



**HEALTHIER, LONGER,
BETTER LIVES**

AIA Australia Limited
(ABN 79 004 837 861 AFSL 230043)

PO Box 6111
Melbourne VIC 3004
Phone : 1800 333 613
Fax : 1800 832 266
AIA.COM.AU

Media Release

AIA Australia welcomes new Chief Risk Officer to its Executive Team

Melbourne, 17 July 2025. AIA Australia has announced the appointment of Susan Looi as its new Chief Risk Officer. With extensive career experience working with Australian and overseas regulators and Boards, Ms Looi has spent over 25 years in domestic and international financial services, spanning insurance/ reinsurance, superannuation and banking.

Before joining AIA Australia, Ms Looi held executive leadership roles across risk management, sales, actuarial and strategy at ANZ Banking Group, the Reinsurance Group of America and Zurich Insurance Group.

Damien Mu, AIA Australia CEO said, "I'm delighted to have Susan Looi join the AIA Australia family as our new Chief Risk Officer. Susan plays a pivotal role in safeguarding our risks and empowers her teams to make a positive difference.

"With her valued knowledge and expertise, Susan will provide critical support and leadership, as we pursue our vision for Australia to be the healthiest and best protected nation in the world."

Ms Looi said she was thrilled to begin her new role and had enjoyed connecting with her new colleagues. "I'm excited to join leading life and health insurer AIA Australia, with its depth of talent and a vision that resonates deeply.

"Over the last few weeks, I've witnessed how AIA Australia is dedicated to helping Australians live healthier, longer, better lives. I'm looking forward to helping AIA Australia deliver on its commitment to improve the health and wellbeing of the nation."

Ms Looi is a Fellow of the Actuaries Institute, an alumnus of Chief Executive Women and a graduate of the Australian Institute of Company Directors. She holds an international CERA Chartered Enterprise Risk Actuary designation and has executive leadership credentials from Melbourne Business School. Susan served as a committee member of the Risk Management Association and was formerly Chair of the Risk Management Committee of the Actuaries Institute of Australia.

-ENDS-

For all media enquiries, please contact:

Kathryn Kelly
AIA Australia
T: 0466 595 136
E: kathryn.kelly@aia.com

About AIA Australia

AIA Australia is a leading life insurance specialist with over 50 years' experience and a purpose to make a difference in people's 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.



**HEALTHIER, LONGER,
BETTER LIVES**

AIA Australia Limited
(ABN 79 004 837 861 AFSL 230043)

PO Box 6111
Melbourne VIC 3004
Phone : 1800 333 613
Fax : 1800 832 266
AIA.COM.AU

Media Release

In 2021, CommInsure Life was integrated into AIA Australia. The lives of more than 3.1 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 to be the healthiest and best protected nation in the world.

In pursuit of this, AIA Australia has developed AIA Embrace- a comprehensive wellbeing ecosystem of world-class products, programs and partnerships. These are designed to help customers, partners and the broader community to embrace better health and wellbeing.

In offering a broad range of health and wellbeing services to its customers, partners and broader community, AIA is proudly helping people lead healthier, longer, better lives.

AIA Australia is proud to have become a participant of the UN Global Compact in 2025, joining other like-minded organisations who are committed to supporting the sustainable development goals and ensuring a healthier, happier future for all.

AIA Australia has been recognised with multiple awards, including the ANZIIF Life Insurance Company of the Year (2024, 2023, 2022), GoodCompany Award – Top 40 (2024), 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 Organisation of the Year (2020) and Shared Value Project of the Year (2021).

Further information at www.aia.com.au.

Copyright © 2025 AIA Australia Limited (ABN 79 004 837 861 AFSL 230043). This is general information only, without taking into account factors like the objectives, financial situation, needs or personal circumstances of any individual and is not intended to be financial, legal, tax, medical, nutritional, health, fitness or other advice. The source information is current as at 17 July 2025 and may be subject to change. While the information contained herein is believed to be accurate, AIA Australia expressly disclaims any and all liability for representations or warranties, expressed or implied, contained in, or for omissions from, the information.