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Media Release

AIA Australia appoints Chief Transformation Officer in newly created strategic role

Melbourne, 8 March 2022. Leading life, health and wellbeing insurer, AIA Australia has announced it has appointed Mike Thornton as its Chief Transformation Officer, effective 1 February 2022. In this newly created position, the Chief Transformation Officer will steer the transformation program as the insurer embarks on a three-year journey to enhance the end-to-end experience for its customers, partners, and employees.

Mike Thornton has over 30 years' experience across life insurance, wealth management and financial planning. He joined AIA Australia in 2016 and exits the Chief Risk Officer role. During his career Mr Thornton has demonstrated his commitment to driving sustainable business practices and making a difference for AIA Australia's customers.

CEO and Managing Director of AIA Australia, Damien Mu said "I'm thrilled to announce Mike's appointment as our new Chief Transformation Officer. This is an exciting milestone in AIA Australia's journey and his leadership will ensure that we are set up for success."

Mike Thornton said "At AIA Australia our dream is to champion Australia to be the healthiest and most protected nation in the world. Our life, health and wellbeing propositions are integral to helping our customers, and the community more broadly, to lead healthier, longer, better lives.

"During the six years I've been AIA's Chief Risk Officer, I've had the privilege of working with all areas of the business. I believe we have a great opportunity to build upon the good work we have been doing by enhancing the end-to-end experience for our people, partners, and customers. We're now investing in our business to create a simpler, faster, and more connected experience for them. It's an exciting time for AIA and I'm thrilled to be leading this transformation".

In parallel with Mr Thornton's appointment, Gerry Schipper, who joined AIA in 2010, has been appointed as Chief Risk Officer.

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About AIA Australia

AIA Australia is a leading life insurance specialist with 50 years' experience and a commitment to help Australians live healthier, longer, better lives. In 2014 the company launched AIA Vitality, a world leading, science-based health and wellbeing program, to the Australian market. In July 2017, AIA and its partners launched AIA's health insurance business, now known as AIA Health Insurance.

In 2021, Commlnsure Life was integrated into AIA Australia. The lives of more than 3.8 million Australians are protected and enhanced through AIA Australia's unique value proposition of life, health and wellbeing. Our vision is to embrace shared value in championing Australia and New Zealand to be the healthiest and best protected nations in the world.

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), FSC Life Insurance Industry Awards Innovation in Group Life Insurance (2021), Shared Value Awards Corporate Organisation Leading Through Shared Value (2019), Shared Value Awards Organisation of the Year (2020) and Shared Value Project of the Year (2021).

Further information at www.aia.com.au.

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