

AIA Product Enhancement – April 2024

Overview

Product Enhancement 4 April 2024

AIA regularly reviews its products to ensure that they continue to meet customer needs.

From 4 April 2024, we introduced an enhancement to our AIA Living Critical Conditions and Progressive Care products. This will apply to new policies and increases to sum assured for existing policies, that are underwritten, and issued on or after 4 April 2024. The enhancement also applies to AIA Living trauma policies issued prior to 4 April 2024, for new claim events on or after this date.

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

Trauma Enhancement and Change Summary

Description	AIA Living Critical Conditions (Personal & Business)	AIA Living Progressive Care (Personal & Business)
Three months stand down period Changed the start date of the three month stand down period from the risk commencement date to the date of receipt of application by AIA along with a valid payment instruction.	✓	✓
New definition - 'Receipt of application'	✓	✓

Customer FAQs

What date will the enhancement take effect?

- > The enhancement will apply to new policies and any increases to existing policies, that are underwritten, and issued on or after 4 April 2024.
- > The enhancement also applies to AIA Living trauma policies issued prior to 4 April 2024, for new claim events on or after this date.

Is the updated policy wording available on the website?

- > No, the wording has not yet been updated and this may take a few months. However, we wanted our customers to have the benefit of this enhancement immediately.
- > You can view the updated clause in the Enhancement summary.
- > In the event of a claim, our claims team will assess your claim against the wording issued to you and this enhancement and apply the terms beneficial to you.

Will the enhancement be passed back to existing AIA Living customers?

- > Yes, the enhancement will be passed back to existing AIA Living customers if the claimable event occurs on or after the effective date of the enhancement (4 April 2024).

Why has AIA introduced this change?

- > Certain medical conditions covered by AIA trauma policies are subject to three months stand down period. This means that if one of those medical conditions occur, or if symptoms or signs which lead to one of those conditions occur within the three month stand down period, then no benefit is payable under the policy.
- > Currently the three month stand down period starts from the date of commencement of the policy. We are changing this to apply the stand down period from the date AIA receive your completed application along with a valid payment instruction for cover for underwritten new business and underwritten increases to sum assured.
- > This change is beneficial to customers as it provides certainty of stand down period and ensures they are not penalised for delays in policy issuance.

If I suffer a medical condition or experience signs or symptoms of a condition after submitting the application to AIA, do I need to disclose that information and will it affect my application for cover?

- > Yes, you have a duty to disclose this information to AIA right up to the time your policy is issued. Failure to disclose could mean that your claim may be declined due to non-disclosure, or your policy may be voided from inception.
- > Any new information will be assessed by our underwriters as per our usual underwriting process.

Premiums**Is there any impact on premiums because of this enhancement?**

- > No pricing change is planned at this time in relation to this enhancement.