

TEMPLATE 2 – ALIGNED WITH PREMIUM REBALANCING

[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.

We have explored options for you to help minimise this premium increase; however, before we make any changes I would like to discuss them with you in detail, as any changes we make do have implications on our original recommendations.

Alterations that we could consider for discussion are:

[INCOME PROTECTION – ADVISER TO SELECT IF THEY ARE SUITABLE FOR DISCUSSION]

Income Protection*:

- Reviewing your waiting period
- Discussing your benefit period
- Consider the 'Premium Freeze' option within your benefit
- Ensuring your income is still aligned to the coverage amount
- Changing your billing mode
- Looking at the ownership structure
- See how you can maximise on your benefits through AIA Vitality
- Reviewing your Health Insurance policy with AIA Health
- Discussing if 'Indemnity' or 'Extended Indemnity' is a suitable alternative
- Within the review see if the additional benefits on your Income Protection are still required.

[CRISIS RECOVERY – ADVISER TO SELECT IF THEY ARE SUITABLE FOR DISCUSSION]

Crisis Recovery*:

- Consider the 'Premium Freeze' option within your benefit
- Discuss if the coverage amount is still at the level you need
- Look at a newly created benefit called Crisis Extension with AIA. This benefit allows you to retain Crisis Recovery; however, you can place some of your current coverage

into Crisis Extension for illnesses that create significant financial impact ensuring you still have an amount for Crisis Recovery.

- See how you can maximise on your benefits through AIA Vitality
- Reviewing your Health Insurance policy with AIA Health
- Changing your billing mode

TPD*:

- Consider the 'Premium Freeze' option within your benefit
- Discuss if the coverage amount is still at the level you need
- See how you can maximise on your benefits through AIA Vitality
- Reviewing your Health Insurance policy with AIA Health
- Changing your billing mode

*All of these suggestions will result in changes that are not aligned to our initial advice, please consult with us prior to making changes to your policy.

Once you receive your notification letter from AIA, 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]

TEMPLATE 3 – ALIGNED WITH 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] 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]