



**HEALTHIER, LONGER,
BETTER LIVES**

AIA Australia Limited
(ABN 79 004 837 861 AFSL 230043)

PO Box 6111
Melbourne VIC 3004
Phone : 1800 333 613
Fax : 1800 832 266
AIA.COM.AU

Media Release

AIA Australia announces new retail insurance team structure to enhance client outcomes

Melbourne, 18 October 2023 – Life, health and wellbeing insurer AIA Australia has announced a new retail insurance structure bringing together its underwriting, new business administration and distribution services.

This change will see the key touch points in the retail-advised buy journey come together, providing advisers with simpler processes to support their customers.

Sam Tremethick, Chief Retail & Partnerships Officer, will lead the development and delivery of the strategy, within the Retail & Partnerships team.

Commenting on the change, Mr Tremethick said:

“At AIA, we’re passionate about ensuring advisers and their clients have the best experience and we constantly seek improvements where possible. These changes aim to drive efficiency in our service proposition, making it easier to do business with us and provide consistent client outcomes,” he said.

“Bringing these functions together will mean faster and easier application processes, simplified and tailored experiences for our customers and partners, and it will deepen our customer-first focus.”

“As part of our focus on getting future fit, we are adapting to new challenges to continue to be at our best for our customers, partners and people,” Mr Tremethick added.

As part of the changes, Karen Janes, recently appointed Chief Underwriter, will take on the added responsibility of overseeing the new business administration function with the goal to deliver improved experience for new AIA Priority Protection clients.

Meanwhile, the Adviser Premium Service team will now report into Craig Parker, General Manager, Retail Distribution, who will be responsible for AIA’s new business sales and service proposition, across the retail advised market.

These structural changes, along with the recent changes in reinsurance arrangements in September, reinforce AIA Australia’s commitment to the retail adviser market as it looks to capitalise on the growing demand for quality life, health and wellbeing advice.

-ENDS

Contact: Camille Hanton
AIA Australia
T: +61 431 180 475
E: Camille.hanton@aia.com

About AIA Australia

AIA Australia is a leading life insurance specialist with 50 years' experience and a purpose to make a difference in people's lives. In 2014 the company launched AIA Vitality, a world leading, science-based health and wellbeing program, to the Australian market. In July 2017, AIA and its partners launched AIA's health insurance business, now known as AIA Health Insurance.

In 2021, Commlnsure Life was integrated into AIA Australia. The lives of more than 5.7 million Australians are protected and enhanced through AIA Australia's unique value proposition of life, health and wellbeing. Our vision is to embrace shared value in championing Australia to be the healthiest and best protected nation in the world.

In pursuit of this, AIA Australia has developed AIA Embrace- a comprehensive wellbeing ecosystem of world-class products, programs and partnerships. These are designed to help customers, partners and the broader community to embrace better health and wellbeing.

In offering a broad range of health and wellbeing services to its customers, partners and broader community, AIA is proudly helping people lead healthier, longer, better lives.

AIA Australia has been recognised with multiple awards, including the ANZIIF Life Insurance Company of the Year (2023, 2022), Women in Finance Employer of the Year Award (2018, 2019), Super Review's Best Insurer of the Year (2018, 2019), FSC Life Insurance Industry Awards Innovation in Group Life Insurance (2021), Shared Value Awards Organisation of the Year (2020) and Shared Value Project of the Year (2021).

Further information at www.aia.com.au.

Copyright © 2023 AIA Australia Limited (ABN 79 004 837 861 AFSL 230043). This is general information only, without taking into account factors like the objectives, financial situation, needs or personal circumstances of any individual and is not intended to be financial, legal, tax, medical, nutritional, health, fitness or other advice. The source information is current as at 18 October 2023 and may be subject to change. While the information contained herein is believed to be accurate, AIA Australia expressly disclaims any and all liability for representations or warranties, expressed or implied, contained in, or for omissions from, the information.