

AIA Closed Sovereign Product Enhancements

Effective 10 October 2023

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

- TotalCareMax Personal – Life
- TotalCareMax Personal – Family Protection
- TotalCareMax Personal – Essential Living Assurance Benefit
- TotalCareMax Personal – Comprehensive Living Assurance Benefit
- TotalCareMax Personal – Progressive Care Benefit
- TotalCareMax Business – Life
- TotalCareMax Business – Comprehensive Living Assurance Benefit
- TotalCareMax Business – Progressive Care Benefit

These enhancements will only apply for the built-in benefits or for optional benefits that you already have and where the claimable event occurs on or 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 claim 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	C	Clarification
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Trauma Enhancements – Effective 10 October 2023

This summary is a guide only and is subject to the terms and conditions of the policy wording.		Personal			Business	
		Comprehensive Living Assurance	Progressive Care	Essential Living Assurance	Comprehensive Living Assurance	Progressive Care
Optional Early Cancer Upgrade Benefit (ECU) and Optional Children’s and Maternity Benefit (OCM)	<p>ENHANCED TO BROADEN COVER Introduced the ability for customers to reinstate any remaining ECU, OCM and Children’s Trauma Top Up Benefits when exercising trauma buyback.</p>	E			E	
Trauma Buyback Benefit	<p>ENHANCED TO BROADEN COVER Extended the Trauma Buyback reinstatement period from 30 to 60 days.</p> <p>ENHANCED TO BROADEN COVER Refined Trauma Buyback wording to provide greater coverage and clarity around unrelated claim events.</p> <p>CLARIFICATION Clarified how the reinstated benefit relates to the original trauma contract, to provide certainty for customers around what a related claim is and how future claims will be assessed.</p>	E			E	
Optional Life Cover Buyback	<p>ENHANCED TO BROADEN COVER Extended the Life Buyback reinstatement period from 30 to 60 days.</p>	E			E	



Special Events Increase (SEI) & Future Insurability (FI)	ENHANCED TO BROADEN COVER Customers exercising SEI or FI now have the choice to add Optional Critical Conditions Buyback or Optional Life Buyback (where they already hold these benefits) to the increased portion of the sum assured with no underwriting.	E			E	
Partial claim payments across Personal & Business policies	ENHANCED TO BROADEN COVER Previously, partial claims under Critical Conditions were limited to 25% of the sum assured to a maximum of \$75,000 across all AIA policies. We have changed the way our policies respond to partial claim payments across Personal and Business policies taking into account differences in customer need and policy ownership. We now apply the 25% or \$75,000 limits separately across Personal and Business policies.	E			E	
Advanced AIDS	NEW BENEFIT INTRODUCED Introduced a new benefit that pays on the diagnosis of Advanced AIDS regardless of transmission method.	N		N	N	
Cancer Definition – Blood Cancers sub-heading	CLARIFICATION Updated sub-heading within Cancer definition to clarify cover for blood cancers.	C		C	C	
Terminal Illness Benefit	CLARIFICATION To provide clarity and to support customer understanding we have improved our Terminal Illness definition to clarify that life expectancy is less than 12 months, despite all reasonable medical treatment.	C			C	
Cancer – Solid tumours malignant melanoma definition	CLARIFICATION Amended solid tumours ‘malignant melanoma’ Severity Level 5 definition to clarify that existing coverage includes melanoma-in-situ.		C			C



Correction of key term under Cancer – brain tumours	CLARIFICATION Deleted the word 'symptoms' as the following content refers to 'signs' rather than symptoms.		C			C
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Life Enhancements – Effective 10 October 2023

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		Life	Family Protection	Life
Bereavement Support Benefit	ENHANCED TO BROADEN COVER Increased Bereavement Support Benefit from \$15,000 to \$25,000 in cases where there is joint policy ownership (i.e., no probate required).	E	E	
Repatriation Benefit	ENHANCED TO BROADEN COVER Removed 5% limit to pay up to \$20,000 as an early payment if the life assured dies overseas to return their body to either New Zealand or their home country. AIA will now pay up to \$20,000 in cases where there is joint policy ownership (i.e., no probate required).	E		E
Special Events TPD/Trauma wording	CLARIFICATION Clarified that the facility can be exercised in combination with the Life Cover Special Events Increase Facility only.	C		
Terminal Illness Benefit	CLARIFICATION To provide clarity and to support customer understanding we have improved our Terminal Illness definition to clarify that life expectancy is less than 12 months, despite all reasonable medical treatment.	C		C

