

EXPLAINING WHY PREMIUM RISE

[CLIENT NAME]
[ADDRESS LINE 1]
[ADDRESS LINE 2]
[SUBURB]
[STATE] [POST CODE]

Dear [CLIENT NAME],

I am writing to update you on the premium adjustment to your [INCOME PROTECTION or/and CRISIS RECOVERY or/and TPD] benefit[s] through AIA Australia (AIA).

Before your policy anniversary you will receive a letter from the AIA team informing you of any adjusted premiums and I wanted to give you some added context about this update.

As you may be aware, the insurance industry has seen considerable increases of claims costs associated with illnesses such as breast cancer, mental health and musculoskeletal issues. This has unfortunately affected far more people than insurers had anticipated. As a result, insurers across the country have had no choice but to review their product prices and adjust their premiums on some benefits.

As part of their regular review, AIA update their products to ensure that premiums are aligned to the latest policy definitions. This is done to ensure that any claims you may need are paid based on these definitions and you continue to be protected.

If you'd like us to assess your existing cover and check whether or not you need some adjustments, please contact us on [ADVISER PHONE NUMBER].

It's been a difficult year for most of our clients and this makes it even more important that you safeguard your long-term financial health. We're committed to making sure you have the best possible insurance when you need it.

Sincerely,

[ADVISER SIGNATURE]

[ADVISER TITLE]