















Victoria & Tasmania State Office contacts

State Office		
509 St Kilda Road, Melbourne VIC 3004		For all applications: PO Box 6111, Melbourne VIC 3004
Retail Services		
Phone: 1800 033 490		
Claims:	1800 033 490 (select option 1)	au.retail.claims@aia.com
New Business:	1800 033 490 (select option 2)	infohub@aia.com
Existing Policy:	1800 033 490 (select option 3)	au.clientservices@aia.com
Underwriting:	1800 033 490 (select option 4)	au.VICpreassess@aia.com
Adviser Services:	1800 033 490 (select option 5)	au.adviserservices@aia.com
Remuneration:		au.vicservice@aia.com
myOwn	1800 033 490 (select option 6)	service@myown.com.au
The Vitality team		
Phone: 1800 848 254	aiavitality.com.au	queries@aiavitality.com.au
Sales Team		
	Matthew Wakefield Regional Manager (07) 3347 1091 0434 075 146 matthew.wakefield@aia.com	
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		Scott McLoughlin Senior Client Development Manager (03) 9009 4853 0434 660 339 scott.mcloughlin@aia.com
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		Shehan Shakoor Client Development Manager (03) 9009 4660 0466 306 297 shehan.shakoor@aia.com
	Clio Snoxall Client Development Manager 0466 886 606 clio.snoxall@aia.com	
		Emma Flynn Client Development Manager 0466 015 729 emma.flynn@aia.com
		
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		Chris Starritt myOwn Client Development Manager – VIC/TAS 0434 687 385 chris.starritt@aia.com
		
		Ana Mira Mejia Client Development Support (03) 9009 4697 ana.miramejia@aia.com
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		Nicholas Ryan Client Development Support (03) 9009 4566 046 683 792 nicholas.ryan@aia.com

Victoria & Tasmania State Office contacts

Important Points of Contact

Please use the below listed email addresses for submitting documentation AND/OR requests relevant to the status of your client's Proposal in Progress or existing Inforce policy. Alternatively you can phone the respective contact number for more information.

New Business

Proposal in Progress

Priority Protection & Priority Protection for Platform Investors
infohub@aia.com | 1800 033 490 (Option 2)

- Signed SAT (ALL PAGES)
- DDR/CCA authority
- Nomination of Beneficiary
- Medical Authority
- Superannuation Declaration
- Underwriting questionnaires/supporting medical information
- Cancel & Replace application
- Increase and/or Additions application

Existing Policies

In force

Priority Protection & Priority Protection for Platform Investors
au.clientservices@aia.com | 1800 033 490 (Option 3)

- Change of address, phone number
- Change of banking details (new DDR/CCA)
- Third Party Authority
- Request for Alteration
- Application for Reinstatement
- Application for Vitality
- Cancellation Requests
- Quote on existing policy

Underwriting Team

Pre-assessments au.VICpreassess@aia.com

Tele-Application Team 1800 730 349

Our common sense business approach looks for innovative solutions to ensure that we are transparent, flexible and competitive. We understand that advisers need the underwriting process to be quick, painless and tailored to the individual needs of clients.



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