

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS
INSURANCE SECTOR

AIA Australia

AIA03QON: What would be good is if, on notice, once we're at the end of the quarter, we got the data for last year's comparable quarter and this comparable quarter. We will send this to you in writing so that there'll be no ambiguity. So this quarter this time last year and this quarter this time this year, as to claiming by policyholders on elective surgery and the various optional extras that you provide, so that we can compare—not just in terms of volume but in terms of the cost, the dollar figure—across the profile, because, obviously, when people are paying for things and they're not getting any services, they become increasingly frustrated. I'm not suggesting it's necessarily the case, and I know there has been some adjustment. But having that data in the public square would be very useful in helping to look at the sector.

Answer: Claims data for myOwn Health Insurance (now AIA Health Insurance) for Q1 2019 and Q1 2020 is below.

	Q1 2019		Q1 2020	
	Claims Volume	Claims Value	Claims Volume	Claims Value
Elective Hospital Claims	1,767	\$1,420,566	2,131	\$1,343,516
Non Elective Hospital Claims	1,464	\$1,701,635	3,929	\$ 4,241,570
Total hospital	3,231	\$3,122,201	6,060	\$5,585,086
Ancillary (Extras) Claims	19,274	\$2,054,719	32,399	\$3,404,653
Total	22,505	\$5,176,919	38,459	\$8,989,740