

We're here to protect & make a difference

AIA latest annual claims by the numbers¹

CLAIMS FOR THE YEAR ENDED 31 DECEMBER 2022



OVER **815k** KIWIS PROTECTED.



WE ACCEPTED **93%** OF ALL CLAIMS RECEIVED.



WE PAID **\$646.4m** IN CLAIMS².



LIFE INSURANCE ACCOUNTED FOR **42%** OF ALL CLAIMS.



\$121.5m PAID IN HEALTH CLAIMS **30.4k** HEALTH CLAIMS SUBMITTED ONLINE.



1 TREE FOR EVERY AIA CUSTOMER WHO PASSED AWAY DURING 2022, AIA HAS PLANTED A TREE IN THEIR MEMORY.

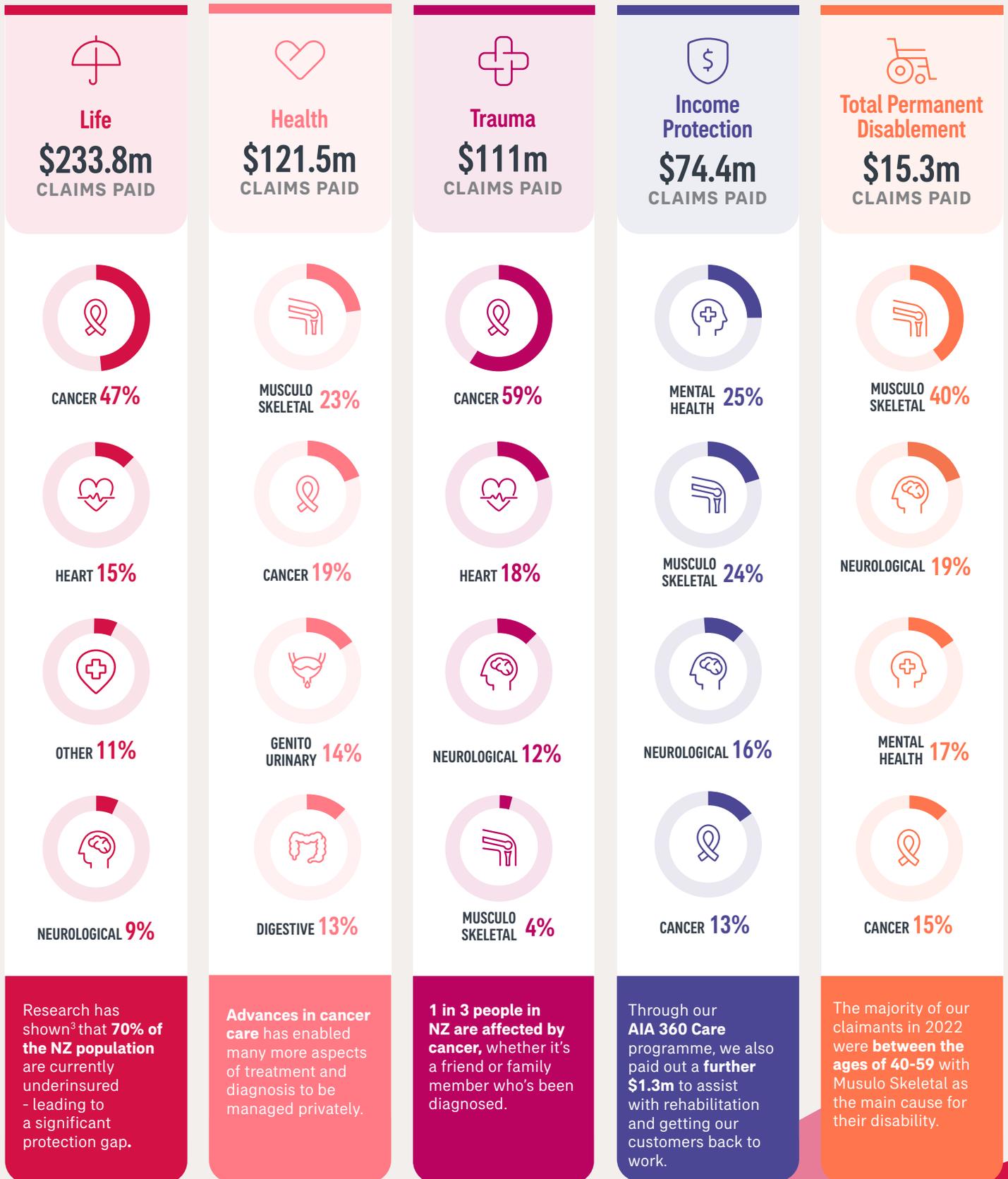
¹ As reported by the AIA Business Insights team.

² Including GST, maturities and surrenders.



Summary and core insights

CLAIMS FOR THE YEAR ENDED 31 DECEMBER 2022



3 FSC Money and You: Taking Cover - December 2022

Note: The standard rule of rounding has been applied.

Key claims insights by age

CLAIMS FOR THE YEAR ENDED 31 DECEMBER 2022



20-29

- With youth on their side, there is less need to claim, but getting covered early means cover can be more affordable and inclusive in the long run.
- More likely to claim on their life cover because of an accident.
- Health insurance provides essential support, as it does for all age groups.



30-39

- Income protection becomes increasingly important as they take on added responsibilities, such as buying a house or starting a family.
- Cancer is the main reason under-40s will need to claim on their critical illness and life insurance policies.
- Injuries and mental health problems are major causes of income loss.



40-49

- There is a significant increase in trauma and life insurance claims, for which cancer is the main cause.
- At this time of life, having their income continue when they're unable to work due to injury or illness is invaluable.
- The forty-somethings receive significant financial support through income protection.



50-59

- The chance of serious illness at this age increases significantly – adding tremendous value to their life, critical illness and income protection cover.
- Cancer is an ever-growing risk, and accounts for around half of all life, income protection and critical illness claims.



60-69

- As we get older health issues are more common.
- The sixty-somethings may have less call for income protection, but they account for the second highest claims total for life and health insurance.
- Critical illness cover also continues to provide valuable protection to folks nearing retirement.



70+

- Health insurance remains important, and life insurance claims still provide invaluable support.
- Quality of life, and looking out for those who really matter, are important at any age.