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Media Release

AIA and Commlnsure Life announce QLD and NSW Bushfire Assistance Package

Eligible policy holders supported with premium waiver

Melbourne, 15 November 2019 – AIA Australia and Commlnsure Life have announced the activation of a Bushfire Assistance Package to support policy holders affected by the bushfires in Queensland and New South Wales.

Over recent days, communities across the two states have experienced unprecedented fire danger which has had a devastating impact on the wellbeing and livelihoods of those involved.

As one of Australia's leading life insurance companies, AIA is committed to protecting the health and wellbeing of more than 3.5 million Australians.

Eligible AIA Australia and Commlnsure Life policy holders who have been affected by the bushfires will be entitled to premium waivers ranging from two to six months, depending on their product provider. Lost policy documents will also be replaced without evidence or cost to the client.

“At AIA, we're committed to making a difference in people's lives, including through initiatives that help local communities and society more broadly,” said Damien Mu, Chief Executive, AIA Australia and New Zealand.

“In times like these, it's important to rally together as a community, and it's heartwarming to see the outpouring of support and assistance that's being delivered for people and communities across the East Coast of Australia in response to the bushfires.”

“The days, weeks and months ahead will be challenging for impacted communities. We want to do our part in some small way by providing financial support for our customers when they need it most,” he added.

AIA Australia and Commlnsure Life are encouraging anyone who is struggling at this time to work with support groups in their community.

AIA Australia has also written to its adviser network to ensure advisers are aware of the assistance and can extend this offer to eligible clients.

For more details on the premium waivers available, policy holders or their advisers must contact their relevant product provider to discuss their assistance package and eligibility by 28 February 2020.

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About AIA Australia

AIA Australia is a leading life insurance specialist with over 46 years' experience. With a unique customer value proposition focused on life, health and wellbeing, our purpose is to make a difference in people's lives.

AIA Australia offers a range of products that protect and enhance the lives of more than 3.5 million Australians. Our vision is to embrace shared value in championing Australia and New Zealand to be the healthiest and most protected nations in the world. With AIA Vitality – the world's leading science-based health and wellbeing program – we help members to live healthier, longer, better lives.

In November 2019, AIA Group commenced its Joint Cooperation Agreement (JCA) with the Commonwealth Bank of Australia (CBA) to purchase its life insurance business (known as CommInsure Life).

AIA Australia has been recognised with multiple awards, including the Women in Finance Employer of the Year Award (2018, 2019), Super Review's Best Insurer of the Year (2018, 2019), and iSelect Partner Awards Insurer of the Year (2019).

Further information at www.aia.com.au.