



AIA VITALITY MEMBERSHIP FEE: FREQUENTLY ASKED QUESTIONS

February 2020

Overview

These are the frequently asked questions about the **AIA Vitality membership fee**.

To join AIA Vitality you need to hold an eligible AIA insurance policy with us. Policies eligible for AIA Vitality include AIA Living and ASB Lifestyle Security Plan product ranges (including AIA & ASB Private Health). Existing products may also be eligible for AIA Vitality. For more information, please call 0800 242 888.

The AIA Vitality membership fee is currently \$11.50 per month, \$69 half yearly or \$138 per annum. All fees are inclusive of GST.

Key questions

1. When do I begin paying the AIA Vitality membership fee?

- Once you are enrolled in the AIA Vitality Program, your payments will begin automatically via the nominated payment details you supplied when you joined AIA Vitality.

Credit or Debit Cards:

Once you've been enrolled, payments via credit and debit cards are taken immediately.

Direct Debit Payments:

Payments made by direct debit will be processed up to 2 working days later, and can take up to 6 days to be cleared by the customer's bank.

2. How frequently can I pay my AIA Vitality membership fee and how much does it cost?

- You can pay your AIA Vitality membership fee monthly, half yearly or annually. The AIA Vitality membership fee including GST is currently:
 - \$11.50 monthly
 - \$69 half Yearly
 - \$138 annually

3. If my AIA Vitality payment details change, do I need to let AIA know?

- Yes, please contact AIA on 0800 242 888 Option 2 with your new payment details.



4. Can I pay for someone else's membership?

- The AIA Vitality membership fee can be paid by the Policy Owner, the Life Assured or an Employer.

5. What will appear on my bank statement for the AIA Vitality payment?

- 'AIA Vitality Fee' will appear on your statement.

6. What appears on my bank statement when I purchase an AIA Vitality partner rewards through the AIA Vitality App?

- Purchases made with AIA Vitality partners will be displayed as 'AIA Vitality Reward'.

7. My insurance premium and AIA Vitality membership fee are processed as two separate payments; can I combine them into one payment?

- Unfortunately, these payments cannot be combined as the AIA Vitality program is operated separately from your AIA insurance policy and we require individual payments for your insurance policy and the AIA Vitality program.

8. What happens if there is a problem with my payment?

- If we are unable to take your AIA Vitality membership fee payment on the date specified, we'll make further attempts to process the payment depending on which payment method you've selected. We will also send you a notification that your payment has been unsuccessful. If you receive a notification you can contact AIA on 0800 242 888 Option 2 for help with your payment.

9. What happens if I don't pay my AIA Vitality membership fee?

- After two failed billing attempts the AIA Vitality membership goes into 'Pending Termination'. This will remain pending for 30 days, during which time you're able to make payment, reinstate your membership and retain your points and status. If any subsequent billing attempts are unsuccessful within the 30 days the AIA Vitality membership will be cancelled.

10. What will happen if I do not reinstate my AIA Vitality within the 30 days?

- If your AIA Vitality membership is cancelled and not reinstated within the 30 day timeframe you will need to reapply for AIA Vitality by completing a new AIA Vitality enrolment form. Your points and status will also restart at Bronze and you will need to restart your AIA Vitality journey.

11. I joined AIA Vitality during the AIA Vitality Starter offer campaign. How will I know when payments will commence, once the free 12 months ends?

- Before your 12 month fee free period ends, AIA will contact you to inform you when your AIA Vitality membership fee will begin.



12. My Adviser/Insurance Manager told me I was getting my AIA Vitality free for 12 months, why have I been charged?

- Customers who joined the AIA Vitality program prior to the 10th of February were eligible for 12 months fee free. Unfortunately, if you were enrolled after this date you are required to pay the AIA Vitality membership fee.

13. What happens if I want to cancel my AIA Vitality Membership, what happens to the AIA Vitality membership fee I have already paid?

- If you've decided to pay your AIA Vitality Membership fee monthly, we won't refund you for the current month's membership fee you've paid as you are still entitled to receive the benefits and rewards for 30 days.
- If you've decided to pay half yearly or yearly, we'll prorate your membership fee for the months of membership prior to cancelling and refund you any remaining month's membership fees outstanding.

14. What happens to my AIA Vitality premium discount if I cancel my AIA Vitality membership?

- If you've decided to cancel your AIA Vitality membership, we'll remove your AIA Vitality premium discount at your next insurance premium payment date.

15. Am I able to receive a receipt for my AIA Vitality membership fee payment?

- We don't send you a payment receipt automatically but if you would like a copy of your invoice please contact AIA on 0800 424 888, Option 2.

16. Can I change my payment method later?

- Yes, you can change your payment method at any time by contacting us on 0800 242 888, Option 2.