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## Media Release

### **AIA Australia's response to the NSW and QLD floods**

*Eligible policyholders to receive premium waiver and wellbeing support*

**Melbourne, 14 March 2022.** Life, health and wellbeing insurer, AIA Australia, has recently announced it has introduced a series of measures in response to the NSW and QLD floods, that will support its customers and the affected communities more broadly.

In recent weeks, unprecedented floods have devastated towns and communities, impacting more than a million people. In response, AIA is offering both financial and wellbeing support for eligible impacted customers. The insurer has also donated \$25,000 to the Australia Unites Red Cross Flood Appeal.

CEO and Managing Director of AIA Australia, Damien Mu, said, "At AIA, our purpose is to make a difference in people's lives. Sadly, the recent floods have destroyed homes and livelihoods, causing despair for so many. We want our customers and the Australian community to know that we are here to help when times are tough.

"Our customers can have peace of mind knowing that we are there to support them financially during this difficult time. We know that there will be a long road to recovery and confirm that once our customers' immediate needs are met, we will be there to support them with their health and wellbeing."

Eligible life insurance policyholders in affected New South Wales and Queensland locations who qualify for an Australian Government Disaster Relief Payment will be able to receive a premium waiver of up to six months.

AIA Health Insurance has also introduced its Flood Assistance Package, where eligible customers residing in flood-affected areas can choose to waive their health insurance premiums for three months while still having full access to their cover, or alternatively, suspend their policy for up to two years, allowing them to resume their cover when they are able to and avoid additional waiting periods.

AIA Health Insurance customers who have served or are serving as an Emergency Services volunteer in the affected regions can also apply to have their premium waived for one month.

Natural disasters are often traumatic experiences that leave many people struggling with mental health issues. AIA Australia encourages anyone impacted by the floods to seek assistance from Government and wellbeing support services. The insurer is also offering tailored rehabilitation support to any partners or customers residing in flood-affected areas.

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 call **1800 033 490** or **131 056** (ex-CommInsure customers). Customers can also email [au.disasterrelief@aia.com](mailto:au.disasterrelief@aia.com)
- AIA Health customers can call **1800 333 004** before 01 June 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](http://www.aia.com.au).

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