

AIA (ex-Sovereign)

Enhancements effective 5 August 2019

The following is a summary of enhancements that we've made to the following AIA (ex-Sovereign) products:

- TotalCareMax Personal – Life Cover Benefit
- TotalCareMax Personal – Family Protection Benefit
- TotalCareMax Personal – Accidental Death Benefit
- TotalCareMax Personal – Total Permanent Disablement
- TotalCareMax Personal – Comprehensive Living Assurance Benefit
- TotalCareMax Personal – Essential Living Assurance Benefit
- TotalCareMax Personal – Progressive Care Benefit
- TotalCareMax Personal – Essential Disability Income Benefit
- TotalCareMax Personal – Disability Income Protection Benefit Agreed Value
- TotalCareMax Personal – Disability Income Protection Benefit Indemnity
- TotalCareMax Personal – Loss of Earnings Benefit
- TotalCareMax Personal – Mortgage and Income Protection Benefit
- TotalCareMax Business– Life Cover Benefit
- TotalCareMax Business – Total Permanent Disablement
- TotalCareMax Business – Comprehensive Living Assurance Benefit
- TotalCareMax Business – Progressive Care Benefit
- TotalCareMax Business – Business Continuity Benefit
- TotalCareMax Business – Business Continuity Business Overheads Benefit Agreed Value
- TotalCareMax Business – Business Continuity Business Overheads Benefit Indemnity
- TotalCareMax Business – Business Continuity Locum Cover Disability Income Benefit
- TotalCareMax Business – Rural Continuity Benefit
- TotalCareMax Business – Rural Continuity Business Income Support Benefit
- Sovereign Private Health
- Sovereign Start-Up Income Protection

These enhancements will only apply for the built-in benefits or for optional benefits that you already have and where the claimable event occurs after the effective date of the enhancement.


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 claims outcome for you.


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

KEY

N New Benefit / Condition Introduced

E Enhanced to broaden cover

 No Change

 Benefit unavailable / Not applicable with specified product

Life Enhancements – Effective 5 August 2019

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TotalCareMax – Life Cover

| | | | Personal | Business |
|----------------------------|-------------------------------|---|------------|------------|
| | | | Life Cover | Life Cover |
| Looking after loved ones | Counselling Benefit | ENHANCEMENT TO BROADEN COVER Broadening the benefit coverage to include reimbursement of costs for counselling undertaken by either the life assured or a close relative following the payment of the Life Cover or Terminal Illness Benefit. Previously only covered counselling costs incurred by the life assured. | E | E |
| | Repatriation Benefit | NEW BENEFIT / CONDITION INTRODUCED New benefit introduced to reimburse the costs of returning a life assured's body to New Zealand | | N |
| Looking after the customer | Suspension of Premium Benefit | NEW BENEFIT / CONDITION INTRODUCED New Suspension of Premium Benefit introduced to enable eligible customers on Rate for Age contracts to suspend cover for up to 12 months if they go on parental leave or leave without pay. | N | |

TotalCareMax – Family Protection & Accidental Death Benefits

| | | | Personal | Personal |
|----------------------------|-------------------------------|--|-------------------|------------------|
| | | | Family Protection | Accidental Death |
| Looking after loved ones | Counselling Benefit | NEW BENEFIT / CONDITION INTRODUCED New benefit introduced to provide reimbursement of costs for counselling undertaken by a close relative of a life assured following the payment of a claim. | N | N |
| | Parents Grieving Benefit | NEW BENEFIT / CONDITION INTRODUCED New benefit introduced to support customers in the event that a child of the life assured dies. Includes the death of an unborn child after at least 24 weeks gestation, where the life assured is the biological mother. | N | |
| Looking after the customer | Suspension of Premium Benefit | NEW BENEFIT / CONDITION INTRODUCED New Suspension of Premium Benefit introduced to enable eligible customers on Rate for Age contracts to suspend cover for up to 12 months if they go on parental leave or leave without pay. | N | N |

KEY**N**

New Benefit / Condition Introduced

E

Enhanced to broaden cover



No Change



Benefit unavailable / Not applicable with specified product

Total and Permanent Disability (TPD) Enhancements – Effective 5 August 2019

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TotalCareMax

| | | | Personal | Business |
|----------------------------|--|---|-----------|-----------|
| | | | TPD Cover | TPD Cover |
| Looking after loved ones | Counselling Benefit | NEW BENEFIT INTRODUCED New benefit introduced to reimburse the costs for counselling undertaken by either the life assured or a close relative following the payment of the Total and Permanent Disability Benefit. | N | N |
| Looking after the customer | Total Permanent Disablement definition(s) | ENHANCED WORDING & QUALIFYING EVENTS Refinement of existing definition wording introducing the ability for AIA to assess a claim where AIA determines there has been 'meaningful' loss of use of arms/feet/sight. | E | E |

KEY**N**

New Benefit / Condition Introduced

E

Enhanced to broaden cover



No Change



Benefit unavailable / Not applicable with specified product

Trauma Enhancements – Effective 5 August 2019



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TotalCareMax – Comprehensive Living Assurance

| | | | Personal | Business |
|--------------------------|---------------------|---|--------------|--------------|
| | | | Trauma Cover | Trauma Cover |
| Looking after loved ones | Counselling Benefit | ENHANCEMENT TO BROADEN COVER Broadening the benefit coverage to include reimbursement of costs for counselling undertaken by either the life assured or a close relative following the payment of the Life Cover or Terminal Illness Benefit. Previously only covered counselling costs incurred by the life assured. | E | E |

TotalCareMax – Progressive Care

| | | | Personal | Business |
|--------------------------|---------------------|---|--------------|--------------|
| | | | Trauma Cover | Trauma Cover |
| Looking after loved ones | Counselling Benefit | ENHANCEMENT TO BROADEN COVER Broadening the benefit coverage to include reimbursement of costs for counselling undertaken by either the life assured or a close relative following the payment of the Life Cover or Terminal Illness Benefit. Previously only covered counselling costs incurred by the life assured. | E | E |

KEY**N** New Benefit / Condition Introduced**E** Enhanced to broaden cover No Change Benefit unavailable / Not applicable with specified product**Sovereign Private Health Enhancements – Effective 5 August 2019**

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| | | | Personal |
|----------------------------|--------------------------------|---|--------------|
| | | | Health Cover |
| Looking after the customer | Guaranteed Enhancement Benefit | <p>NEW PROVISION ADDED</p> <p>New benefit introduced to provide assurance that any future enhancements made to our Sovereign Private Health product will be passed back.</p> | N |

KEY

N

New Benefit / Condition Introduced

E

Enhanced to broaden cover



No Change



Benefit unavailable / Not applicable with specified product

Income Protection Enhancements – Effective 5 August 2019

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

| TotalCareMax | | | Personal | | | |
|----------------------------|----------------------------|--|---|--|------------------|--------------------------------|
| | | | Disability Income Protection Agreed Value | Disability Income Protection Indemnity | Loss of Earnings | Mortgage and Income Protection |
| Looking after the customer | Rehabilitation and Support | <p>NEW PROVISION ADDED</p> <p>Introduced to align with other AIA Living Income Protection offerings and, to demonstrate our focus on working with customers to consider what rehabilitation or functional support could assist their return to work or improve their capacity to work as appropriate.</p> | N | N | N | N |
| | | | | | | |

| TotalCareMax | | | Personal |
|----------------------------|--|--|--|
| | | | Essential Disability Income Protection |
| Looking after the customer | When will Sovereign pay a Total Disablement Benefit? | <p>ENHANCEMENT TO BROADEN COVER</p> <p>Widened to allow for a period of partial disability within wait period.</p> | E |
| | Rehabilitation and Support | <p>NEW PROVISION ADDED</p> <p>Introduced to align with other AIA Living Income Protection offerings and, to demonstrate our focus on working with customers to consider what rehabilitation or functional support could assist their return to work or improve their capacity to work as appropriate.</p> | N |

| TotalCareMax | | | Business | | | |
|----------------------------|--|--|---------------------|---|---|--|
| | | | Business Continuity | Business Continuity Business Overheads Agreed Value / Indemnity | Business Continuity Locum Cover Disability Income | Rural Continuity & Rural Continuity Income Support |
| | When will Sovereign pay a Total Disablement Benefit? | <p>ENHANCEMENT TO BROADEN COVER</p> <p>Widened to allow for a period of partial disability within wait period.</p> | E | | | E |
| Looking after the customer | Rehabilitation and Support | <p>NEW PROVISION ADDED</p> <p>Introduced to demonstrate our focus on working with customers to consider what rehabilitation or functional support could assist their return to work or improve their capacity to work as appropriate.</p> | N | N | N | N |

KEY**N**

New Benefit / Condition Introduced

E

Enhanced to broaden cover



No Change



Benefit unavailable / Not applicable with specified product

Sovereign Start-Up Income Protection

| | | | Business |
|-----------------------------------|--------------------------------------|--|-----------------------------------|
| | | | Start-Up Income Protection |
| Looking after the customer | Enhancement Pass Back Benefit | <p>NEW PROVISION ADDED</p> <p>New benefit introduced to provide assurance that any future enhancements made to our Sovereign Start-Up Income Protection product will be passed back.</p> | N |
| | Total Disability definition | <p>ENHANCED WORDING FOR BETTER CLAIM ABILITY</p> <p>Enhanced the Total Disability definition by changing the requirement that the life assured be unable to perform their usual occupation to being unable to perform 'at least one important income producing duty' of their usual occupation.</p> | E |