



What are the Canstar Travel Insurance Cover Ratings?

Canstar's Travel Insurance Cover Ratings use a tailored methodology that assesses the comprehensiveness of cover offered by travel insurance policies. Rather than comparing price, Cover Ratings focus solely on evaluating the strength and depth of the cover provided by a travel insurance policy. Canstar's Cover Ratings aim to help consumers better understand how much protection is provided by different policies to allow consumers to more confidently review the travel insurance options available to them.

While saving money is always an important consideration, not all Star Ratings include price – especially when pricing is already displayed alongside products on our website. Instead, they're designed to provide additional context – highlighting other aspects of the product that you might want to consider when making a purchase decision. This could help you identify products that not only fit your budget, but also stand out for their quality and features.

Cover Ratings range from five to one star, and are distributed based on each policy's relative comprehensiveness of cover, as determined by the calculation method outlined in this methodology. Five star policies are the policies which offer the most extensive level of cover out of the travel insurance policies assessed by Canstar. The assessment is based on data held in Canstar's database at the time the ratings are produced. This data is sourced from information provided by insurance providers and/or collected through analysis of publicly available documents such as Policy Wordings. Insurance providers are given the opportunity to review and verify this data periodically and upon request. Ratings are reviewed and recalculated daily to ensure accuracy.

It's important to understand that Canstar's Cover Ratings represent the informed assessment of our Research Committee and are not product recommendations. Cover Ratings are provided as general advice only and do not take into account your personal objectives, financial situation, or needs. The methodology is designed to evaluate the extensiveness of cover across eligible policies, offering consumers a structured way to compare the strength and depth of cover provided by the policies available in the market.

Our Cover Ratings are developed to be as informative and helpful as possible – evolving with the market and continuing to serve as a trusted guide for consumers navigating the complexities of travel insurance.

What types of products are evaluated?

To be eligible for a Cover Rating, a travel insurance product must be available for purchase in New Zealand at the time of assessment and be issued by an insurance provider authorised or licensed to offer insurance in New Zealand. Sufficient information about the policy's inclusions must also be retained on Canstar's database to allow for a meaningful assessment. The Research Committee can exercise its discretion to determine whether a policy is eligible for review.

Cover Ratings Methodology

To reflect the different types of trips that travellers take and the types of travel insurance policies available, we calculate separate Cover Ratings for each of the following travel profiles, based on the destination and type of travel:

- International
- International Cruise
- Domestic
- Domestic Cruise

How are the Cover Ratings calculated?

Each eligible travel insurance policy is assessed across a range of cover categories. For each category, the policy with the highest level of cover within the relevant travel profile is used as the benchmark. All other policies are then scored out of 5 for that category, based on their relative performance against this benchmark.

Each category is assigned a specific weighting to reflect its relative importance within the overall methodology. The weightings applied to each category differ by travel profile to reflect the varying priorities and risks faced by consumers in different travel scenarios. For example, medical cover holds greater importance in international contexts, while cancellation and domestic-related benefits carry more weight for domestic travel. These tailored weightings ensure the methodology remains relevant and meaningful across each profile.

To determine the final Cover Rating:

1. A score out of 5 is calculated for each cover category, based on how the policy compares to the benchmark for that category.
2. The weighted average of these category scores is then calculated, using the assigned category weights.
3. The resulting average is rounded to the nearest whole number to determine the overall Cover Rating, on a scale from 1 to 5 stars.

The cover categories and subcategories, along with their assigned weights for the **International and International Cruise** profiles are outlined in the table below:

Category	Description	International	International Cruise
Overseas Medical	Medical, hospital, dental, and evacuation cover abroad	40%	30%
Cancellation & Trip Disruption	Cover for costs if plans changes, categorised per the subcategories below	30%	30%
Cancellation	Cover for costs incurred due to trip cancellations	60%	60%
Trip Disruption	Cover for unexpected delays or interrupted travel plans	40%	40%
Luggage & Personal Effects	Cover for loss, theft, or damage of belongings	20%	15%
Other Policy Inclusions	Cover for a range of additional benefits, categorised per the subcategories below	10%	10%
Activities Cover	Cover for specific activities, including sports and motorcycles	30%	30%
Rental Vehicle Excess	Cover for rental company insurance excess or repair costs	20%	20%
Pre-Existing Medical Conditions	Cover for certain health conditions while traveling	20%	20%
Other Benefits	Cover for permanent disability, accidental death and legal liability	30%	30%
Cruise	Cover for cruise-related events, medical expenses, and personal belongings	-	15%

The cover categories and subcategories, along with their assigned weights for the **Domestic and Domestic Cruise** profiles are outlined in the table below:

Category	Description	Domestic	Domestic Cruise
Cancellation & Trip Disruption	Cover for costs if plans changes, categorised per the subcategories below	40%	30%
Cancellation	Cover for costs incurred due to trip cancellations	60%	60%
Trip Disruption	Cover for unexpected delays or interrupted travel plans	40%	40%
Luggage & Personal Effects	Cover for loss, theft, or damage of belongings	20%	20%
Other Policy Inclusions	Cover for a range of additional benefits, categorised per the subcategories below	40%	20%
Rental Vehicle Excess	Cover for rental company insurance excess or repair costs	40%	30%
Activities Cover	Cover for specific activities, including sports and motorcycles	20%	30%
Pre-Existing Medical Conditions	Cover for certain health conditions while traveling	20%	20%
Other Benefits	Cover for permanent disability, accidental death and legal liability	20%	20%
Cruise	Cover for cruise-related events, medical expenses, and personal belongings	-	30%

How often are products reviewed for Cover Ratings?

Cover Ratings are recalculated daily using the most up-to-date product information held in Canstar's database. Canstar continuously monitors policy updates and market changes, ensuring ratings remain current and reflective of the latest information available.

Does Canstar rate all products available in the market?

Canstar endeavours to include the majority of travel insurance providers available in the market and to assess the cover features most relevant to consumers. However, inclusion is subject to product eligibility, data availability, and the ability to conduct a meaningful assessment. As a result, not every product in the market may be included in the Cover Rating, and not every feature that may be relevant to you is necessarily captured in the methodology.

Does Canstar rate other product areas?

Canstar researches, compares and rates the suite of banking, wealth and insurance products listed below. These Star Ratings use similar methodologies for quality, consistency and transparency. Results are freely available to consumers who use the Star Ratings as a guide to product excellence. The use of Canstar Award logos and Star Ratings logos also builds consumer recognition of quality products across all categories.

Please access the Canstar website at www.canstar.co.nz if you would like to view the latest Star Ratings reports of interest.

- Agribusiness
- Business banking
- Credit cards
- KiwiSaver
- Deposit accounts
- First home buyer
- Home loans
- Online banking
- Travel Insurance
- Home Insurance
- Car Insurance



COMPLIANCE DISCLOSURE and LIABILITY DISCLAIMER

To the extent that the information in this report constitutes general advice, this advice has been prepared by Canstar New Zealand Limited (3225469), 2008-2020 Reg. No. 3225469 (FSP200146) ("Canstar"). The information has been prepared without taking into account your individual investment objectives, financial circumstances or needs, and is not a personalised financial adviser service under the Financial Advisers Act 2008. It is recommended you seek advice from a financial adviser which takes into account your individual circumstances before you acquire a financial product.

The information in this report must not be copied or otherwise reproduced, repackaged, further transmitted, transferred, disseminated, redistributed or resold, or stored for subsequent use for any purpose, in whole or in part, in any form or manner or by means whatsoever, by any person without Canstar's prior written consent. All information obtained by Canstar from external sources is believed to be accurate and reliable. Under no circumstances shall Canstar have any liability to any person or entity due to error (negligence or otherwise) or other circumstances or contingency within or outside the control of Canstar or any of its directors, officers, employees or agents in connection with the procurement, collection, compilation, analysis, interpretation, communication, publication, or delivery of any such information.

The ratings and awards results do not include all providers and may not compare all features relevant to you. The rating or award is only one factor to take into account when considering these products. Canstar acknowledges that past performance is not a reliable indicator of future performance.

The word "CANSTAR", the gold star in a circle logo (with or without surmounting stars), including Canstar Outstanding Value Award logos and versions of the foregoing are trademarks or registered trademarks of Canstar Pty Ltd A.C.N. 053 646 165. Reference to third party products, services or other information by trade name, trademark or otherwise does not constitute or imply endorsement, sponsorship or recommendation of Canstar by the respective trademark owner.

Copyright 2026 Canstar Research Pty Ltd A.C.N. 114 422 909.