

# AIA Vitality Thank You Campaign

As a small thank you for the incredible work and sacrifices of our front line healthcare workers, we are waiving 12 months of AIA Vitality fees for those who hold an AIA Priority Protection or Priority Protection for Platform Investors policy with an AIA Vitality membership.

Terms & Conditions



June 2020



Effective 9 June 2020.

Valid until 30 September 2020.

In respect of Eligible AIA Vitality Memberships held by Eligible Persons (each as defined in paragraphs 1 and 2) and subject to these terms and conditions, AIA Australia Ltd ABN 79 004 837 861, AFSL 230043 ("AIA Australia") will waive the AIA Vitality contribution fee, hereafter referred to as 'The Fee' otherwise payable for one (1) year (12 months).

To activate this offer, Eligible Persons, or their authorised representatives (including authorised advisers) must explicitly request this offer on or before 30 September 2020 by contacting AIA Australia on 1800 015 927 or email [au.clientsupport@aia.com](mailto:au.clientsupport@aia.com). (Evidence will need to be provided as outlined in Paragraph 4)

- 1 An Eligible AIA Vitality Membership is an AIA Vitality membership:
  - a) held by an Eligible Person as at 30 May 2020; and
  - b) that is attached to a Priority Protection or Priority Protection for Platform Investors life insurance policy (but excluding any DPM policies) under which the Eligible Person is insured.
- 2 An Eligible Person is a person who, as at the date that they request to have this offer applied to them in accordance with the process set out above, is a Frontline Healthcare Worker (as defined in paragraph 3).
- 3 A Frontline Healthcare Worker is defined as the following:
  - a) Doctors, nurses, hospital cleaners and all hospital workers
  - b) Ambulance workers and paramedics
  - c) People working at a GP Surgery or Clinic
  - d) Workers at a COVID-19 testing site
  - e) Allied healthcare workers

- f) People providing mental healthcare services
- g) Workers developing a COVID-19 vaccine or treatment
- h) Pharmacists
- i) Police
- j) Age Care workers
- k) Volunteers helping to support people with COVID-19
- l) or any other occupation that AIA Australia deems, in its absolute discretion, is a Frontline Healthcare Worker.

- 4 AIA Australia will require evidence that a person is an Eligible Person prior to applying the waiver. Such evidence may include (but not limited to):

- a) ID pass, or
- b) Payslip with employer details, or
- c) AHPRA Registration

This evidence will be collected for the purpose of determining eligibility, and will be handled and stored in the manner described in the AIA Australia Privacy Policy available at [www.aia.com.au](http://www.aia.com.au).

- 5 The waiver will be applied with respect to the membership year of the Eligible AIA Vitality Membership held by the Eligible Person which is current as at the time that AIAA confirms the Eligible Person's entitlement to participate in the offer.
- 6 Where The Fee in respect of the Eligible AIA Vitality Membership's membership year has already been paid annually or quarterly in advance, we may refund an amount equal to the fee paid and will apply the waiver in relation to the balance (if any) of The Fee for the relevant membership year which has yet to be paid.

- 7 For the avoidance of doubt, AIA Australia will not
- a) waive any contribution fees relating to more than one year of an AIA Vitality membership or that relate to any period after the reinstatement of a lapsed membership; or
  - b) provide a value equivalent to The Fee for persons who do not hold an Eligible AIA Vitality Membership.
- 8 At AIA Australia's absolute discretion, incomplete, inaccurate, ineligible or dishonest applications, or those which, in AIA Australia's opinion do not meet the criteria set out in these Terms and Conditions, or infringe these Terms and Conditions, will be ineligible for the benefits under the 'AIA Vitality Thank You' campaign.
- 9 AIA Australia will not be responsible for late, lost or misdirected applications for this campaign and all applications are deemed to be received at the time of receipt by AIA Australia and not at the time of transmission.
- 10 Immediate families of employees, contractors and other staff members of AIA Australia are eligible for the 'AIA Vitality Thank You' campaign waivers in accordance with these Terms and Conditions.
- 11 AIA Australia reserves the right to vary these Terms and Conditions (including without limitation, to vary the period of the campaign, the benefits under it and to otherwise vary or extend the circumstances in which a policy is an Eligible Policy for the purposes of this campaign) by posting updated terms and conditions at [www.aia.com.au/AdviserSite](http://www.aia.com.au/AdviserSite) or by emailing the Eligible Persons, their representatives or their licensee. AIA Australia may withdraw the 'AIA Vitality Thank You' campaign at any time at its discretion by notifying Eligible Persons, their representatives or their licensees or by posting the notice at [www.aia.com.au/AdviserSite](http://www.aia.com.au/AdviserSite).

In the event that AIA Australia varies these Terms and Conditions or withdraws 'AIA Vitality Thank You' campaign, AIA Australia will, subject to applicable law, not be liable to any person for any costs, loss or damage (including costs, loss or damage caused by negligence) arising out of, or in connection with, such cancellation, variation or withdrawal and will not be required to conduct the 'AIA Vitality Thank You' campaign or similar campaign or apply any of the waivers contemplated under the campaign at any other time.