

CI Enhancement

We are making changes to our **Life Insurance+ with critical illness** and **Critical Illness+** products. These changes affect both our upgraded critical illness benefit (upgraded adult cover) and upgraded children's benefit (upgraded children's cover). These changes will go live Sunday November 17th 2024. Policies with a new business quote with a rate date of 17th November 2024 onwards will get these new terms, pipeline cases are unaffected.

They represent the first step of bringing elements of the AIG proposition to Aviva. Fran Bruce, Aviva Protection MD notes "These changes not only represent a valuable addition to the cover we offer our customers and their children, but it is also an important first step in bringing the propositions of Aviva and AIG closer together."

Upgraded critical illness benefit

- We are adding in a new definition for pregnancy complications. This covers a list of 6 pregnancy complications and will pay out £5,000 per affected pregnancy.
- We have chosen to include this within adult upgraded cover as the impact is on the adult.
- With this benefit, not only will we make a payment under the affected female life, we will also pay out on a single male life if their spouse or partner is affected by one of the listed pregnancy complications [see our **partner** definition].
- Very importantly we will also make a payment across multiple policies. For example, if both the male and female life have a single Life & CIC or standalone CIC product each, we would pay the benefit under both policies. It will pay out once, per policy, per affected pregnancy.
- Our internal analysis as well as our claims experience from AIG show this to be a valuable benefit. We expect in time this could become a top 10 CI claim reason.
- We won't be able to pay a claim if there is a known increased risk of having one of these pregnancy complications prior to the policy being taken out.

Upgraded children's benefit

- Under upgraded children's benefit we are adding in four new conditions that pay out a set amount of £25,000. These are craniosynostosis, Edwards syndrome, osteogenesis imperfecta and Patau syndrome.
- The philosophy we have around child cover is to ensure we cover conditions that have a profound impact on the family. All of these conditions meet that criteria.
 - Craniosynostosis is a condition in which the bones of the baby's skull close too early before the brain is fully formed. This can cause increased pressure in the head and require surgical intervention. Surgery can be done as early as 2 to 4 months old, up to age 4.
 - Edwards syndrome is a genetic condition that creates an additional copy of chromosome 18. Sadly, this condition has a short life expectancy, with only around 10% of children making it past their fifth birthday.
 - Osteogenesis Imperfecta, also known as brittle bone disease, can vary in impact from child to child but can result in broken bones from slight impacts. Whilst thankfully some children with this condition can lead near-normal lives with physio and medication to prevent loss of bone mass, they will require regular check-ups into adulthood.
 - Patau syndrome is another rare genetic disorder caused by an additional chromosome 13. The extra genetic material can disrupt normal development and cause multiple organ defects. This condition also has a poor survival rate, with only around 10% of children making it past their fifth birthday.

- The payments for craniosynostosis and osteogenesis imperfecta may help make changes to the house to aid the child's needs. With Edwards syndrome and Patau syndrome the payment will enable the parent to spend valuable time with their child and alleviate some of the financial pressure of likely not working. They all fit within our wider want for children's cover.
- We are also increasing the amount paid under child death benefit to £10,000. Children's death benefit equated for 22.9% of our child CI claims in 2023.