

AIA Australia's Priority Protection for Platform Investors (PPPI) FAQs



Life's better with the right partners®

What are the major types of cover I can get through AIA Australia's Priority Protection for Platform Investors (PPPI) offering?

PPPI provides the following types of insurance cover that your clients can hold and pay for from their Super account:

- Superannuation Life Cover Plan (including a Total and Permanent Disablement benefit option)
- Superannuation Income Protection Plan

In addition, the following non-superannuation insurance cover can be purchased by your clients:

- Life Cover
- Crisis Recovery
- Double Crisis Recovery
- Total and Permanent Disablement (TPD)
- Double TPD

How do I get started with PPPI?

To be able to write PPPI life insurance you must be an authorised representative of an AFSL holder with a Distribution Agreement with AIA Australia, and be registered to use AIA Australia's Adviser Site.

AIA Australia's Adviser Site requires you to enter your AIA Australia Adviser code and a password.

To obtain an AIA Australia retail Adviser code and password, please contact the AIA Australia Client Development team on **1800 033 490**.

To ensure we process your request as quickly as possible, please have the following information on hand:

- ASIC Number
- Company Name
- Dealer Group Name
- Business and Postal Address

We also need a copy of your Authorised Representative certificate with your dealer group or a letter (on the dealer group letterhead) confirming you are an authorised representative.

What is eApp® Express?

eApp® Express is AIA Australia's online quoting and application tool for both Priority Protection and Priority Protection for Platform Investors. It also contains the ability to underwrite applications as they are submitted and can provide point of sale underwriting decisions.

eApp® Express is a simple and easy tool to use and provides users with the following benefits:

- Point of sale underwriting decisions
- Simple quote and application process
- Ability to structure clients' insurances inside and outside of super on a single quote
- Signatureless applications
- Acceptance of exclusions at point of sales if desired
- Auto complete for clean skin applications which will ensure that the application is processed and cover issue within 24 hours of submission

How do I submit a PPPI insurance application using eApp® Express?

1. Access AIA Australia's Adviser Site
2. Complete the quote via eApp® Express
3. Proceed to the application from the quote, complete all the required questions and submit the application once finished

Can I submit an application without using eApp® Express?

You can also submit an application by completing the PPPI Application form which can be accessed via AIA Australia's Adviser Site. Download an interactive copy of the PPPI Application Form, or order a copy via the Stationery Request Form.

Please note: Advisers must be registered with AIA Australia and have received an AIA Australia Adviser code and password from the AIA Australia Client Development Team to be able to access the Adviser Site.

Submit your application by following the steps below:

1. Access AIA Australia's Adviser Site
2. Complete the quote via eApp® Express
3. Print out the quote summary report
4. Ensure the client signs the summary report
5. Complete the PPPI Application Form ensuring the correct details have been provided and the life insured declaration is signed by your client
6. Attach the quote summary report to the PPPI Application Form
7. Send to AIA Australia via the options below:
Email: infohub@aia.com
Mail: PO Box 6111, Melbourne VIC 3004
Fax: 1800 832 266

When will the first PPPI insurance premium be collected?

The initial PPPI premium will be collected in full, in arrears, from the date of insurance application approval, ie. previous period and current period.

You must ensure that your client's Super account has been fully created, and initial funds deposited and cleared for the initial PPPI premium to be collected.

How do I submit a PPPI insurance claim?

Please contact the Asgard Estates and Claims Management (ECM) team for all Death, TPD, TI claims. For IP claims, please contact AIA Australia on 1800 333 613.

What can you do when your client needs to make a claim?

During the claim process you may be able to help the client complete any documentation and gather financial and medical information. As part of your service you may wish to follow-up on the claims progress and reassure the client that their claim will be considered with empathy and integrity by AIA Australia.

Who will make decisions with regard to PPPI insurance claims?

AIA Australia (as the insurer) will make decisions with regard to PPPI insurance claims.

All Death Claims will be sent from AIA Australia to the trustee for full case management.

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For more information on the claims process, contact a member of the AIA Australia Client Development Team on 1800 033 490 or visit aia.com.au

Who do I contact for more information about PPPI?

If you have any queries relating to PPPI please contact the AIA Australia Client Development Team on 1800 033 490.

What commission is payable to Advisers for transferring from group insurance to retail?

New business commission is available with PPPI. This means Advisers receive the commission as soon as the application is approved.

100% clawback applies if payment is not debited from the customer account within 120 days.

Is it possible to transfer existing AIA group insurance cover over to PPPI?

Yes, you can transfer to PPPI by completing the Transfer of Cover application form. The PPPI cover must be like for like and be fully underwritten within the past 5 years.

If the same cover is not available, proposed cover will be matched to the nearest Priority Protection for Platform Investors offer where possible.

Where can I access PPPI?

PPPI will be available on the following Institutional Businesses Services (IBS's):

- Asgard
- Personal Choice Private
- LifeFocus
- HUB24
- Netwealth
- AMP (PortfolioCare/WealthView)
- AMG Super
- Powerwrap
- Praemium
- vMAPs
- IOOF (Pursuit/Portfolio Service)
- Linear
- Federation Alliance
- Bendigo Wealth