

# International Student travel insurance



Insurance that looks after students from other countries while they are studying in New Zealand



Effective from 1 May 2018

## Why do you need International Student travel insurance?

All international students are required to have medical and travel insurance while studying in New Zealand.

International Student travel insurance from Southern Cross Travel Insurance has been especially designed to provide international students with the cover they need. You'll have the comfort of knowing you'll be looked after if the unexpected happens.

### About Southern Cross Travel Insurance

Southern Cross Travel Insurance (SCTI) is one of New Zealand's most recognised and trusted travel insurance companies. We have more than 30 years of experience and provide a range of specialised insurance products.

### Are you eligible?

To be eligible to apply for and to receive cover under this policy, you must:

- hold, or intend to hold, a current New Zealand student visa for the duration of the time that you are studying in New Zealand (or a visitor visa if studying for no more than three months); and
- be enrolled at a New Zealand education provider.

### What are you covered for?

This policy covers medical and evacuation, changes to your journey, personal accident, personal liability, rental vehicle excess, cash and travel documents, and baggage and personal items.

For full details of cover limits, see the policy wording.

### Do you need Individual or Family cover?

There are two cover types available:

- 'Individual'**: applies to one person who is named on the certificate of insurance.
- 'Family'**: applies to either:
  - one person and any of their dependent children; or
  - one person, their spouse and any of their dependent children;

all of whom are named on the certificate of insurance and are travelling together on the same itinerary.

## What else should you know?

### Pre-existing conditions

Your pre-existing conditions are excluded under this policy. However, you can seek cover for your pre-existing conditions during the application process.

We consider any medical or physical conditions, symptoms or circumstances which you are aware of, or a reasonable person in your circumstances ought to have been aware of, prior to your start date of insurance, to be pre-existing conditions, regardless of whether or not a diagnosis has been made.

To seek cover for your pre-existing conditions, please call us on 0800 784 691 (within New Zealand) or +64 979 6597 (outside New Zealand) within 31 days of purchasing your insurance to complete a medical assessment, and we will advise whether we can offer cover for your pre-existing condition(s).

Any pre-existing conditions that we exclude from cover during the application process, you choose not to seek cover for, or do not tell us about, will remain excluded under your policy.

## When the unexpected happens...

- We pay 100% of your qualifying medical costs in New Zealand, with no excess deduction.
- We have a generous benefit for emergency dental treatment.
- We refund your student fees if you can't finish your studies due to an unexpected event (but not due to the financial collapse of your school).
- We provide travel insurance cover for you while travelling between your home country and New Zealand for up to 31 days.
- We cover you for travel to Australia & the South Pacific for up to 31 days.
- If your cover is continuous, we will cover previously claimed conditions (with the exception of any 'chronic illness or injury') when you renew your International Student policy.



If your pre-existing conditions are undiagnosed, we are unable to assess them and they will remain excluded under your policy.

Once we have provided confirmation of your policy, you are no longer able to declare any pre-existing conditions and we will not pay any claims directly or indirectly related to these pre-existing conditions.

### Extra protection for high value items

This policy provides cover up to \$2,500 per item for cameras and computers (including related accessories), \$1,500 per item for other personal items, and \$5,000 in total for all jewellery items up to the section limit specified in the schedule of benefits. High value items can be specified up to \$5,000 per item, with a \$15,000 maximum limit per policy for all specified items. If you require this extra protection, an additional premium will be applicable.

### Other important things you need to know

- A requirement of this policy is that you must have access to a valid email address in order for SCTI to communicate with you on all matters relating to your policy, and a New Zealand bank account to receive any claim payment relating to your policy.
- It is your responsibility to read and to be familiar with the policy wording for this policy. The policy wording can be found at [www.internationalstudent.co.nz](http://www.internationalstudent.co.nz) or you can request it from your designated agent.
- Provided your return to your home country is on a temporary basis (you must hold a return ticket to New Zealand and you must intend on returning to New Zealand) for a period not exceeding 90 days, you will receive cover in accordance with the terms of the policy, up to a maximum of \$20,000 per policy.
- If any claim involves an accident, you must first make a claim to the New Zealand Accident Compensation Corporation (ACC).
- We pay when the unexpected happens to you, but only for claims that are actual and reasonable.
- There is a \$100 excess for claims under Section 6 (Cash & Travel Documents). For a claim under Section 7 (Baggage & Personal Items) there is a \$200 excess per unexpected event plus an additional \$500 excess for each laptop, personal computer or tablet computer claimed.
- We will not pay for irresponsible actions, such as leaving personal items unattended.
- We will not pay if drugs, alcohol or illegal activity are involved.
- You are not covered for medical check-ups and treatment for the maintenance of your dental health.

- You are not covered for loss, theft or damage that has not been reported to police, security or appropriate authorities within 24 hours and a written report obtained.
- If you have applied for permanent residency and are injured or become ill, we are still entitled to return you to your home country if you are medically fit to fly. So if you are thinking about living permanently in New Zealand, we would strongly recommend that you review your policy and its suitability for your circumstances. Once you are a permanent resident of New Zealand, you are no longer eligible for cover under this policy.

## How do you buy International Student travel insurance?

There are two ways to apply for International Student travel insurance:

You can buy an International Student policy online at [www.internationalstudent.co.nz](http://www.internationalstudent.co.nz) or by completing the application form below and making payment through your designated agent.

## How to contact us

For further information call your designated agent or simply contact us.

Southern Cross Travel Insurance  
Private Bag 99925, Newmarket, Auckland 1149, New Zealand

New Zealand Phone: 0800 784 691

International Phone: + 64 9 979 6597

Chinese Language Service: 0800 728 721

Email: [info@scti.co.nz](mailto:info@scti.co.nz)

[www.internationalstudent.co.nz](http://www.internationalstudent.co.nz)

## Tips for completing the application form

- Please complete the application form in English.
- Be sure to complete the medical questions which are part of this application form, and sign at the bottom of the page.
- If you need more information or help with your application, please contact your designated agent or email us at [info@scti.co.nz](mailto:info@scti.co.nz)
- Completed application forms and payment should be provided to your designated agent.

International Student travel insurance

# Application Form

If you need any assistance in completing this application form please call your designated agent or email [info@scti.co.nz](mailto:info@scti.co.nz)

Agent / Broker code

/

## Policyholder details

Mr  Mrs  Ms  Miss

Family name *(As shown in passport)*

First or given names

Date of birth *(Day/Month/Year)*

Home country

Student ID number *(If known)*

## Visa details

Are you a permanent resident of NZ? Yes  No

Do you hold a current NZ student visa for the duration of the time you are studying in New Zealand (or a visitor visa if studying for no more than three months)? Yes  No

## Contact details in New Zealand

Address

Home phone

Daytime phone

Mobile

Email address

Name of school/educational institution attending in NZ

## Other family to be insured (if any)

Family name	First/given name	Date of birth
		/ /
		/ /
		/ /
		/ /

## Cover selected & period of insurance

Type of cover Individual  Family

Months

Start date\* *(Day/Month/Year)*

\**(The date of departure from your home country, or if you are in New Zealand the date you want cover to begin)*

Cover under section 2.1 of your policy commences on the date we issue your certificate of insurance. Cover under all other sections of the policy commences on your start date of journey or on the date you depart your home country, whichever is later.

## Premium

Premium \$

## Specified items

Please refer to "Extra protection for high value items" in this sales brochure.

Do you wish to specify any items? Yes  No

If you need to claim for the specified item(s), you must be able to provide:

- an original receipt dated within 12 months prior to the date you specified the item, as proof of ownership and value; or
- an original receipt as proof of ownership and a current valuation dated within 12 months prior to the date you specified the item as proof of value.

Description (including brand or make) and current value in NZ\$:

---

---

---

---

---

---

---

---

Specified item premium \$

## Method of payment

Total premium \$

MasterCard  Visa  Diners Club  Amex

Credit card holder's name

Credit card number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

Expiry date *(Month/Year)*  /

*(Please turn over to complete medical questions)*

## Medical questions

To be completed by the policyholder or parent/guardian  
(if the applicant is under 18 years):

Pre-existing conditions are not automatically covered under your International Student policy. If you have any pre-existing conditions that you would like to seek cover for, please declare these now.

**Pre-existing condition(s) that you do not want to seek cover for, or do not tell us about, will remain excluded under your policy.**

### What is a pre-existing condition?

For the purposes of the International Student policy, a 'pre-existing condition' is: in relation to each person named on your certificate of insurance, any medical or physical conditions (including congenital conditions, anomalies or defects but excluding congenital blindness and deafness), symptoms or circumstances which you are aware of, or a reasonable person in your circumstances ought to have been aware of:

- for which advice, care, treatment, medication or medical attention has been sought, given, or recommended; or
- for which you are awaiting test results or further investigation, specialist treatment or specialist consultation; or
- which have been diagnosed as a medical condition, or indicative of a medical condition; or
- which are of such a nature to require, or which potentially may require medical attention; or
- which are of such a nature as would have caused a prudent, reasonable person to seek medical attention;

prior to your start date of insurance and regardless of whether or not a medical diagnosis has been made.

I have read and understood "What is a pre-existing condition?" above

Please carefully select an option below:

I do not have any pre-existing conditions

*(Select this option if you do not have any pre-existing conditions)*

I wish to apply for cover for my pre-existing condition(s)

*(Select this option if you have any pre-existing condition(s) that you would like to apply for cover for).*

*To seek cover for your pre-existing conditions, please call us on 0800 784 691 (within New Zealand) or +64 9 979 6597 (outside New Zealand) within 31 days of purchasing your insurance to complete a medical assessment, and we will advise whether we can offer cover for your pre-existing condition(s).*

I have a pre-existing condition(s) but do not want to apply for cover for it

*(Select this option if you do NOT want to apply for cover for your pre-existing condition(s), and accept that they will not be covered under this policy).*

## Emergency contact/Guardian

Name \_\_\_\_\_

Phone \_\_\_\_\_

## Declaration

You (the applicant or parent/guardian of an applicant aged under 18 years) declare and undertake to Southern Cross Benefits Limited (SCTI) that:

- You are eligible to buy the policy in accordance with the policy wording.
- You are 18 years or older (or as the parent or guardian of the applicant, you accept the terms of this declaration on behalf of the applicant) and you are authorised by each person named as an insured person to:
  - complete the application process for the policy on their behalf;
  - make changes or cancel the policy on their behalf;
  - submit any claim under the policy on their behalf, providing such details as may be required by SCTI; and
  - comply with any request to provide information to SCTI on their behalf and ensure that such information is true and correct.
- You are authorised by the credit card holder to charge the credit card as the method of payment for the policy.
- Your policy contract is made up of the policy wording (a copy of which you acknowledge has been made available to you at [www.internationalstudent.co.nz](http://www.internationalstudent.co.nz) prior to making this declaration) and certificate of insurance. It is your responsibility to read and be familiar with the policy wording. You acknowledge that your policy contains conditions, limits and exclusions.
- All information that you have given is complete, true and accurate and you understand that if any information is not complete, true or accurate, SCTI may cancel your policy and refuse any claim(s) that you make.
- You and any other insured person are not travelling with the intention of receiving medical treatment and none of the persons to be insured have been advised by a registered medical practitioner that they are not fit to travel.
- You and any other persons to be insured under this policy will be travelling together.
- You will notify SCTI of any change of contact details and that it is your responsibility to ensure you renew your insurance without any lapse in cover.
- You understand that the information that SCTI (and its representatives) collects or holds about you and the other persons covered, or to be covered, under the policy will be used in accordance with our privacy statement. You can access our privacy statement at [www.scti.co.nz](http://www.scti.co.nz).
- You understand that section 67C of the Life Insurance Act 1908 prohibits payment, under a life insurance policy, in respect of the death of a minor under the age of 16 years, to any person other than the parents or guardians of the minor, or one of them, or certain other persons specified in section 67 of the Life Insurance Act 1908.

## Signature of policyholder

*(or parent/guardian if policyholder is under 18 years of age)*

\_\_\_\_\_ Date / /

## Southern Cross Travel Insurance

### Cooling off period

This sales brochure provides a general outline of the International Student insurance policy. After your application has been accepted you will receive a policy wording document and a certificate of insurance. If you are not completely satisfied with the terms and conditions of your policy, you may cancel your policy within 14 days of your start date of insurance, provided no claims have been made, and receive a full refund. If you cancel your policy we will not pay any claims made by you. No premium is refundable once a claim is made (except to the extent that you may be entitled to a refund under the Consumer Guarantees Act 1993).

### Call recording

All telephone calls with Southern Cross Travel Insurance and Southern Cross Emergency Assistance are recorded and kept secure. We do this to ensure that any information given over the telephone can be easily verified.

### Standard and Poor's

Southern Cross Benefits Limited, trading as Southern Cross Travel Insurance, is the insurer of the International Student policy. We are 100% New Zealand owned. We sell and pay claims from our New Zealand office.

Southern Cross Benefits Limited has an A (Strong) financial strength rating given by Standard & Poor's (Australia) Pty Ltd. The Rating Scale is:

AAA (Extremely Strong)	CCC (Very Weak)
AA (Very Strong)	CC (Extremely Weak)
A (Strong)	SD or D (Selective Default or Default)
BBB (Good)	R (Regulatory Supervision)
BB (Marginal)	NR (Not Rated)
B (Weak)	

Ratings from 'AA' to 'CCC' may be modified by the addition of a plus (+) or minus (-) sign to show relative standing within the major rating categories. Full details of the rating scale are available at [www.standardandpoors.com](http://www.standardandpoors.com). Standard and Poor's (Australia) Pty Ltd is an approved agency under the Insurance (Prudential Supervision) Act 2010.

For further information call your designated agent or simply contact us.

[www.internationalstudent.co.nz](http://www.internationalstudent.co.nz)

[info@scti.co.nz](mailto:info@scti.co.nz)

0800 784 691

Chinese Language Service 0800 728 721

## Southern Cross Travel Insurance

Private Bag 99925, Newmarket, Auckland 1149, New Zealand

This sales brochure is effective from 1 May 2018

1SXT120.10 03/18

## Schedule of Benefits

Section limits and sub limits -  
the maximum cover for each section.

### Section Limits

The maximum cover per person, per year, in NZ\$

Section 1 Medical & Evacuation	UNLIMITED
Section 2 Changes to Your Journey	\$50,000
Section 3 Personal Accident	\$50,000
Section 4 Personal Liability	\$500,000
Section 5 Rental Vehicle Excess	\$1,500
Section 6 Cash & Travel Documents (\$100 Excess applies per Unexpected Event)	\$1,000
Section 7 Baggage & Personal Items (\$200 Excess applies per Unexpected Event and \$500 Excess for each laptop, personal computer or tablet computer)	\$25,000

### Sub Limits

Some of the sections have sub limits for particular types of claims. These are set out opposite. Where a particular type of claim has no sub limit, the section limits set out above apply.

### Disclaimer

The information contained in this sales brochure is necessarily brief and general in nature and is subject to change without notice. You must refer to the International Student travel insurance policy wording available at [www.scti.co.nz](http://www.scti.co.nz) for details of the cover available and any limits, exclusions or other conditions that may apply. All premiums and benefits are in NZ\$.

### Sub Limits

#### Section 1

##### Medical & Evacuation

Optometrist Consultations	\$50 per visit, up to \$250 per person, per year
Lenses	\$100 per person, per year
Ancillary Services	\$200 per person, per year
Mental Health	\$20,000 per person, per year
Terrorism	\$10,000 per Policy
Emergency Dental Treatment	\$500 per person, per year
Cash Allowance While in Hospital	\$100 per complete 24 hour period, up to \$5,000 per person, per year
Extra Travel & Accommodation	\$5,000 per Unexpected Event
Accompanying Person	\$15,000 per Policy
Funeral Expenses/ Return of Mortal Remains	\$25,000 per deceased person
Search & Rescue	\$10,000 per person, per year

#### Section 2

##### Changes to Your Journey

Travel Interruption	\$250 per 12 hour period, up to \$2,000 per Unexpected Event
Claims due to an Existing Condition of an Immediate Family Member	\$2,500 per person, \$5,000 per Policy

#### Section 4

##### Personal Liability

Legal Costs Relating to False Arrest or Wrongful Detention	\$10,000 per person, per year
---	-------------------------------

#### Section 7

##### Baggage & Personal Items

Unspecified Computers and Cameras (including related accessories)	\$2,500 per item
Maximum Total Unspecified	
Electronic Items	\$5,000 per Unexpected Event
Maximum Total Unspecified Jewellery	\$5,000 per Unexpected Event
Other Unspecified Items	\$1,500 per item
Specified Items	\$5,000 per item
Maximum Total Specified Items	\$15,000 per Policy
Baggage Delay (after 12 hours delay)	\$500 per Unexpected Event

#### All sections

##### In Your Home Country

While on a visit to your home country, you are covered in accordance with the terms of the policy	up to a maximum of \$20,000 per Policy
---	---

## Premiums

The cost of cover for the following period of time, for each type of cover in NZ\$.

Period	Individual	Family
1 month	63	120
2 months	127	239
3 months	158	302
4 months	192	373
5 months	239	467
6 months	288	560
7 months	336	653
8 months	383	746
9 months	431	840
10 months	478	933
11 months	527	1,026
<b>12 months</b>	<b>575</b>	<b>1,119</b>
13 months	622	1,212
14 months	670	1,305
15 months	719	1,400
16 months	766	1,493
17 months	814	1,586
18 months	863	1,679
19 months	910	1,772
20 months	958	1,865
21 months	1,006	1,958
22 months	1,053	2,052
23 months	1,102	2,145
24 months	1,150	2,238

The premiums set out in this table do not include any applicable age surcharges or cover for any pre-existing conditions or specified items. Premiums are accurate as at **1 May 2018** but subject to change without notice.

### Important notes about premiums

The rates shown here apply to travellers aged up to 64. If you are aged 65 or over a premium surcharge will apply. These surcharges are calculated as follows:

#### Aged 65-69:

an additional premium of 15% of the rate listed above.

#### Aged 70-74:

an additional premium of 75% of the rate listed above.

#### Aged 75-79:

an additional premium of 130% of the rate listed above.

#### Aged 80+:

an additional premium of 200% of the rate listed above.



### Southern Cross Emergency Assistance

With International Student insurance, you can call on Southern Cross Emergency Assistance 24 hours a day, seven days a week.

From anywhere in the world, just one phone call to

**+64 9 359 1602**

puts you in touch with people who can help you.

If you have an emergency or get sick, Southern Cross Emergency Assistance can ensure you receive the right medical treatment or, if necessary, organise for you to be sent back to your home country.