent \_\_\_\_\_ Date \_\_\_\_\_ KM's \_\_\_\_\_

##### SERVICE 5

Service Agent \_\_\_\_\_ Date \_\_\_\_\_ KM's \_\_\_\_\_

##### SERVICE 6

Service Agent \_\_\_\_\_ Date \_\_\_\_\_ KM's \_\_\_\_\_

**Note:**

Service invoices must be posted with the Service Coupon.  
All Service Coupons must be fully completed.

# Service Coupons

<b>1</b>	<b>Service Coupon 1</b>	Policy No VIA
<ul style="list-style-type: none"> <li>✱ Change engine oil and oil filter</li> <li>✱ Check and replace air cleaner as required</li> <li>✱ Check all fluid levels and fluid conditions</li> <li>✱ Check and replace fuel filter/s as required</li> <li>✱ Check and inspect fan and auxiliary belts</li> <li>✱ Check automatic transmission (service if required)</li> <li>✱ Inspect CV boots for wear and damage and replace</li> <li>✱ Check and pressure test cooling system, including hoses and coolant additive</li> <li>✱ <b>Cam Belts must be visually inspected and conform to manufactures age and mileage guidelines for replacement. Failure to complete this could invalidate this policy. Please document on invoice.</b></li> </ul> <p style="font-size: small; margin-top: 10px;">Please ensure that the Service Coupon is completed and signed with the Service Invoice.</p>		Odometer Reading
		Registration No
		Date of Service
		Owner's Phone No
		Owner's Signature
Service Agents Stamp	Signature .....	

<b>2</b>	<b>Service Coupon 2</b>	Policy No VIA
<ul style="list-style-type: none"> <li>✱ Change engine oil and oil filter</li> <li>✱ Check and replace air cleaner as required</li> <li>✱ Check all fluid levels and fluid conditions</li> <li>✱ Check and replace fuel filter/s as required</li> <li>✱ Check and inspect fan and auxiliary belts</li> <li>✱ Check automatic transmission (service if required)</li> <li>✱ Inspect CV boots for wear and damage and replace</li> <li>✱ Check and pressure test cooling system, including hoses and coolant additive</li> <li>✱ <b>Cam Belts must be visually inspected and conform to manufactures age and mileage guidelines for replacement. Failure to complete this could invalidate this policy. Please document on invoice.</b></li> </ul> <p style="font-size: small; margin-top: 10px;">Please ensure that the Service Coupon is completed and signed with the Service Invoice.</p>		Odometer Reading
		Registration No
		Date of Service
		Owner's Phone No
		Owner's Signature
Service Agents Stamp	Signature .....	

<b>3</b>	<b>Service Coupon 3</b>	Policy No VIA
<ul style="list-style-type: none"> <li>✱ Change engine oil and oil filter</li> <li>✱ Check and replace air cleaner as required</li> <li>✱ Check all fluid levels and fluid conditions</li> <li>✱ Check and replace fuel filter/s as required</li> <li>✱ Check and inspect fan and auxiliary belts</li> <li>✱ Check automatic transmission (service if required)</li> <li>✱ Inspect CV boots for wear and damage and replace</li> <li>✱ Check and pressure test cooling system, including hoses and coolant additive</li> <li>✱ <b>Cam Belts must be visually inspected and conform to manufactures age and mileage guidelines for replacement. Failure to complete this could invalidate this policy. Please document on invoice.</b></li> </ul> <p style="font-size: small; margin-top: 10px;">Please ensure that the Service Coupon is completed and signed with the Service Invoice.</p>		Odometer Reading
		Registration No
		Date of Service
		Owner's Phone No
		Owner's Signature
Service Agents Stamp	Signature .....	

**Service Coupon 1**

**Coupon and Service Invoice must be posted to:**

**JANSSEN HOLDINGS LIMITED**

**PO Box 14-764**

**Panmure**

**Auckland**

**Coupon and Service Invoice must be posted to:**

**JANSSEN HOLDINGS LIMITED**

**PO Box 14-764**

**Panmure**

**Auckland**

**Coupon and Service Invoice must be posted to:**

**JANSSEN HOLDINGS LIMITED**

**PO Box 14-764**

**Panmure**

**Auckland**

# Service Coupons

<b>4</b>	<b>Service Coupon 4</b>	Policy No VIA
<ul style="list-style-type: none"> <li>✱ Change engine oil and oil filter</li> <li>✱ Check and replace air cleaner as required</li> <li>✱ Check all fluid levels and fluid conditions</li> <li>✱ Check and replace fuel filter/s as required</li> <li>✱ Check and inspect fan and auxiliary belts</li> <li>✱ Check automatic transmission (service if required)</li> <li>✱ Inspect CV boots for wear and damage and replace</li> <li>✱ Check and pressure test cooling system, including hoses and coolant additive</li> <li>✱ <b>Cam Belts must be visually inspected and conform to manufactures age and mileage guidelines for replacement. Failure to complete this could invalidate this policy. Please document on invoice.</b></li> </ul> <p style="font-size: small; margin-top: 10px;">Please ensure that the Service Coupon is completed and signed with the Service Invoice.</p>		Odometer Reading
		Registration No
		Date of Service
		Owner's Phone No
		Owner's Signature
Service Agents Stamp	Signature .....	

<b>5</b>	<b>Service Coupon 5</b>	Policy No VIA
<ul style="list-style-type: none"> <li>✱ Change engine oil and oil filter</li> <li>✱ Check and replace air cleaner as required</li> <li>✱ Check all fluid levels and fluid conditions</li> <li>✱ Check and replace fuel filter/s as required</li> <li>✱ Check and inspect fan and auxiliary belts</li> <li>✱ Check automatic transmission (service if required)</li> <li>✱ Inspect CV boots for wear and damage and replace</li> <li>✱ Check and pressure test cooling system, including hoses and coolant additive</li> <li>✱ <b>Cam Belts must be visually inspected and conform to manufactures age and mileage guidelines for replacement. Failure to complete this could invalidate this policy. Please document on invoice.</b></li> </ul> <p style="font-size: small; margin-top: 10px;">Please ensure that the Service Coupon is completed and signed with the Service Invoice.</p>		Odometer Reading
		Registration No
		Date of Service
		Owner's Phone No
		Owner's Signature
Service Agents Stamp	Signature .....	

<b>6</b>	<b>Service Coupon 6</b>	Policy No VIA
<ul style="list-style-type: none"> <li>✱ Change engine oil and oil filter</li> <li>✱ Check and replace air cleaner as required</li> <li>✱ Check all fluid levels and fluid conditions</li> <li>✱ Check and replace fuel filter/s as required</li> <li>✱ Check and inspect fan and auxiliary belts</li> <li>✱ Check automatic transmission (service if required)</li> <li>✱ Inspect CV boots for wear and damage and replace</li> <li>✱ Check and pressure test cooling system, including hoses and coolant additive</li> <li>✱ <b>Cam Belts must be visually inspected and conform to manufactures age and mileage guidelines for replacement. Failure to complete this could invalidate this policy. Please document on invoice.</b></li> </ul> <p style="font-size: small; margin-top: 10px;">Please ensure that the Service Coupon is completed and signed with the Service Invoice.</p>		Odometer Reading
		Registration No
		Date of Service
		Owner's Phone No
		Owner's Signature
Service Agents Stamp	Signature .....	

**Service Coupon 1**

**Coupon and Service Invoice must be posted to:**

**JANSSEN HOLDINGS LIMITED**

**PO Box 14-764**

**Panmure**

**Auckland**

**Coupon and Service Invoice must be posted to:**

**JANSSEN HOLDINGS LIMITED**

**PO Box 14-764**

**Panmure**

**Auckland**

**Coupon and Service Invoice must be posted to:**

**JANSSEN HOLDINGS LIMITED**

**PO Box 14-764**

**Panmure**

**Auckland**

# Certificate of Transfer

VI



This policy is fully transferable should this vehicle be sold privately. Conditions apply. Please see Page 4 paragraph 9 for the Terms and Conditions. Please complete the transfer and post to Janssen Holdings Limited together with a transfer fee of \$50.00.

Date \_\_\_\_\_

Name of Purchaser \_\_\_\_\_

Address \_\_\_\_\_

Odometer reading at Transfer Date \_\_\_\_\_

I, the undersigned being the seller of the vehicle do hereby assign and transfer to the purchaser all my rights in and under this certificate.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

Purchaser Name \_\_\_\_\_

Purchaser Phone Number \_\_\_\_\_

Seller \_\_\_\_\_

Odometer Reading \_\_\_\_\_

Registration Number \_\_\_\_\_

Seller's Name \_\_\_\_\_

Seller's Signature \_\_\_\_\_

Accepted by me acknowledging that I have read and understood the terms and conditions of the certificate

Signed by the Purchaser \_\_\_\_\_

# Claims Procedure & Information

In the event of a Mechanical Breakdown (defined as an actual failure of an insured component) as detailed in this Certificate due to sudden and unforeseen circumstances covered by this Insurance Policy, the Owner must adhere to the following procedure.

## OWNER

- 1) Contact your selling dealer, MTA approved garage, or Janssen Holdings Limited. **When you present your vehicle for repair ensure that you take this Insurance Certificate with you and request the repairer contact Janssen Holdings Limited PRIOR to any work being commenced on the vehicle.**
- 2) This Insurance Policy does not cover the cost of diagnosing and computer scanning.
- 3) Prior to the acceptance of a claim copies of all service invoices will be required.
- 4) Ensure that your repairer complies with the procedure below:

## REPAIRER:

Please follow carefully:

Prior to commencing any work on the vehicle contact Janssen Claims Department on **Phone 09-577-1379** and provide:

- A) Owner's Policy Number.
  - B) Registration Number of Vehicle.
  - C) Odometer Reading.
  - D) Owners Contact Number.
  - E) Description of Insured Repairs.
  - F) Address at which the Vehicle may be assessed.
- 1) Providing the Certificate is valid and the repairs are of an insured nature, the Claims Department will issue the repairer with an Order Number which will enable the repairer to invoice Janssen direct.
  - 2) **There will be NO LIABILITY for payment where an Order Number has not been issued.**
  - 3) Janssen Holdings Ltd reserves the right to remove the vehicle to another repairer at Janssen's absolute discretion.
  - 4) If repairs are not completed within 60 days from the date of issue of the Order Number by Janssen, then the claim relating to those repairs shall be deemed invalid.

All queries, please direct them to:

**Claims Department, JANSSEN HOLDINGS LIMITED**  
**PHONE 09 577 1379 or FAX 09 577 1376**

**The excess as shown on the Insurance Schedule is applicable to all claims. All limits are GST inclusive. Any number of faults occurring simultaneously will be treated as one claim.**

Please note: Claims procedure will only commence once all documentation pertaining to that claim is received by Janssen Holdings Ltd.

## FAIR INSURANCE CODE

IGAG New Zealand Limited belongs to the Insurance Council of New Zealand and has made a commitment to the Council's Fair Insurance Code.

The Fair Insurance Code requires the Company to:

1. Provide insurance contracts which are understandable and show the legal rights and obligations of both the Company and the policyholder;
2. Explain the meaning of legal or technical words or phrases;
3. Explain the special meanings of particular words or phrases as they apply in the policy;
4. Settle all valid claims fairly and promptly;
5. Clearly explain the reason(s) why a claim has been declined;
6. Provide policy holders with a written summary of the Company's complaints procedure as soon as disputes arise and advise them how to lodge a complaint;
7. Advertise the Company's complaints procedure and the Insurance and Savings Ombudsman Scheme to policy holders and make these readily available in all branch offices of our Company;
8. Be financially sound as measured by the Council's solvency test, which means that the company has reserves equal to at least 20% of its premium income.

## RATING

The above policies are administered by Janssen Holdings Limited and underwritten by IGAG New Zealand Limited. Pursuant to the insurance companies (Rating and Inspections) ACT 1994 the following is brought to your attention:

IGAG New Zealand Limited has an AA (Very Strong) Insurer financial strength rating given by Standard and Poor's (Australia) Pty Ltd on 1 October 2004.

The rating scale is:

AAA	Extremely Strong	BB	Marginal
AA	Very Strong	B	Weak
A	Strong	CCC	Very Weak
BBB	Good	CC	Extremely Weak
		R	Regulatory Action

The rating from 'AA' to 'CCC' may be modified by the addition of a plus or minus sign to show relative standing within major categories.