

December 2020



What is the benefit?

AIA Vitality members can receive up to 50% cashback on the base fare of eligible domestic flights (one way or return) operated by Virgin Australia. Cashback is valid on eligible economy flights that originate from an airport in Australia. It is NOT valid for any multi-city bookings.

Cashback percentages vary based on the AIA Vitality status of the member at the time of booking (not at the time of travel).

Current cashback percentages are:

AIA Vitality Status	Cashback
B Bronze	10%
S Silver	20%
G Gold	30%
P Platinum	50%

Please note that to access this benefit, the AIA Vitality member must have completed all components of the AIA Vitality Health Check within the last 12 months.

AIA Vitality members can access status-based cashbacks on the first two flights booked in each membership year. Any subsequent flights booked in the same membership year will be eligible for a 10% cashback.

AIA Vitality eligible flights are available across all getaway, elevate and freedom fares.

How can the benefit be accessed?

Flights must be booked via the dedicated Virgin Australia booking portal available via the AIA Vitality website. To be eligible to receive a cashback, flights must be booked at least 10 days prior to the day of departure.

How to book:

- 1 Log into AIA Vitality account.
- 2 Navigate to Flight Benefit under the 'Enjoy Your Rewards' section.
- 3 Follow the prompts to access the Virgin Australia booking portal.
- 4 Select an 'AIA Vitality' marked flight. Please note that if the flight selected is NOT marked with 'AIA Vitality', it is not an eligible flight and no cashback will be paid.
- 5 Once the booking process is complete, the member will receive the booking confirmation/itinerary directly from Virgin Australia. To ensure a cashback is processed correctly, the member must also enter

details about their flight booked into the form found on the 'Get Started' tab of the Flight Benefit, found under the 'Enjoy Your Rewards' section on the AIA Vitality website. Failure to complete this form may result in a delay in receiving cashback. The cashback will be paid via direct deposit into the member's nominated bank account within six weeks.

Flights booked via any other channel (including a travel agent, third party online booking site, directly through Virgin Australia's website or as part of a package) are not eligible for cashback.

Who may use the benefit?

AIA Vitality members can enjoy cashbacks on flights for themselves only — no cashback is applicable for any accompanying passengers. An AIA Vitality member may book flights for up to eight people, however the AIA Vitality member wanting to access a cashback must be the lead traveller in the travelling party to receive cashback respective to their individual fare on the booking confirmation.

If another member of the travelling party is also an AIA Vitality member, they must book separately (by logging into their own AIA Vitality account and following the standard process). Once their booking is complete, they need to contact the Virgin Australia Guest Contact Centre on 13 67 89 to link the bookings (please note that Virgin

Australia may need to speak with both members, so it is recommended both are present when the call is made). Members need to supply the passenger name record (PNR) for both bookings and request that these be linked as travellers are travelling together. The PNR can be found on the itinerary/booking confirmation which is emailed directly from Virgin Australia.

What happens if Velocity points are used in the booking?

If Velocity points are used to reduce the cost of the booking, AIA Vitality will adjust the eligible base fare component based on the percentage of the total base fare of the booking (across all passengers on the booking) that was paid for in Velocity points.

For example:

An AIA Vitality passenger makes a booking for him/herself where the base fare is \$1,000. Velocity points have been used to fund \$250 of the total booking.

As the Velocity points value represents 25% of the total base fare of the booking, the base fare that AIA Vitality use to calculate the AIA Vitality members cashback will be reduced by 25%. The adjusted base fare amount is \$750 and the cashback will be calculated as if the base fare was \$750.

Note: In instances where the total Velocity points value exceeds the total of all base fares in a booking, no cashback entitlement will be payable by AIA Vitality.

Important points to remember

- Flights that are eligible for cashback are clearly marked with 'AIA Vitality', only accessible via the AIA Vitality website. Flights booked via any other channel are not eligible for cashback.
- Cashback is calculated on the base fare only and is not applicable to taxes, airport charges, card payment fees, amendment or cancellation fees, incidental/ administrative fees or travel insurance.
- AIA Vitality members can only receive cashback for a flight that they are taking for their own use. The cashback cannot be applied to flights for any other individual, or to flights where the AIA Vitality member is not listed as the lead traveller in the booking.
- Status-based cashbacks only available for members who have completed an AIA Vitality Health Check within the last 12 months (before booking).
- Status-based cashback is applicable to the first two flights that an AIA Vitality member books via the AIA Vitality site each membership year.
- Flights must be booked at least 10 days prior to the day of departure.
- All queries regarding all aspects of an AIA Vitality member's flight booking including changes and cancellations must be directed to Virgin Australia's Guest Contact Centre on 13 67 89.
- If an AIA Vitality member cancels a booking that they have received cashback for, the member must pay AIA Vitality the cashback amount within 60 days of the being refunded by Virgin Australia. If the cancellation was for a booking that was eligible or status-based cashback, AIA Vitality will re-allocate one flight to the member's two bookings per membership year limit.

- Fees or extra costs incurred as a result of cancellation or changes to any bookings made via the AIA Vitality website will be the responsibility of the AIA Vitality member and not eligible for additional cashback. AIA Australia will use all reasonable endeavours to ensure that AIA Vitality flags are aligned with the outlined rules for eligible flights. In case of dispute, the decision of AIA Australia shall be final.
- Use of this benefit is subject to the AIA Vitality Terms and Conditions, AIA Vitality Terms of Use and the AIA Australia Privacy Policy available on the [AIA Vitality website](#). Benefits may be varied or withdrawn at any time.

Any questions?

- Visit aiavitality.com.au
- Email queries@aiavitality.com.au
- Call 1800 848 254