

CLAIMS DATA 2023



CLAIMS PHILOSOPHY

We know making a claim is often a result of a difficult time when you need us the most. With one of the largest and most experienced claims teams in New Zealand, nationwide rehabilitation support and a transparent claims review process, we ensure your claims experience is excellent, fair and fast.

We're here to protect & make a difference

AIA LATEST ANNUAL CLAIMS BY THE NUMBERS¹

OVER
800K
KIWIS PROTECTED



WE ACCEPTED
92%
OF ALL CLAIMS RECEIVED



WE PAID
\$734.8M
TOTAL IN CLAIMS²

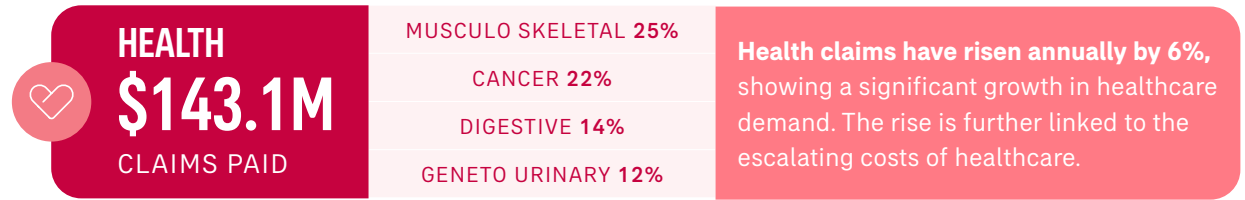


ONE OF THE
LARGEST
CLAIMS TEAMS IN
NEW ZEALAND






































SUMMARY AND CORE INSIGHTS

CLAIMS FOR THE YEAR ENDED 31 DECEMBER 2023



CLAIMS PROFILES

AGE BAND	20-29	30-39	40-49	50-59	60-69	70+
	\$7.7M CLAIMS PAID	\$12.2M CLAIMS PAID	\$22M CLAIMS PAID	\$34.09M CLAIMS PAID	\$37.27M CLAIMS PAID	\$21.02M CLAIMS PAID
	 Genito Urinary \$1.05M	 Digestive \$2.47M	 Cancer \$4.19M	 Cancer \$8.48M	 Musculo Skeletal \$10.34M	 Musculo Skeletal \$6.48M
	 Musculo Skeletal \$896K	 Genito Urinary \$1.85M	 Digestive \$3.96M	 Musculo Skeletal \$7.60M	 Cancer \$8.91M	 Cancer \$4.84M
	 Digestive \$882K	 Musculo Skeletal \$1.23M	 Genito Urinary \$3.42M	 Digestive \$4.70M	 Heart \$4.25M	 Heart \$2.79M
	 Heart \$309K	 Cancer \$1.1M	 Musculo Skeletal \$2.93M	 Heart \$3.3M	 Sense Organ \$4.14M	 Sense Organ \$2.33M
	 Cancer \$180K	 Sense Organ \$1.07M	 Sense Organ \$1.62M	 Genito Urinary \$3.29M	 Digestive \$3.95M	 Genito Urinary \$1.9M
	 Neurological \$138K		 Heart \$1.42M	 Sense Organ \$2.66M	 Genito Urinary \$2.66M	 Digestive \$1.25M

1. As reported by the AIA Business Insights team.
2. Including GST, maturities and surrenders.