

AIA NZ CLAIMS COMPASS

Helping people live Healthier, Longer, Better Lives

CLAIMS FOR THE YEAR ENDED 31 DECEMBER 2023¹

OVER
800k
NEW ZEALANDERS
PROTECTED



WE ACCEPTED
92%
OF ALL CLAIMS RECEIVED



\$143.1m
PAID IN
HEALTH
CLAIMS

WE PAID
\$734.8m
TOTAL IN CLAIMS²

LIFE INSURANCE
ACCOUNTED FOR
42% OF ALL CLAIMS



SUMMARY AND CORE INSIGHTS

<p>LIFE \$263.5m CLAIMS PAID</p>	CANCER 60%
	HEART 14%
	NEUROLOGICAL 8%
	RESPIRATORY 5%
<p>HEALTH \$143.1m CLAIMS PAID</p>	MUSCULO SKELETAL 25%
	CANCER 22%
	DIGESTIVE 14%
	GENETO URINARY 12%
<p>TRAUMA \$117.1m CLAIMS PAID</p>	CANCER 61%
	HEART 17%
	NEUROLOGICAL 14%
	MUSCULO SKELETAL 6%
<p>INCOME PROTECTION \$85.5m CLAIMS PAID</p>	MUSCULO SKELETAL 26%
	MENTAL HEALTH 25%
	NEUROLOGICAL 17%
	CANCER 14%
<p>TOTAL PERMANENT DISABLEMENT \$17.3m CLAIMS PAID</p>	NEUROLOGICAL 38%
	CANCER 18%
	MENTAL HEALTH 14%
	MUSCULO SKELETAL 14%

AGE INSIGHTS

TOTAL CLAIMS PAID TO AGE GROUPS, FOR THE YEAR ENDED 31 DECEMBER 2023

AIA NZ claims data for 2023 shows a clear trend, where claims payments are higher for older age groups, particularly in the 50–59 age bracket, where the chance of serious illness increases significantly.

The data showcases the importance of adopting healthy behaviours and taking preventative steps to manage health, particularly as we age.

BELOW 20	\$9M+
20 – 29	\$16M+
30 – 39	\$58M+
40 – 49	\$127M+
50 – 59	\$197M+
60 – 69	\$139M+
70+	\$71M+

AIA NZ also paid \$108.1m in surrenders and maturities to policyholders in 2023.

SPOTLIGHT: CANCER

CLAIMS FOR THE YEAR ENDED 31 DECEMBER 2023

Cancer is the leading cause of death and serious illness in New Zealand, with **71 people diagnosed with cancer every day.**

IN 2023, AIA NZ PAID OUT **\$133.9m** IN LIFE INSURANCE CLAIMS FOR CANCER

\$244.1m PAID IN TOTAL CANCER CLAIMS

TOP AIA NZ CANCER CLAIMS

- Breast cancer **33.4%**
- Melanoma and skin cancers **20.3%**
- Bowel cancer **6.5%**
- Prostate cancer **6%**
- Lung cancer **4.6%**

In 2023, a third of AIA NZ's cancer claims were for breast cancer, and melanoma and other skin cancers accounted for 20% of claims. These figures underscore the importance of early detection, as many cancers can be successfully treated if caught early.

The prevalence of these cancers highlights the critical importance of regular screening and preventative health measures. By taking steps to look after our health and utilising available screening programmes, we can significantly reduce the impact of these very common cancers.

AIA NZ's 5590+ REPORT³

5 MODIFIABLE BEHAVIOURAL FACTORS



LEAD TO

5 NON-COMMUNICABLE DISEASES



THAT CAUSE

OVER **90%** OF DEATHS IN NEW ZEALAND



AIA VITALITY

The case for investing in health promotion and prevention is stronger than ever. Non-Communicable Diseases (NCDs) like cancer are the main cause of death and disability worldwide, and yet the main risk factors associated with them are largely preventable.

AIA NZ's science-backed health and wellbeing programme, AIA Vitality, can play a pivotal role in preventing NCDs, as it helps members get to know their health, provides tools that encourage preventative steps to improve their health, and offers rewards and discounts from AIA Vitality partners to keep members motivated along their journey.

¹ As reported by AIA Business Insights team.

² Including GST, maturities and surrenders.

³ AIA NZ 5590+ Report, 2021.



HEALTHIER, LONGER,
BETTER LIVES