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## Media Release

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### ***AIA Australia invests in customer service - bolstering its team with 27 new people***

**Melbourne, 5 October 2010** – AIA Australia has announced today that it has commenced recruiting 27 new permanent full time positions with a focus on its customer service area.

This increase in the size of the AIA Australia team has come about as a result of the Company's strong growth in recent times, and a strong desire to continually improve its customer service to clients and partners.

Damien Green, AIA Australia CEO commented on the staff expansion, "I am very excited about the prospect of welcoming 27 new team members to what I believe is the best team in the industry."

"Over the past two years we have experienced significant growth in business volumes. These new positions, based in Sydney and Melbourne, will scale up our customer-facing service areas and reflects our commitment to invest in our service delivery to our clients and partners", he said.

"These new staff members will enable us to deliver an even better standard of service to our customers in the future, which is a key priority", Mr Green further commented.

"As a partnering organisation, it is imperative for us to continue to deliver the type of service that meets and exceeds our customer's expectations. We will continue to structure our teams in a way that most effectively supports our business partners," said Mr Green.

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#### **About AIA Australia**

AIA Australia Limited (ABN 79 004 837 861 AFSL 230043) has been operating in Australia for over 40 years. AIA Australia is a subsidiary of the AIA Group and a specialist provider of life insurance products aimed at protecting the financial health and welfare of Australians.

**About the AIA Group**

The AIA Group is a leading life insurance organisation in Asia Pacific that traces its roots in the region back more than 90 years. It provides individuals and businesses with products and services for life insurance, retirement planning, accident and health insurance as well as wealth management solutions. Through an extensive network of more than 320,000 agents and approximately 23,500 employees across 15 geographical markets, the AIA Group serves the customers of over 23 million in-force policies in the region.

The AIA Group has branch offices, subsidiaries and affiliates located in jurisdictions including Australia, Brunei, China, Hong Kong, India, Indonesia, Macau, Malaysia, New Zealand, Philippines, Singapore, South Korea, Taiwan, Thailand and Vietnam

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