

Frequently Asked Questions

1. Why are we changing your cover?

At AIA Health, we regularly review our products and benefits to ensure we're providing members with affordable and quality healthcare cover. We launched a brand-new suite of products in March 2020 and have continued to add new products over time, as we strive to provide increased flexibility, affordability, and rewards to all members. After carefully examining our product range looking forward, as of 1 Jan 2022, all existing myOwn and RACQ hospital and extras products will be decommissioned. As a result, we are required to change your cover to an equivalent AIA Health product, or any available product of your choice.

Current AIA Health policies provide great value to our members with even more features and benefits integrated with AIA Vitality. You can view our AIA Vitality benefits [here](#).

2. Can I choose another Hospital and/or Extras policy?

Yes, we have an extensive range of Hospital and Extras policies that you can choose from to meet your needs and budget. Please visit our [quote and apply](#) webpage to see cover options available or give us a call on **1800 333 004**. When calling, please press '2' for existing members, then '1' to discuss your options.

3. When do I have to change my cover by?

As a valued member of AIA Health, we're here to assist and you can change your cover at any time. We understand your cover needs may have changed since joining us, so we're here to help you find the most suitable product for you. If you contact us prior to 31 December 2021 you can choose an alternative product to what was suggested in our recent email - this was carefully selected as a product that is most similar in price and benefits to your existing policy. If you do not change your cover before 31 December, your cover will change to the suggested AIA Health policy on 1 January 2022. At any time after 1 January 2022, you can contact us to review your options and we'll be happy to assist.

4. Do I have to change my cover?

Yes, as your current level of cover will be decommissioned on 1 January 2022 you will not be able to remain on this product. Therefore, we are required to update your cover to an equivalent and current AIA Health policy or assist you in changing to any available product of your choosing.

5. Will my AIA Vitality membership be impacted by the change?

Your AIA Vitality membership and all associated benefits, points and status will continue without disruption.

6. Can I continue to use my current member card?

Yes, no change will be made to your current member card and you can use this as usual.