

TOTAL PERMANENT DISABLEMENT INSURANCE

What is Total Permanent Disablement (TPD) Insurance and why do you need it?

AIA Living Total Permanent Disablement insurance, often referred to as Total Permanent Disability insurance or TPD insurance, provides financial support in the event you become permanently disabled and are unable to work due to serious illness or injury.

A lump sum payment can help cover medical expenses, mortgage, or rent payments, home modifications, employing a caregiver and other bills that may arise as a result of disability.

Could your family get by if your income was to completely stop, because of a disability?

Being permanently disabled can have a large impact on your life and can prevent you from working or earning an income. It can also add additional costs for you and your loved ones.

Having permanent disability insurance is important because it provides a safety net for you and your family. It can help ensure that you are able to maintain your standard of living and meet your financial obligations, even if you are no longer able to generate an income.

Key benefits of AIA Total Permanent Disablement Insurance

- A lump sum to help cover costs such as medical treatments, employing a caregiver or ongoing household expenses.
- Access up to $15,000 to help modify your home or vehicle or buy specialist medical equipment to help adjust to your new circumstances.
- Worldwide Cover whether you're at home, travelling or living overseas for any period, you remain insured.

AIA Vitality

AIA Vitality is our personalised, science-backed health and wellbeing programme that supports you every day to make healthier lifestyle choices. It takes you on a journey to better health - where you get to know your health, improve it, and enjoy the rewards for doing so.

Add AIA Vitality when you purchase Total Permanent Disablement insurance to receive:

- an initial 10% discount* on eligible insurance premiums for your first year
- earn up to $260 in Active Rewards vouchers each membership year, redeemable as 260 Airpoints™ or 34,840 Everyday Rewards points
- up to 25% off your fresh fruit and vegetables** at Woolworths when you scan your Everyday Rewards Card
- exclusive rewards and discounts from our partners

Add AIA Vitality to your Total Permanent Disablement insurance for $13.50 per month.

*For more details on Premium Flex, refer to aia.co.nz/premium-flex

**Percentage discount applies on a maximum eligible spend of $60 per calendar month. T&Cs apply.

aia.co.nz/tpd

HEALTHIER, LONGER, BETTER LIVES

What's included with AIA Living Total Permanent Disablement Insurance:

Eligible age in years (inclusive)	16 to 55 years of age (or up to age 60 if you work in a clerical, managerial or professional job)
Cover amount	Up to $5 million
AIA Vitality Eligibility	Can be added for $13.50 per month (16+)
AIA Vitality Premium Discount Premium Flex rewards you with a discount on your insurance. The more engaged you are, the higher the discount. Conditions apply.	Receive a 10% discount in your first year, then you're in control of the discount you receive.
Multi-Benefit Discount Start saving when you take out life insurance and at least one other eligible insurance product. T&Cs apply.	Save up to 15% on your premiums when you buy multiple eligible insurance policies.
Built-in Benefits	
Assistance benefit Financial support to help adjust to your new circumstances. This could be used to modify your home, vehicle or if you require specialist medical equipment for example.	Up to $15,000
Partial permanent disablement Entitlement to receive financial support for partial disability. E.g. loss of sight in one eye.	Lesser of 25% of the sum assured or $100,000
Financial and legal advice Support to access advice from an approved financial adviser or legal professional.	Up to $2,500
Premium conversion Before reaching the age of 65, you have the option to convert all, or part of your sum assured to a different premium structure without further medical underwriting.	✓
Counselling Covers the cost of a Psychiatrist or Psychologist consultation for you and/or your family where the treatment relates directly to the claim.	Up to $2,500
Waiver of waiting period Once assessment is completed, and it's confirmed that you are expected to survive beyond three months after the disability and all the requirements have been met, then the normal three-month waiting period may be waived.	✓
Suspension of cover AIA provides the flexibility to suspend your cover for up to 12 months, for the events specified in the policy. No benefits will be payable for any claim event during the suspension period.	✓
Future insurability You can apply to increase your sum assured at every third policy anniversary without providing any further medical information.	✓
Worldwide cover Whether you're at home, travelling or living overseas for any period, you remain insured.	✓
Enhancement pass back At claim time, we'll compare your purchased product's policy wording with the latest version of that product's policy wording and apply the most favourable option for your claim. For more information visit aia.co.nz/passbacks	✓
Special events increase facility You can increase the sum assured without medical underwriting, following one of the significant events outlined in the policy.	✓
Optional add-ons	
Specialist and Testing Support Covers the cost of private specialist consultations and medical diagnostic tests and procedures (limits apply) so you can access these services when you need to without worrying about the bills.	Up to $10,000 annually for specialist consultations Up to $100,000 annually for diagnostic tests and procedures
Waiver of premium We will waive your premium payments, while your insurance remains in place when you are unable to work due to total disability.	✓

This is a summary only. For all terms, conditions, limits and exclusions, please refer to the relevant policy wordings which can be found on aia.co.nz or speak to your adviser.

What is the difference between own occupation and any occupation?

There are two ways of defining total permanent disability insurance based on ‘own occupation’ and ‘any occupation’ that impact your claim and the premiums you pay.

- Any occupation is when you become permanently disabled and are unable to perform any type of work using your education, training, or experience, paying more than 25% of your earnings in the 12 months prior to you being disabled.
- Own occupation is when you cannot resume your usual work responsibilities within your current role or business, but still have the capacity to work in a different role or business.



Manage your insurance anytime with MyAIA

My Policies
View your policy information

My Claims
Submit and manage your claims

My Adviser
Find your advisers details

My Profile
View and update your personal details

We're here to make a difference, our claims philosophy

Life doesn't always go to plan; at AIA we want to be there when you need us the most. Our extensive claims data not only provides us with valuable insights into population health, but it signals where further support is needed to reduce the burden on New Zealand's health system.

Our vision is for New Zealand to become one of the healthiest and best protected in the world. We know making a claim is often a result of a difficult time when you need us the most. With one of the largest and most experienced claims teams in New Zealand, nationwide rehabilitation support and a transparent claims review process, we ensure your claims experience is excellent, fair and fast.

2025 AIA latest annual claims by the numbers[1]

OVER **789K** KIWIS PROTECTED.

WE ACCEPTED **91%** OF ALL CLAIMS RECEIVED.

WE PAID **$790M** IN CLAIMS[2].

1 TREE PLANTED IN MEMORY OF EVERY AIA LIFE INSURANCE CUSTOMER WHO PASSED AWAY. SINCE 2022, WE HAVE PLANTED MORE THAN 14,171 TREES.

ONE OF THE LARGEST CLAIMS TEAMS IN NEW ZEALAND.

1. As reported by the AIA Business Insights team.
2. Including GST, maturities and surrenders.



TPD

$21.35M

TOTAL CLAIMS PAID IN 2025

LEADING CLAIM BY CAUSE

MUSCULOSKELETAL	NEUROLOGICAL	CANCER	MENTAL HEALTH
27%	24%	22%	7%

TPD CLAIMS BY GENDER

FEMALE	MALE
27%	73%

CLAIMS BY AGE GROUP

20-29

$5K
CLAIMS PAID

- Musculoskeletal $5K

30-39

$1.95M
CLAIMS PAID

- Musculoskeletal $630K
- Cancer $577K
- Neurological $378K
- Mental Health $360K

40-49

$6.94M
CLAIMS PAID

- Musculoskeletal $2.15M
- Neurological $1.17M
- Mental Health $712K

50-59

$6.92M
CLAIMS PAID

- Musculoskeletal $1.99M
- Neurological $1.54M
- Cancer $1.34M
- Respiratory $398K

60-69

$5.45M
CLAIMS PAID

- Neurological $1.96M
- Cancer $1.31M
- Musculoskeletal $1.02M
- Heart $532K



Save on your insurance with Multi-Benefit Discount

Insurance is an important part of setting yourself up financially, protecting you and your family's health, wealth, and wellbeing. We know you have everyday expenses to manage, so we'll do what we can to help you out.

How Multi-Benefit Discount works

Start saving when you insure yourself with life cover and at least one other benefit from the optional categories below. At least one of your benefits must be from the AIA Living range and these will be the only benefits that receive the discount. Minimum cover amounts apply.

		Minimum cover amounts	Benefits that count towards eligibility
Compulsory category	**Life Insurance**	**$100,000**	AIA Living Life Cover
			Family Protection*
			Accidental Death
			Cover for Life**
Optional categories (excludes Health Insurance)	**Trauma Insurance**	**$75,000**	Critical Conditions
			Progressive Care
			Severe Trauma
	Total Permanent Disablement Insurance	**$75,000**	Total Permanent Disablement
			Optional TPD Condition
	Income Protection Insurance	**$2,000 per month**	Start-Up Income Protection
			Income Protection
			Mortgage, Income or Rent Cover
			Business Continuity
			Rural Continuity
			Business Income Support

* Converted to a lump sum amount taking into account the entire benefit term
**Cover for Life counts towards MBD eligibility but does not receive the MBD discount

Discount tiers

If you are eligible for Multi-Benefit Discount, the discount will be calculated based on the different optional categories you have benefits from, as follows:

		Discount received
Life Insurance (compulsory category) Choose from Life Cover, Family Protection, Accidental Death Cover or Cover for Life*.	One optional category	10%
	Two optional categories	12.5%
	Three optional categories or more	15%

*Cover for Life counts towards MBD eligibility but does not receive the MBD discount

Already have existing policies with us?

When you take out new cover with AIA, we'll take into consideration any existing cover you already have with us, to see if you qualify for Multi-Benefit Discount. If you're eligible for a discount, this will only be applied to your benefits from the AIA Living range.

How Multi-Benefit Discount applies to specific Optional Benefits

The below AIA Living optional benefits do not count towards your eligibility to trigger Multi-Benefit Discount. However, once you qualify for Multi-Benefit Discount you will also receive the discount on these optional benefits.

• Waiver of Premium	• Early Cancer Upgrade	• Income Protection Premier Cover
• Specified Accidental Injury Cover	• Redundancy Cover	• Children's and Maternity
• Retirement Protection	• Future Insurability	• Critical Conditions Buyback
• Life Buyback	• Business Safeguard	• Specialist and Testing Support

Multi-Benefit Discount examples



Example 1

Phil has $200K of TotalCareMax (TCM) Life cover and $100K of TCM Critical Conditions cover. Phil does not qualify for Multi-Benefit Discount (MBD) as he does not have any benefits from the AIA Living range. Phil takes out AIA Living Income Protection Cover (IP) of $3,000 per month. Phil now qualifies for a 12.5% discount as he has Life + 2 optional categories. However, MBD will only apply to his IP benefit as that is the only benefit from the AIA Living range.

Does Phil have life cover?	Does Phil have a benefit from any of the optional categories that count towards MBD eligibility?	Which of Phil's benefits will receive the MBD?	Discount
✓ **TotalCareMax Life Cover**	✓ **TotalCareMax Critical Conditions** ✓ **AIA Living Income Protection**	✗ **TotalCareMax Life Cover** ✗ **TotalCareMax Critical Conditions** ✓ **AIA Living Income Protection**	**Life + 2 eligible optional benefit categories = 12.5% off AIA Living IP Policy**



Example 2

Jane has $500K of AIA Living Life cover and $5,000 per month of Specified Accidental Injury Cover (SAIC). She does not qualify for MBD as SAIC is not an eligible optional benefit that qualifies for MBD discount. She subsequently takes out $100K of AIA Living Critical Conditions cover. Jane now qualifies for a 10% MBD discount (Life + Critical Conditions cover). Jane will also get the 10% discount on her AIA Living SAIC, as while it does not count towards eligibility for MBD, it still receives MBD.

Does Jane have life cover?	Does Jane have a benefit from any of the optional categories that count towards MBD eligibility?	Which of Jane's benefits will receive the MBD?	Discount
✓ **AIA Living Life Cover**	✗ **AIA Living Specified Accidental Injury Cover** ✓ **AIA Living Critical Conditions**	✓ **AIA Living Life Cover** ✓ **AIA Living Specified Accidental Injury Cover** ✓ **AIA Living Critical Conditions**	**Life + 1 eligible optional benefit category = 10% off AIA Living Life Cover, AIA Living SAIC & AIA Living Critical Conditions**



Example 3

Dave has $100K of AIA Living Severe Trauma insurance. He does not qualify for MBD as does not have the compulsory Life benefit. He then takes out $200K of AIA Cover for Life (CFL), which counts towards MBD eligibility. Dave now qualifies for a 10% discount as he has Life + Trauma cover. MBD discount only applies to his AIA Living Severe Trauma cover as CFL is not eligible for MBD discount.

Does Dave have Life Cover?	Does Dave have a benefit from any of the optional categories that count towards the MBD eligibility?	Which of Dave's benefits will receive MBD?	Discount
✓ **AIA Cover for Life**	✓ **AIA Living Severe Trauma**	✗ **AIA Cover for Life** ✓ **AIA Living Severe Trauma**	**Life + 1 eligible benefit optional benefit 10% off AIA Living Severe Trauma**

For full terms and conditions visit aia.co.nz/mbd

How to save on insurance with AIA Vitality and get up to $560 in rewards

When you become an AIA Vitality member you get a 10% premium discount on eligible insurance products in your first year.

Your savings don't end there, now you're in control of the premium discount you can continue to receive through ongoing engagement with the AIA Vitality programme. Your premium discount will increase, decrease, or stay the same annually based on the AIA Vitality Status you have achieved at policy anniversary*.

Plus, as soon as you've activated AIA Vitality you can start accessing tools and discounts through our partners to begin your health and wellbeing journey.

When you make healthy choices, like tracking your sleep or reaching your weekly physical activity targets, you earn AIA Vitality Points. As you earn more points you'll move from Bronze to Silver, Gold and finally to Platinum Status. Improve your AIA Vitality Status to earn up to $300 in Status Rewards.

Example of how your AIA Vitality Status impacts your premium flex and rewards you can earn:

CHOOSE YOUR REWARD

	BRONZE →	SILVER →	GOLD →	PLATINUM →	PLATINUM+
	0 POINTS	10,000 POINTS	20,000 POINTS	30,000 POINTS	35,000 POINTS
PREMIUM FLEX	**-2.0% per annum** to a minimum of 0%	**-1.0% per annum** to a minimum of 0%	Retain current discount	**+2.0% per annum** up to a maximum of 20%	
Example: **Your AIA Vitality year 1 discount is 10%** (the initial discount)	If you retain Bronze, your year 2 **DISCOUNT WILL BE 8%**	If you reach Silver, your year 2 **DISCOUNT WILL BE 9%**	If you reach Gold, your year 2 **DISCOUNT WILL BE 10%**	If you reach Platinum, your year 2 **DISCOUNT WILL BE 12%**	
airpoints OR everyday rewards		**+25** Airpoints™ OR **+3,340** Everyday Rewards points	**+50** Airpoints ™ OR **+6,670** Everyday Rewards points	**+100** Airpoints™ OR **+13,340** Everyday Rewards points	**+125** Airpoints™ OR **+16,670** Everyday Rewards points
		= $25 VALUE	= $50 VALUE	= $100 VALUE	= $125 VALUE
endota	**20%** discount Gift Card	**30%** discount Gift Card	**40%** discount Gift Card	**50%** discount Gift Card	

*Rules apply. AIA Cover for Life is not eligible for the AIA Vitality premium discount. For more details on Premium Flex, refer to aia.co.nz/premium-flex

The table above is for illustrative purposes only.

Scan the QR code to experience a year with AIA Vitality using our interactive simulator.

X00014 009a 2607

0800 500 108
Monday - Friday, 8.30am - 5.00pm

aia.co.nz

aia.co.nz/chat
Monday - Friday, 8.30am - 5.00pm

Disclaimer: Other things you should know: the availability of insurance cover is subject to your application being approved. All applications are subject to individual consideration. Special conditions, exclusions and premium loadings may apply. This insurance is underwritten by AIA New Zealand Limited ('AIA'). For full details of the products and benefits offered by AIA, please refer to the policy document(s) which are available from AIA. The information contained in this publication is general in nature and is not intended as advice. It may not be relevant to individual circumstances and before making any insurance decision, you should consult a professional Adviser.

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