








WA State Office contacts

State Office		
Level 2, 673 Murray Street, West Perth WA 6005 Phone: (08) 9288 2388 Fax: (08) 9288 2389		For all applications: PO Box 6111, Melbourne VIC 3004
Retail Services		
Phone: 1800 033 490		
Claims:	1800 033 490 (opt 1, then 1, then 1)	au.retail.claims@aia.com
New Business:	1800 033 490 (opt 1, then 1, then 2)	infohub@aia.com
Existing Policy:	1800 033 490 (opt 1, then 1, then 3)	au.clientservices@aia.com
Underwriting:	1800 033 490 (opt 1, then 1, then 4)	au.wapreassess@aia.com
Adviser Services:	1800 033 490 (opt 1, then 1, then 5)	
Remuneration Team		au.waservice@aia.com
The Vitality team		
Phone: 1800 848 254	aiavitality.com.au	queries@aiavitality.com.au
AIA Health Insurance		
Phone: 1800 333 004	aia.com.au/health	health.memberservices@aia.com.au
Sales Team		
	<p>James Wingate Regional Manager 0478 490 981 james.wingate@aia.com</p>	 <p>Karen Janes National Client Development Associate Manager 0466 931 034 karen.janes@aia.com</p>
	<p>Clive Staple Senior Client Development Manager 0466 650 165 clive.staple@aia.com</p>	
	<p>Kerrie Pringle Client Development Manager (08) 9288 2319 0403 805 403 kerrie.pringle@aia.com</p>	 <p>Karena Cox Client Development Associate (08) 9288 2318 0478 406 822 karena.cox@aia.com</p>
	<p>Liza Vollmer Client Development Support (08) 9288 2388 liza.vollmer@aia.com</p>	
	<p>Chris Starritt Relationship Manager - Health 0434 687 385 chris.starritt@aia.com</p>	

WA State Office contacts

Underwriting & Operations Team

Pre assessments

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Megan Troitsin
Head of Retail Underwriting

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Tim Barnes
Retail Underwriting Manager

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Senior underwriting Performance & New Business Specialist

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Principal Underwriter

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Principal Underwriter

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Andrew Korck
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Danielia Johannes
Underwriting Assistant

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aus@aia.com)

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

- 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

- 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

Pre-assessments

au.wapreassess@aia.com

Claims

au.retail.claims@aia.com

Remuneration

New adviser code requests

au.waservice@aia.com

Commission payment queries