

## AIA Living Enhancements 10 October 2023

The following is a summary of enhancements that we've made to our AIA Living products. These enhancements only apply to Built-in or Optional Benefits that you already have and where the claimable event occurred on or after the effective date of the enhancement (10 October 2023).

The enhanced section will only apply if it is favourable to you. Rest assured, at claim time, we will continue to apply the policy wording you were issued with if it results in a better claim outcome for you.

This summary is a guide only and is subject to the terms and conditions of the policy wording.

Key

|          |                                    |          |                           |  |           |  |   |          |               |
|----------|------------------------------------|----------|---------------------------|--|-----------|--|---|----------|---------------|
| <b>N</b> | New Benefit / Condition Introduced | <b>E</b> | Enhanced to broaden cover |  | No Change |  | Benefit unavailable / Not applicable with specified product | <b>C</b> | Clarification |
|----------|------------------------------------|----------|---------------------------|--|-----------|--|---|----------|---------------|

### Trauma Enhancements – Effective 10 October 2023

| This summary is a guide only and is subject to the terms and conditions of the policy wording.         |  | Personal            |                  | Business            |                  |
|--|--|---------------------|------------------|---------------------|------------------|
|  |  | Critical Conditions | Progressive Care | Critical Conditions | Progressive Care |
| <b>Standalone Children's Trauma</b>  | <p><b>ENHANCED TO BROADEN COVER</b></p> <p>Reduced the minimum coverage age for standalone children's trauma from 2 years down to 3 months.</p> <p>Customers can now obtain a quote and apply for standalone Children's Trauma cover from 3 months of age.</p> | <b>E</b>            | <b>E</b>         |                     |                  |
| <b>Optional Early Cancer Upgrade Benefit (ECU) and Optional Children's and Maternity Benefit (OCM)</b> | <p><b>ENHANCED TO BROADEN COVER</b></p> <p>Introduced the ability for customers to reinstate any remaining ECU, OCM and Children's Trauma Top Up Benefits when exercising trauma buyback.</p>  | <b>E</b>            |                  | <b>E</b>            |                  |

|   |  |   |  |   |  |
|---|--|---|--|---|--|
| <b>Trauma Buyback Benefit</b>   | <b>ENHANCED TO BROADEN COVER</b><br>Extended the Trauma Buyback reinstatement period from 30 to 60 days.   | E |  | E |  |
|   | <b>ENHANCED TO BROADEN COVER</b><br>Refined Trauma Buyback wording to provide greater coverage and clarity around unrelated claim events.  | E |  | E |  |
|   | <b>CLARIFICATION</b><br>Clarified how the reinstated benefit relates to the original trauma contract, to provide certainty for customers around what a related claim is and how future claims will be assessed.  | C |  | C |  |
| <b>Optional Life Cover Buyback</b>                                    | <b>ENHANCED TO BROADEN COVER</b><br>Extended the Life Buyback reinstatement period from 30 to 60 days.   | E |  | E |  |
| <b>Special Events Increase (SEI) &amp; Future Insurability (FI)</b>   | <b>ENHANCED TO BROADEN COVER</b><br>Customers exercising SEI or FI now have the choice to add Optional Critical Conditions Buyback or Optional Life Buyback (where they already hold these benefits) to the increased portion of the sum assured with no underwriting.   | E |  | E |  |
| <b>Partial claim payments across Personal &amp; Business policies</b> | <b>ENHANCED TO BROADEN COVER</b><br>Previously, partial claims under Critical Conditions were limited to 25% of the sum assured to a maximum of \$75,000 across all AIA policies.<br>We have changed the way our policies respond to partial claim payments across Personal and Business policies taking into account differences in customer need and policy ownership. We now apply the 25% or \$75,000 limits separately across Personal and Business policies. | E |  | E |  |



|   |  |   |   |   |   |
|---|--|---|---|---|---|
| <b>HIV and Advanced AIDS definitions</b>                    | <p><b>CLARIFICATION</b><br/>Removed the existing benefit for new business that pays on the diagnosis of medically or occupationally acquired HIV.</p> <p><b>NEW BENEFIT INTRODUCED</b><br/>Introduced a new benefit that pays on the diagnosis of Advanced AIDS regardless of transmission method.</p> | C | C | C | C |
| <b>Cancer Definition – Blood Cancers sub-heading</b>        | <p><b>CLARIFICATION</b><br/>Updated sub-heading within Cancer definition to clarify cover for blood cancers</p>  | C |   | C |   |
| <b>Terminal Illness Benefit</b>                             | <p><b>CLARIFICATION</b><br/>To provide clarity and to support customer understanding we have improved our Terminal Illness definition to clarify that life expectancy is less than 12 months, despite all reasonable medical treatment.</p>  | C |   | C |   |
| <b>Percutaneous coronary angioplasty benefit limit</b>      | <p><b>CLARIFICATION</b><br/>Added a benefit limit of \$75,000 to the ‘percutaneous coronary angioplasty’ condition under Severity Level 4.</p>   |   | C |   | C |
| <b>Cancer - Solid Tumours malignant melanoma definition</b> | <p><b>CLARIFICATION</b><br/>Amended solid tumours ‘malignant melanoma’ Severity Level 5 definition to clarify that existing coverage includes melanoma-in-situ.</p>  |   | C |   | C |
| <b>Correction of key term under Cancer- brain tumours</b>   | <p><b>CLARIFICATION</b><br/>Deleted the word ‘symptoms’ as the following content refers to ‘signs’ rather than symptoms.</p>   |   | C |   | C |

## Life Enhancements – Effective 10 October 2023

| This summary is a guide only and is subject to the terms and conditions of the policy wording. |  | Personal |                   | Business |
|--|--|----------|-------------------|----------|
|  |  | Life     | Family Protection | Life     |
| <b>Bereavement Support Benefit</b>   | <p><b>ENHANCED TO BROADEN COVER</b><br/>Increased Bereavement Support Benefit from \$15,000 to \$25,000 in cases where there is joint policy ownership (i.e., no probate required).</p>  | E        | E                 |          |
| <b>Repatriation Benefit</b>  | <p><b>ENHANCED TO BROADEN COVER</b><br/>Removed 5% limit to pay up to \$20,000 as an early payment if the life assured dies overseas to return their body to either New Zealand or their home country.<br/>AIA will now pay up to \$20,000 in cases where there is joint policy ownership (i.e., no probate required).</p> | E        |                   | E        |
| <b>Special Events TPD/Trauma wording</b>   | <p><b>CLARIFICATION</b><br/>Clarified that the facility can be exercised in combination with the Life Cover Special Events Increase Facility only.</p>   | C        |                   |          |
| <b>Terminal Illness Benefit</b>  | <p><b>CLARIFICATION</b><br/>To provide clarity and to support customer understanding we have improved our Terminal Illness definition to clarify that life expectancy is less than 12 months, despite all reasonable medical treatment.</p>  | C        |                   | C        |