

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

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

AIA Australia

AIA04QON: It must be right, mustn't it, that your claims are down by far more than half from the similar period last year?

Answer: Claims data for myOwn Health Insurance (now AIA Health Insurance) for Q1 2019 and Q1 2020 is below. The claims volumes and values are not down from the similar period last year. In fact, both the claims volumes and values have increased significantly since last year.

	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