

AIA PRIORITY PROTECTION EMAIL TEMPLATE FOR ADVISERS

Managing premiums – for existing AIA Priority Protection clients

Subject line: Why your insurance premium may be changing and how we can help you manage premiums

Dear [CLIENT NAME],

I am writing to update you on the premium adjustment to your AIA Priority Protection insurance benefit[s] through AIA Australia (AIA). Before your policy anniversary you will receive a letter from AIA Australia informing you of your new premium amount and I wanted to give you some added context about this update.

Your premiums may increase for reasons including:

- benefit indexation which increases your cover amount to help keep up with inflation
- if your policy has variable age-stepped (stepped) premiums, which generally increase as you get older
- if a premium discount you've previously received is changing or coming to an end
- an increase to the policy fee in line with inflation
- changes to premium rates due to unanticipated claim increases, or if economic conditions change
- if you make changes to your policy, or
- due to changes in stamp duty rates

If you're considering what you can do to manage your premiums, here are options we can look at:

- **Review your cover** – if things have changed since you initially took out cover, this will ensure the level and type of cover you have is still right for you and may help you save on premiums.
- **Remove benefit indexation** – if you have benefit indexation attached, you're covered against the rising cost of living, so you have enough cover now and into the future. However, you can choose to turn this off to help save on premiums.
- **Keep your premium the same** – you can choose to lock in your premium, so it won't increase at your next policy anniversary. This will reduce the amount you're covered for.
- **If you are not an AIA Vitality member** – join AIA Vitality, a personalised, science-backed health and wellbeing program to access a discount on your life insurance premiums. Eligibility and terms and conditions apply.
- **If you are an AIA Vitality member** – you can access discounted premiums when you actively engage with AIA Vitality. Eligibility and terms and conditions apply.

While the current economic conditions continue to be challenging for Australians, we want to support you in managing your insurance premiums to ensure you remain protected in safeguarding your long-term financial health. We're committed to making sure you have the best possible insurance when you need it.

If you have questions or would like to know more about your options, please contact us on [ADVISER PHONE DETAILS]

Sincerely,

<insert Adviser signature>