

# AIA FINANCIAL WELLBEING SECURITY STATEMENT

1 December 2021



**Financial  
Wellbeing**

**AIA Financial Wellbeing takes the protection of our client's information very seriously. Information shared with AIA is protected by layered security controls, offering a highly secured online experience with our platforms and digital services. Your information is protected when in transit and at all times within AIA Financial Wellbeing's data centres. When interacting with our website, all information including bank account, credit card and other personal details are transmitted securely using industry-standard encryption mechanisms and digital certificates issued by a highly trusted Certificate Authority. When interacting with our website, all secure pages are clearly identified by your web browser software.**

AIA Financial Wellbeing uses the services of a PCI Certified Service Provider to securely capture credit card information and process credit card payments. We do not record your credit cards numbers within our platform, rather these are tokenised (i.e. substituted for a random token) prior to storage.

Once AIA Financial Wellbeing receives your payment details, we securely process your bank and credit card information by combining any number of transactions into a single payment batch transaction file which is then processed as one bulk transaction to AIA Financial Wellbeing financial provider.

Payments received by AIA Financial Wellbeing prior to 5.00pm (AEST) on a business day may be sent on that day to our financial provider.

Payments received by AIA Financial Wellbeing after 5.00pm (AEST) on a business day or a non-banking business day may be sent to our financial provider on the next business day.

AIA Financial Services Pty Limited (ABN 68 008 540 252, AFSL 231109), trading as AIA Financial Wellbeing 01/12/21.