

## AIA Vitality Premium Adjustment Rules

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Where the life insured under an eligible insurance policy (Policy) is a member of AIA Vitality at the time that a premium becomes payable in relation to that Policy, AIA Australia Limited (AIA Australia or we) will adjust the premium (excluding any amount payable for GST, policy fees and government stamp duty) (Premium) or will pay the policy owner (you) a Cashback benefit in accordance with the rules set out in this document (Rules). The Premium adjustments and the Cashback benefits are not guaranteed. We may vary or withdraw these Rules at any time.

In this document a **Lump Sum Benefit** means a benefit under your Policy (or under an insurance policy that was cancelled and replaced by the Policy, where the terms of the benefit and sum insured have not changed following the cancel-and-replace process) that provides for one lump sum benefit payment. Please refer to the 'Lump Sum Benefits' Section of these Rules for further information.

In this document **Income Stream Benefit** means a benefit under your Policy (or under a policy that was cancelled and replaced by the Policy, where the terms of the benefit and sum insured have not changed following the cancel-and-replace process) that provides for periodic income stream benefit payments. Income Stream Benefits include income protection, business expenses or incorporated business expenses benefits. For the avoidance of doubt, Income Stream Benefits are not Lump Sum Benefits and will be subject to different rules. Please refer to the 'Income Stream Benefits' Section of these Rules for further information.

## Lump Sum Benefits

### Initial Discount

- 1) The Premiums that you would otherwise be required to pay from your first Premium due date (if your Policy is a new Policy and the life insured has become a member of AIA Vitality) or from your next Premium due date after the life insured under your Policy becomes a member of AIA Vitality (if you have an existing Policy) will be discounted by an amount of **Initial Discount** if the life insured under your Policy remains a member of AIA Vitality throughout the year. until:
    - a) In the case of Premiums that are paid monthly (provided that the Initial Discount is applied for more than 90 days), half-yearly or annually, the next Policy anniversary after the Initial Discount is first applied; or
    - b) In the case of Premiums that are paid monthly (if at the next Policy anniversary the Initial Discount has not applied for more than 90 days), the second Policy anniversary after the Initial Discount is applied.
  - 2) If, within 21 days of the AIA Vitality application, the life insured does not meet the eligibility and registration requirements including if we do not receive a valid unique email address and/or if we do not receive payment details and the first payment for AIA Vitality and/or or any other information required to administer the AIA Vitality membership, the AIA Vitality membership will not be activated and the Initial Discount will not apply. You will be required to pay us the amount of any Initial Discount applied to your policy.
  - 3) The Initial Discount in respect of a Policy is an amount equal to the **Lump Sum Initial Discount**. The Lump Sum Initial Discount is an amount equal to the **Lump Sum Initial Discount Percentage** (7.5%) multiplied by the total Premiums referable to Lump Sum Benefits that are payable in the year of the Policy to which the Initial Discount is applied.
  - 4) Unless otherwise specifically indicated in these Rules:
    - a) If a Policy lapses or is cancelled prior to a Policy anniversary and is reinstated or a new Policy is issued prior to that Policy anniversary with AIA Vitality, these Rules apply as if the Policy did not lapse or was not cancelled. In particular, the discount that applied on the day prior to lapse or cancellation will apply until that Policy anniversary; or
    - b) If an AIA Vitality membership is terminated prior to a Policy anniversary and the life insured becomes a member of AIA Vitality again prior to that Policy anniversary, these Rules apply as if the AIA Vitality membership was not terminated. In particular, the discount that applied on the day prior to termination will apply until that Policy anniversary.
  - 5) In the following circumstances, we may, at our discretion, adjust the amount of the Initial Discount up or down to the level of any Premium Flex discounts (if any) that we previously applied in respect of any other insurance policy:
    - a) Where an earlier Policy lapses or is cancelled prior to a Policy anniversary and is reinstated or a new Policy is issued after that Policy anniversary;
    - b) Where an earlier Policy lapses or is cancelled prior to a Policy anniversary and is reinstated or a new Policy is issued prior to that Policy anniversary but the life insured does not become a member of AIA Vitality again until after that Policy anniversary;
    - c) Where an AIA Vitality membership is terminated prior to a Policy anniversary and the life insured becomes a member of AIA Vitality again after that Policy anniversary; or
    - d) Where the Policy replaces an earlier insurance Policy as part of a cancel-and-replace process.
  - 6) For the avoidance of doubt, only one Initial Discount will be paid in respect of a Policy under these Rules.
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## Premium Flex

- 1) The Premiums that you would otherwise be required to pay from the time that the Initial Discount stops being applied being:
  - a) In the case of Premiums that are paid monthly (provided that the Initial Discount is applied for more than 90 days), half-yearly or annually, the next Policy anniversary after the Initial Discount is first applied; or
  - b) In the case of Premiums that are paid monthly (if at the next Policy anniversary the Initial Discount has not applied for more than 90 days), the second Policy anniversary after the Initial Discount is applied,

will be discounted by an amount of **Premium Flex Discount** if the Policy is in-force and unless otherwise specifically indicated in these Rules, the life insured under your Policy was an AIA Vitality member at the most recent Policy anniversary before premium flex was first applied (except in relation to the first Policy anniversary on which the premium flex is being applied) and remains an AIA Vitality member on the Policy anniversary when the Premium Flex is first applied.
- 2) The amount of Premium Flex Discount in respect of a Premium is equal to the amount of the **Lump Sum Premium Flex Discount** and the amount of the **Income Stream Premium Flex Discount** for that Premium. Please refer to the 'Income Stream Benefits' section of this document for further information on the Income Stream Premium Flex Discount.
- 3) The amount of the **Lump Sum Premium Flex Discount** for a Premium is equal to the proportion of that Premium referable to all Lump Sum Benefits multiplied by the relevant **Applicable Percentage**.
  - a) The Applicable Percentage referable to the first Premium on which the Lump Sum Premium Flex Discount is applied is the Initial Discount Percentage (7.5%) (provided in the case of Premiums that are paid monthly that the Initial Discount is applied for more than 90 days).
  - b) For the purposes of calculating a Lump Sum Premium Flex Discount for a Premium, the Applicable Percentage is equal to the Applicable Percentage that applied on the previous Policy anniversary increased by the absolute Percentage Change (if the Percentage Change is positive) or decreased by the absolute Percentage Change (if the Percentage Change is negative) in accordance with the following table based on the life insured's AIA Vitality Status on that Policy anniversary.

AIA Vitality Status	Percentage Change	Maximum Discount
Bronze	-1.50%	20%
Silver	-0.75%	20%
Gold	-0.00%	20%
Platinum	+1.00%	20%

- 4) For the avoidance of doubt, a negative Percentage Change means that the Applicable Percentage is decreased by the Percentage Change relative to the Applicable Percentage that applied on the previous Policy anniversary and a positive Percentage Change means that the Applicable Percentage is increased by the Percentage Change relative to the Applicable Percentage that applied on the previous Policy anniversary.

*For example, if the Applicable Percentage was 7.5% on the last Policy anniversary and, a year later, the life insured's AIA Vitality status is Platinum, the Applicable Percentage will be increased to 8.5%.*

- 5) The Premiums relating to Lump Sum Benefits cannot be discounted by more than the applicable Maximum Discount, based on the life insured's AIA Vitality status as set out in the table above.

- 6) Where:
  - a) you paid us a Premium in respect of a period; and
  - b) subsequently, there is a change in circumstances (e.g. there is a change in the life insured's AIA Vitality status or we determine that a discount should have been applied to that Premium in accordance with these Rules) that would result in the Premium in respect of that period being reduced further,we may choose to carry the discount forward and reduce your next Premium by the difference between the Premium in (a) above and the lower Premium in (b) above.
- 7) Unless otherwise specifically indicated in these Rules:
  - a) If a Policy lapses or is cancelled prior to a Policy anniversary and is reinstated or a new Policy is issued prior to that Policy anniversary with AIA Vitality, these Rules apply as if the Policy did not lapse or was not cancelled. In particular, the premium flex discount that applied on the day prior to lapse or cancellation will apply until that Policy anniversary; or
  - b) If an AIA Vitality membership is terminated prior to a Policy anniversary and the life insured becomes a member of AIA Vitality again prior to that Policy anniversary, these Rules apply as if the AIA Vitality membership was not terminated. In particular, the premium flex discount that applied on the day prior to termination will apply until that Policy anniversary.

## Premium Discounts Generally

If you change the frequency of your Premium payments in relation to your Policy with us, the Premium discounts you are entitled to may change. We will determine any Premium discount changes reasonably in accordance with internal business rules. Any Premium changes will remain at our sole discretion.

If your Policy replaced one or more eligible insurance policies under a cancel-and-replace process as agreed by us (**Prior Policies**), the Premium Discounts you are entitled to may change. We will determine any Premium discount changes reasonably in accordance with internal business rules. Any Premium changes will remain at our sole discretion.

## Cashback Benefit and Five Year Discount

- 1) For the purposes of this section:
  - a) A **Yearly Cashback Contribution** or a **Five Year Discount Contribution** in respect of a year means the amount of Premiums that you actually paid under your Policy in respect of all Lump Sum Benefits for that year commencing at Policy anniversary multiplied by the following percentage:
    - i) 2%, where the life insured's AIA Vitality status was Bronze at the end of that policy year;
    - ii) 4%, where the life insured's AIA Vitality status was Silver at the end of that policy year;
    - iii) 8%, where the life insured's AIA Vitality status was Gold at the end of that policy year; or
    - iv) 10%, where the life insured's AIA Vitality status was Platinum at the end of that policy year.
- 2) Subject to the other Rules in this section, if you are a natural person and your Policy is an ordinary money policy (i.e. a policy that does not include the Superannuation Life Cover Plan, Superannuation Income Protection Plan or any other plans owned by a superannuation trustee), you will be entitled to an applicable **Cashback Benefit** on every fifth Policy anniversary following the policy issue date (if AIA Vitality is taken out at the same time as the Policy it is associated with) and on every fifth Policy anniversary following the first Policy anniversary after the life insured's commencement of AIA Vitality (if AIA Vitality is associated with a Policy which was existing at the time AIA Vitality was taken out). Each Cashback Benefit will relate to the five years preceding the Policy anniversary on which it is paid. The Cashback Benefit represents a rebate of a component of Premium previously paid in respect of your Policy due to the life insured's period of membership. A Cashback Benefit will only be paid if the life insured under the Policy was an AIA Vitality member throughout the period to which that Cashback Benefit relates. Subject to these Rules, the Cashback Benefit will be equal to the total of Yearly Cashback Contributions in respect of each of the five consecutive policy years preceding the Policy anniversary on which the Cashback Benefit is paid.

- 3) Subject to the other Rules in this section, if you are not a natural person or if you own your Policy in your capacity as a superannuation trustee, on every fifth Policy anniversary following the policy issue date (if AIA Vitality is taken out at the same time as the Policy it is associated with) and on every fifth Policy anniversary after the life insured's commencement of AIA Vitality (if AIA Vitality is associated with a Policy which was existing at the time AIA Vitality was taken out), you will be entitled to a Premium reduction on the Premium you would otherwise be required to pay by the amount of the applicable **Five Year Discount**. Each Five Year Discount will relate to the five years preceding the Policy anniversary on which it is applied if the life insured under the Policy was an AIA Vitality member throughout the period to which that Five Year Discount relates. The Five Year Discount represents a rebate of a component of Premium previously paid in respect of your Policy due to the life insured's period of membership. Subject to these Rules, the Five Year Discount will be equal to the total of all Five Year Discount Contributions in respect of each of the five consecutive years preceding the Policy anniversary on which the Five Year Discount is applied. Due to the timing of Premium notifications and Five Year Discount calculations, we will usually carry the Five Year Discount forward and apply it to your next Premium. See the section "Discounts may sometimes be carried forward" section for further information.
  - 4) You will not be eligible for a Cashback Benefit or a Five Year Discount if your Policy is not in-force (eg it is in a lapsed state) at the time when we would otherwise pay you the Cashback Benefit or would otherwise apply the Five Year Discount in accordance with these Rules.
  - 5) Your eligibility for a Cashback Benefit or a Five Year Discount will not be affected merely because your Policy lapsed and was subsequently reinstated during the five years before we would otherwise pay you the Cashback Benefit or would otherwise apply the Five Year Discount in accordance with these Rules.
  - 6) If AIA Vitality is terminated (including due to lapse) and then reinstated more than 12 months after the date of termination, you will not be entitled to a Cashback Benefit or Five Year Discount for the period prior to reinstatement, We will pay you an applicable Cashback Benefit or reduce the Premium you would otherwise be required to pay on every fifth Policy anniversary following the first Policy anniversary after the date of reinstatement in accordance with these Rules.
  - 7) If your Policy replaced one or more eligible insurance policies under a cancel-and-replace process as agreed by us (**Prior Policies**), then the amount of the first Cashback Benefit or Five Year Discount under the Policy will include the total **Prior Yearly Cashback Contributions** or the total **Prior Five Year Discount Contributions** (as the case may be) for each of the Prior Policies determined as follows:
    - a) A **Preceding Year** is a year (ending on an anniversary of the commencement of the Prior Policy) that occurred prior to the commencement of the Policy where, during that year and at the end of that year, the Prior Policy was in-force and the person who was the life insured under the Prior Policy (and who is now the life insured under the Policy) was an AIA Vitality member. However, any year preceding the commencement of the Prior Policy or preceding the application of the most recent Cashback Benefit or Five Year Discount under the Prior Policy (whichever is most recent) is not a Preceding Year.
    - b) A **Prior Yearly Cashback Contribution** or a **Prior Five Year Discount Contribution** in respect of a Preceding Year means the amount of Premiums that was paid under the Prior Policy in respect of all lump sum benefits under the Prior Policy for that year multiplied by the following percentage:
      - i) 2%, where the life insured's AIA Vitality status was Bronze at the end of that Preceding Year;
      - ii) 4%, where the life insured's AIA Vitality status was Silver at the end of that Preceding Year;
      - iii) 8%, where the life insured's AIA Vitality status was Gold at the end of that Preceding Year; or
      - iv) 10%, where the life insured's AIA Vitality status was Platinum at the end of that Preceding Year.
    - c) The amount of the first Cashback Benefit or first Five Year Discount under the Policy will include the total of any Prior Yearly Cashback Contributions or Prior Five Year Discount Contributions.
  - 8) If your Policy replaced one or more Prior Policies under a cancel-and-replace process as agreed by us then the first Cashback Benefit or Five Year Discount under the Policy will be the same as the next Cashback Benefit or Five Year Discount that would have been applicable under the Prior Policy that had been accumulating Yearly Cashback Contributions or Five Year Discount Contributions for the least amount of time.
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## Income Stream Benefits

### Premium Flex

- 1) The Premium that you would otherwise be required to pay from the next Policy anniversary after the life insured under your Policy becomes a member of AIA Vitality (provided that the life insured has been a member of AIA Vitality for more than 90 days) will be discounted by an amount of **Premium Flex Discount** if the Policy is in-force and unless otherwise specifically indicated in these Rules, the life insured under your Policy was an AIA Vitality member at the most recent Policy anniversary before premium flex was first applied (except in relation to the first Policy anniversary on which the premium flex is being applied) and remains an AIA Vitality member on the Policy anniversary when the premium flex is first applied.
- 2) The amount of Premium Flex Discount in respect of a Premium is equal to the amount of the **Lump Sum Premium Flex Discount** and the amount of the **Income Stream Premium Flex Discount** for that Premium. Please refer to the 'Lump Sum Benefits' section of this document for further information on the Lump Sum Premium Flex Discount.
- 3) The amount of the **Income Stream Premium Flex Discount** for a Premium is equal to the proportion of that Premium referable to all Income Stream Benefits payable on that Policy anniversary multiplied by the relevant **Applicable Percentage**.
  - a) The Applicable Percentage referable to the first premium on which the Income Stream Premium Flex Discount is applied is 0.0% (provided in the case of Premiums that are paid monthly that the Initial Discount is applied for more than 90 days).
  - b) For the purposes of calculating the Income Stream Premium Flex Discount for a Premium, the Applicable Percentage is equal to the Applicable Percentage that applied on the previous Policy anniversary increased by the absolute Percentage Change (if the Percentage Change is positive) or decreased by the absolute Percentage Change (if the Percentage Change is negative) in accordance with the following table based on the life insured's AIA Vitality Status on that Policy anniversary.
  - c) Where the Applicable Percentage that applied on the previous Policy anniversary was greater than the Maximum Discount based on the life insured's AIA Vitality Status at the current Policy anniversary in accordance with the following table, then the Applicable Percentage at the current Policy anniversary will be the greater of:
    - i) the Applicable Percentage that applied on the previous Policy anniversary less 1%; and
    - ii) the Maximum Discount based on the life insured's AIA Vitality Status at the current Policy anniversary.

AIA Vitality Status	Percentage Change	Maximum Discount
Bronze	0.00%	0%
Silver	+0.50%	5%
Gold	+1.00%	10%
Platinum	+2.00%	15%

- 4) Where:
- a) you paid us a Premium in respect of a period; and
  - b) subsequently, there is a change in circumstances (e.g. the life insured joins AIA Vitality, there is a change in the life insured's AIA Vitality status or we determine that a discount should have been applied to that Premium in accordance with these Rules) that would result in the Premium in respect of that period being reduced further,
- we may choose not to recalculate your Premium and may instead carry the discount forward and reduce your next Premium by the difference between the Premium in (a) above and the lower Premium in (b) above.
- 5) Unless otherwise specifically indicated in these Rules:
- a) If a Policy lapses or is cancelled prior to a Policy anniversary and is reinstated or a new Policy is issued prior to that Policy anniversary with AIA Vitality, these Rules apply as if the Policy did not lapse or was not cancelled. In particular, the premium flex discount that applied on the day prior to lapse or cancellation will apply until that Policy anniversary; or
  - b) If an AIA Vitality membership is terminated prior to a Policy anniversary and the life insured becomes a member of AIA Vitality again prior to that Policy anniversary, these Rules apply as if the AIA Vitality membership was not terminated. In particular, the premium flex discount that applied on the day prior to termination will apply until that Policy anniversary.

### Premium Discounts Generally

If you change the frequency of your Premium payments in relation to your Policy with us, the Premium discounts you are entitled to may change. We will determine any Premium discount changes reasonably in accordance with internal business rules. Any Premium changes will remain at our sole discretion.

If your Policy replaced one or more eligible insurance policies under a cancel-and-replace process as agreed by us (**Prior Policies**), the Premium Discounts you are entitled to may change. We will determine any Premium discount changes reasonably in accordance with internal business rules. Any Premium changes will remain at our sole discretion.

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## Examples

### Scenario 1:

#### AIA Vitality is associated with an eligible insurance policy from policy inception

John purchases an eligible insurance policy insuring himself for a life cover benefit (\$600 p.a. level Premium) and an income protection benefit (\$1,200 p.a. level Premium). John would ordinarily need to pay \$1,800 p.a. to keep his Policy going.

John decides to join AIA Vitality at the same time that he applies for his Policy. John's initial AIA Vitality status is Bronze.

#### At policy inception:

John will receive an Initial Discount equal to 7.5% discount on his life cover benefit Premiums for the first year. His total initial yearly Premium will therefore be:

$$\$600 \times (100\% - 7.5\%) + \$1,200 = \$555 + \$1,200 = \$1,755.$$

John becomes a Silver AIA Vitality Member by the first Policy anniversary.

#### On the first Policy anniversary

John will receive a Lump Sum Premium Flex Discount of 6.75% (7.5% - 0.75%) on his life cover Premium and an Income Stream Premium Flex Discount of 0.5% (0 + 0.5%) on his income protection Premium. The Premium due on the first Policy anniversary will therefore be:

$$\$600 \times (100\% - 6.75\%) + \$1,200 \times (100\% - 0.5\%) = \$559.50 + \$1,194.00 = \$1,753.50$$

John progresses to Gold AIA Vitality status by the second Policy anniversary.

#### On the second Policy anniversary

John will receive a Lump Sum Premium Flex Discount of 6.75% (6.75% - 0%) on his life cover Premium and an Income Stream Premium Flex Discount of 1.5% (0.5% + 1%) on his income protection Premium. The Premium due on the second Policy anniversary will therefore be:

$$\$600 \times (100\% - 6.75\%) + \$1,200 \times (100\% - 1.5\%) = \$559.50 + \$1,182.00 = \$1,741.50$$

John becomes a Platinum AIA Vitality member by the third Policy anniversary and remains at Platinum for the next three years.

#### On the third Policy anniversary

John will receive a Lump Sum Premium Flex Discount of 7.75% (6.75% + 1%) on his life cover Premium and an Income Stream Premium Flex Discount of 3.5% (1.5% + 2%) on his income protection Premium. The Premium due on the third Policy anniversary will therefore be:

$$\$600 \times (100\% - 7.75\%) + \$1,200 \times (100\% - 3.5\%) = \$553.50 + \$1,158.00 = \$1,711.50$$

#### On the fourth Policy anniversary

John will receive a Lump Sum Premium Flex Discount of 8.75% (7.75% + 1%) on his life cover Premium and an Income Stream Premium Flex Discount of 5.5% (3.5% + 2%) on his income protection Premium. The Premium due on the fourth Policy anniversary will therefore be:

$$\$600 \times (100\% - 8.75\%) + \$1,200 \times (100\% - 5.5\%) = \$547.50 + \$1,134.00 = \$1,681.50$$



**On the fifth Policy anniversary**

John will receive a Lump Sum Premium Flex Discount of 9.75% (8.75% + 1%) on his life cover Premium and an Income Stream Premium Flex Discount of 7.5% (5.5% + 2%) on his income protection Premium. The Premium due on the fifth Policy anniversary will therefore be:

$$\$600 \times (100\% - 9.75\%) + \$1,200 \times (100\% - 7.5\%) = \$541.50 + \$1,110.00 = \$1,651.50$$

John will also receive a Cashback of:

$$4\% \times \$555 + 8\% \times \$559.50 + 10\% \times \$559.50 + 10\% \times \$553.50 + 10\% \times \$547.50 = \$233.01$$

This example assumes that Premiums would otherwise remain level under John's policy and that John otherwise remains eligible to receive the discounts and cash-backs discussed in this example.

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## Scenario 2:

### AIA Vitality is associated with an eligible insurance policy after policy inception

Jane insures herself under three different eligible insurance policies with AIA Australia including a life cover policy (Lump Sum Benefit), an income protection policy (Income Stream Benefit) and a crisis policy (Lump Sum Benefit). Jane took out each of the policies at different times and pays her premiums at different frequencies.

The policy details are as follows:

- Life cover policy – anniversary date of 1 July and Jane pays the premiums monthly
- Income protection policy – anniversary date of 1 September and Jane pays the premiums monthly
- Crisis policy – anniversary date of 1 September and Jane pays the premiums annually

Jane decides to join AIA Vitality and her AIA Vitality membership commences on 2 May 2014. Jane's initial AIA Vitality status is Bronze.

#### Initial discount

Jane is entitled to an initial 7.5% discount on her life cover policy and her crisis policy as these are both Lump Sum Benefits. Jane will not be entitled to an initial discount on her income protection policy as Income Stream Benefits do not receive initial discounts.

Jane's initial discount will take effect from her next Premium due date on each of her life cover policy and her crisis policy (being her next monthly premium on her life cover policy and her next annual premium on her crisis policy).

#### Premium Flex

On 1 July 2014, Jane's life cover policy goes through policy anniversary. As Jane would have been entitled to an initial discount for this policy for less the 90 days (from the next premium due date to policy anniversary), Jane will continue to get the initial discount for another policy year. On 1 July 2015, Jane will be entitled to a premium flex discount on her life cover policy.

On 1 September 2014, Jane's income protection policy goes through policy anniversary. Jane will be entitled to a premium flex discount on her income protection policy as she has been an AIA Vitality member for longer than 90 days.

Jane's crisis policy also goes through policy anniversary on 1 September 2014. As Jane pays her crisis policy annually, she will be entitled to an initial discount of 7.5% on her next premium due date and will enjoy that discount until her next policy anniversary (being 1 September 2015) when she will be entitled to a premium flex discount.

#### Cashback Benefit and Five Year Discount

As Jane is a natural person and her policies are ordinary money policies (i.e. policies that do not include the Superannuation Life Cover Plan, Superannuation Income Protection Plan or any other plans owned by a superannuation trustee), Jane will be entitled to a Cashback Benefit (rather than a Five Year Discount) on Jane's Lump Sum Benefit policies (being her life cover policy and her crisis policy). Jane will not be entitled to a Cashback Benefit on her income protection policy as Income Stream Benefits do not receive Cashback Benefits.

Jane will start to accumulate Yearly Cashback Contributions for her life cover policy on 1 July 2014 and for her crisis policy on 1 September 2014.

As Jane has remained an AIA Vitality member since 2 May 2014 and her policies are still in-force, she will be entitled to a Cashback Benefit on each of her life cover policy and her crisis policy. The Cashback Benefits will be paid no earlier than 45 days after the fifth Policy anniversary following the first Policy anniversary after Jane became an AIA Vitality member (being 2 May 2014).

Jane will receive a Cashback Benefit for her life cover policy no earlier than 15 August 2019 (being 45 days after 1 July 2019).

Jane will receive a Cashback Benefit for her crisis policy no earlier than 16 October 2019 (being 45 days after 1 September 2019).