

CREDITCARD PLUS AND CREDITCARD PROTECTION PRODUCT UPDATE

February 2024



HEALTHIER, LONGER,
BETTER LIVES

How claims will be paid

As part of AIA Australia's ongoing commitment to improving service and efficiency, we have updated our administration system. As a result, from 15 March 2024 CreditCard Plus and CreditCard Protection insurance policy claim payments will be made into the policyholder's nominated bank account, rather than the linked Commonwealth Bank of Australia (Commonwealth Bank) Credit Card.

What do policyholders need to do?

In the event of a claim, the policyholder's bank account details will be verified or requested.

As the claim payment will be processed to the policyholder's nominated bank account, it will be their responsibility to transfer the funds into their Commonwealth Bank Credit Card.

How to make a claim

Make a CreditCard Plus and CreditCard Protection insurance policy claim by contacting us on the below details provided. Where possible your claim will be processed over the phone. Alternatively, our claims team will request further details to assess the claim.

We're here to help

Our friendly team are here to answer any questions you may have. Contact us on **13 39 82** (or +61 2 8365 9101 if calling from overseas) between 9am and 5pm (AEST/AEDT), Monday to Friday excluding public holidays or email au.cservice@aia.com.