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Media Release

AIA Australia announces Flood Assistance Package in response to NSW floods

Melbourne, 11 July 2022. Leading life, health and wellbeing insurer, AIA Australia, has announced it is offering a new Flood Assistance Package for eligible customers impacted by the recent floods in New South Wales.

Eligible life* and health insurance policyholders in affected NSW locations who qualify for an Australian Government Disaster Relief Payment will be able to receive a premium waiver of up to three months.

AIA Health Insurance has also confirmed that alternatively, its customers have the option to suspend their policy for up to two years, allowing them to resume their cover when they are able to and avoid additional waiting periods.

CEO and Managing Director of AIA Australia Damien Mu said, "Earlier this year, we saw communities in New South Wales and Queensland experience devastating flooding which caused so much hardship and uncertainty. It's heartbreaking to see some of these same areas in New South Wales experiencing these unprecedented floods for a second time.

"In light of this, we're offering our Flood Assistance package again to eligible customers in affected locations. We're also offering tailored rehabilitation support to any partners or customers residing in flood-affected areas so that they can look after their wellbeing during this difficult period."

For more details, customers and advisers can get in touch during business hours on:

- AIA customers who have purchased their life insurance through a financial adviser, or via one of AIA's distribution partners, such as CBA can get in touch before 31 August 2022 on **1800 033 490** or **131 056** (ex- CommInsure customers). Customers can also email au.disasterrelief@aia.com
- AIA Health customers can call **1800 333 004** before 31 August 2022.

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**Policy types that are eligible for the waiver are:*

- *Life insurance products distributed by our partners such as CBA, RACQ, RAC and Bendigo Bank and issued by AIA / Colonial Mutual Life Assurance. Call 1800 333 613.*
- *Loan protection products (Consumer Credit Insurance) which covers home loans and personal loans and is issued by AIA / Colonial Mutual Life Assurance (Consumer Credit Insurance on Credit Cards is not included). Call 133 982.*

- *Life insurance products sold through a financial adviser and issued by AIA / Colonial Mutual Life Assurance. For example - Priority Protection and Tailored Protection. Call 131 056.*

AIAA's premium waiver offer excludes automatic policies via a superannuation or a corporate scheme.

If you are unsure on whether your policy is eligible for assistance, please contact AIA on 1800 033 490 or 131 056

About AIA Australia

AIA Australia is a leading life insurance specialist with 50 years' experience and a commitment to help Australians live healthier, longer, better 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.

In 2021, Commlnsure Life was integrated into AIA Australia. The lives of more than 3.8 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 and New Zealand to be the healthiest and best protected nations in the world.

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), FSC Life Insurance Industry Awards Innovation in Group Life Insurance (2021), Shared Value Awards Corporate Organisation Leading Through Shared Value (2019), Shared Value Awards Organisation of the Year (2020) and Shared Value Project of the Year (2021).

Further information at www.aia.com.au.

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