

WA State Office contacts

State Office

Level 2, 673 Murray Street, West Perth WA 6005
Phone: (08) 9288 2388
Fax: (08) 9288 2389

For all applications:
Reply Paid 84933, West Perth WA 6005

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.wapreassess@aia.com
Adviser Services:	1800 033 490 (select option 5)	

The Vitality team

Phone: 1800 848 254 aiavitality.com.au queries@aiavitality.com.au

Sales Team



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Underwriting & Operations Team

Pre assessments au.wapreassess@aia.com



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aus@aia.com)

WA State Office contacts

Important Email Addresses

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.

New Business

Proposal in Progress

Priority Protection & Priority Protection for Platform Investors
infohub@aia.com

- Lodgement of paper applications
- New quotes
- Signed SAT (ALL PAGES)
- AIA Superannuation Scheme Transfer Requests
- DDR/CCA authority
- Nomination of Beneficiary
- Client Declarations
- Adviser Declaration
- 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

- Change of address, phone number
- Change of banking details (new DDR/CCA)
- Third Party Authority
- Request for Alteration
- Nomination of Beneficiary (CHANGES)
- Application for Non-Smoker Rates
- Application for Reinstatement
- Application for Vitality
- Policy Cancellation
- Request to cancel Vitality
- Quote on existing policy

Upload Facility within Proposals in Progress available for lodging above documents

Underwriting Team

Pre-assessments au.wapreassess@aia.com

Claims

au.retail.claims@aia.com

Remuneration

New adviser code requests
Commission payment queries au.waservice@aia.com