

Priority Protection with AIA Vitality

Application Form

Version 29 – Date Prepared 15 October 2023

(Head Office Use Only)
Adviser No:
Campaign:

Please print in capital letters using a black pen.

Important information for Adviser

- This application form is to be used for New Policies only and may also be used where the Life Insured wishes to apply for AIA Vitality. This form can be used to collect information from clients for eApp® Express, alternatively please send completed application form and signed quote to infohub@aia.com, or PO Box 6111, Melbourne VIC 3004.
- If increasing or adding benefits, please use the Application for Increases and/or Additions form available on the AIA Australia Adviser Site.
- Note: ongoing monthly AIA Vitality contributions must be paid by Direct Debit or Credit Card. AIA Vitality contributions cannot be funded by superannuation, SMSF monies or from a platform account.
- AIA Vitality contribution payments will match the frequency of premium payments on the relevant associated insurance policy. All outstanding amounts due in relation to the eligible AIA Australia insurance policy will need to be paid in full prior to the set-up of an AIA Vitality membership.

Please ensure that your clients (including all Policy Owners and the Life Insured):

- are aware of and agree to all the notifications and declarations in the Priority Protection with AIA Vitality Application Form (Application Form) that is enclosed in the Priority Protection Product Disclosure Statement and Policy Document (PDS);
- understand and agree (before you collect their personal details) that their personal and sensitive information will be handled, collected, used and disclosed in the manner described in the AIA Australia Privacy Policy at www.aia.com.au as updated from time to time, including exchange with third parties located in Australia and overseas;
- are aware of the 'Important Information' on the first page of the Application Form which includes their duty to take reasonable care; and
 understand (if applying for AIA Vitality and/or AIA Health Insurance) that AIA Australia underwriting does not have access to their AIA Vitality or AIA Health Insurance information (including health and medical information) unless they disclose that information as part of the insurance application and so they must answer AIA Australia's underwriting questions even if they already provided any of the information relevant to those questions in connection with AIA Vitality or AIA Health Insurance.

Please send completed application form and signed quote to: PO Box 6111, Melbourne VIC 3004, or infohub@aia.com

Important Information

Before you sign this application form, be aware that we or your adviser are obliged to have provided you with a Priority Protection Product Disclosure Statement (PDS – either in electronic or hard copy format) containing a summary of the important information in relation to this product. This information will help you to understand the product and to decide whether it is appropriate for your needs.

About this application

The life insurance policy being applied for with this application is a consumer insurance contract within the meaning of the *Insurance Contracts Act 1984 (Cth)*. When you apply for life insurance, we conduct a process called underwriting. It's how we decide whether we can cover you, and if so, on what terms and at what cost.

We will ask questions we need to know the answers to. These will be about your personal circumstances, such as your health and medical history, occupation, income, lifestyle, pastimes, and current and past insurance. The information you give us in response to our questions is vital to our decision.

The duty to take reasonable care

When applying for insurance, there is a legal duty to take reasonable care not to make a misrepresentation to the insurer before the contract of insurance is entered into.

A misrepresentation is a false answer, an answer that is only partially true, or an answer which does not fairly reflect the truth.

This duty applies to a new contract of insurance and also applies when extending or making changes to existing insurance, and reinstating insurance.

If you do not meet your duty

If you do not meet your legal duty, this can have serious impacts on your insurance. There are different remedies that may be available to us. These are set out in the *Insurance Contracts Act 1984 (Cth)*. These are intended to put us in the position we would have been in if the duty had been met.

Your cover could be avoided (treated as if it never existed), or its terms may be varied. This may also result in a claim being declined or a benefit being reduced.

Please note that there may be circumstances where we later investigate whether the information given to us was true. For example, we may do this when a claim is made.

Before we exercise any of these remedies, we will explain our reasons and what you can do if you disagree.

Guidance for answering our questions

You are responsible for the information provided to us. When answering our questions, please:

- Think carefully about each question before you answer. If you are unsure of the meaning of any question, please ask us before you respond.
- Answer every question.
- Answer truthfully, accurately and completely. If you are unsure about whether you should include information, please include it.
- Review your application carefully before it is submitted. If someone else helped prepare your application (for example, your adviser), please check every answer (and if necessary, make any corrections) before the application is submitted.

Changes before your cover starts

Before your cover starts, we may ask about any changes that mean you would now answer our questions differently. As any changes might require further assessment or investigation, it could save time if you let us know about any changes when they happen.

If you need help

It's important that you understand this information and the questions we ask. Ask us or a person you trust, such as your adviser for help if you have difficulty understanding the process of buying insurance or answering our questions.

If you're having difficulty due to a disability, understanding English or for any other reason, we're here to help. If you want, you can have a support person you trust with you.

Notifying the insurer

If, after the cover starts, you think you may not have met your duty, please contact us immediately and we'll let you know whether it has any *impact on the cover*.

A1. Life Insured Details

Application Type							
Priority Prote	ction with	AIA Vitality A	pplication Form	n Quo	ote number(s)		
TO BE COMPLETED FOR THE LIFE INSURED (complete your names as per your legal identity)							
Title [Mr	Mrs	Miss	Ms	Other		

First name			
Middle name			
Last name			
Date of birth	DD/MM/YYYY	Age next birthday	Gender Male Female
Smoker	Yes No		
Is a specific com	mencement date required?	Yes No	
Please specify commencement date:		DD/MM/YYYY	

Mailing address

If your mailing address is different to your residential address, please complete your mailing address details and then provide your residential address below.

Street address		 	
Suburb	State	Postcode	
Country			

Residential address

Street address			
Suburb		State	Postcode
Country			
Preferred email	An email address is mandatory. To ensure confidentiality a unique email address must Note if you are, or are applying to be an AIA Vitality member you cannot enter the sam		r AIA Vitality member
Phone	Mobile Home	Work	

A2. AIA Vitality Membership Application AIA Vitality only available to the Life Insured.

AIA Vitality is a health and wellbeing program, encouraging you to get healthier and earn great rewards. By participating in the AIA Vitality program, you may earn discounted premiums on your eligible life insurance policies, see the terms provided to you with your application which are also available on the AIA Vitality Member website.

Do you have an existing AIA Vitality membership?

Yes \rightarrow Please provide your AIA Vitality membership number No \rightarrow Would you like to apply for AIA Vitality membership?

Yes	No

Note: If you are or are applying to be an AIA Vitality member, your AIA Vitality membership will be associated with an eligible AIA Australia insurance policy. AIA Australia will determine which is the associated policy. To become an eligible AIA Vitality member, you must provide a valid and unique email address.

Information for completion of Payment Authority forms if you are applying for AIA Vitality:

- Superannuation policies AIA Vitality contributions cannot be funded by superannuation monies (including SMSF). In order to have the AIA Vitality contribution deducted please complete the AIA Vitality Payment Direct Debit Request or AIA Vitality Payment Credit Card Authority form.
- Non Superannuation policies In all other instances the AIA Australia insurance premium(s) and the AIA Vitality contribution will be deducted from the same bank account/credit card. The Payment Direct Debit Request or Payment Credit Card Authority form must be completed.

A3	. Residency To be completed for the Life Insured.
1.	What is your residency?
	Australian citizen Permanent resident of Australia New Zealand citizen living and working permanently in Australia If any of the above three options are selected please proceed to 'Section B1. Policy Details'
	Temporary resident of Australia \rightarrow Please answer questions 2–4
	None of the above \rightarrow Please answer questions 3–4
2.	If you are a temporary resident of Australia, which of the following visas do you hold?
2.	Subclass 482 (skill shortage visa – temporary)
	Subclass 820 (partner visa – temporary)
	Subclass 163 (business owner visa – temporary)
	\square Other \rightarrow Provide a copy of the clients current Visa and Passport details. If your client has applied for Permanent Residency status in
	Australia, provide a copy of correspondence from the Department of Home Affairs indicating the same.
3.	Are you applying for, or do you intend to apply for permanent residency in Australia? Note: To be eligible for AIA Vitality you must be an Australian permanent resident.
	Yes
	No \rightarrow Provide a copy of the client's current visa and passport details.
	(If your client has applied for Permanent Residency status in Australia, provide a copy of correspondence from the Department of Home Affairs indicating the same.)
4.	On the date your visa was granted was it valid for a period of two or more years?
	Note: To be eligible for AIA Vitality you must be an Australian permanent resident.
	Ves
	No → Provide a copy of the clients current visa and passport details. If your client has applied for Permanent Residency status in Australia, provide a copy of correspondence from the Department of Home Affairs indicating the same.
B1	. Policy Details (Non-Superannuation)
	To be completed for the Policy Owner.
1	Please select your payment frequency.
1.	Please select your payment frequency. Monthly Half-yearly Yearly Where AIA Vitality is being applied for, the AIA Vitality contribution payments will match the frequency of the premium payments on the
	relevant associated insurance policy.
2.	An initial premium payment is required. Please select an option:
	Credit card Direct debit Cheque (to be made payable to AIA Australia) Money order Bank cheque
	Please note: Direct Debit and Credit Card Authorities will not be processes until your application has been assessed and accepted by AIA Australia.
3.	Are benefit indexation increases required? Yes No
	Benefit indexation will automatically be applied if you do not select an option.
4.	Reason for Covers
	Personal Cover Key Person Cover Business Partnership Loan Protection Buy/Sell, Share Purchase
-	
5.	Is a concurrent application for a business partner or Spouse being submitted?
	Yes \rightarrow Please provide details:Policy numberRelationshipNameLast namePolicy numberRelationship
	Would you like the concurrent policy to have the same start date as your policy, where possible? Yes No

B2. Policy Details (Non-Superannuation) (continued) To be completed for the Policy Owner.

6.	The Priority	Protection is	s to	be	owned	bv.
•••	1110 1 1101109	1 10100010111	0.0	20	omiou	~ .

A. The Life Insured \rightarrow No further details in this section required

B. An individual/s other than the life insured \rightarrow Please complete relevant section below

C. Company Business/Partnership \rightarrow Please complete relevant section below

Please note: If there are two or more Policy Owners, they will own the policy as joint owners. All correspondence directly relating to the insurance policy/ies arising from this application will be issued to Policy Owner 1. By submitting this application form you acknowledge that Policy Owner 2 (or any other Policy owner) will not receive any correspondence directly related to this insurance application.

B. Policy Owner 1						
Name Title Last name	Given names					
Mailing address						
Suburb	State Postcode					
Contact number Home Work	Mobile					
Email						
Relationship to Life Insured						
Date of birth DD / MM / YYYY Gender Male F	emale					
B. Policy Owner 2						
Name Title Last name	Given names					
Mailing address						
Suburb	State Postcode					
Contact number Home Work	Mobile					
Email						
Relationship to Life Insured						
Date of birth DD / MM / YYYY Gender Male F	emale					
C. Company/Business Partnership – Please complete the following						
Company Name	ABN/ACN					
Address						
Suburb	State Postcode					
Contact Number Email						
If the Retirement Protector benefit as described in the PDS has been applied for, please nominate the superannuation fund to which the Retirement Protector benefit should be paid at time of any claim. You will be able to change your nomination at time of claim or earlier. AIA Australia will be restricted to paying this benefit to a complying superannuation fund of which the life to be insured is a member at time of claim.						
Name of Superannuation Fund						

7.

B 3	3. Policy Details – Policy 2 – Superannuation Lif To be completed for the Policy owner(s)/Life insured in full if S	
1.	The Priority Protection is to be owned by: A. The trustee of the AIA Insurance Super Scheme No.2 \rightarrow Ple B. The trustee of the Private/Self-Managed Super Fund \rightarrow Ple	
	A. If owned by AIA Insurance Super Scheme No.2	
	Will an employee pay contributions to the fund on your behalf?	No Yes \rightarrow Please answer below
		D/MM/YYYY
	Date employer will begin to pay contributions to the fund	I MM / YYYY
	B. If owned by the Private/Self-Managed Super Fund – Please co	omplete below and relevant parts of 'Section V. SMSF Declaration'
	Is the Superannuation Trustee a Corporate Trustee?	
	Yes \rightarrow Please answer below	No \rightarrow Please answer below
	Corporate Trustee Name	Names of each individual Trustee
		1.
	Names of all Directors of the Superannuation Trustee Company	2.
	1.	3.
	2. 3.	4.
	3.	
	4.	
	Fund Name:	
	Private/Self-Managed Superannuation Fund ABN/ACN:	
	Private/Self-Managed Superannuation Fund Address:	
2.	Please select your payment frequency. Monthly Hal Where AIA Vitality is being applied for, the AIA Vitality contribution pay relevant associated insurance policy. Please note: AIA Vitality contributions cannot be funded by superannu	
3.		Bank cheque (to be made payable to AIA Australia)
	If you are paying for a Superannuation Income Protection Plan via a p please complete the separate 'AIA Insurance Super Scheme No2 – R	nartial rollover from an external superannuation fund (including SMSF), equest and Authority to transfer superannuation benefits' form. Please ntil your application has been assessed and accepted by AIA Australia.
4.	Are benefit indexation increases required? Yes No Benefit indexation will automatically be applied if you do not select an	option.
5.	Reason for Covers Personal Cover Key Person Cover Business Par	tnership Loan Protection Buy/Sell, Share Purchase
6.	Is a concurrent application for a business partner or Spouse being sul	bmitted?
		Policy number Relationship
	Would you like the concurrent policy to have the same start date as yo	pur policy, where possible? Yes No
7.	Please provide Tax File Number	

B 4	 Policy Details – Policy 2 – Superannuation I To be completed for the life insured if applying for a Superar 						
1.	The Priority Protection is to be owned by:						
	A. The trustee of the AIA Insurance Super Scheme No.2 \rightarrow Please complete relevant section below						
	B. The trustee of the Private/Self-Managed Super Fund \rightarrow Please complete relevant section below						
	A. If owned by AIA Insurance Super Scheme No.2	_					
	Will an employee pay contributions to the fund on your behalf?	No					
		Yes \rightarrow Please answer below					
	Date employer will begin to pay contributions to the fund	DD / MM / YYYY					
	B. If owned by the Private/Self-Managed Super Fund – Please	complete below and relevant parts of 'Section V. SMSF Declaration'					
	Is the Superannuation Trustee a Corporate Trustee?						
	Yes \rightarrow Please answer below	No \rightarrow Please answer below					
	Corporate Trustee Name	Names of each individual Trustee					
		1.					
	Names of all Directors of the Superannuation Trustee Company	2.					
	1.	3.					
	2.	4.					
	3.						
	4.						
	Fund Name:						
	Private/Self-Managed Superannuation Fund ABN/ACN:						
	Private/Self-Managed Superannuation Fund Address:						
2.		lalf-yearly Yearly					
	Where AIA Vitality is being applied for, the AIA Vitality contribution p relevant associated insurance policy.	payments will match the frequency of the premium payments on the					
	Please note: AIA Vitality contributions cannot be funded by superar	nuation, SMSF monies or from a platform account.					
3.	An initial premium payment is required. Please select an option						
		er/Bank cheque (to be made payable to AIA Australia)					
	Partial Rollover from an external superannuation fund						
	please complete the separate 'AIA Insurance Super Scheme No2 -	a partial rollover from an external superannuation fund (including SMSF), Request and Authority to transfer superannuation benefits' form. Please					
		until your application has been assessed and accepted by AIA Australia.					
4.	Are benefit indexation increases required? Yes No Benefit indexation will automatically be applied if you do not select						
5.	Reason for Covers						
υ.	Personal Cover Key Person Cover Business F	Partnership Loan Protection Buy/Sell, Share Purchase					
6.	Is a concurrent application for a business partner or Spouse being						
	Yes \rightarrow Please provide details below:						
	Name Last name	Policy number Relationship					
	Would you like the concurrent policy to have the same start date as	your policy, where possible? Yes No					
7.	Please provide Tax File Number						

C. Nomination of Beneficiaries

Policy Owner/s to complete if required. Please list your nominated beneficiary(ies) and the proportion of death benefit you would like each to receive. The nomination of beneficiaries applies to benefits paid under your policy as well as any Complimentary Interim Accidental Death Cover benefits paid before your policy commences.

Please note: If the policy is a Binding Nomination within super and owned by the AIA Insurance Scheme No2, please complete the AIA Insurance Scheme No2 Nomination of Beneficiaries form. Please find relevant AIA Insurance Scheme No2 nomination of beneficiary at end of application or on the adviser site.

1.	Last name		Given name	% of benefit
	Date of birth	Relationship to Life Insured		
	DD/MM/YYYY			
	Address			1
]
	Country of citizenship			1
]
2.	Last name		Given name	% of benefit
	Date of birth	Relationship to Life Insured		
	DD/MM/YYYY]
	Address			1
]
	Country of citizenship			
]
3.	Last name		Given name	% of benefit
	Date of birth	Relationship to Life Insured		
	DD / MM / YYYY			
	Address			7
	Country of citizenship			7
4.	Last name		Given name	% of benefit
	Date of birth	Relationship to Life Insured		1
	DD/MM/YYYY			
	Address			7
	Country of citizenship			7

TOTAL 100%

If more than four beneficiaries are to be nominated use a separate Nomination of Beneficiary form available from us or your adviser. If the nominated allocations to beneficiaries do not add up to 100%, AIA Australia will adjust each allocation proportionately so that the total allocation equals 100%.

D. Personal History – Other Insurance Life Insured to complete in full.

NOTE: AIA Australia underwriting does not have access to your AIA Vitality or AIA Health Insurance information (including health and medical information) unless you disclose that information as part of your insurance application. You must answer the questions in this section fully even if you already provided any of the information relevant to those questions in connection with AIA Vitality or AIA Health Insurance.

- 1. Do you have, or are you applying for life, disability (including Total & Permanent Disablement or Salary Continuance cover) or trauma insurance on your life (including any pending applications held with any other insurer)?
 - No \rightarrow Go to question 2

Yes \rightarrow Please complete policy details below.

Policy number						
Commencing date						
Policy Owner						
Insurer						
Type of cover						
Amount of cover	\$		\$	\$	\$	\$
Existing Income Protection: Waiting Period/ Benefit Period						
To be replaced	Yes	No	Yes No	Yes No	Yes No	Yes No
TPD ONLY: Is the TPD cover "Own" definition?	Yes	No	Yes No	Yes No	Yes No	Yes No

IMPORTANT NOTES IF YOU ARE REPLACING AN EXISTING POLICY: AIA Australia issues the replacement policy on the basis that your existing policy will be cancelled upon acceptance of your application. Proof of cancellation of your existing policy will be required prior to payment of any claims under your replacement policy.

If you are intending to replace any existing cover that you hold as part of making this application, you should not cancel your existing cover until we have confirmed that we have accepted your new application. If we don't accept this application, it could mean you have no cover.

The general risks of replacing life insurance cover may include but are not limited to:

- implications of any errors or omissions in your new application
- your existing policy containing differing terms, conditions, features and/or benefits to a new policy (e.g. waiting periods and qualifying periods restarting).

This information is general only and you should seek financial advice about the risks of replacing your policy to receive information that is specific to your circumstances.

2. Have you ever been declined, deferred or accepted on special terms for life, disability or trauma insurance?

No \rightarrow Go to question 3

Yes \rightarrow Answer questions below.

(a) Type of decision:

Deferred/Declined/Special Terms	Type of cover	Year of decision	Reason for decision

(b) If applying for either Total & Permanent Disablement (TPD) OR Income Protection (DI, GSC); Business Expenses:

Were the special terms related to a musculoskeletal injury only (e.g. back/neck or joint exclusion)?

3. Have you ever claimed benefits from any source (excluding unemployment), e.g. Accident, Sickness, Workers Compensation, Disability Pension or Income Protection Insurance?

No \rightarrow Go to the next section

Yes \rightarrow Please give the name of the company, date, amount and reason for each claim below.

	Details of Claim 1	Details of Claim 2
Name of the provider/company		
Year of claim		
Amount		
Benefit type paid		
Reason for claim		
Have you fully recovered		
Date of last symptoms		
E		·

No

Yes

Ε.	Personal History To be completed in full by/for the Life Insured.	
1.	In the last 12 months, have you smoked tobacco or any other substance such as cigarettes, cigars, pipes or used e-cigarettes or other nicotine products? No \rightarrow Go to question 2 Yes \rightarrow Please state substance and daily quantity (Please note 'packet' is not sufficient detail):	
2	Do you drink alcohol? No → Go to question 3 Yes → Please state how many standard drinks you consume per week on average (one standard drink = 30 ml spirits (one nip), 100 ml wine, 10 oz/285 ml beer):	
3.	Have you ever used recreational drugs or received advice, treatment or counselling for the use of alcohol or recreational drugs? (Examples of recreational drugs include marijuana, cocaine, methamphetamines, heroin, LSD or other non prescribed drugs) No \rightarrow Go to question 4 Yes \rightarrow Select all that apply: Drug use Alcohol (Please complete a 'Drug & Alcohol Questionnaire' if answered ' Yes ')	
4.	Are you pregnant? No \rightarrow Go to question 5 Yes \rightarrow Please provide estimated date child is due.	
5.	(a) What is your height? cm (b) What is your weight? kg	
6.	 Have you lost 10 kg or more in the last 12 months (other than reasons relating to pregnancy)? No → Go to question 7 Yes → Please provide details including reasons and amount of weight loss (eg. lost 12 kg via diet/exercise) 	
7.		
8.	Do you engage in or intend to engage in any of the following: No \rightarrow Go to question 9 Yes \rightarrow Please tick all that apply and answer additional questions	
	 Martial arts – other than Tai Chi Football (all codes) Touch football Abseiling 	
	Aviation (other than as a passenger on a recognized airline) \rightarrow Please answer questions in '(a) Aviation' below	
	Scuba diving \rightarrow Please answer questions in '(b) Diving' below Motor racing \rightarrow Please answer questions in '(c) Motor sports racing' below	
	Trail bike riding – Competitive \rightarrow Please answer questions in '(c) Motor sports racing below	
	Trail bike riding – Recreational \rightarrow Please answer questions in '(d) Trail bike riding – Recreational' below	
	 Long-distance sailing Hang gliding Parachuting/Skydiving Mountaineering Powerboat racing Other hazardous activity 	

(a) Aviation

Select type of aviation licence held	Private \rightarrow Please answer additional questions
	Commercial \rightarrow Please answer additional questions
	Senior commercial (e.g. Qantas, Virgin) \rightarrow No additional questions required
Do you fly outside Australia?	Yes No
What form of aviation do you participate in or intend to participate in?	Rotary
	Fixed Wing
	Agricultural
	Aerobatics/Stunt flying/Exhibitions
	Hot air balloon
	Microlights/Ultralights/Powered hang gliders
	Gyrocopter
How many hours did you fly in the past 12 months?	Fixed wing hours
	Rotary hours
	Other (please specify) hours
How many hours do you expect to fly in the	Fixed wing hours
next 12 months?	Rotary hours
	Other (please specify) hours
Advise the number of hours flown per annum (microlights/ultralights/powered hang gliding).	hours
Provide details of the aerobatics/stunt flying/ exhibitions participated in.	
(b) Diving	
Do you hold any diving qualifications (i.e. PADI/ NAUI/ SSI)?	Yes No
In what areas do you dive?	Coastal waters/Lakes/Rivers/Pits/Quarries/Sheltered waters
	Caves and pot holes
	Internal exploration of wrecks
	Diving for treasure or special expeditions
Does your diving also include any of the following?	Diving bell
	Free diving
	Hookah
	None of above
What maximum depth do you dive to?	
What is the frequency of dives between 31 metres and 40 metres per annum if applicable?	

(c) Motor sports racing (car racing, racing, rallying)

(c) motor sports racing (carracing, racing, ranying)	
Specify sport	Car racing
	Motor cycle racing
	Rallying (off-road)
	Trail bike riding – Competitive
Type of vehicle(s) driven, including engine size	
Type of motor racing license held (e.g. CAMS, ANDRA) and classification	
Specify types of events/car racing you participate in (vintage/veterans/historic only, or other – please specify)	
Do you currently (or intend to) take part in any	Yes No
competitions/record breaking attempts/prototype testing? If ' Yes ', details please.	
	Yes No
Have you ever been involved in any accident/mishap whilst participating in this activity?	
If ' Yes ', details please (date, time off work, recovery, injuries, hospital/doctor details).	
(d) Trail bike riding – Recreational	
Is your trail bike registered in accordance with your State or Territory vehicle registration guidelines?	Yes No
Do you hold an appropriate license for the class of trail bike being used?	Yes No
When trail bike riding do you wear appropriate clothing/ safety equipment (such as helmet, chest protector, knee pads and boots)?	Yes No
(e) Other activities	
Describe the activity or pursuit.	
Types of equipment used.	
Times participated in per year.	
Is this activity for recreational purposes only?	Yes No
Are all recognised/standard safety measures and precautions followed? Please provide any additional details including wearing appropriate clothing/safety equipment (including crash helmet, chest protector, knee pads/boots)?	
How many actual events/hours/trips/flights/dives/climbs/ jumps/competitions/others, did you participate in over the last twelve months approximately? Please provide details.	
What qualifications, certificates, licenses, associations and club memberships do you hold?	
Heights, depths, speed, distances involved?	
What locations to perform this activity?	
What locations to perform this activity? Have you ever been involved in any accident/mishap	

9. Do you have definite plans to travel or reside overseas?

No

Yes \rightarrow Please provide details:

Countries	Duration of travel	Frequency of travel	Reason for travel	Date of departure
				1 1
				/ /

F. Family History

Sisters

To be completed in full by/for the Life Insured.

- To the best of your knowledge, have any of your biological parents or siblings prior to the age of 60, ever experienced any of the following: 1. (You only need to tell us about your first degree blood relatives, alive or deceased.)
 - · Heart disease or stroke?

· Any other hereditary disease?

· Breast cancer, ovarian cancer, prostate cancer or colon (bowel) cancer?

If 'Yes' to any of the above, please provide details in the table below.

· Polycystic kidney disease or diabetes?

If 'No' to any of the above, please go to Question 2.

- Huntington's chorea, Alzheimer's disease, Dementia, Motor neurone disease, Multiple sclerosis, Muscular dystrophy or Parkinson's disease?
- Yes No Yes No Yes No Yes No Yes No

Age at onset Age at death

Condition/Illness (for heart disease or cancer please specify the type) (approx.) (if applicable) Father Mother Brothers

2. Are you required to undergo any regular screening as a result of your family history?

No	Yes \rightarrow Please provide details below

Note: If you have a favourable genetic test result, for example, to show that you are not carrying a gene pattern associated with developing an illness that runs in your family, you may choose to disclose the result. Please provide details.

G. Genetic Tests Where relevant otherwise please proceed to Medical and Health History.

If you have had a genetic test (or intend to have one), you only need to answer the following questions if your total AIA Australia cover (including this and any cover previously applied for with AIA Australia) will be more than:

- \$500,000 of lump sum death cover; or
- \$500,000 of total and permanent disability (TPD) cover, or
- \$200,000 of trauma and/or critical illness cover, or
- \$4,000 a month in total of any combination of income protection and salary continuance, or
- \$4,000 a month of business expenses cover

If you have had a genetic test as part of a medical research study conducted by an accredited university or medical research institution where your individual test result has not been and will not be provided to you, or you have specifically asked not to receive the test results, then you may answer 'No'.

1. Have you ever had, or do you intend, in the next 12 months to have a genetic test?

No \rightarrow Proceed to 'Section H. Medical and Health History'

Yes \rightarrow Please answer (a) to (f) below

(a) What was the purpose for the genetic test?

	Medical/Health screening
	Family tree genealogy (not related to personal health)
	Research purposes (not related to personal health)
(b)	Was the result of the test normal (all clear)?
(c)	When did you have the genetic test?
(d)	Please provide details of the type of genetic test undertaken Include name and address of doctor consulted (if other than your usual doctor).
(e)	Are you required to have any regular screening due to family history?
	If 'Yes', what is the screening in relation to?
(f)	Have all results been normal? Yes No
	If ' No ', please provide details of date, name, results of the test. Include name and address of doctor consulted (if other than your usual doctor).

Η.	Medical and Health History
	Life Insured to complete this section in f

Please ensure every question is answered:

1. Have you ever experienced symptoms of, or had, or been told you have, or received any advice, investigation or treatment for any of the following?

ıII.

- (a) High blood pressure, chest pains, high cholesterol, heart murmurs, rheumatic fever, any heart complaint or stroke.
- (b) Asthma, chronic lung disease, sleep apnoea, COVID-19 (do not include a negative test result, or if never diagnosed) or other respiratory disorder.
- (c) Indigestion, gastric or duodenal ulcer, hernia/s or any bowel disorder.
- (d) Diabetes, abnormal blood sugar, gout or thyroid disorder.
- (e) Depression, anxiety/stress state, fatigue, panic attacks, psychiatric treatment/counselling, mental illness or nervous disorder.
- (f) Epilepsy, fits of any kind, paralysis, migraines, tinnitus, dizziness, tremor or recurrent headaches or any neurological disorder including multiple sclerosis.
- (g) Arthritis, repetitive strain injury (RSI), chronic fatigue syndrome, fibromyalgia.
- (h) Back or neck complaint, whiplash, sciatica or any other disorder of joints (excluding arthritis), bones or muscles.
- (i) Psoriasis or eczema, skin disorder or abnormality with hearing, eyesight or speech.
- (j) Cancer, cyst, lump, tumour or growth of any kind including skin cancer such as melanoma, BCC, SCC (basal cell or squamous cell carcinoma) or skin lesions/moles that have changed in shape, colour or size.
- (k) Liver disorder (including fatty liver), pancreas, prostate, kidney or bladder disorder, renal colic or stone.
- (I) Blood disorder, anaemia, haemochromatosis, haemophilia or leukaemia.
- (m) Hepatitis B or C (including carrier), Human Immunodeficiency Virus (HIV) infection, Acquired Immune Deficiency Syndrome (AIDS).

Females only

Have you ever had or been advised to have treatment for:

- (n) Any breast lump (even if you have not seen a doctor) or any abnormal mammogram or breast ultrasound?
- (o) An abnormal cervical smear (pap smear) test including the detection of Human Papilloma Virus (HPV) or any abnormality of the ovaries?
- (p) Abnormal vaginal bleeding within the last 12 months or endometriosis?

Only applicable if TPD cover, Income Protection cover, Business Expenses cover, any optional Waiver of Premium or Forward Underwriting Benefit are being purchased.		
(q) Have you consulted a chiropractor, osteopath, physiotherapist or acupuncturist?	Yes No	
(r) If not previously disclosed in this application, have you ever been involved in an accident that has cause you to be off work or reduce your working capacity for greater than 10 consecutive days?	ed Yes No	
(s) Have you ever experienced symptoms of or had any other illness, disease or disorder?	Yes No	

For any 'Yes' answers in questions 1(a), (b), (e), (h) above, please complete the relevant medical and health questions in Sections H-1 to H-6 below. For all other 'Yes' answers please complete Section H-7 below.

In the last !	years	have you	12
---------------------------------	-------	----------	----

- (a) Had any medical examinations, consultations, X-rays, pathology tests or procedures?
- (b) Occasionally or regularly taken any stimulants, sedatives, medications or prescribed drugs?
- (c) Are you currently under ongoing monitoring, consultation or review for any condition, complaint or finding?
- (d) Are you currently considering or have you been advised/referred to undergo further treatment, investigation or procedure?

For anything answered 'Yes' in question 2 above, please complete the medical and health questions in Section H-7 below.

Yes

No

H-1. Blood pressure

Was your high blood pressure diagnosed less than 6 months ago?	Yes No
How many different types of hypertensive medication do you take?	No medication One type Two types Three of more types
If ' No medication ' is taken, is your high blood pressure being treated or controlled with diet/exercise and/or lifestyle changes only?	
If medication is taken, has your medication been altered within the last 6 months (excluding any decrease in dosage)?	Yes No
Have you had an echocardiogram or other heart investigation (e.g Stress ECG) in the last 2 years? If ' Yes '.	Yes No
 were the results of the heart investigations all clear without any abnormal findings? were you advised to have any further follow up, investigation or review due to the results of your heart investigations (excluding routine GP appointments for 	Yes No
high blood pressure)?	Yes No
 Provide full details of these investigations, including: when and where you had them whether the results were confirmed as normal. 	
Female only	
Did your high blood pressure occur during pregnancy only?	Yes No
Has your blood pressure returned to normal following childbirth?	Yes No

H-2. High cholesterol

How do you control your cholesterol?	Diet/exercise	Medication	No treatment
What was your last cholesterol reading?			

H-3. Asthma Questionnaire

In the last 12 months have you required hospitalization, nebulizer, or steroid therapy (by tablet or syrup) for your asthma?	Yes No
If 'Yes', please confirm which you required?	
When did you receive this treatment and for how long?	
Were you hospitalized and for how long and where?	
How many attacks have you experienced in the last 12 months?	

H-4. Spinal/Joints Disorder Questionnaire

Specify condition and area of the body impacted/affected.	
Please confirm which side if applicable.	Left Right
Is the condition related to your neck or back?	Yes No
How long have you been symptom, pain, and treatment free?	
Are you still receiving any form of treatment (including physiotherapy, painkillers etc)?	Yes No
How many recurrences have you had since symptoms first commenced?	
Are you in any way restricted in your occupation duties or daily activities?	Yes No
How much time off work have you had as a result of this condition?	
Have you had any surgical treatment?	Yes No
Detail the following: Time off work (how long and when), date symptoms commenced, any symptoms since, hospital and consultant/surgeon.	
Any other details of your condition: Symptoms, treatments, investigations, specialists, x-rays (Include dates, names, addresses of doctors (if other than your personal doctor)	
H-5. Mental Health	
Please indicate the condition(s) you have had or received treatr	nent for.
	7

Schizophrenia or any other psychotic disorder Other	naire'.
 Anxiety including generalized anxiety, panic, or phobic disorder Eating disorder including anorexia nervosa, bulimia Post-traumatic stress Mild depression/Post-natal depression Stress, sleeplessness, chronic, tiredness 	ent,

1. Anxiety/Stress/Depression/Post-traumatic stress

(a)	Are you curr	ently	y taking prescribed medication for your condition?
	No		Yes \rightarrow Provide details of medication taken.

	(b) Have you ever been hospitalized or had suicidal thoughts or attempted suicide as a result of your condition?
	No Yes \rightarrow Please complete 'Section H-6. Mental Health Questionnaire'.
2.	Eating disorder including anorexia nervosa, bulimia
	(a) Have you ever had suicidal thoughts or attempted suicide as a result of your condition?
	No $\$ Yes \rightarrow Please complete 'Section H-6. Mental Health Questionnaire'.
	(b) Have you been fully recovered from the eating disorder for more than 5 years?

Yes \square No \rightarrow Please complete 'Section H-6. Mental Health Question	naire'.
---	---------

H-6. Mental Health Questionnaire

Please answer the below questions if you indicated the following conditions: Major depression, bipolar disorder, Alcohol or other substance abuse or addiction, Schizophrenia or any other psychotic disorder, or Other.

1. Describe your symptoms including the date started and how long they lasted.

Symptoms	Date from	Date to

2. Has any reason for your condition been identified or are there any factors which trigger your condition?

No	Yes \rightarrow Provide details.	

3. Have you ever had any suicidal thoughts, attempted suicide, threatened to self-harm or engaged in self-harm?

Yes → Provide details including what triggered the suicidal attempt or thought, threats to self-harm or actual self-harm, how often they have occurred and when was the last occurrence.

4. Have you had any recurrences of this condition?

No

No

Yes \rightarrow For each recurrence please detail the symptoms experienced and the start and end date of each recurrence.

5. Advise of all treatment you have received and/or currently receiving. Including counselling, name/s of medications, hospitalization etc. Also include date treatment started and ceased.

Type of treatment	Date comn	menced Date ceased

6. Provide details of doctors or health professionals, including psychiatrists and psychologists consulted for your condition.

7. Have you ever been off work or your normal daily activities restricted in any way due to your condition?

No $\begin{tabular}{|c|c|c|c|} Yes \rightarrow Advise when and for how long you were off work and/or your normal daily activities restricted. \end{tabular}$

8. Have you any ongoing effects or restrictions to your activities of any kind due to your condition?

Yes \rightarrow Provide details of ongoing effects or restrictions to your activities due to your condition.

No

H-7. Medical and Health Questions

For any 'Yes' answers in questions 1 and 2 on page 14, please complete the relevant questionnaires above or add details here.

		Question #	Question #	Question #	Question #
1.	What was the condition and which part of the body was affected?				
2.	What was the date symptoms first started including a description of the symptoms?				
3.	Please advise all medical investigations/ tests done (include dates and results).				
4.	What was the medical diagnosis including results of x-rays and investigations.				
5.	Diagnosis date.				
6.	What was the frequency (daily, weekly, etc.) of the attacks or symptoms?				
7.	Are symptoms continuing? If not, when did they stop?				
8.	What was the severity (mild/moderate/severe) and the duration of the attacks or symptoms.				
9.	Have you ever been off work or your normal daily activities restricted in any way related to this condition? If 'Yes', please state when, duration and reason/restriction.				
10.	If a hospital visit was required, please provide the date and duration of your stay (surgery and details).				
11.	What advice/treatment did you receive?				

		Question #	Question #	Question #	Question #
12.	Are you still receiving any form of treatment? If so, please advise the nature and the frequency of treatment.				
13.	When did you last experience any symptoms?				
14.	What is your degree of recovery (%)?				
15.	Please supply the name and address of all doctors or hospitals consulted for this specific condition.				
16.	Does your current general practitioner have records for this condition?				
17.	Please provide any further information you think may assist in underwriting this application.				
18.	Medication, treatment and medication alteration, treatment end date.				
19.	Any associated conditions.				
20.	Cause of symptoms.				

H-8. Sexual Health

Life Insured to complete this section in full.

1. In the last 5 years, have you had sexual intercourse without a condom with the following persons?

(a)	Someone who might have exposed you to the Human Immunodeficiency Virus (HIV) infection. (This may include unprotected sexual intercourse with someone other than your regular partner whose HIV status is unknown to you.)	No	Yes	Please complete a Sexual Health Questionnaire A (this will be supplied by AIA Australia).
(b)	Someone who injects non-prescribed drugs.	No	Yes	
(c)	Someone who is a sex worker.	No	Yes	
(d)	Someone who is infected with Human Immunodeficiency Virus (HIV) infection.	No	Yes —	 Please complete a Sexual Health Questionnaire B (this will be supplied by AIA Australia).
(e)	Someone who is infected with Hepatitis B. (You may answer 'No' if you are vaccinated and have immunity for Hepatitis B.)	No	Yes	
(f)	Someone who is infected with Hepatitis C	No	Yes —	 Please complete a Sexual Health Questionnaire D (this will be supplied by AIA Australia).
exp	ne last 5 years, have you been diagnosed with or erienced symptoms of Sexually Transmitted Infection/s ls) (examples, chlamydia, gonorrhoea, syphilis)?	No	Yes —	 Please complete a Sexual Health Questionnaire C (this will be supplied by AIA Australia).

I. Doctor's Details

2.

Life Insured	to com	plete thi	s section	in full

1. Details of your personal doctor.

If no personal doctor, please state name/address of last doctor or medical centre you attended.

	Name							
	Address							
	Suburb				Sta	ate	Postcode	
	Phone		Fax					
	Email (if known)							
2.	What was the da	ate of your last consultation?	DD/	MM / YYYY				
3.	How long have y	you been attending this surgery	or practice	e?				
4.	If less than 12 m	nonths, please provide the name	e and addr	ess of your previous pers	onal doctor	or medical cent	re.	
	Name							
	Address							
	Suburb				Sta	ate	Postcode	
	Phone		Fax					
	Email (if known)							

1.					What is your employment status (tick)							
		From	То	Principal/Main Occupation	Employee of own company	Self- employed sole trader	Employee	Business Partner- ship	Employee of family business or trust	Home Duties	Student	Unem- ployed
	Current Dccupation	/ /	Present									
	Previous Dccupations	/ /	/ /									
		/ /	/ /									
de C La 3. D (a	derived from your personal exertion or activities, such as dividends, interest, rental income or proceeds from the sale of assets, or royalt Current annual income \$ Last financial year 30/06/						oyalties.)					
(c	Do you live on the job site? No Yes Are you required to fly in/out to the work site by fixed wing or rotary wing aircraft? Fixed wing State the number of flying hours per annum, type of aircraft flown in and operating company. (c) At heights above 10 metres How many times per annum do you work at heights greater than 10 metres and what is the maximum height worked at?											
(d	What mat	-		ing explosives) or subs		the dang	erous ma	aterials ir	ncluding	details of	fsafety	

J-1. Occupation – further questions

If you are applying for TPD, Income Protection CORE, Business Expenses, Waiver of Premium, and/or Forward Underwriting benefit, please complete the additional questions below.

4.	What type of products or services do you or your employer sell?				
5.	Do you have any professional or trade qualifications? No (Go to question 6) Yes \rightarrow Please answer additional questions below.				
		20			
		ns			
	(b) Date tertiary qualifications attained.				
	(c) Is your tertiary qualification related to your occupation?				
6.	Do you perform any manual work?				
	No (Go to question 7) Yes \rightarrow Complete below				
	(a) Is your manual work important or essential in producing your income?				
	(b) Describe manual duties and percentage of time spent in each.				
	Duties – type of work, daily duties performed and location (e.g. corporate office, warehouse, factory)	% of time			
	Sedentary/Admin (e.g. filing, computer work, office duties):	%			
		%			
		%			
	Manual (e.g. cleaning, lifting over 5 kg, painting etc):	%			
		%			
		%			
	Other (please specify):	%			
		%			
		100%			
7.	How many hours do you currently work in your principal/main occupation?				
8.	How many weeks per year do you work in your occupation?				
9.	How much driving do you do as part of your occupation? (Commuting to primary workplace should not be included)				
	None 0-100 km per week 100-300 km per week 300-500 km per week Over 500 km	km per week			
40					
10.	During work hours what is the % of time spent driving? $0-5\%$ $5-10\%$ $10-25\%$ $26-40\%$ Over 40\%				
11.	On what basis are you employed? \Box Full Time \Box Part Time \rightarrow Please select and answer the relevant question	on below:			
	(a) Permanent				
	(b) Temporary \rightarrow When will the position cease or contract expire?				
	(c) Contract \rightarrow When will the position cease or contract expire?				
	Is your contract likely to be renewed?				
	Have you been working for more than 2 continuous years as a contractor/temporary worker?	No			
	(d) Casual (under a casual agreement) \rightarrow How long have you been working continuously for the same employer?				
	Less than 1 year 1–2 years more than 2 years				
	Provide details of the days and hours worked as a casual worker				

12.	12. Do you have any other occupation?						
		No (Go to question 13) $\$ Yes \rightarrow Answer (a) and (b) below					
	(a)	What is your second occupation?					
	(b)	Does your occupation require you to work underground, at heights above 10 m, off-shore; near dangerous materials or substances?					
		$ No Yes \rightarrow Please provide details $					
13.	Exa	he last 12 months, have there been any changes in your current job or occupation? mple: being stood down, long service leave, extended paid/unpaid leave, loss of job, redundancy, cessation of work contract, change in upation duties, change in the hours worked in an average in a week, becoming self-employed.					
		No (Go to question 14) \square Yes \rightarrow Please provide details					
14.	Do	you contemplate any changes in your current job or occupation? (Including redundancy, changes in your role, duties or working hours).					
		No \square Yes \rightarrow Please select relevant option below and answer (a) to (e)					
		Retrenchment/Redundancy Change in working hours Change in duties					
	(a)	Give details on the occupation change including title, duties, employment status, and expected date of change.					
	(b)	Will your income change? Increase Decrease Remain the same					
	(C)	Will your duties include an increase in manual duties, including the introduction of manual duties not previously performed?					
		No Ves \rightarrow Describe the manual duties and the percentage of time spent in each.					
	(d)	If hours have changed, please confirm how many hours will you be working once changed?					
	(d) (e)	If hours have changed, please confirm how many hours will you be working once changed? Change to some role elsewhere?					
15.	(e)	Change to some role elsewhere?					
15.	(e)						
	(e) Wha	Change to some role elsewhere?					
	(e) Wha	Change to some role elsewhere?					
	(e) Wha	Change to some role elsewhere?					
	(e) Wha	Change to some role elsewhere?					
16.	(e) Wha	Change to some role elsewhere?					
16.	(e) Wha	Change to some role elsewhere? at is the business/employer's name? at is the business/employer's address? you have a percentage ownership in any other entities (e.g. trusts, partnerships companies, associations)? No (Go to Question 18) Yes → Complete table below Business					
16.	(e) Wha	Change to some role elsewhere? at is the business/employer's name? at is the business/employer's address? you have a percentage ownership in any other entities (e.g. trusts, partnerships companies, associations)? No (Go to Question 18) Yes → Complete table below Business involvement in entity Date % of ownership owner					
16.	(e) Wha	Change to some role elsewhere? at is the business/employer's name? at is the business/employer's address? you have a percentage ownership in any other entities (e.g. trusts, partnerships companies, associations)? No (Go to Question 18) Yes → Complete table below Business involvement in entity Date % of					
16.	(e) Wha	Change to some role elsewhere? at is the business/employer's name? at is the business/employer's address? you have a percentage ownership in any other entities (e.g. trusts, partnerships companies, associations)? No (Go to Question 18) Yes → Complete table below Business involvement in entity Date % of ownership owner					
16.	(e) Wha	Change to some role elsewhere? at is the business/employer's name? at is the business/employer's address? you have a percentage ownership in any other entities (e.g. trusts, partnerships companies, associations)? No (Go to Question 18) Yes → Complete table below Business involvement in entity Date % of ownership owner					

18.	Are you or any business with which you receivership, involuntary liquidation or up	are associated, contemplating voluntary adminis nder administration?	stration, or ever made bankrupt or paces in	
	No (Go to Question 19)	es \rightarrow Please complete below		
	Advise when bankruptcy/receivership/liq	uidation/administration occurred and date of dis	charge (if applicable).	
	L			
19.	Are you self-employed, in a business pa	rtnership or employee of own company?		
	No \rightarrow Go to next section.			
	\square Yes \rightarrow Please complete Question	s 20 to 25 below		
20.	Do you operate as: Sole trader	Business partnership Compa	ny Trust	
21.	What percentage of your work is: Co	ntract % Freelance %	,	
			_	
22.	In the last 2 years have there been any	periods of 'no work' or 'unemployment' between	contracts or freelance work?	
	No \rightarrow Go to Question 23	Yes \rightarrow Please complete below		
	Excluding holidays has any period of no	work/unemployment exceeded 3 weeks?		
	No \rightarrow Go to Question 23	Yes $ ightarrow$ Give details including duration of time	e not working	
	L			
23.	Is your work seasonal? Yes	No		
24.	When was the business purchased?			
25.	State what percentage of interest/share	nolding you have in the business/practice:	%	
	Г			
26.	How many people do you employ?			
	Please provide employee details (exclud	ling yourself) in the table below.		
	Family Occupation of all membe		Full-time, % Part-time or Monthly Intere	est in
	Business Partners/Employees Y/N	Daily duties	Contractor? Remuneration Busin	ness

27. Has your company had a net operating loss in the last 2 years?

No

Yes \rightarrow Please provide copies of the company's profit and loss statements for all entities.

K. Income Details

K-1. Incon	ne Details
lf you are app	lying for Income Protection Core – please complete the below.
No	f your income (from any source, but excluding annual or long service leave) continue if you become disabled? → Answer (a) below → Answer (b) below
(a)i)	No income will continue Do you receive any unearned income from investments (e.g. rental property, dividends etc)?
,	No Yes → Answer ii) and iii) below. State annual income from investments (do not include negatively geared investments). \$ State the source:
(b)i)	Directors' fees Salary Renewal or trail commission Profit share from the business Is there an agreement in place in the business/practice limiting profit share or other income in the event of disability? Yes No
ii)	When will profit share or other income from the business cease? Within 3 months 3–6 months 6–12 months More than 12 months Will not cease
iii)	State source and amount of income and when expected to cease if you become disabled
iv)	Do you receive any unearned income from investments (e.g. rental property, dividends etc)?
V)	State annual income from investments (do not include negatively geared investments).
vi)	State the source:

K-2. Income Details

Life Insured to complete if an Income Protection CORE Plan is being purchased, inside or outside super, or If applying for Retirement Optimiser/Protector.

 What is your annual income from your current principal or main occupation? (Do not include any unearned income which is not derived from your personal exertion or activities, such as dividends, interest, rental income or proceeds from the sale of assets, or royalties.)

A) For Employees:

Your Income is the total pre-tax remuneration paid by your employer including salary, commission, regular bonuses, regular overtime, allowances, pre-tax voluntary superannuation contributions* and fringe benefits. (Do not include compulsory employer superannuation guarantee contributions.)

B) For Self Employed:

(sole trader, business partner, employee of own company) This is income that you generate and receive from your business or practice directly due to your personal exertion or activities, less your share of necessarily incurred business expenses, for the last two financial years.

Last financial year 30/06/	30/06/
\$	\$ Previous financial year
30/06/	30/06/

3. If Self Employed, in a business partnership or employee of own company – please answer below question:

			Last financial year	Previous financial year
Α	Gross Business Income/revenue		\$	\$
	How much of the above gross revenue is renewal, trail, or any form of ongoing commission?		\$	\$
	Will the ongoing commission continue for more than 6 months?		Yes No	
в	Total Business Expenses		\$	\$
с	Net Business profit/loss (before tax)	= A – B	\$	\$
D	Your % share of net business income		%	%
Е	Your share of net business profit/loss	= C x D	\$	\$
F	Add backs such as your own portion of salary/wages/directors fees, any voluntary personal superannuation contributions, spouses income (if income splitting), or your share of depreciation		\$	\$
G	Your net earned income (before tax)	= E + F	\$	\$

Note: These figures disclosed should coincide with returns lodged with the Australian Taxation Office.

4. Is your current remuneration package or net earned income different than that stated above for the last financial year?

No	\Box Yes \rightarrow Please provide details		

5. If you have a second occupation, please provide the following details.

Nature of occupation			
Hours worked per week			
Number of weeks worke	ed per year		
Last financial year 30/0	6/	Previous financial year 30/06/	
Net income (before tax)	\$	Net income (before tax)	\$

L. Business Expenses

If you are applying for Business Expenses, please complete this section in full.

1. Please state the value of all monthly business expenses. (Do not include personal remuneration, mortgage principal, depreciation on real estate, cost of goods, wares and merchandise, equipment, fixtures and fittings, salaries of revenue producing employees.)

Eligible Expenses	Monthly Expenses				
Rent, property rates and taxes*	\$				
Insurance of premises (e.g. fire etc)*	\$				
Security costs*	\$				
Electricity, gas, water, heating, telephone and cleaning	\$				
Mobile phones	\$				
Bank fees/charges and interest on business loans	\$				
Hire and lease of plant and equipment	\$				
Business insurance premiums (e.g. liability professional indemnity)	\$				
Membership fees, publications and subscriptions to professional bodies	\$				
Accountants and auditors' fees	\$				
Regular advertising expenses, postage, printing and stationery	\$				
Salaries and costs of employees who do not generate revenue (e.g. superannuation contributions, payroll tax, workers compensation for employees who do not generate revenue)	\$				
Net cost of locum, i.e. cost to employ less revenue generated by the locum	\$				
Other fixed business expenses	\$				
What percentage of Monthly Business Expenses are you responsible for/liable to pay?	%				
Total Monthly Business Expenses	\$				

*Not insurable if working from home

M. Family Protection

Policy owner to complete if purchasing this benefit.

Chi	ld 1 – Persc	onal Details						
Give	en name				Surname			
Date	e of birth	DD/MM/YYYY	Gender				Benefit	
Cou	ntry of birth?				Relations	hip to child?		
Is th	e child a pern	nanent resident of Australi	a?	Yes No				
1.	Is there any insurance cover in force on the child's life, and/or is there any other cover on the child's life being applied for? No Yes \rightarrow Please give details.							
	Are you cand	elling the existing child co	ver upon a	cceptance of this new	policy?	Yes	No	
2.	Has an appli			's life ever been declin erms and reason for n			ncreased premium or non-standard terms?	
3.	Is the child in	good health and free from $\boxed{}$ No \rightarrow Give details.	n mental or	physical impairment?	,			
_								
4.		had more than 2 weeks of	off school a	s a result of illness or Iness, date started, tre	injury?		hild taking prescribed medication or has degree of recovery and doctor/hospital	
5.	Name and ac	dress of child's family doo	tor.					
6.		cystic kidney disease or a	ny other he	ereditary disease?			r, heart disease, hemophilia, Huntington's of death (if applicable).	
					, age e. e.			
Chi	ld 2 – Perso	nal Details						
					_			
	en name	DD/MM/YYYY	Gender		Surname		Benefit	
	ntry of birth?		Gender		Relations	hip to child?		
	-	nanent resident of Australi	a?	Yes No	1 tolation of			
1.		nsurance cover in force of $Yes \rightarrow Please give$	the child's	s life, and/or is there a	ny other cov	ver on the chil	ld's life being applied for?	
	Are you cand	elling the existing child co	ver upon a	cceptance of this new	policy?	Yes	No	
2.	Has an appli			's life ever been declin erms and reason for n			ncreased premium or non-standard terms?	

3.	Is the child	in good health	and free from r	mental or physical	impairment?
----	--------------	----------------	-----------------	--------------------	-------------

Yes No \rightarrow Give details. Has the child ever experienced any illness or injury necessitating any hospitalizations, or is the child taking prescribed medication or has 4. the child ever had more than 2 weeks off school as a result of illness or injury? Yes \rightarrow Give details including illness, date started, treatment, time off school, degree of recovery and doctor/hospital No if not treated by child's doctor. 5. Name and address of child's family doctor. Has the child's biological mother or father or sister (prior to age 60) experienced diabetes, cancer, heart disease, hemophilia, Huntington's 6. disease, polycystic kidney disease or any other hereditary disease? Yes \rightarrow Give details including family member, condition, age of onset and age of death (if applicable). No Child 3 – Personal Details Given name Surname DD / MM / YYY Date of birth Gender Benefit Country of birth? Relationship to child? No Is the child a permanent resident of Australia? Yes Is there any insurance cover in force on the child's life, and/or is there any other cover on the child's life being applied for? 1. No Yes \rightarrow Please give details. Yes No Are you cancelling the existing child cover upon acceptance of this new policy? 2. Has an application of insurance cover on the child's life ever been declined or accepted with an increased premium or non-standard terms? No Yes \rightarrow Give details including terms and reason for non-standard terms. 3. Is the child in good health and free from mental or physical impairment? Yes No \rightarrow Give details. 4. Has the child ever experienced any illness or injury necessitating any hospitalizations, or is the child taking prescribed medication or has the child ever had more than 2 weeks off school as a result of illness or injury? Yes -> Give details including illness, date started, treatment, time off school, degree of recovery and doctor/hospital No if not treated by child's doctor. Name and address of child's family doctor. 5. 6. Has the child's biological mother or father or sister (prior to age 60) experienced diabetes, cancer, heart disease, hemophilia, Huntington's disease, polycystic kidney disease or any other hereditary disease? No Yes \rightarrow Give details including family member, condition, age of onset and age of death (if applicable).

Child 4 – Personal Details

	Γ								
Give	en name		rname						
Date	e of birth	DD / MM / YYYY Gender	Benefit						
Cou	Intry of birth?	Rel	elationship to child?						
Is th	he child a permanent resident of Australia?								
1.	Is there any insurance cover in force on the child's life, and/or is there any other cover on the child's life being applied for? No Yes \rightarrow Please give details.								
	Are you cance	ncelling the existing child cover upon acceptance of this new policy	cy? Yes No						
2.		lication of insurance cover on the child's life ever been declined or							
	No No	Yes \rightarrow Give details including terms and reason for non-state	tandard terms.						
3.	Is the child in Yes	in good health and free from mental or physical impairment? $\hfill \ensuremath{\square}$ No \to Give details.							
4.		d ever experienced any illness or injury necessitating any hospita er had more than 2 weeks off school as a result of illness or injury							
	No	Yes \rightarrow Give details including illness, date started, treatme if not treated by child's doctor.	ent, time off school, degree of recovery and doctor/hospital						
5.	Name and ad	address of child's family doctor.							
6.		d's biological mother or father or sister (prior to age 60) experienc l <u>ycys</u> tic kidney disease or any other hereditary disease?	iced diabetes, cancer, heart disease, hemophilia, Huntington's						
	No	Yes \rightarrow Give details including family member, condition, ag	ge of onset and age of death (if applicable).						
	1								

V. Private/Self-Managed Superannuation Fund

The following is to be completed where the benefit is to be owned by the Trustee of a Private/Self-Managed Superannuation Fund. Please note: the Trustee is also required to complete the Declaration in Section Y.

When selecting benefits please ensure that the benefits can be paid from a superannuation fund in accordance with the Superannuation Industry (Supervision) Act 1993 (SIS Act).

Declaration

- I/We, the trustee/s of the superannuation fund named below, request AIA Australia to issue the insurance policy/ies described on this form. The insurance policy/ies will be held subject to the rules of the superannuation fund.
- I/We agree to be bound by the terms and conditions of the insurance policy and the trust deed governing the superannuation fund.
- I/We confirm that the superannuation fund of which I am/we are trustee is a complying superannuation fund within the meaning of the Superannuation Industry (Supervision) Act 1993 (SIS Act) and Income Tax Assessment Act (Tax Act).
- I/We undertake to advise AIA Australia immediately if the superannuation fund at any time ceases to be a complying fund as defined in the SIS Act and/or the Tax Act.
- I/We confirm that I/we have the power under the trust deed governing the superannuation fund to effect the policy/ies described on this form.

ABN/ACN

Details of Policy Owner/s

To be completed by the trustee/s of the superannuation fund which will own the policy/ies.

Full name of the superannuation fund

Trustee's address for communications				State	Postcode
Phone (home)	Phone (work)				
Corporate Superannuation Trust	e details				
Company Trustee name			ABN/	ACN	
If applicable, the common seal of: (name	of Corporate Trustee)				
Was hereto affixed in accordance with t	ne Constitution of the company in	the presence of:			
Director Signature	Director/Comp	pany Secretary Signature		Date	
X	X			DD / M	Μ / ΥΥΥΥ

If you are a sole director please tick here.

For Corporate Trustee, this section is to be signed either by: (1) Two directors; or (2) one director and company secretary; or (3) for a proprietary company that has a sole director who is also the sole company secretary, that director.

If you completed this section, please also complete Section Y Number 2.

And/or

Non-corporate Superannuation Trustee

First Individual Trustee

Title	Title
Surname	Surname
Given Name/s	Given Name/s
Signature	Signature
X	X
Date DD / MM / YYYY	Date DD / MM / YYYY
Third Individual Trustee	Fourth Individual Trustee
Title	Title
Surname	Surname
Given Name/s	Given Name/s
Signature	Signature
X	X
Date	Date

Second Individual Trustee

For individual trustees, this section is to be signed either by: (1) All individual trustees; or (2) for single member fund, minimum 2 individual trustees. If you completed this section, please also complete Section Y Number 3.

W. AIA Insurance Super Scheme No2 – Membership Application

Membership Application to the AIA Insurance Super Scheme No2 is issued by: Equity Trustees Superannuation Limited, ABN 50 055 641 757, AFSL 229757, RSE License L0001458.

Proposal No.

PERSONAL SUPERANNUATION

The following is to be completed by the Life Insured where the Superannuation Life Cover Plan and/or Superannuation Income Protection Plan is to be owned by Equity Trustees Superannuation Limited, ABN 50 055 641 757, AFSL 229757, RSE License L0001458, as Trustee of the AIA Insurance Super Scheme No2 (the Scheme), a product issued out of Smart Future Trust ABN 68 964 712 340 – a Registrable Superannuation Entity (RSE) Licensee under the Superannuation Industry (Supervision) Act 1993. (Before you sign this Membership Application, the Trustee is obliged to have provided you with a Priority Protection Product Disclosure Statement (PDS – either in electronic or hard copy format) containing a summary of the important information in relation to the Scheme. This information will help you to understand the product and decide whether it is appropriate for your needs.)

Application for Membership

My full name, address, date of birth and occupation details appear in the body of this form. I hereby apply for membership of the Scheme and agree to be bound by the trust deed governing the Scheme. I acknowledge that my contributions may not be accepted and a risk only interest under the Scheme will not be issued if I have not provided my Tax File Number.

1. Will any employer pay contributions to the Scheme on your behalf?

No	Yes $ ightarrow$ Commencement date with	DD/MM/YYYY	
	Contributions to begin.	DD/MM	ΙΥΥΥΥ

Note: If 'Yes', your commencement date with your employer will be recorded as the eligible start date on this policy. All contributions made to the Scheme will be reported as personal non-concessional unless a contribution remittance from your employer is received by the Scheme with each contribution made unless made via SuperStream.

or

2. Nominated Retirement Date DD / MM / YYYY

Nominated Retirement Age

3. Personal or Voluntary Employer Contributions

I declare that I am: (a) under age 67 years; or (b) that I am age 67 or over and under age 75 and have been gainfully employed for at least 40 hours in a period of not more than 30 consecutive days in the current financial year; or (c) that I am aged 67 or over and under age 75 and have satisfied the work test in the financial year prior to the financial year in which the contributions are made, and have had a total superannuation balance (across all your superannuation accounts) below \$300,000 at the end of last financial year, and have not relied on this work test exemption to make voluntary contributions in any previous financial year.

If this is no longer correct at any time, I acknowledge that I can no longer make personal or employer voluntary contributions and will advise the Trustee. I acknowledge that the Trustee will write to me each financial year to request this declaration to be made confirming my eligibility to contribute.

4. Nomination of Beneficiary (optional)

Please refer to the section 'Nominating Beneficiaries' in the PDS before completing this part of the form. The nomination of beneficiaries applies to benefits paid under the policy as well as any Complimentary Interim Accidental Death Cover benefits paid before the policy commences. You may nominate one or more of your dependants to receive a benefit payable from the Scheme in the event of your death. A 'dependant' includes your spouse, your child or any other person who is financially dependent or interdependent on you at the time of your death. A 'child' includes an adopted child, a stepchild or legally adopted child. Alternatively, you can choose to nominate your 'Legal Personal Representative' to receive all or part of any benefit payable from the Scheme. Refer to the PDS for more information regarding eligible beneficiaries.

Nominated Beneficiaries	Address			Date of birth (dd/mm/yyyy)	Relationship to you	Percentage of benefit
Surname						
First name		State	Postcode			%
Surname						
First name		State	Postcode			%
Surname						
First name		State	Postcode			%
Surname						
First name		State	Postcode			%
Legal Personal Representative						
If more than four beneficiaries are to	be nominated use a	separate Nomination of Ber	eficiary form a	vailable from the Trus	tee or your adviser.	100%

5. Signatures

I declare that:

- · I am applying for membership in the Scheme as a risk only member;
- · I am eligible to contribute to the Scheme;
- · the information contained in this Membership Application is true and correct;
- I agree to be bound by the terms and conditions of the Trust deed of the Scheme as amended from time to time;
- I acknowledge that the Trustee will apply to AIA Australia to be issued with a Superannuation Life Cover Plan and/or Superannuation Income Protection Plan and that my benefit in the Scheme is limited to the benefits provided by AIA Australia under the Superannuation Life Cover Plan and/or Superannuation Income Protection Plan to the Trustee;
- I acknowledge the policy conditions for the Superannuation Life Cover Plan and/or Superannuation Income Protection Plan, including that the policy may lapse if premiums are not paid within 60 days of falling due. I agree that it is my responsibility to ensure that contributions to the Scheme are sufficient for the Trustee to pay the policy premiums;
- · I agree to notify the Trustee of the Scheme in writing immediately if I cease to be eligible to contribute to the Scheme;
- I acknowledge that legislation governing superannuation funds restricts payments of benefits except as provided by the governing rules
 of the Scheme and superannuation law;
- I have read the conditions and the important information in the section 'Nominating beneficiaries' in the PDS;
- I acknowledge that if I have made a non-lapsing binding death benefit nomination that it will be valid for the entire time I am a member
 of the Scheme, unless another nomination is lodged with the Trustee or this nomination becomes invalid or ineffective for some other
 reason, or I revoke this nomination;
- I have read the Trustee's Privacy Statement set out in the AIA Insurance Super Scheme No2 section of the Superannuation Life Cover Plan and/or Superannuation Income Protection Plan of the PDS and I consent to the collection, use and disclosure of my personal information by the Trustee in the manner described in the Privacy Statement.

Signature of Applicant	Name of Applicant	Date		
X		DD / MM / YYYY		

Signatures of Witnesses - declaration and statement by TWO witnesses (must not be nominated beneficiaries).

Only complete this section if you wish to make a non-lapsing binding nomination. We declare that this form was signed by the applicant for membership of the Scheme in our presence. We state that we are each over 18 years and that we are not nominated as a beneficiary on this form.

Signature of Witness A	Name of Witness A	Date
X		DD / MM / YYYY
	Name of Witness D	Data
Signature of Witness B	Name of Witness B	Date
Signature of Witness B		Date

Note -	- Please	read the	important	information	regarding	TFNs in t	he PDS	before p	roviding us	with	your ⁻	TFN.

Applicant's Tax File Number

X. Financial Adviser Authority

Note: the references to 'Policy Owner' in this section excludes Equity Trustees Superannuation Limited, where it is a Policy Owner in respect of a Superannuation Plan acquired for a member of the Scheme.

This section needs to be completed if you wish to allow your financial adviser to provide AIA Australia with instructions relating to your life insurance policies on your behalf and to authorise AIA Australia to accept those instructions. If you allow your financial adviser to provide AIA Australia with instructions on your behalf, this authority will apply in relation to the life insurance policy contemplated by this application form (and associated AIA Vitality membership/s) and any other retail life insurance policies underwritten by AIA Australia (and associated AIA Vitality membership/s) where the policies are arranged by your adviser as long as those policies cover a Life Insured who has signed this form and is owned by any of the Policy Owners who sign this form ('your policies'). This financial adviser authority does not apply to private health insurance policies issued by AIA Health Insurance Pty Ltd.

To establish the adviser authority, all Policy Owners, Lives Insured and their adviser need to complete and sign this application form.

NOTE: If the identity of one of the Policy Owners, one of the Lives Insured or the adviser, changes after this authority takes effect, a new authority will be required.

The financial adviser nominated in this application form will have authority to instruct on the following matters relating to your life insurance policies as well as any AIA Vitality membership/s referable to your life insurance policies:

- Credit card expiry update
- · Change of address or other contact details
- · Change of payment details (where a completed credit card authority or direct debit request has been provided by the Policy Owner)
- · Removing/decreasing a benefit or other policy feature or AIA Vitality feature
- Adding/amending or terminating an AIA Vitality membership
- Change in cover due to age parameters
- Cancel cover/policy
- Change occupation class
- Change of premium pattern
- · Change of premium payment frequency
- Change of smoker status
- · Instructions relating to benefit indexation on your policy/policies
- Suspending premium payments
- · Reinstating a policy where underwriting is not required
- Apply to remove loadings or exclusions
- Removing payment details (stop debits)

IMPORTANT NOTES

The authority allows the adviser to give instructions on your behalf in connection with the matters described in the bullet points above and authorises AIA Australia to accept those instructions. This means, for example, that your adviser will be able to instruct us to make changes to your life insurance policy/policies or AIA Vitality membership/s and we may make those changes without confirming the adviser's instructions directly with you in some circumstances.

AIA Australia may not have the functionality to accept every type of instruction on your behalf at any given time.

Accordingly, AIA Australia reserves the right to request additional information, forms, documents or confirmations from a person (including from the Policy Owner/s, the Lives Insured, the adviser or another person) before an instruction is processed.

Under the terms of this authority, the Policy Owner/s and the Lives Insured will generally be responsible for the adviser's conduct under this authority and AIA Australia will not generally be responsible for such conduct (subject to applicable law).

If required, you should obtain your own legal or other professional advice before signing this authority

GENERAL TERMS

- This authority will take effect on the date the life insurance policy or policies resulting from this application are issued, or for existing policies, from the date this application is processed.
- All Policy Owner/s, Lives Insured and the adviser must agree to this authority in order for it to take effect.
- This authority applies to any life insurance policy underwritten by AIA Australia and associated AIA Vitality membership/s where the policy is owned by the Policy Owner/s signing this form, covers the Lives Insured signing this form and is arranged by the adviser signing this form.
- AIA Australia excludes all liability in relation to this authority, except that which cannot be excluded by law.
- AIA Australia may seek confirmation from the Policy Owner/s or Lives Insured regarding any instruction received from the holder of this
 authority prior to acting on such instruction.
- This authority will immediately terminate in respect of a life insurance policy on cancelation of that policy and AIA Australia may also terminate this authority in respect of a policy on death of the Policy Owner or Life Insured under that policy.
- AIA Australia may decline to act on an instruction received from an adviser under this authority or may choose not to act on such an
 instruction unless a person (including the adviser, Policy Owner/s or Lives Insured or another person) provides additional information, forms,
 documents or confirmations requested by AIA Australia.
- AlA Australia may at any time, conduct an audit of the adviser's performance of its obligations under this authority.
- For the avoidance of doubt, this authority does not require AIA Australia to act on instructions that would not be valid if provided by the Policy Owner/s or Lives Insured.
- If the Policy Owner/s and Lives Insured if relevant, cease their relationship with the adviser nominated in this application form, this authority will terminate.
- If the adviser nominated in this application form moves to a new adviser firm or dealer group and retains a relationship with the Policy Owner/s, and if relevant the Lives Insured, AIA Australia may, provided the new adviser firm or dealer group has an existing distribution agreement with AIA Australia, allow this authority to continue.
- In the case where there is more than one Policy Owner, the adviser must obtain and confirm instructions from all Policy Owners and, where relevant, the Lives Insured.

Do you wish to appoint the financial adviser nominated in this application form under this authority?

Yes → The financial adviser nominated will be able to provide AIA Australia with instructions relating to your life insurance policies (including the policy contemplated by this application form and any other retail life insurance policies underwritten by AIA Australia (and associated AIA Vitality membership/s)) on your behalf and AIA Australia will be authorised to accept those instructions.

No

Y. Declaration and Privacy Notification Life Insured and Policy Owner/s must complete this section.

Privacy Notification

Personal (including sensitive) information provided will be handled in the manner described in the AIA Australia Group Privacy Policy as updated from time to time, accessible by visiting our website at www.aia.com.au, or by contacting us on 1800 333 613 to request a copy. AIA Australia handles and collects personal information for purposes which include the administration of your policy or claim, the provision of products and services, our business operations and other purposes set out in our Privacy Policy. By providing personal information to us or your adviser (and the Australian financial services licensee they represent), the trustee or administrator of a superannuation fund, or other representative or intermediary, or by continuing your relationship and otherwise interacting with us, you confirm that you have been notified of the matters and consent to the collection, use, disclosure and handling of personal information as described in the AIA Australia Group Privacy Policy as updated from time to time on our website. We rely on the accuracy of the personal information provided to us. If any of your personal information reflected in this form or any of the attachments is incorrect, out of date or incomplete, please call us on 1800 333 610 and we can take reasonable steps to correct the personal information. Where you provide us with personal information about someone else, you must have their consent to provide their information to us in the manner described in the AIA Australia Group Privacy Policy.

Adviser appointment – Policy Owner and Life Insured

Note: the references to 'Policy Owner' in this adviser appointment excludes Equity Trustees Superannuation Limited, where it is a Policy Owner in respect of a Superannuation Plan acquired for a member of the Scheme.

Please read this important section and make sure you understand it, obtain advice in relation to it (if required) and agree to it before submitting your application.

You agree to appoint advisers assisting you with your insurance application (and AIA Vitality application, if relevant) to progress and finalise it on your behalf and to arrange for the life insurance policy to be issued without further involvement from you.

By signing this application you (being the proposed Policy Owner and/or the proposed Life Insured) agree that:

- your adviser is authorised to provide any further instructions, information, consents or declarations in relation to your insurance application (and your AIA Vitality application, if relevant) on your behalf and that we can request and rely on such instructions, information, consents or declarations from your adviser without further confirmation from you;
- where we offer to provide insurance cover on special terms (including, without limitation, premium loadings or special exclusions), you
 authorise your adviser to accept those special terms on your behalf. Where this occurs, you agree that we may rely on such acceptance
 by your adviser as if you accepted those special terms without further confirmation from you;
- we, or persons acting on our behalf, may verify any instruction, information, consents, declarations or agreement received from your adviser before acting on it. However, we are not obliged to do so and our failure to do so does not mean that we have waived our right to rely on the instruction, information, consents, declarations or agreement received from your adviser.
- you agree to indemnify us against all loss or liabilities and costs incurred as a result of our reasonable reliance on this adviser
 appointment, except to the extent that we remain liable for such losses or liabilities by operation of a law that we cannot exclude.

Financial Adviser Authority - if you ticked 'Yes' under 'Section X. Financial Adviser Authority' - Policy Owner and Life Insured

- I/We jointly and separately indemnify AIA Australia against any claim, liability, loss, damage, expense (including legal costs on a full indemnity basis) that I/we suffer as a result of AIA Australia acting on instructions received from the adviser nominated above.
- I/We agree to immediately notify AIA Australia in writing if I/we wish to revoke or alter the authority given to the adviser nominated under this application form.
- I/We have read and agree with the information in Section X of this application form, including the important notes, the general terms and this declaration. I/We appoint the adviser nominated under this application form to instruct AIA Australia in accordance with the information contained in Section X and otherwise in accordance with the terms of this authority. I/We authorise AIA Australia to accept those instructions as if those instructions were provided by me/us.

Declaration

Life Insured and Policy Owner/s must complete this section (or if applying on-line, have declared the following) except where the Life Insured and/or Policy Owner is under 16, where in such circumstances the parent/guardian of that Life Insured and/or Policy Owner must complete this section (or if applying on-line, have declared the following) on behalf of the Life Insured and/or Policy Owner.

- I/We declare that the information contained in the personal statements (whether written in my/our hand or not, attached, input into the computer using the electronic application system or are otherwise provided to AIA Australia) is true and correct and that no information material to the insurance has been withheld.
- Where I/we have completed the personal statements electronically using the electronic application system, I/we acknowledge that AIA Australia will send a copy of the statements I/we have provided to my personal address, that I/we must review this information and advise AIA Australia of any inaccuracies or omissions, and of any changes in health or circumstances up until the time a policy is issued.
- I/We agree that any personal statements made, completed electronically or otherwise provided to AIA Australia together with any relevant documents shall form the basis of the proposed contract of insurance with AIA Australia Limited.
- I/We acknowledge that these personal statements may result in certain exclusions or special acceptance terms becoming applicable to me. Where my/our adviser has indicated that the exclusions or special terms may apply, each of these exclusions and special acceptance terms has been explained to me/us. I/We confirm that I/we understand those terms and where they are applicable to me/us I/we agree to be bound by them.
- I/We have read the Priority Protection Product Disclosure Statement (PDS) and any relevant Supplementary PDS (SPDS), current at the time
 of this application, including Your Duty to Take Reasonable Care notice set out in the Getting Started section and understand its contents and
 what is meant by my/our duty to take reasonable care.
- I/We acknowledge and agree that my/our adviser and the licensed dealer or broker they represent may be entitled to receive commission or remuneration in the event that I/we am/are issued with the insurance policy/ies which is/are the subject of this application.
- To the maximum extent permissible by law, I/we agree to receive any communications relating to AIA Australia's products and services
 electronically, including by way of a physical or electronic notice (such as an email, SMS, facsimile, webpage transmitted to a browser or other
 notice transmitted via any other electronic means that contains a hyperlink to the communication). Such communications may include (without
 limitation) the PDS (including any schedules and endorsements), Financial Services Guide (FSG) as well as other disclosure documents and
 communications. For example (and without limitation) I/we agree to receive the PDS (including any endorsements and schedules) and policy
 related communications, via email or by accessing a webpage that contains hyperlinks to such documents and communications. Electronic
 communications must be regularly checked and it is my/our responsibility to ensure that I/we provided to AIA Australia an up to date,
 unblocked and unfiltered electronic address, if requested by AIA Australia.

- I/We warrant that, where this application is being submitted on behalf of a business partnership, I/we are authorised by and directed on behalf of the business partnership to enter into this contract of insurance and to do all things necessary to ensure the business partnership satisfies all of its obligations under this contract of insurance.
- I/We understand that if I/we have indicated I/we intend to replace an existing policy with this AIA Australia policy, I/we will be required to
 cancel my/our existing policy. I/We acknowledge that in this case the replacement policy issued by AIA Australia only starts when my/
 our existing policy is cancelled. I/We acknowledge that failure to cancel my/our existing policy within a reasonable time will render my/our
 AIA Australia policy void.
- I/We agree that cover will not commence until AIA Australia has accepted the risk under my/our policy.
- I/We also understand that my/our duty to take reasonable care continues after I/we have completed this application until AIA Australia has
 accepted the risk under my/our policy. I/We understand that AIA Australia underwriting does not have access to my/our AIA Vitality information
 (including health and medical information) unless I/we disclose that information as part of my/our insurance application. I/We understand
 that any health, medical or other information that may affect the risk under my/our policy needs to be provided to AIA Australia underwriting
 (including in this form) even if it was also provided as part of the Life Insured's participation in AIA Vitality.
- If I/we am/are a Policy Owner, in that capacity I/we agree that the premium relating to my/our policy may be discounted in some circumstances based on the Life Insured's conduct in respect of AIA Vitality where the Life Insured is a member of AIA Vitality. This declaration is part of my/our application for Priority Protection or Priority Protection for Platform Investors despite anything to the contrary in this document.
- If I/we am/are insured (or become insured) under an eligible private health insurance policy issued by AIA Health Insurance Pty Ltd which
 provides me/us with an entitlement to participate in AIA Vitality, I/we agree that the premium relating to the life insurance policy to which this
 application relates may be discounted.
- I/We acknowledge and confirm that any discounts and benefits provided in respect of the life insurance policy that is the subject of this application because of the Life Insured's conduct in respect of AIA Vitality where the Life Insured is a member of AIA Vitality or because the Life Insured is insured under a private health insurance policy issued by AIA Health Insurance Pty Ltd in respect of AIA Vitality and private health insurance are not guaranteed and AIA Australia reserves the right to vary or withdraw the discounts and benefits or the AIA Vitality product.
 I/We acknowledge and confirm that AIA Australia does not issue, and is not responsible for the administration of or the payment of any
- benefits provided under, private health insurance products issued by AIA Health Insurance Pty Ltd.
 I/We have been notified of, have read and consented to the handling, collection, use and disclosure of my/our personal (including sensitive) information, including the exchange of personal information with third parties located in Australia and overseas in the manner described in the Privacy section in the current PDS and any relevant SPDS and the Privacy Policy on the AIA Australia website www.aia.com.au and on the AIA Vitality website www.aiavitality.com.au which were provided to me/us. I/We agree that any personal information AIA Australia holds will be governed by the most current Privacy Policy. I/We also agree that AIA Australia may update its Privacy Policy from time to time by posting an updated version on these websites and that a separate notice about the Privacy Policy may not be provided in each instance of collection.
- Where I/we have indicated that I/we hold a private health insurance policy issued by AIA Health Insurance Pty Ltd or would like to apply for such a policy, I/we consent to my/our personal information being provided to AIA Health Insurance Pty Ltd and its contractors and agents to facilitate my/our application and to confirm that I/we am/are (and continue to be) insured under such a policy. I/We understand that my/our information will be handled by AIA Health Insurance Pty Ltd in accordance with the AIA Health Insurance Privacy Policy which can be found at www.aia.com.au/health.
- I/We confirm that AIA Australia and its related entities, subsidiaries, affiliates and partners may use my/our personal information to provide marketing communications that may be of interest to me/us, including about insurance and financial products and services, wellness products and services and, if I am a member of AIA Vitality, products and services of our AIA Vitality partners. Communications may be provided on an ongoing basis by telephone, electronic messages (e.g. email and pop-ups), online (including websites and mobile apps) and other means. If I/we do not wish to receive these marketing communications I/we will follow unsubscribe instructions in the communications themselves where prompted or contact AIA Australia on 1800 333 613.
- If I/we am/are a Policy Owner who is/are a natural person applying for an ordinary money Priority Protection or Priority Protection for Platform Investors policy, I/we agree to pay fees that the Life Insured is required to pay in respect of the Life Insured's AIA Vitality membership on behalf of the Life Insured unless otherwise agreed with AIA Australia and to the extent permitted by law. This declaration is not part of my/our application for Priority Protection or Priority Protection for Platform Investors despite anything to the contrary in this document.
- I/We authorise and consent to AIA Australia disclosing information that relates to me/us or to the insurance policy and/or AIA Vitality membership referable to this application to my/our adviser and the licensed dealer or broker they represent), my/our distributor, to the Policy Owner of any eligible AIA Australia insurance policy that I am insured under and/or the Life Insured under my policy (as applicable) and to their related parties including if applicable, the platform operator to which this application relates. Such information may include (without limitation), personal (including sensitive) information including lifestyle, health and medical information that relates to my/our application or that relates to the ongoing servicing and administration of insurance (including, without limitation, in relation to insurance claim management and assessment) and/or my AIA Vitality membership and other information such as my AIA Vitality status, membership number, whether I have purchased or used certain devices and/or accessories or whether I have visited or used certain AIA Vitality partners, to earn AIA Vitality points.
- If this is an application for Priority Protection for Platform Investors I/we acknowledge there is a valid and current account in my/our name with the platform operator to which this application relates and that I/we have provided all of the information required about this account in this application form.
- Where I am the Life Insured and I have indicated that I would like to apply for an AIA Vitality membership, I declare that:
- I have read the terms and conditions of AIA Vitality that were provided to me together with this application (also available on the AIA Vitality Member website at www.aiavitality.com.au) and I agree to those terms. I do so in my personal capacity and not in my capacity as a Policy Owner under an eligible life insurance policy or a member of a superannuation fund.
- I consent to receive information about AIA Vitality electronically to the email address indicated in this form. Electronic communications must be regularly checked and it is my responsibility to ensure that I provided to AIA Australia an up to date, unblocked and unfiltered email address and that email from AIA Australia is not filtered. I acknowledge that hard copies of AIA Vitality information may not always be provided but that they may be sent at AIA Australia's discretion. I may withdraw my consents by following the unsubscribe instructions in the communications themselves.
- I understand and agree that the AIA Vitality section of this application and (unless otherwise indicated) any consents, declarations, authorities and other matters relating to AIA Vitality in this application are not part of the application for Priority Protection or Priority Protection for Platform Investors and are part of my application for AIA Vitality.

A copy of the quotation is attached to this application

If this is an application for a superannuation policy owned by Equity Trustees Superannuation Limited, I acknowledge that I can only contribute to the Scheme for the purpose of funding premiums due under the Superannuation Life Cover Plan and/or Superannuation Income Protection Plan (Plan/s) which I am applying for, and agree that the trustee of the Scheme may acquire and continue to hold the insurance benefits provided under the Plan/s, even if (i) my superannuation account has not had a balance of at least \$6,000 at any point in time or (ii) I am under 25 years of age.

Note: due to superannuation legislation restricting the ability of the trustee to hold cover for members with a low account balance or who are under 25 years of age, your application will not be considered if you do not meet the minimum account balance and age threshold and do not tick this box.

Note: This application form was designed for the product with the name and version listed on the top of first page and summarised in the code at the bottom of most pages in this application form.

AIA Australia may accept the information and statements you provide in an application form (including your agreement to any declarations) even when the application form was not designed for the product and version for which you are applying. In these circumstances, AIA Australia may treat such information and statements as being part of your application for insurance (and AIA Vitality, if relevant). AIA Australia may also require that you provide additional information or statements or that you complete further forms or that you provide further agreements or consents before your application is progressed.

To help avoid delays in processing your application, please ensure that the product and version in this application form (see the top of page 1) corresponds to the product name and version you are applying for as per your quotation.

Note: Your premium(s), excluding premium(s) made via the Scheme, will be held in a trust account administered by us until the policy is issued to you.

Signature of Life Insured	Name of Life Insured (as per legal identity)	Date					
X		DD / MM / YYYY					
If the Life Insured is under 16 years old, please provide parent or guardian details.							
Signature of parent/guardian	Name of parent/guardian	Date					
X		DD / MM / YYYY					

POLICY OWNER/S (Please complete one section below)

All correspondence directly relating to the insurance policy/ies arising from this application will be issued to Policy Owner 1. By signing this application form you acknowledge that Policy Owner 2 (or any other Policy Owner) will not receive any correspondence directly related to this insurance application.

1. Individual/s

Signature of Policy Owner 1	Name of Policy Owner 1	Date
X		DD / MM / YYYY
Signature of Policy Owner 2	Name of Policy Owner 2	Date

2. Company/Corporate Trustee/Business Partnership

Executed by (Company/Business Partnership Nan	Company/Business Partnership ABN/AC				
Signature of Director/Business Partner	Name of Director/Business Partner	Date			
Signature of Director/Secretary/Business Partner	Name of Director/Secretary/Business Partner	Date			

If you are a sole director please tick here.

When a company is to be the policyholder it is important that the application is signed either by: (1) Two directors; or (2) one director and company secretary; or (3) for a proprietary company that has a sole director who is also the sole company secretary, that director.

3. Non-corporate Trustee (including Self Managed Super funds)

Signature of Trustee 1	Name of Trustee 1	Date
X		DD / MM / YYYY
Signature of Trustee 2	Name of Trustee 2	Date
X		DD / MM / YYYY
Signature of Trustee 3	Name of Trustee 3	Date
X		DD / MM / YYYY
Signature of Trustee 4	Name of Trustee 4	DD / MM / YYYY Date

When the trustee of a Self Managed Superannuation Fund is to be the policyholder it is important that the application is signed either by: (1) All individual trustees; or (2) for single member fund, 2 individual trustees.

Adviser Use Only

Adviser Details

Adviser 1 – Servicing Adviser	
Name of Adviser	
Adviser Code	
Commission %	
ABN/ACN	
Phone Fax	
Email	
Company Name of Adviser (if applicable)	
Adviser 2	
Name of Adviser	
Adviser Code	
Commission %	
Other Details	
Has a medical exam, HIV, or other test been arranged?	
No \square Yes \rightarrow Please provide details of name and address of medical examiner or clinic where the exams and test have	been arranged.
Would you like us to arrange any required medical examinations or blood tests directly with your client?	
Can the proposed policy owner/s and/or life/lives insured read and understand English?	

 \neg \Box

Yes \square No \rightarrow What language was used to explain the policy?

AIA is committed to assessing insurance applications as quickly as possible. To do this, our representatives may need to contact the Life Insured directly. Please provide the following details:

Life Insured's contact number?						
Best time of day to call?	9 am – 12 pm	12	pm – 5 p	om		
Which days are best to call them?	Monday	Tuesday		Wednesday	Thursday	Friday

Adviser Declaration

- I confirm that I have given each Policy Owner and/or Life Insured a copy of the current:
- Priority Protection Product Disclosure Statement (PDS) and any relevant Supplementary PDS;
- AIA Australia Privacy Policy;
- where AIA Vitality is being applied for, a copy of the AIA Vitality Terms and Conditions (and where given electronically, the Policy Owner and/or Life Insured agree to receive information/disclosure electronically); and
- where private health insurance products issued by AIA Health Insurance Pty Ltd are being referred, an AIA Health Insurance Member Guide and Product Fact Sheet.
- I confirm that each Policy Owner and/or Life Insured has checked the details provided in the Application Form, the Life Insured has checked the health information provided and that I have authority from the Policy Owner and/or Life Insured to proceed with the application and will be able to provide evidence of the authority to AIA Australia upon request. I acknowledge and agree that evidence may include, but is not limited to, adviser file notes, voice recording and/or signed declaration in my records.
- I understand that where the Policy Owner and/or Life Insured is less than 16 years of age, I declare that the parent or guardian of the Policy Owner and/or Life Insured has made the above declarations and confirmations to me on behalf of the Policy Owner and/or Life Insured.
- I confirm that all advice which I have provided in connection with this application has been provided in accordance with applicable duties
 and professional standards (including, without limitation, the legislative obligation for financial services licensees and their authorised
 representatives to act in accordance with the best interests of their clients).
- I agree to be appointed on behalf of the proposed Policy Owner and Life Insured as described in the 'Adviser appointment Policy Owner and Life Insured' sub-section in Section Y of the application form. I agree to only exercise the authority granted as part of that appointment in line with the proposed Policy Owner's and Life Insured's instructions (as relevant) and agree to maintain reasonable evidence of those instructions. I further agree to indemnify AIA Australia and persons acting on its behalf against all loss or liabilities and costs incurred as a result of this adviser appointment, except to the extent that AIA Australia remains liable for such losses or liabilities by operation of a law that it cannot exclude.

 I confirm I have fully explained to each Authority. I accept and agree to my appointment the Adviser Authority as outlined in this appointment the Adviser Authority as outlined in this appointment the adviser declaration. I accept and agree to act honestly and it only in accordance with this authority. In instructions from all Policy Owners, and I agree to provide evidence of any instruct AIA Australia. I acknowledge and agree relevant the Lives Insured. I agree to immediately inform the Policy on their behalf. I agree to immediately notify AIA Austrative Policy Owners, and if relevant the Lives Insured. 	tion in Section X of this application form, including the important r in accordance with specific instructions I receive from the Policy of in the case where there is more than one Policy Owner, I accept a d Lives Insured if relevant. uctions I receive from the Policy Owner/s or Lives Insured, if and ctions I receive from the Policy Owner/s or Lives Insured indefinite that this obligation continues even if I cease to have a relationsh II reasonable requests made by AIA Australia in relation to an auc of Owner/s and, where relevant, the Lives Insured of any instruction and if I move to a new adviser firm or dealer group, or otherwise c	cations of cordance of notes, the g Owner/s at and agree to when requely, unless hip with the dit of my pe dit of my pe ons I have ease to ha	with the Financial general terms, and this nd Lives Insured, and to obtain and confirm uested by AIA Australia. otherwise advised by e Policy Owner/s, and if erformance under this provided AIA Australia ave a relationship with
Adviser 1 Signature		Date	DD / MM / YYYY
Adviser 2 Signature		Date	DD / MM / YYYY
Remuneration Structure – please sel (a) Same remuneration structure to apply to Upfront Upfront Level (where apply to Level	to all Policies (please select): plicable) ply by Policy (please select and specify Plan type e.g. Life Cover Upfront Upf	Level (who Level (who Level (who Level (who Level (who Level (who	ere applicable) ere applicable) ere applicable) ere applicable) ere applicable) ere applicable) ere applicable)
Remuneration Plan (Commission Dial Up	/Dial Down)		
Please specify if other than standard			
Remuneration Split Please specify if more than one adviser Note: Selecting 'Upfront' will apply the 'Upfr	Adviser 1 % Adviser 2 % Adviser 2		
Adviser Notes			

Direct Debit Request	
If this Direct Debit Request is for more than one policy then please list all relevant policy numbers.	
Payment options: 1. Initial payment and all future payments 2. All future payments	
Where you are paying from a business, super, SMSF or platform account, and are applying for AIA Vitality, please also complete the AIA Vi Payment form.	ality
Request and Authority to debit the account named below to pay AIA Australia Monthly Half-yearly Yearly	,
Please refer to the Direct Debit Request Service Agreement in the Priority Protection Product Disclosure Statement (PDS).	
I/We Title Surname or Company Name Given Name or ABN	
Account holder 1	
Account holder 2	
request and authorise AIA Australia Limited (Direct Debit User ID 000142) to arrange for any amount payable in relation to my policy and	
(where applicable) AIA Vitality contributions to be debited through the Bulk Electronic Clearing System from an account held at the financia institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement.	
Insert details of account to be debited	
Name account is held in	
BSB number Account number	
Acknowledgment I/We have read and understood the terms and conditions governing the debit arrangements between myself and AIA Australia as set out in this Request and in the Direct Debit Request Service Agreement.	
Insert the name and address of financial institution at which account is held	
Financial institution name	
Address	
Suburb State Postcode	
Insert your signature	
Account holder 1 signature Account holder 2 signature Date	
X DD/MM/YY	ΥΥ
Credit Card Authority	
If this Credit Card Authority is for more than one policy then please list all relevant policy numbers.	
Payment options: 1. Initial payment only 2. All future payments 3. Initial payments and all future payments	
Where you are paying from a business account, and are applying for AIA Vitality, please also complete the AIA Vitality Payment form.	
Please debit my Visa MasterCard Diners AMEX	
No. Expiry Date	
This authority enables AIA Australia Limited to debit your credit card for any amount payable in relation to your policy and (where applicable AIA Vitality contributions until you advise AIA Australia in writing to cancel this authority. The amount debited may vary from time to time as result of contractual variations (this only applies if option 2 or 3 above is chosen).	
If you choose the option of using a credit card for the one-off payment of the deposit please enter the amount.	
Name as shown on credit card	
Cardholder's Signature Date DD / MM / YY	ΥY

IMPORTANT NOTICE:

Credit Card refunds will be processed by us in the ordinary course of business. We will not accept any responsibility for credit card charges or fees incurred due to expired or cancelled cards or timing delays in processing refunds by the credit card issuer.

Notes on releasing information about your health

Your health information includes details about all your interactions with health providers, and may include details such as your symptoms, treatment, consultations, personal medical history and lifestyle. Health providers cannot release this information about you without your consent.

We, (AIA Australia), collect and use your health information to assess your application for cover, to assess and manage your claim, or to confirm the information you gave us when you applied for cover or made a claim. This is why we need your consent.

Each time you apply for cover or make a claim, we will ask you for a fresh consent. We will respect your privacy by only asking for the information we reasonably need, and we will tell you each time we use your consent.

Please read each Authority carefully and the explanatory notes below.

Authority 1

Authority 1 explanatory notes – through this Authority, with the exception of a copy of the consultation notes held by your General Practitioner/Practice, you are consenting to any health provider releasing any health information about you in the form we ask for. This may involve, for example:

- · preparing a general report and/or a report about a specific condition;
- · accessing and releasing your records in SafeScript;
- · releasing your hospital patient notes;
- · releasing the results of any investigations they have done; and/or
- releasing correspondence with other health providers.

Authority 1 – to release any of my health information except the consultation notes held by my General Practitioner/Practice

With the exception of consultation notes held by any General Practitioner/Practice I have attended, I authorise any health provider, practitioner, practice, psychologist, dentist, allied health services provider or any hospital to access and release, in writing or verbally, any details of my health information to AIA Australia, or to third parties they engage.

I agree to all the following:

- My health information can be released in the form AIA Australia asks for, such as a general report, a report about a specific condition, my records in SafeScript, any hospital notes, or correspondence between health providers.
- AIA Australia can collect, use, store and disclose my personal information (including sensitive information) in accordance with privacy laws and Australian Privacy Principles.
- This Authority is valid only while AIA Australia is assessing my claim or application for cover, or is verifying disclosures I made in connection with the cover.
- A copy or transcript of this Authority will be valid and effective, and this Authority should be accepted as valid and effective where I have signed electronically or consented verbally.

Authority 2

Authority 2 explanatory notes – through this Authority, you are consenting to any General Practitioner/Practice you have attended releasing a copy of your full record, including consultation notes, but only if we have asked them to provide a general report and/or a report about a specific condition under Authority 1, and either:

- · they will be unable to, or did not, provide the report within 4 weeks; or
- the report provided is incomplete, or contains inconsistencies or inaccuracies.

Your General Practitioner maintains consultation notes to support quality care, your wellbeing and to meet legal and professional requirements. General Practitioners/Practices should only release a copy of your full record, including consultation notes, for life insurance purposes in the rare circumstances set out above.

If you choose to withhold your consent to this authority, we may not be able to process your application for cover or a claim.

Authority 2 – to release a copy of the full record, including consultation notes, held by my General Practitioner/Practice in specified circumstances

I authorise any General Practitioner/Practice I have attended to release a copy of my full record, including consultation notes, to AIA Australia, or to third parties they engage, only if AIA Australia has asked them for a report on my health and either:

- the General Practitioner/Practice will be unable to, or did not, provide the report within four weeks; or
- the report is incomplete, or contains inconsistencies or inaccuracies.

I agree to all the following:

- AIA Australia can collect, use, store and disclose my personal information (including sensitive information) in accordance with privacy laws and Australian Privacy Principles.
- This Authority is valid only while AIA Australia is assessing my claim or application for cover, or is verifying disclosures I made in connection with the cover.
- A copy or transcript of this Authority will be valid and effective, and this Authority should be accepted as valid and effective where I have signed electronically or consented verbally.

Name:	Name:
Signature:	Signature:
X	X
Date:	Date:
DD / MM / YYYY	DD / MM / YYYY

I/We authorise and consent to any life insurance company disclosing to AIA Australia personal and sensitive information about me/us with regard to previous or current applications for insurance cover or claims made under other insurance cover which may include details of my/our health and medical history.



AIA Vitality Payment – Direct Debit Request

	1:	NIE
P0	IICV	No.

This authority will be used for collection of your AIA Vitality contributions at the same frequency as the premiums under the associated policy. Please note: AIA Vitality contributions cannot be funded by superannuation or SMSF monies or from a platform account.

Request and Authority to debit the account named below to pay AIA Australia

Please refer to the Direct Debit Request Service Agreement in the Priority Protection Product Disclosure Statement (PDS).

l,	Title	Surname or Company Name	Given Name or ABN
Account holder			

request and authorise AIA Australia Limited (Direct Debit User ID 000142) to arrange for any amount payable in relation to AIA Vitality contributions to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement.

Insert details of account to be debited

Name account is held in									
BSB number				Account number					

Acknowledgment I/We have read and understood the terms and conditions governing the debit arrangements between myself and AIA Australia as set out in this Request and in the Direct Debit Request Service Agreement.

Insert the name and address of financial institution at which account is held

Financial institution name				
Address				
	Suburb	State		Postcode
Insert your signature Account holder signature	X		Date	DD / MM / YYYY

AIA Vitality

AIA Vitality Payment – Credit Card Authority

Policy No.

This authority will be used for collection of your AIA Vitality contributions at the same frequency as the premiums under the associated policy.

Request and Authority to debit

Visa		MasterCard			Diners				AMEX									
No.															Expiry Date			

This authority enables AIA Australia Limited, to debit your credit card for any amount payable in relation to your AIA Vitality contributions until you advise AIA Australia in writing to cancel this authority. The amount debited may vary from time to time as a result of contractual AIA Vitality variations which apply to your AIA Vitality membership..

Name as shown on credit card			
Cardholder's signature	X	Date	DD / MM / YYYY

IMPORTANT NOTICE:

Credit Card refunds will be processed by us in the ordinary course of business. We will not accept any responsibility for credit card charges or fees incurred due to expired or cancelled cards or timing delays in processing refunds by the credit card issuer.