AIA Health Product Changes – Customer FAQs

Effective 1 November 2026 for New Business and 19 December 2026 for Existing Business

We hear from customers that rising healthcare costs and medical inflation are creating real challenges, with many New Zealanders having to make careful choices about how they manage their healthcare and finances. We're committed to helping customers achieve quality health cover with affordability in an environment where medical costs continue to rise.

As part of our ongoing product reviews, we're making a small number of targeted updates to selected policy wordings across AIA and ASB Private Health, AIA and ASB Cancer Care, and AIA Living Specialist & Testing Support, effective for new business from 1 November 2026 and existing customers from 19 December 2026.

These changes are designed to support the long-term sustainability and value of our products, while keeping the core cover provided by the policy unchanged.

Why are we making these changes?

> Healthcare costs continue to rise across New Zealand, making it important that our customers have access to sustainable, affordable and relevant cover over the long term. These changes are designed to:
  - Support the long-term sustainability of AIA health insurance products.
  - Help manage pressure on future premium increases.
> Provide greater clarity around coverage and eligibility requirements.

What's changing?

We're updating some benefits and exclusions as below:

> Introduction of two years stand-down period from policy commencement for impacted wisdom teeth and unerupted teeth
> Per procedure sub-limits for skin lesions under Minor Surgery Benefit.
> Clarifications to Voluntary Treatment Overseas Benefit.
> Updating or clarifying exclusions e.g. dental, cosmetic, snoring, refractive vision errors, preventative treatment and routine screening etc.
> Updates to Diagnostic Imaging and tests and removal of sleep studies.

This is a summary of the changes. For detailed information, please refer to the Change Summaries and updated policy wordings.

Will the changes affect existing customers?

> Yes, the changes apply to customers who had a policy issued on any of the following products from 31 August 2014 to 31 October 2026.
  - AIA Private Health
  - AIA Cancer Care
  - ASB Private Health
  - ASB Cancer Care
  - AIA Living Specialist and Testing Support Benefit
  - Sovereign Private Health

What date will the changes take effect?

> The changes will be applicable to new business on 1 November 2026 and Existing Business from 19 December 2026.

Claims

How will claims be assessed for existing customers?

> Any claim with a claim event date on or after 19 December 2026 will only be assessed on the new policy wording.
> Any claim with a claim event date prior to 19 December 2026 will be assessed based on the customer's original policy wording and the version in effect at the time of the claim event date.

What happens with prior approvals?

> Any claim that received prior approval before the new policy wording takes effect for existing customers will be honoured for 6 months from the date the prior approval was issued.

> Any prior approval request that has been submitted to AIA prior to 19 December 2026 but which has not yet been approved, will be assessed on the policy wording that applied at the time of submission, provided all information to assess prior approval has been provided.

If a claim has previously been paid under an earlier version of the policy wording (the version that applied at the time), but is no longer covered since the wording changed, will any follow-up be covered?

> No. For any claim with a claim event date on or after 19 December 2026, the assessment will be based on the new policy wording only – even if an earlier, related claim was paid under the previous policy wording (unless prior approval was issued before 19 December 2026). We recommend getting prior approval before incurring any costs.

If I recently completed an internal replacement to a product affected by these changes, can I reinstate to the previous cover instead?

> If the replacement policy has been issued within 3 months prior to the new policy wording taking effect on 1 November 2026, you can reinstate your former policy with a signed request. No underwriting will be required. The request to reinstate must be made within 90 days of the replacement.

Communications

Will existing customers be notified about these policy wording changes?

> Yes, as per the policy wording, we will be providing customers 30 days' notice before the changes become effective on 19 December 2026.