

## Queensland State Office contacts

| State Office                                      |  |  |
|---|--|--|
| Level 4, 135 Coronation Drive,<br>Milton QLD 4064 | <b>For all applications:</b><br>PO Box 6111, St Kilda Road Central VIC 8008<br>Fax: 1800 832 266 |  |
| Retail Services                                   |  |  |
| <b>Phone: 1800 033 490</b>                        |  |  |
| <b>Claims:</b>                                    | 1800 033 490 (select option 1)   | <a href="mailto:au.retail.claims@aia.com">au.retail.claims@aia.com</a>     |
| <b>New Business:</b>                              | 1800 033 490 (select option 2)   | <a href="mailto:infohub@aia.com">infohub@aia.com</a>                       |
| <b>Existing Policy:</b>                           | 1800 033 490 (select option 3)   |  |
| <b>Underwriting:</b>                              | 1800 033 490 (select option 4)   | <a href="mailto:au.qldpreassess@aia.com">au.qldpreassess@aia.com</a>       |
| <b>Adviser Services:</b>                          | 1800 033 490 (select option 5)   | <a href="mailto:au.adviserservices@aia.com">au.adviserservices@aia.com</a> |
| The Vitality team                                 |  |  |
| Phone: 1800 848 254                               | <a href="http://aiavitality.com.au">aiavitality.com.au</a>                                       | <a href="mailto:queries@aiavitality.com.au">queries@aiavitality.com.au</a> |

## Sales Team



**Matthew Wakefield**  
**VIC/QLD State Manager**  
(07) 3811 6291  
0434 075 146  
[matthew.wakefield@aia.com](mailto:matthew.wakefield@aia.com)



**Chloe Ward**  
**Senior Client Development Manager**  
(07) 3811 6219  
0466 576 494  
[chloe.ward@aia.com](mailto:chloe.ward@aia.com)



**Samantha Duchesne**  
**Client Development Manager**  
(07) 3811 6289  
0435 658 836  
[samantha.duchesne@aia.com](mailto:samantha.duchesne@aia.com)



**Candace Backx**  
**Client Development Manager**  
(07) 3811 6213  
0466 858 524  
[candace.backx@aia.com](mailto:candace.backx@aia.com)



**Nicole Castle**  
**Client Development Associate**  
(07) 3811 6218  
0466 933 797  
[nicole.castle@aia.com](mailto:nicole.castle@aia.com)



**Denise Haydon**  
**myOwn Queensland Client Development Manager**  
0466 802 247  
[denise.haydon@aia.com](mailto:denise.haydon@aia.com)



**Vicki Hewitt**  
**Client Development Support**  
(07) 3811 6247  
[au.adviserservices@aia.com](mailto:au.adviserservices@aia.com)



**Sam Lobwein**  
**Client Development Support**  
(07) 3811 6247  
[au.adviserservices@aia.com](mailto:au.adviserservices@aia.com)

## Queensland State Office contacts

### Underwriting Team

#### Pre-Assessment

[au.qldpreassess@aia.com](mailto:au.qldpreassess@aia.com)



**Michael Reid**  
**VIC/QLD State Underwriting Manager**  
(03) 9009 4759  
0403 763 266  
[michael.reid@aia.com](mailto:michael.reid@aia.com)



**Tim Barnes**  
**Underwriting Consultant**  
(07) 3811 1012  
0478 491 165  
[tim.barnes@aia.com](mailto:tim.barnes@aia.com)



**Jenny Thompson**  
**Principal Underwriter**  
(07) 3811 1014  
0478 881 302  
[jenny.thompson@aia.com](mailto:jenny.thompson@aia.com)



**Jo Coutts**  
**Principal Underwriter**  
(07) 3811 1022  
0466 314 153  
[jo.coutts@aia.com](mailto:jo.coutts@aia.com)



**Michele Castles**  
**Principal Underwriter**  
(07) 3811 6223  
0481 900 676  
[Michele.castles@aia.com](mailto:Michele.castles@aia.com)



**Ryan Stenhouse**  
**Senior Underwriter**  
(07) 3811 1015  
[ryan.stenhouse@aia.com](mailto:ryan.stenhouse@aia.com)



**Tanya Prewer**  
**Senior Underwriter**  
(07) 3811 1087  
0478 321 606  
[tanya.prewer@aia.com](mailto:tanya.prewer@aia.com)



**Annabel Malhi**  
**Underwriter**  
(07) 3811 1093  
0423 607 387  
[annabel.malhi@aia.com](mailto:annabel.malhi@aia.com)



**Jessica Dalby**  
**State Underwriting Assistant**  
(07) 3811 6225  
[jessica.dalby@aia.com](mailto:jessica.dalby@aia.com)