



TOTAL PERMANENT DISABLEMENT INSURANCE

What is Total Permanent Disablement (TPD) Insurance and why do you need it?

AIA Living Total Permanent Disablement insurance, often referred to as Total Permanent Disability insurance or TPD insurance, provides financial support in the event you become permanently disabled and are unable to work due to serious illness or injury.

A lump sum payment can help cover medical expenses, mortgage, or rent payments, home modifications, employing a caregiver and other bills that may arise as a result of disability.

Could your family get by if your income was to completely stop, because of a disability?

Being permanently disabled can have a large impact on your life and can prevent you from working or earning an income. It can also add additional costs for you and your loved ones.

Having permanent disability insurance is important because it provides a safety net for you and your family. It can help ensure that you are able to maintain your standard of living and meet your financial obligations, even if you are no longer able to generate an income.

Key benefits of AIA Total Permanent Disablement Insurance

- A lump sum to help cover costs such as medical treatments, employing a caregiver or ongoing household expenses.
- Access up to \$15,000 to help modify your home or vehicle or buy specialist medical equipment to help adjust to your new circumstances.
- Worldwide Cover whether you're at home, travelling or living overseas for any period, you remain insured.

AIA Vitality

AIA Vitality is our personalised, science-backed health and wellbeing programme that supports you every day to make healthier lifestyle choices. It takes you on a journey to better health - where you get to know your health, improve it, and enjoy the rewards for doing so.

Add AIA Vitality when you purchase total permanent disablement insurance to receive:

- an initial 10% premium discount* on your first year's premium
- earn up to \$560 in vouchers or Airpoints Dollars™ per membership year
- exclusive rewards and discounts from our partners.



Add AIA Vitality to your Total Permanent Disablement Insurance for \$11.50 per month. *T&Cs apply.

What's included with AIA Living Total Permanent Disablement Insurance:

Eligible age in years (inclusive)	16 to 55 years of age (or up to age 60 if you work in a clerical, managerial or professional job)
Cover amount	Up to \$5 million
AIA Vitality Eligibility	Can be added for \$11.50 per month (16+)
AIA Vitality Premium Discount Premium Flex rewards you with a discount on your insurance. The more engaged you are, the higher the discount. Conditions apply.	Receive a 10% discount in your first year, then you're in control of the discount you receive.
Multi-Benefit Discount Start saving when you take out life insurance and at least one other eligible insurance product. T&Cs apply.	Save up to 15% on your premiums when you buy multiple eligible insurance policies.
Built-in Benefits	
Assistance benefit Financial support to help adjust to your new circumstances. This could be used to modify your home, vehicle or if you require specialist medical equipment for example.	Up to \$15,000
Partial permanent disablement Entitlement to receive financial support for partial disability. E.g. loss of sight in one eye.	Lesser of 25% of the sum assured or \$100,000
Financial and legal advice Support to access advice from an approved financial adviser or legal professional.	Up to \$2,500
Premium conversion Before reaching the age of 65, you have the option to convert all, or part of your sum assured to a different premium structure without further medical underwriting.	✓
Counselling Covers the cost of a Psychiatrist or Psychologist consultation for you and/or your family where the treatment relates directly to the claim.	Up to \$2,500
Waiver of waiting period Once assessment is completed, and it's confirmed that you are expected to survive beyond three months after the disability and all the requirements have been met, then the normal three-month waiting period may be waived.	✓
Suspension of cover AIA provides the flexibility to suspend your cover for up to 12 months, for the events specified in the policy. No benefits will be payable for any claim event during the suspension period.	✓
Future insurability You can apply to increase your sum assured at every third policy anniversary without providing any further medical information.	✓
Worldwide cover Whether you're at home, travelling or living overseas for any period, you remain insured.	✓
Enhancement pass back At claim time, we'll compare your purchased product's policy wording with the latest version of that product's policy wording and apply the most favourable option for your claim. For more information visit aia.co.nz/passbacks	✓
Special events increase facility You can increase the sum assured without medical underwriting, following one of the significant events outlined in the policy.	✓
Optional add-ons	
Specialist and Testing Support Covers the cost of private specialist consultations and medical diagnostic tests and procedures (limits apply) so you can access these services when you need to without worrying about the bills.	Up to \$10,000 annually for specialist consultations Up to \$100,000 annually for diagnostic tests and procedures
Waiver of premium We will waive your premium payments, while your insurance remains in place when you are unable to work due to total disability.	✓

This is a summary only. For all terms, conditions, limits and exclusions, please refer to the relevant policy wordings which can be found on aia.co.nz or speak to your adviser.

What is the difference between own occupation and any occupation?

There are two ways of defining total permanent disability insurance based on 'own occupation' and 'any occupation' that impact your claim and the premiums you pay.

- Any occupation is when you become permanently disabled and are unable to perform any type of work using your education, training, or experience, paying more than 25% of your earnings in the 12 months prior to you being disabled.
- Own occupation is when you cannot resume your usual work responsibilities within your current role or business, but still have the capacity to work in a different role or business.



Manage your insurance anytime with MyAIA



My Policies
View your policy information



My Claims
Submit and manage your claims



My Adviser
Find your advisers details



My Profile
View and update your personal details

We're here to make a difference, our claims philosophy

Life doesn't always go to plan; at AIA we want to be there when you need us the most. Our extensive claims data not only provides us with valuable insights into population health, but it signals where further support is needed to reduce the burden on New Zealand's health system.

Our vision is for New Zealand to become one of the healthiest and best protected in the world. 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.

AIA latest annual claims by the numbers¹



OVER **797K** KIWIS PROTECTED.



WE ACCEPTED **92%** OF ALL CLAIMS RECEIVED.



WE PAID **\$829.6M** IN CLAIMS².



1 TREE PLANTED IN MEMORY OF EVERY AIA LIFE INSURANCE CUSTOMER WHO PASSED AWAY. SINCE 2022, WE HAVE PLANTED 9,932 TREES.



ONE OF THE LARGEST CLAIMS TEAMS IN NEW ZEALAND.

1. As reported by the AIA Business Insights team.

2. Including GST, maturities and surrenders.

Total TPD
claims paid
in 2024

\$23.9M



MUSCULO SKELETAL 23%



NEUROLOGICAL 22%



MENTAL HEALTH 14%



CANCER 7%

CLAIMS BY AGE GROUP

20-29

\$246K
CLAIMS PAID



Neurological
\$220K

30-39

\$1.21M
CLAIMS PAID



Neurological
\$115K

40-49

\$5.61M
CLAIMS PAID



Musculo Skeletal
\$2.27M

50-59

\$11.81M
CLAIMS PAID



Neurological
\$3.66M

60-69

\$5.08M
CLAIMS PAID



Musculo Skeletal
\$2.03M



Neurological
\$1.22M



Mental Health
\$1.70M



Mental Health
\$1.18M



Mental Health
\$440K



Musculo Skeletal
\$1.31M



Cancer
\$854K



Heart
\$490K



Heart
\$600K



Save on your insurance with Multi-Benefit Discount

Insurance is an important part of setting yourself up financially, protecting you and your family's health, wealth, and wellbeing. We know you have everyday expenses to manage, so we'll do what we can to help you out.

How Multi-Benefit Discount works

Start saving when you insure yourself with life cover and at least one other benefit from the optional categories below. At least one of your benefits must be from the AIA Living range and these will be the only benefits that receive the discount. Minimum cover amounts apply.

		Minimum cover amounts	Benefits that count towards eligibility
 Compulsory category	Life Insurance	\$100,000	Life Cover
			Family Protection*
			Accidental Death
 Optional categories (excludes Health Insurance)	Trauma Insurance	\$75,000	Critical Conditions
			Progressive Care
	Total Permanent Disablement Insurance	\$75,000	Total Permanent Disablement
			Optional TPD Condition
	Income Protection Insurance	\$2,000 per month	Start-Up Income Protection
			Income Protection
			Mortgage, Income or Rent Cover
			Business Continuity
			Rural Continuity
			Business Income Support

* Converted to a lump sum amount taking into account the entire benefit term

Discount tiers

If you are eligible for Multi-Benefit Discount, the discount will be calculated based on the different optional categories you have benefits from, as follows:

		Discount received
 Life Insurance (compulsory category) Choose from Life Cover, family protection or accidental death cover.	 One optional category	10%
	 Two optional categories	12.5%
	 Three optional categories or more	15%

Already have existing policies with us?

When you take out new cover with AIA, we'll take into consideration any existing cover you already have with us, to see if you qualify for Multi-Benefit Discount. If you're eligible for a discount, this will only be applied to your benefits from the AIA Living range.

How Multi-Benefit Discount applies to specific Optional Benefits

The below AIA Living optional benefits do not count towards your eligibility to trigger Multi-Benefit Discount. However, once you qualify for Multi-Benefit Discount you will also receive the discount on these optional benefits.

- | | | |
|-------------------------------------|------------------------|-----------------------------------|
| • Waiver of Premium | • Early Cancer Upgrade | • Income Protection Premier Cover |
| • Specified Accidental Injury Cover | • Redundancy Cover | • Children's and Maternity |
| • Retirement Protection | • Future Insurability | • Critical Conditions Buyback |
| • Life Buyback | • Business Safeguard | • Specialist and Testing Support |

Multi-Benefit Discount examples



Example 1

Phil has \$200K of TotalCareMax (TCM) Life cover and \$100K of TCM Critical Conditions cover. Phil does not qualify for Multi-Benefit Discount (MBD) as he does not have any benefits from the AIA Living range. Phil takes out AIA Living Income Protection Cover (IP) of \$3,000 per month. Phil now qualifies for a 12.5% discount as he has Life + 2 optional categories. However, MBD will only apply to his IP benefit as that is the only benefit from the AIA Living range.

Does Phil have life cover?	Does Phil have a benefit from any of the optional categories that count towards MBD eligibility?	Which of Phil's benefits will receive the MBD?	Discount
 TotalCareMax Life Cover	 TotalCareMax Critical Conditions  AIA Living Income Protection	 TotalCareMax Life Cover  TotalCareMax Critical Conditions  AIA Living Income Protection	Life + 2 eligible optional benefit categories = 12.5% OFF AIA LIVING IP POLICY



Example 2

Jane has \$500K of AIA Living Life cover and \$5,000 per month of Specified Accidental Injury Cover (SAIC). She does not qualify for MBD as SAIC is not an eligible optional benefit that qualifies for MBD discount. She subsequently takes out \$100K of AIA Living Critical Conditions cover. Jane now qualifies for a 10% MBD discount (Life + Critical Conditions cover). Jane will also get the 10% discount on her AIA Living SAIC, as while it does not count towards eligibility for MBD, it still receives MBD.

Does Jane have life cover?	Does Jane have a benefit from any of the optional categories that count towards MBD eligibility?	Which of Jane's benefits will receive the MBD?	Discount
 AIA Living Life Cover	 AIA Living Specified Accidental Injury Cover  AIA Living Critical Conditions	 AIA Living Life Cover  AIA Living Specified Accidental Injury Cover  AIA Living Critical Conditions	Life + 1 eligible optional benefit category = 10% OFF AIA LIVING LIFE COVER, AIA LIVING SAIC & AIA LIVING CRITICAL CONDITIONS

For full terms and conditions visit aia.co.nz/mbd

How to save on insurance with AIA Vitality and get up to \$560 in rewards

When you become an AIA Vitality member you get a 10% premium discount on eligible insurance products in your first year. Your savings don't end there, now you're in control of the premium discount you can continue to receive through ongoing engagement with the AIA Vitality programme. Your premium discount will increase, decrease, or stay the same annually based on the AIA Vitality Status you have achieved at policy anniversary*.

Plus, as soon as you've activated AIA Vitality you can start accessing tools and discounts through our partners to begin your health and wellbeing journey.

When you make healthy choices, like tracking your sleep or reaching your weekly physical activity targets, you earn AIA Vitality Points. As you earn more points you'll move from Bronze to Silver, Gold and finally to Platinum Status. Improve your AIA Vitality Status to earn up to \$300 in Status Rewards.

Example of how your AIA Vitality Status impacts your premium flex and rewards you can earn:

	BRONZE	SILVER	GOLD	PLATINUM	
	0 POINTS	10,000 POINTS	20,000 POINTS	30,000 POINTS	35,000 POINTS
PREMIUM FLEX	-2.0% per annum to a minimum of 0%	-1.0% per annum to a minimum of 0%	Retain current discount	+2.0% per annum up to a maximum of 20%	
Example: Your AIA Vitality year 1 discount is 10% (the initial discount)	If you retain Bronze, your year 2 DISCOUNT WILL BE 8%	If you reach Silver, your year 2 DISCOUNT WILL BE 9%	If you reach Gold, your year 2 DISCOUNT WILL BE 10%	If you reach Platinum, your year 2 DISCOUNT WILL BE 12%	
 		+25 Airpoints Dollars™ OR +\$25 Woolworths Gift Card	+50 Airpoints Dollars™ OR +\$50 Woolworths Gift Card	+100 Airpoints Dollars™ OR +\$100 Woolworths Gift Card	+125 Airpoints Dollars™ OR +\$125 Woolworths Gift Card
	20% discount Gift Card	30% discount Gift Card	40% discount Gift Card	50% discount Gift Card	

*More details on Premium Flex, refer to aia.co.nz/premium-flex. The table above is for illustrative purposes only.



Scan the QR code to experience a year with AIA Vitality using our interactive simulator.

X00014 009a 2509



0800 500 108
Monday - Friday, 8.30am - 5.30pm



aia.co.nz



aia.co.nz/chat
Monday - Friday, 8.30am - 5.30pm

Disclaimer: Other things you should know: the availability of insurance cover is subject to your application being approved. All applications are subject to individual consideration. Special conditions, exclusions and premium loadings may apply. This insurance is underwritten by AIA New Zealand Limited ('AIA'). For full details of the products and benefits offered by AIA, please refer to the policy document(s) which are available from AIA. The information contained in this publication is general in nature and is not intended as advice. It may not be relevant to individual circumstances and before making any insurance decision, you should consult a professional Adviser.

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HEALTHIER, LONGER,
BETTER LIVES