












## South Australia & Northern Territory State Office contacts

State Office		
Suite 3, 26 Greenhill Rd, Wayville SA 5034 Phone: (08) 8172 7499 Fax: (08) 8172 7404	<b>For all applications:</b> PO Box 6111, Melbourne VIC 3004	
Retail Services		
<b>Phone:</b>	<b>1800 033 490</b>	
<i>Select 1 for Insurance, then 1 for Adviser to access below options</i>		
<b>Claims:</b>	(select option 1)      au.retail.claims@aia.com	
<b>New Business:</b>	(select option 2)      infohub@aia.com	
<b>Existing Policy:</b>	(select option 3)      au.clientservices@aia.com	
<b>Underwriting:</b>	(select option 4)      au.sapreassess@aia.com	
<b>Adviser Services:</b>	(select option 5)      au.adviserservices@aia.com	
The Vitality team		
<b>Phone:</b>	<b>1800 848 254</b> queries@aiavitality.com.au	
Sales Team		
 <p><b>James Wingate</b> Regional Manager  0478 490 981 <a href="mailto:james.wingate@aia.com">james.wingate@aia.com</a></p>	 <p><b>Karen Janes</b> National Client Development Associate Manager  0466 931 034 <a href="mailto:karen.janes@aia.com">karen.janes@aia.com</a></p>	 <p><b>Chris Starritt</b> AIA Health Insurance Relationship Manager  0434 687 385 <a href="mailto:Chris.Starritt@aia.com">Chris.Starritt@aia.com</a></p>
 <p><b>Nathan Evison</b> Senior Client Development Manager  (08) 8172 7409 0402 969 342 <a href="mailto:nathan.evison@aia.com">nathan.evison@aia.com</a></p>	 <p><b>Vicki Ridge</b> Client Development Associate  (08) 8172 7408 0466 443 301 <a href="mailto:vicki.ridge@aia.com">vicki.ridge@aia.com</a></p>	 <p><b>Renee Pitt</b> Client Development Support  (08) 8172 7411 0466 137 148 <a href="mailto:renee.pitt@aia.com">renee.pitt@aia.com</a></p>
Underwriting Team		
 <p><b>Megan Troitsin</b> Regional Underwriting Manager  (02) 8052 8523 0466 023 826 <a href="mailto:megan.troitsin@aia.com">megan.troitsin@aia.com</a></p>	 <p><b>Paul Radbourne</b> Principal Underwriter  (08) 8172 7407 0403 764 618 <a href="mailto:paul.radbourne@aia.com">paul.radbourne@aia.com</a></p>	 <p><b>Malae Shaw</b> Underwriting Administrator  (08) 8172 7410 <a href="mailto:malae.shaw@aia.com">malae.shaw@aia.com</a></p>
 <p><b>Stephen Chin</b> Underwriting Administrator  (03) 9009 4118 <a href="mailto:Stephen.Chin@aia.com">Stephen.Chin@aia.com</a></p>	 <p><b>Danielia Johannes</b> Underwriting Administrator  (08) 9288 2321 <a href="mailto:danielia.johannes-aus@aia.com">danielia.johannes-aus@aia.com</a></p>	

## South Australia & Northern Territory State Office contacts

### Important Email Addresses

Please use the below listed email addresses for submitting documentation AND/OR requests relevant to the status of your client's Proposal in Progress or existing Inforce policy.

#### New Business

##### Proposal in Progress

Priority Protection & Priority Protection for Platform Investors

[infohub@aia.com](mailto:infohub@aia.com)

- Lodgement of paper applications
- New quotes
- Signed SAT (ALL PAGES)
- AIA Superannuation Scheme Transfer Requests
- DDR/CCA authority
- Nomination of Beneficiary
- Client Declarations
- Adviser Declaration
- Medical Authority
- Superannuation Declaration
- Underwriting questionnaires/supporting medical information
- Cancel & Replace application
- Increase and/or Additions application

#### Existing Policies

##### In force

Priority Protection & Priority Protection for Platform Investors

[au.clientservices@aia.com](mailto:au.clientservices@aia.com)

- Change of address, phone number
- Change of banking details (new DDR/CCA)
- Third Party Authority
- Request for Alteration
- Nomination of Beneficiary (CHANGES)
- Application for Non-Smoker Rates
- Application for Reinstatement
- Application for Vitality
- Policy Cancellation
- Request to cancel Vitality
- Quote on existing policy

*Upload Facility within Proposals in Progress available for lodging above documents*

### Underwriting Team

<b>Pre-assessments</b>	<a href="mailto:au.sapreassess@aia.com">au.sapreassess@aia.com</a>	1800 033 490 (options 1, 1, 4)
<b>Tele-Application Team</b>	<a href="mailto:au.teleapplication@aia.com">au.teleapplication@aia.com</a>	1800 730 349

### Remuneration

<b>New adviser code requests</b>	<a href="mailto:au.saservice@aia.com">au.saservice@aia.com</a>
<b>Commission payment queries</b>	

### Claims

<b>New &amp; Existing Claims</b>	<a href="mailto:au.retail.claims@aia.com">au.retail.claims@aia.com</a>	1800 033 490 (options 1, 1, 1)
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