



**HEALTHIER, LONGER,
BETTER LIVES**

**AIA Philippines Life and General
Insurance Company**

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PRESS RELEASE

AIA PHILIPPINES IN SEARCH OF RECIPIENTS OF BENEFITS

MANILA, PHILIPPINES; 7 March 2022 – AIA Philippines (formerly AIA Philam Life) has reported it is seeking thousands of its policy holders and beneficiaries who have yet to claim their benefits ranging from policy maturities, reinstatements, claims, redemptions, and even refunds. Despite fervent efforts to contact its customers through registered mail, email, callouts, and their agents, there are still a huge number that have yet to be reached.

In its commitment to fulfill its promise, AIA Philippines will further buttress its efforts through a campaign encouraging the public to check if they themselves have unclaimed benefits. “We are making this campaign public in the hopes of reaching customers from many years ago – those who we have lost touch with amid changes in communications technology and who have bought their policies under our former brand, Philam Life,” shared AIA Philippines Chief Operating Officer Geegee Lopez.

“We are doing this because we have a promise to fulfill – a promise that goes beyond passively responding when our customers make a claim. The promise of helping our customers live healthier, longer, better lives includes making sure that these hard-earned benefits get to the intended recipients. We’re asking for everyone’s help in finding our customers or their beneficiaries so that we can give them their benefits.”

Readers are highly encouraged to check if they themselves are recipients of these benefits. Simply click this link to get verified: https://bit.ly/AIAPH_BenefitVerification.

There are many reasons why benefits remain unclaimed. Most often, the insurer and insured have lost contact because insured had change in communication details and inadvertently forgot to keep their insurer informed, the insurer is not informed of the death of the insured, or the beneficiaries can’t be located or are not aware of the existence of the insurance policy. AIA Philippines is taking a bolder, stronger approach to find these customers to ensure that these benefits will finally be received by those who were meant to have them.

AIA Philippines recently announced that based on unaudited reports, the Company has fulfilled PHP4.2 billion worth of claims in 2021, over 40 per cent more than the claims in 2020. 90 per cent of these claims were for death, with critical illness and health and medical claims a far second and third.

FOR ONLINE PUB: Click [here](#) for more information about AIA Philippines, or [here](#) to visit the AIA Philippines Facebook page, email customerservice.ph@aia.com or call (02) 8528-2000 to know more.



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FOR PRINT PUB: Know more about AIA Philippines by visiting their website at aia.com.ph or Facebook page at <https://www.facebook.com/AIAPhilippines/>, emailing customerservice.ph@aia.com or calling (02) 8528-2000.

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About AIA Philippines

AIA Philippines (AIA Philippines Life and General Insurance Company), formerly AIA Philam Life (The Philippine American Life and General Insurance Company), is the country's premier life insurance company. Originally established on 21 June 1947 as Philam Life, AIA Philippines has earned the trust of customers for its financial strength, strong brand name, and ability to deliver on its promises.

AIA Philippines has PHP291.63 billion in total assets¹ and PHP80.20 billion in net worth² as of 31 December 2020, while serving over 800,000 individual policyholders and almost 1,000,000 insured group members.

AIA Philippines understands the needs of its customers and provides holistic solutions that include life protection, health insurance, savings, education, retirement, investment, group, and credit life insurance. It also offers bancassurance and fund management products and services through its subsidiaries—BPI AIA Life Assurance Corporation (formerly BPI-Philam Life Assurance Corporation) and Philam Asset Management Inc. (PAMI).

Based on the Insurance Commission results as of 31 December 2020, the combined total premium income of AIA Philippines and BPI AIA was at PHP33.06 billion.

AIA Philippines is a member of AIA Group Limited, the largest independent publicly listed pan-Asian life insurance group.

About AIA

AIA Group Limited and its subsidiaries (collectively "AIA" or the "Group") comprise the largest independent publicly listed pan-Asian life insurance group. It has a presence in 18 markets – wholly-owned branches and subsidiaries in Mainland China, Hong Kong SAR³, Thailand, Singapore, Malaysia, Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan (China), Vietnam, Brunei and Macau SAR⁴, and a 49 per cent joint venture in India.

The business that is now AIA was first established in Shanghai more than a century ago in 1919. It is a market leader in Asia (ex-Japan) based on life insurance premiums and holds leading positions across the majority of its markets. It had total assets of US\$330 billion as of 30 June 2021.

AIA meets the long-term savings and protection needs of individuals by offering a range of products and services including life insurance, accident and health insurance and savings plans. The Group also provides employee benefits, credit life and pension services to corporate clients. Through an extensive network of agents, partners and employees across Asia, AIA serves the holders of more than 39 million individual policies and over 16 million participating members of group insurance schemes.

AIA Group Limited is listed on the Main Board of The Stock Exchange of Hong Kong Limited under the stock code "1299" with American Depositary Receipts (Level 1) traded on the over-the-counter market (ticker symbol: "AAGIY").

¹ Based on the 2020 annual accounts Securities and Exchange Commission (SEC) filing.

² Based on the 2020 annual accounts Securities and Exchange Commission (SEC) filing.

³ Hong Kong SAR refers to Hong Kong Special Administrative Region.

⁴ Macau SAR refers to Macau Special Administrative Region.



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