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Media Release

AIA Australia partners with Unified Healthcare Group to streamline claims and underwriting process

Melbourne, 3 March 2020 – AIA Australia has appointed solutions provider Unified Healthcare Group (UHG) to a three-year strategic partnership to supply medical and healthcare retrieval services.

UHG's technology platform medEbridge will enable greater integration with the end-to-end claims and underwriting process, in alignment with AIA Australia's existing automation programs which aim to improve transparency and speed for new and existing customers.

UHG has a proven track record in innovation, leveraging its medEbridge platform to facilitate the efficient and secure exchange of medical information between business and healthcare providers via multiple channels including SMS, online, email and telephony.

The platform currently services more than 50,000 healthcare providers and 9,500 business users and is supported by the Royal Australian College of General Practitioners (RACGP).

UHG is also currently exploring ways to improve Underwriting Rules Engines to help automate assessments and reduce the number of manual touchpoints in application processing.

"We're excited to announce our partnership with UHG, which are leaders in their field. The medEbridge platform will streamline the administrative processes involved with the management of new business applications and claims, in support of AIA Australia's continuous efforts to improve the experience of our customers. This includes our recently announced innovation capability, which we're developing with the support of the Victorian Government," said AIA Australia and New Zealand CEO and Managing Director Damien Mu.

Speaking on the partnership, UHG CEO Rob Farmer said, "This is a partnership that makes great sense. We know AIA Australia is always seeking to improve their customers' experience – their innovative AIA Vitality offering more than demonstrates this. As they embrace the digitised future offered by the medEbridge platform, they'll be able to deliver faster response times and decision-making to build even stronger consumer engagement."

AIA Australia is also exploring further opportunities to utilise the medEbridge platform, including to assist with the management of specialist claims services, health screening and rehab providers.

CommInsure Life, which came together with AIA Australia under a Joint Cooperation Agreement in 2019, will also utilise UHG's medEbridge platform.

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About AIA Australia

AIA Australia is a leading life insurance specialist with over 47 years' experience. With a unique customer value proposition focused on life, health and wellbeing, our purpose is to make a difference in people's lives.

In November 2019, AIA Group commenced its Joint Cooperation Agreement (JCA) with the Commonwealth Bank of Australia (CBA) for the joint operation of their Australian life insurance business, AIA Australia and Commlnsure Life

Together, AIA Australia and Commlnsure Life offer a range of products that protect and enhance the lives of more than 3.8 million Australians. Our vision is to embrace shared value in championing Australia and New Zealand to be the healthiest and most protected nations in the world. With AIA Vitality – the world's leading scientifically-backed health and wellness program – we help members to live healthier, longer, better lives.

AIA Australia has been recognised with multiple awards, including the Women in Finance Employer of the Year Award (2018, 2019), Super Review's Best Insurer of the Year (2018, 2019), and iSelect Partner Awards Insurer of the Year (2019).

Further information at www.aia.com.au.

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About Unified Healthcare Group

Over the past two decades, UHG has built a marketplace connecting businesses and healthcare providers more using its innovative technology platform medEbridge.

Using this marketplace, UHG provides innovative health solutions for insurers, corporate and government agencies. Our solutions enable clients to process insurance applications faster, manage claims more effectively, optimise organisational performance, mitigate risk and minimise the impact of injuries and illness. Solutions are developed by tailoring one or more of our services.

Part of MedHealth, UHG helps connect its customers to over 150,000 healthcare providers more effectively and efficiently.

Further information at www.uhg.com.au