

MEMBER FAST START GUIDE

March 2025

The AIA Vitality logo is located in the top right corner of the header image. It features the text 'AIA Vitality' in a white, sans-serif font, with 'AIA' in a larger, bold font and 'Vitality' in a smaller font. The logo is set against a background of overlapping pink and red geometric shapes.

Activate your account

Before you can access AIA Vitality and all the benefits, you must first activate your account

- You will receive an email from AIA Vitality (info@aiavitality.com.au) to activate your account
- Click on the 'Activate Now' button and set up your password, which takes less than 30 seconds

Download the app for Android and iPhone

The app will make your AIA Vitality journey an even more rewarding experience

- Download the AIA Vitality Australia app from the [Apple App Store](#) or [Google Play](#)
- Link your fitness devices and apps on the go, and complete online assessments
- Opt-in to Active Benefits to receive your weekly personalised activity target and earn up to \$260 per membership year
- Access the many benefits and rewards from our AIA Vitality partners on the go.

Start completing online assessments. We recommend your AIA Vitality Age Assessment to start

Get an understanding of your health and wellbeing and earn thousands of AIA Vitality points

- To begin, open the AIA Vitality app, and navigate to 'Get Points'
- Complete the AIA Vitality Age Assessment which will reveal your AIA Vitality Age and award you 1,500 points
- Other assessments include the Non-Smokers Declaration, Skin Self-examination (video), Mental Wellbeing Assessment, and Financial Wellbeing Assessment.

Start tracking your physical activity

Tracking steps and physical activity is an easy way to earn AIA Vitality points

- Linking a fitness app or device is the easiest way to accumulate AIA Vitality Points on the go. Login to the AIA Vitality app, and navigate to 'account' then the 'Connected apps & devices' section where you can link your device or app like Apple Health, Google Fit, Samsung Health, Fitbit, Garmin, Strava or Polar.
- Once successfully linked, you can start earning points, however this may take a few days, so please be patient
- Earn 25 to 150 physical activity points per day and up to 15,000 points per membership year. To encourage you to complete a broader range of physical activities, we have introduced a 10,000 point cap on the total points that can be earned from steps each membership year).
- You can still earn the remaining 5,000 points for Physical Activity through other activities, such as Heart Rate Activity, Speed Activity, Calorie Activity, Gym Visits, and Organised Fitness Events.

Information is current as at March 2025. For the most up to date information on the terms and conditions of AIA Vitality partners and to view the benefits and rewards and AIA Vitality Terms and Conditions and Benefit Guides, see [aiavitality.com.au](#). For member queries, contact our member service team on 1800 848 254.