

## Frequently Asked Questions

### 1. What will the acquisition mean for Resolution Life customers?

The acquisition will not affect current Resolution Life customers. AIA Australia's S&I products complements our current portfolio of superannuation, investment and retirement products perfectly and their operations will become part of our local business operations. There will be no changes to our current policy or product offerings at this time.

AIA's S&I employees will boost our resources and expand our capabilities so that we are able to do more for our customers.

### 2. Will there be any changes to my existing policies?

There will be no changes to your current policy or product offering as a result of the acquisition at this time.

AIA's S&I business complements our current portfolio of products perfectly and its operations and people will become part of our local operations so that we are able to do more for our customers.

### 3. Can Resolution Life customers take up AIA offerings?

AIA Australia's S&I products complement our current portfolio of superannuation, investment and retirement products perfectly. There will be no changes to our current policy or product offerings at this time.

### 4. Will there be any changes to AIAs S&I product premiums or fees?

Our success is contingent upon our ability to retain customers. Increasing premiums or fees in a manner which is out of step with the market would drive policyholders away and be detrimental to our business. We are committed to providing our customers with competitive premiums and fees, quality investment management, great customer service and an efficient claims management experience.

### 5. Can customers make changes to their existing policies or exit their policy?

If the terms of individual policies allow customers to make changes to their life insurance policies, then these options will still be available. We respect that certain customers may wish to review their existing options and all customers are encouraged to speak to a financial advisor before making a decision to switch insurance providers.

### 6. What benefits will this acquisition provide to existing customers?

AIA's S&I business comprises a broad range of retirement and investment products which is highly complementary with our current portfolio of superannuation, investment and retirement products

The acquisition will also provide us with significant scale which ultimately means further customer benefits from our ongoing investment in digital capabilities and in our transformation program.

### 7. Who is AIA Australia?

AIA Australia is a leading life insurance specialist with over 48 years' experience and a commitment to help Australians live healthier, longer, better 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.