

AIA Product Enhancements – November 2022

Adviser FAQs

Overview

Product Release 11.4

AIA has a long-standing commitment to ensure our products meet our customers' needs.

From 28 November 2022, we'll be introducing enhancements to our on-sale AIA Living Critical Conditions and Progressive Care and ASB Lifestyle Security Plan (LSP) Critical Conditions products. Where appropriate, the enhancements will also be passed back to the closed Sovereign TotalCareMax (TCM) Living Assurance and Progressive Care products (from 1 Feb 2001), and the ex-Branch AIA Trauma Cover products.

The table below summarises the enhancements by product and benefit category. Further details including product enhancement summaries and policy wordings will be available on the [Adviser Resources](#) Enhancement page.

Trauma Enhancement Summary

Description	ex-Sovereign Living Assurance / Progressive Care	ex-Branch AIA Trauma Cover	AIA Living and ASB LSP Critical Conditions	AIA Living Progressive Care
Built-in Children's Trauma and Optional Children's and Maternity Benefits Widened the coverage ages for both benefits to provide cover from 3 months to the child's 21 st birthday (currently 2 - 21 years).	✓	n/a	✓	✓
Congenital conditions exclusion Amended to only exclude congenital conditions where signs and symptoms develop before the child is 3 months of age (currently all congenital conditions are excluded regardless of when they first present).	✓	✓	✓	✓
Built in Newborn Children's Benefit Introduced three new claimable conditions - Tetralogy of Fallot, Transposition of Great Vessels and deafness. Also enhanced the existing 'absence of two or more limbs' condition to cover 'absence of one or more limbs'.	✓	✓	✓	✓
Children's Congenital Conditions Benefit Introduced a new 'Children's Congenital Conditions Benefit' into the Optional Children's & Maternity Benefit, providing cover if a child is diagnosed with and undergoes treatment for one of 8 listed congenital conditions.	✓	✓ (Added to the Children's Trauma Top-Up Benefit)	✓	✓
Severe Illness or Injury Benefit definition Changed the timing of the 90-day impairment test to start when the life assured is first	✓	✓	✓	✓

admitted into the intensive care or high dependency unit instead of the hospital discharge date. This will better support those customers who have extended hospital stays.				
Aortic surgery condition definition Enhanced to include cover for an aortic dissection.	✓ (Living Assurance only)	n/a	✓	n/a
Systemic Lupus Erythematosus with lupus nephritis condition definition Amended the heading to align to the existing definition's criteria i.e., Systemic Lupus Erythematosus <i>with lupus nephritis</i> . Also introduced 'Alopecia' as a 12th evidentiary clinical criterion.	✓	✓ (Addition of Alopecia as a new criterion only)	✓	✓
Benign brain and spinal cord tumours condition definition Enhanced the existing exclusion for pituitary gland tumours to provide cover where an open craniotomy is considered medically necessary.	✓	n/a	✓	✓

Additional wording clarifications (no change to product design)

Description	ex-Sovereign Living Assurance / Progressive Care	ex-Branch AIA Trauma Cover	AIA Living and ASB LSP Critical Conditions	AIA Living Progressive Care
Parent's Grieving benefit* Clarified intent of providing cover for children born prior to the policy risk commencement date who pass away 12 or more months after risk commencement date.	✓	n/a	✓	✓
Cleft palate condition definition Updated the condition definition to refer to cleft lip instead of "hare lip". This change aligns our definition to medical terminology.	✓	✓	✓	✓
Severe Rheumatoid Arthritis (SRA) condition definition Amended the SRA definition to support customer understanding. No changes were made to the underlying claims criteria.	n/a	n/a	✓	✓
Removal of maximum sum assured references** Removed a reference in the 'Inflation Adjusted Benefit Option' and 'Level Indexed Benefit Option' that the selected benefits will cease once the sum assured has reached a maximum stated amount.	n/a	✓	n/a	n/a

* Applies to Life and Family Protection benefits also.

** Also applies to advised ex-Branch TPD benefits

FAQs

Is the entry age being lowered to 3 months on AIA Living Critical Conditions and Progressive Care for standalone cover?

- > No, at this time the entry age for standalone AIA Living Critical Conditions and Progressive Care will remain at 2 years. However, we intend to reduce the entry age to 3 months during 2023.

How will changes to the congenital condition exclusion impact customers?

- > At present, all congenital conditions are excluded regardless of when signs and symptoms present, or a diagnosis is made. Following this enhancement, congenital conditions will only be excluded where signs or symptoms present, or a diagnosis is made within the first 3 months of life.
- > For example, if signs and symptoms of a congenital condition first present when a child is 5 years old, the exclusion will not apply.

Will the enhancements be passed-back to existing AIA Living customers?

- > Yes, the enhancements will be passed back to existing AIA Living customers. Any enhancements will only apply if the claimable event occurs on or after the effective date of the enhancement (28 November 2022).

Will the enhancements also be passed-back to customers holding closed ex-Branch AIA and Sovereign Trauma products?

- > Yes, the enhancements will be passed back where appropriate to customers within the following product ranges where the customer already has the benefit which is being enhanced and the claimable event occurs on or after the effective date of the enhancement (28 November 2022).
 - Sovereign TotalCare and TotalCareMax policies issued since February 2001.
 - ex-Branch AIA Trauma products.
- > The product enhancement summaries available on the [Adviser Resources](#) Enhancement page will set out which enhancements are being passed-back to each of the above products.
- > To provide clarity to customers, advisers and users, the latest versions of these products' policy wordings will be updated with enhancements that have been approved for pass-back. These will be available over the coming weeks on the customer website ([Past Products Page](#)) and [Adviser Resources](#).

Will you be communicating with existing customers regarding the enhancements?

- > Details of the enhancements will be available to customers on the customer website.
- > We continue to work more generally around supporting customers' understanding of product enhancements as part of our overall customer communications strategy; however, these specific enhancements will not be communicated.

What date will the enhancements take effect?

- > The benefit enhancements will be applicable to new claim events on or after 28 November 2022.
- > Any claim events prior to 28 November 2022 will be assessed on the policy wording applicable at the time.
- > If a customer requires further assistance regarding claim events prior to 28 November 2022 please direct them to the Claims Team (DDI: 0800 500 195).

Is there any impact on premiums because of these enhancements?

- > No pricing changes are planned at this time in relation to these enhancements.

Are any systems / collateral being updated to reflect the enhancements?

- > Yes. The following will be updated to support the launch:
 - AIA Trauma Insurance Brochure
 - AIA Living Covering Childhood Brochure
 - aia.co.nz website
 - Adviser resources website
 - Trauma Comparison Adviser Tool
 - L&D Training Modules (AIA & ASB)

What launch materials are being provided for these enhancements?

- > The following collateral will be created to support the launch:
 - FAQs (internal and external)
 - Enhancement summaries
 - Updated adviser training modules