



**We're 'A' rated –
That's our claim!**



AIA.COM.AU

In 2008, Sue Laing of The Risk Store conducted an analysis of the AIA Australia claims department, our philosophy and our processes.

AIA Australia scored an overall 'A' rating which is the highest possible rating in the 3 tier rating structure.



Some of the key findings include:

“Evidence of a strong planning culture and proactive, hands-on management culture. The team appears committed and cohesive.”

“Any verbal communication was polite, appropriate and helpful.”

“File retrieval and management is extremely efficient.”

“The role of the Quality Coordinators creates clear accountability and this is a key forward-thinking initiative.”

“The department is a motivated and cohesive collective, working in a pleasant environment which is clearly a cultural imperative at AIA Australia.”

“The philosophies of case management are soundly based.”

AIA Australia's belief that our team of experienced professionals is one of the best in the industry is now supported by this outstanding report. This is something we are proud of.

You and your clients can rest assured that our claims department is committed to maintaining open communication with clients at all times. We make every effort to pay claims promptly and ensure that every claim that should be paid is paid.

For further information please contact your state Sales Manager on Freecall 1800 033 490 (option 4).