

AIA Health Product Enhancements – April 2022

Overview

Product Release 8 April 2022

As part of our dream to be the healthiest and best protected nation in the world, we have an ongoing commitment to ensure our products are fit for purpose and meet our customers' needs.

From 8 April 2022, we'll be introducing enhancements to our on-sale AIA Private Health / Private Health Plus and AIA Cancer Care products.

The table below summarises the enhancements by product and benefit category. Further details are provided in the Enhancement Summary available on aia.co.nz 'Product Enhancements & Past Product Information' page.

Enhancement Summary

| Description | Private Health | Cancer Care |
|--|----------------|-------------|
| New Loyalty Benefits Introducing two new loyalty benefits that provide a contribution towards the cost of Bilateral Breast Reduction and/or Bariatric Surgery after three years of continuous cover. | ✓ | x |
| Breast symmetry surgery following mastectomy Increasing the benefit amount available towards achieving breast symmetry following mastectomy. | ✓ | ✓ |
| Translation Costs (Voluntary Treatment Overseas) <ol style="list-style-type: none"> Introducing a new requirement that information translations requested by AIA must be performed by a NZ registered translator; and Introducing a new benefit for reimbursement of translation costs up to \$500 per policy year. | ✓ | ✓ |
| Voluntary Treatment Overseas (Treatment outside Australia) Increasing the benefit limit for 'Voluntary Treatment Overseas (Treatment outside Australia)' from 75% to 85% of reasonable charges. | ✓ | ✓ |
| Outpatient Treatment Support Costs Extending the cover period available for consultations and diagnostic imaging and tests from 6 to 12 months. | ✓ | ✓ |
| Congenital Conditions Introducing a new benefit to cover the surgical costs for a specified list of 7 congenital conditions that typically present in infancy, up to \$2,000. | ✓ | x |
| Health Screening Allowance For AIA Vitality members, increasing the benefit amount available and reducing the continuous cover period from three years to two years. | ✓ | ✓ |
| Excess <ol style="list-style-type: none"> Customer's second excess may be waived in respect of a related surgery occurring within 3 months of the original surgery. Lives assured will now be able to have differing excess amounts under one policy. | ✓ | x |

Additional wording improvements (no change to product design)

| Description | Private Health | Cancer Care |
|---|----------------|-------------|
| <p>Diagnostics Imaging and Tests – Cancer Care Benefit Clarified wordings to communicate that tumour genetic testing is included.</p> | ✓ | ✓ |
| <p>Private Health change provisions Providing clarity in relation to changes implemented under enhancement pass back conditions.</p> | ✓ | ✓ |
| <p>Changes to the Premium Restructuring 'Changes to the premium' section to improve clarity for customers at different age points.</p> | ✓ | x |
| <p>Chemotherapy/Immunotherapy a. Providing clarity that drugs administered at home under a specialist's direction are covered. b. Providing clarity that immunotherapy treatment is included alongside chemotherapy under the Cancer Care Benefit.</p> | ✓ | ✓ |

FAQs

Will the enhancements be passed-back to existing AIA Private Health / Private Health Plus customers?

- > Yes, the enhancements will be passed back to existing AIA Private Health / Private Health Plus customers, where the customer already has the benefit which is being enhanced and where the claimable event occurs after the effective date of the enhancement (8 April 2022).

Will the enhancements also be passed-back to customers holding closed AIA and Sovereign Health products?

- > Yes, to ensure that cover for customers holding closed products remain modern, the enhancements will be passed back where appropriate to existing customers within the following product ranges where the customer already has the benefit which is being enhanced and where the claimable event occurs after the effective date of the enhancement (8 April 2022).
 - AIA Private Health
 - Sovereign Private Health
 - AIA REAL Health
 - AIA Superior Health & Superior Health 3
 - Absolute Health
 - MajorCare
- > Further details are provided in the Enhancement Summary available The product enhancement summaries are available on the on aia.co.nz 'Product Enhancements & Past Product Information' page that set out which enhancements are being passed back to each of the above products.

What dates will the enhancements take effect?

- > The benefit enhancements will be applicable to new claim events on or after 8 April 2022.
- > Any claim events prior to 8 April 2022 will be assessed on the policy wording applicable at the time.
- > If you requires further assistance regarding claim events prior to the 8 April 2022 please contact the AIA Claims Team.

Is there any impact on premiums because of these enhancements?

- > No pricing changes are planned at this time in relation to these enhancements.