AIA SUPER

Part 2: Superannuation Benefit Statement

Explanatory notes

July 2026

These Explanatory notes form a part of your periodic Superannuation benefit statement and should be read in conjunction with Part 1: Superannuation benefit statement.

Amount payable on death

The amount payable under the policy in the event of death is the basic sum insured plus any additional insurance cover payable on death, plus any loyalty bonus cover that may apply. If there is indexing on the policy, then the sum insured will increase each year. For more information on these benefits please refer to the policy document.

Contributions received

All contributions are taken to be either member or employer contributions. Contributions applied by the trustee of your superannuation fund to the policy are invested in the Statutory No. 1 Fund of AIA Australia Limited and any insurance benefits will be paid from that statutory fund.

Provision of your Tax File Number (TFN)

Under the *Superannuation Industry (Supervision) Act 1993*, we can collect, use and disclose your TFN.

While it is not an offence to withhold your TFN from the Trustee, if we do not have your TFN we will not be able to accept any member contributions.

Member contributions include all personal contributions you make to fund your premiums. It also includes contributions made by any person on your behalf other than your employer.

If we do not receive these contributions, the premiums cannot continue to be paid and your policy will lapse. If this happens, you will lose your insurance cover.

If you have not supplied your TFN we are only allowed to accept employer contributions to your account. Further, an extra tax will be imposed on all contributions made to your account.

If applicable, this transaction has been displayed on your statement as 'No TFN contributions tax'.

Should you choose to provide your TFN within three years after the financial year ending on 30 June in which the extra tax was deducted, you may be eligible for a refund of this extra tax paid.

Significant benefits

If indexation applies to your cover then your cover will increase each year according to the indexation provisions of the policy.

Additional insurance cover

Additional benefits may be payable in certain circumstances. Any additional benefits attached to the policy are outlined on your statement. For more information on these benefits please refer to the policy document. Other insurance options may be available, for more information please contact us.

Policy fee

This fee may be varied in future in line with movements in the consumer price index.

Waiver of premium

During the statement period, part or all of the premiums due have been paid by AIA Australia Limited.

Insurance proceeds

The total of any benefits paid by the insurer to the trustee of your superannuation fund as a result of your death, terminal illness or total and permanent disability.

Withdrawals

The total amount paid to you by the trustee of your superannuation fund including any eligible insurance proceeds or additional premiums. This amount is net of any tax.

Binding/non-binding/non-lapsing nominations

Binding death nominations

The trustee is required to pay your nominated beneficiary/ies if:

i) each nominated beneficiary is either your legal personal representative or a beneficiary.

ii) the proportion of the benefit that will be paid to each nominated beneficiary is certain or readily ascertainable from the binding death benefit nomination you have made; and

iii) the binding death benefit nomination you have made is in effect.

To ensure your binding death benefit nomination remains valid it must be confirmed or amended by you at least once every 3 years.

You may confirm, amend or revoke your binding nomination, by completing the relevant form.

You may also change your binding nomination to a non-lapsing death benefit nomination by completing the relevant form. The non-lapsing death benefit nomination doesn't need to be renewed every three years as it doesn't expire.

You may obtain a form by contacting our friendly team or your financial adviser.

Nominated beneficiaries

You should review your nomination if your circumstances change, for example, upon the death of a nominated beneficiary, when you marry, divorce, re-marry, enter or leave a de facto relationship, or have children. If you wish to change your death benefit nomination to a non-lapsing death benefit nomination or add, update or delete a beneficiary, please contact us.

Non-lapsing death benefit nominations

The trustee is required to pay your nominated beneficiary/ies if:

i) the nominated beneficiary is your legal personal representative or a beneficiary.

ii) the proportion of the benefit that will be paid to the nominated beneficiary is certain or readily ascertainable from the non-lapsing nomination you have made; and

iii) the non-lapsing death benefit nomination you have made has been accepted by the trustee and has not been revoked by you.

A non-lapsing death benefit nomination is binding on the trustee. You may amend or revoke your non-lapsing nomination by completing the relevant form. You may obtain a form by contacting our friendly team or your financial adviser. For further questions please speak to your financial adviser or consider the full terms and conditions which can be found in the latest AIA Super Product Disclosure Statement.

Standard exclusions and benefit limitation terms that may impact your entitlement to insurance benefits and when your cover will cease

For standard exclusions and benefit limitations and when cover will cease, please refer to the PDS you were issued when you took out the policy.

How to make a claim

If you would like to make a claim, please contact your financial adviser or contact us on 13 10 56 for a claim kit.

Enquiries and complaints resolution

The Trustee is obliged to provide you with any information you reasonably require to understand your benefit entitlements. If you require further information about the Fund or your interest in the Fund, require assistance to understand your benefit entitlements or have any other enquiries, please contact our friendly team on 13 10 56 between 9 am and 5 pm (AEST/AEDT), Monday to Friday (excluding public holidays).

Most enquiries can be resolved quickly by talking with us. If your enquiry is not resolved to your satisfaction, you may lodge a complaint in writing by:

- Post – Complaints Manager, Customer Relations
  PO Box 6111, MELBOURNE VIC 3004
- Or email – Au.CustomerResolutions@aia.com

Please mark your letter 'Notice of Complaint'.

When you make a complaint we will:

- acknowledge your complaint
- give you a reference number and contact details so that you can follow up if you want to

- make sure we understand the issues and investigate the cause of your concern
- do everything we can to fix the problem
- respond to you as quickly as possible
- keep you informed of our progress if the matter can't be resolved quickly
- keep a record of your complaint, and
- provide a final response within 45 days (unless an alternate timeframe applies, including for complaints that represent death benefit objections).

If we or the trustee are unable to provide a final response to your complaint within the relevant period, we or the trustee will:

- inform you of the reasons for the delay
- advise you of your right to complain to the Australian Financial Complaints Authority (AFCA), and
- provide you with AFCA's contact details.

External dispute resolution

If you are not satisfied with our handling of your complaint or our decision, you may refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA offers a free independent dispute resolution service for consumer and small business complaints.

You can contact AFCA on:

- Phone – 1800 931 678 between 9.00 am and 5.00 pm (AEST/AEDT), Monday to Friday from anywhere in Australia
- Online at www.afca.org.au
- Post – Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Disclaimer

This statement does not describe all conditions affecting the amount and availability of benefits and is not a promise of any particular benefit.

The payment of benefits is subject to the Trust Deed, any applicable insurance policy and government legislation.

While every effort is made to ensure that the information contained in this statement is correct, the trustee reserves the right to correct any error or omission.

Please advise us should any of your personal details appear incorrect.