

# ABOUT YOUR TELE-INTERVIEW WITH AIA AUSTRALIA

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HEALTHIER, LONGER,  
BETTER LIVES

Congratulations on taking the first step to protecting you and your family with AIA Australia.

This guide aims to help you prepare for your confidential tele-interview.

Our team of trained Australian based tele-interviewers will guide you through the process to make experience quick and simple.

## What is a tele-interview?

Your financial adviser has applied for insurance cover on your behalf. To allow us to process the application, we require details about your health and lifestyle. AIA Australia's confidential tele-interview is a simple way to do this over the telephone. The phone call is also recorded for purposes that include quality, assessment and training.

## How long does the tele-interview take?

On average, the tele-interview takes 30 minutes to complete. The duration generally depends on your individual circumstances and in some cases may take longer depending on your answers. We do recommend leaving 60 minutes free to complete this interview.

## How is your information used?

The information we collect about you will be used to make an accurate risk assessment, and will form the basis of your policy's terms and conditions.

## Is it confidential?

AIA Australia is committed to handling all (including information gathered in your tele-interview) your personal and sensitive information sensitively, confidentially and in accordance with our Privacy Policy. As you will be discussing personal information (including sensitive information) with your tele-interviewer, we suggest that you are in an appropriate environment to do so. AIA Australia's Privacy Policy can be obtained at [www.aia.com.au](http://www.aia.com.au).

## Will my financial adviser see my responses?

Sharing information gathered during your tele-interview with your financial adviser is completely at your discretion. Your tele-interviewer will confirm your preference with you during your interview.

## What happens after my tele-interview?

At the end of your tele-interview, AIA Australia is likely to have all the information required to make an assessment of your application. Your financial adviser will contact you to let you know whether your insurance has been issued, or if further information is required. While your application for insurance cover is being processed, you may be eligible for complimentary interim Accidental Death, Crisis or Income Protection cover. The extent of this cover is dependent on the benefits you have applied for, and the terms of interim cover. Please refer to the Product Disclosure Statement (PDS) for further details.

AIA Australia will aim to provide you with a copy of the application within five business days. Please check this summary carefully to ensure that the information recorded is correct. If any information is incorrect or incomplete, please contact your financial adviser immediately.

## What if I require more information?

If you have any questions about your tele-interview please speak to your financial adviser.

## What happens if I don't complete the tele-interview?

We won't be able to process the insurance application if you don't complete the tele-interview. If we're unable to get in touch with you to complete the tele-interview, we will let your financial adviser know.

If you change your mind about the tele-interview, please let your financial adviser know or call our Tele-Collect Team on 1800 730 349. Other arrangements will need to be made to complete the insurance application.



# Completing your insurance application

## Preparing for your tele-interview call

### Why do we ask you these questions?

We want to find out more about you so our underwriters and AIA Australia can understand you and make the best assessment possible.

### How to prepare for your interview?

1. Get comfortable – A trained Australian based member of our team will go through an approximate 30-minute call with you. We do recommend leaving 60 minutes free to complete this interview as the length of time does depend on your answers.
2. Have your personal information on ready – To avoid delays with obtaining cover, we recommend that you have your personal details on hand during the interview. Information that may be required is listed below.

### Why not make some notes below

**Personal history** – You will be asked about your personal habits including whether you currently, or have ever, smoked cigarettes or used illicit drugs; your alcohol consumption; your height and weight; upcoming travel or residency plans and activities/pursuits.

**Family history** – Details of any medical conditions your immediate family (i.e. mother, father and siblings) have suffered prior to the age of 60. This includes heart disease, cancers, diabetes, hereditary disorders, etc.

**Medical history** – details of any past or current medical conditions, examinations, investigations or procedures. We will also require information about any medication, stimulants or sedatives you have, or are, taking. If you are unsure about your medical details, please contact your doctor for this information before the interview date.

**Occupation** – Your job history including duties, average hours worked and location of your occupation.

Illness/ Injury/Test/ Investigation	Dates	Treatment	Specialist	Address

If you have any questions or would like any assistance before your scheduled Tele-interview, please feel free to contact us on 1800 730 349.

The date of your last visit and how long you have been attending the surgery or practice.

Name of clinic/doctor	Address of clinic	Contact number of clinic	Date of your last visit	How long have you attended this clinic

**Sexual Health** – Lifestyle – this section explores personal and sensitive information such as Relationship status/style, Sexual orientation, Safe sex practices, Number of partners etc.

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