



**There is a life insurer
that pays claims –
just ask Caroline.**

The Power of We

AIA.COM.AU



You can tell a lot about an insurance company, by the way that it handles claims.

The people in our claims team are experienced and compassionate individuals who take a genuine interest in our customers. All claims are handled with empathy and our customers can take comfort in knowing we'll be there when they need us.

We have eliminated all complex 'insurance jargon' from our communications and our processes are simple and transparent. We pay all genuine claims as quickly as possible and are committed to supporting the physical and financial well being of the claimant.

Just ask Caroline – a claimant's story:

Facing the diagnosis of cancer is tough enough not to mention dealing with the financial impact imposed by the cost of treatment and potentially, loss of work.

When diagnosed with cancer, Caroline Denning was fortunate she had Income Protection cover which helped her to manage her financial commitments and the day-to-day living expenses involved in raising her three daughters. Having heard that insurance companies can be difficult to deal with when making a claim, she was pleasantly surprised when AIA Australia became a supportive and compassionate ally, during the most challenging time of her life.

"When I was diagnosed with cancer, my family was thrown in to financial turmoil, and I had to rely on friends dropping in groceries so that I could feed my family.

"AIA has been the 'Rock of Gibraltar' in my life and I feel extremely blessed to have had the support of such dedicated staff who treat you with integrity, even after going through the investigation required when making a claim. AIA will assess your individual needs in a fair and unbiased manner and they have never at any time denied any liability. They have always been forthcoming in helping me get back on my feet.

"I feel very strongly about stating my case after reading all the negativity against insurance companies in the media... If you are honest you should not have any concerns. I ask that you check your own family insurance as the devastation to your children caused by cancer is enough in itself, without having to undergo a financial crisis as well."

"It's easy for people to become complacent and think that they are young and don't need insurance. No matter how dire my own financial circumstances, I have always kept insurance as a high priority. When faced with illness your family is already under huge stress without the added burden of financial pressures.

"Once again, thanks to the team at AIA for your support."

Caroline Denning – Claimant, WA, October 2009.