



**HEALTHIER, LONGER,  
BETTER LIVES**

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## Media Release

### **AIA Australia's response to the floods in Queensland** *Eligible Life and Health policyholders to receive premium waiver*

**Melbourne, 21 December 2023.** Life, health and wellbeing insurer, AIA Australia, has today announced its response to the devastating impact of Cyclone Jasper in Queensland.

Assistance packages will be offered to eligible AIA policyholders across life and health insurance who have been affected by the floods, in the hope that it will provide some reassurance and certainty during extremely difficult times.

#### **Premium support**

Eligible life insurance policyholders in affected locations who qualify for an Australian Government Disaster Recovery Payment will be able to receive a premium waiver of up to six months.

Eligible health insurance members can choose between a three-month premium waiver, or membership suspension for 12 months.

AIA Health members who are voluntary emergency services workers deployed in the affected areas are also entitled to a one-month premium waiver.

If you're an AIA policyholder who has been impacted by the flooding, please email [au.disasterrelief@aia.com](mailto:au.disasterrelief@aia.com) to explore support options available.

#### **Crisis, Health and Wellbeing Support**

Natural disasters are often traumatic experiences that leave many people struggling with mental health issues.

The insurer is offering disaster recovery programs ready to support customers who are impacted by the floods, to assist with their recovery.

Frontline staff have also been provided with information about government and community support services available in impacted areas.

CEO of AIA Australia, Damien Mu, said, "At AIA, our purpose is to make a difference in people's lives. Sadly, the recent floods caused by Cyclone Jasper have had a devastating impact on people living in the affected areas, destroying homes and livelihoods.

"We want our customers and the Australian community to know that we are here to help when times are tough. We know that there will be a long road to recovery and once our customers' immediate needs are met, we will be there to support them with their health and wellbeing."

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*AIAA's premium waiver offer excludes automatic policies via a superannuation or a corporate scheme.*

*If you are unsure on whether your policy is eligible for assistance, please contact AIA on [au.disasterrelief@aia.com](mailto:au.disasterrelief@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](http://www.aia.com.au).

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