



Website and Policy Wording changes

Mitsui Sumitomo Insurance Company, Limited.
Commencing 1st April, 2025.



Contents

1

Website changes....why

2

Website changes....when and what

3

Online Purchase Pathway

4

Financial Strength Rating

5

FIC or Complaints Process wording / click throughs

6

Policy Wording

Website changes why.....

Commencing 1st April 2025, Mitsui Sumitomo Insurance Company, Limited is Allianz Partners New Zealand's new fronter.

As of 1st April 2025, all and any references to Hollard will need to be removed and replaced with Mitsui's information.

This change is a regulatory requirement.

Website changes when and what.....

When do the changes need to be made?

All references to Hollard will need to be updated/replaced to reflect our new fronter, Mitsui Sumitomo Insurance Company, Limited, by 1st April 2025.

Please ensure these changes are made as close to midnight as possible, i.e., 12.00 a.m. / 00.00 hours, the morning of the 1st April 2025.

What changes need to be made?

The following pages of this pack detail the required changes. However, not all of the changes may be applicable to you, for example you may not have a direct link on your website to our Complaints Process.

If you are unsure about anything, please get in touch with your Key Account Manager for further direction and support.

We are here to help you. No question is a silly question.

Online purchase pathway

Replace with the below wording, all instances

This insurance is issued and managed by AWP Services New Zealand Limited trading as Allianz Partners and underwritten by The Hollard Insurance Company Pty Ltd ABN 78 090 584 473 (Incorporated in Australia).

You should consider the policy wording before making any decisions about this travel insurance policy. Terms, conditions, limits, sub-limits and exclusions apply.



This insurance is issued and managed by AWP Services New Zealand Limited trading as Allianz Partners (NZBN 9429035270157) under binder with and on behalf of Mitsui Sumitomo Insurance Company, Limited (NZBN 9429039809810, FSP Number 20661) (Incorporated in Japan) as the underwriter.

You should read the Policy Wording and consider obtaining independent legal or financial advice before making any decisions about this insurance. Terms, conditions, limits, sub-limits and exclusions apply.

Financial Strength Rating (FSR)

Replace with the below wording

The Hollard Insurance Company Pty Ltd - Financial Strength Rating and Overseas Policyholder Preference Disclosure Notice.

The Hollard Insurance Company Pty Ltd has a financial strength rating of A- (Excellent) issued by A.M.Best Company Inc.

The rating scale* in summary form is:

A++, A+ (Superior)
 A, A- (Excellent)
 B++, B+ (Good)
 B, B- (Fair)
 C++, C+ (Marginal)
 C, C- (Weak)
 D (Poor)
 E (Under Regulatory Supervision)
 F (In Liquidation)
 S (Suspended)

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.

Further information on these ratings is available here.
www.ambest.com/home/ratings.aspx

An overseas policyholder preference applies. Under Australian law, if The Hollard Insurance Company Pty Ltd 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 The Hollard Insurance Company Pty Ltd's Australian assets to satisfy New Zealand liabilities.

Mitsui Sumitomo Insurance Company, Limited - Financial Strength Rating.

Mitsui Sumitomo Insurance Company, Limited has a financial strength rating of A+ (Stable) given by S&P Global Ratings.

The S&P Global rating scale in summary form is:

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

The rating may be modified by the addition of a plus (+) or minus (-) sign to show relative standing within the major rating categories.
 Further information on the S&P Global ratings is available here:
<https://www.spglobal.com/ratings/en/products-benefits/products/financial-strength-rating>.

*NB Please note that the OPPD no longer needs to be disclosed.

Fair Insurance Code wording and/or Complaints Process click throughs

Replace with the below wording or click through

Fair Insurance Code

Hollard is a member of the Insurance Council of New Zealand and adheres to the Fair Insurance Code, which provides You with assurance that We have high standards of service to Our customers. A copy of the Fair Insurance Code is available from the Insurance Council of New Zealand website:
www.icnz.org.nz/fair-insurance-code.



Fair Insurance Code

Mitsui Sumitomo Insurance Company, Limited is a member of the Insurance Council of New Zealand and adheres to the Fair Insurance Code, which provides You with assurance that We have high standards of service to Our customers. A copy of the Fair Insurance Code is available from the Insurance Council of New Zealand website:
www.icnz.org.nz/fair-insurance-code.

Any Disputes Resolution Process stored locally, or Complaint process click throughs / hyperlinks need to be updated to:



Replace with the below:

<https://www.allianz-partners.com/content/dam/onemarketing/awp/azpartnerscom/new-zealand/website-2023/AZ.MS.DISP.0425.pdf>

Updated document will be housed on the AzP NZ corporate website.

Policy Wording

All policy wording(s) stored locally on your website, will need to be replaced.

Your Key Account Manager will supply you with your updated policy wording(s).

Changes to the policy wording(s) reflect our new frontier Mitsui's details, inclusive of a new policy effective date of the 1st April, 2025.

Thank you!

