

January 2024



## What is the benefit?

- AIA Vitality members can receive a status-based cashback of up to 50% on the base fare of one international booking and one domestic booking, or two domestic bookings on eligible Virgin Australia flights when booked via the AIA Vitality app. AIA Vitality members receive status-based cashback on the first two eligible flights booked in their membership year.
- A cashback of 10% will be payable to the member only for all subsequent eligible flights.
- The cashback amount is capped at \$2,000<sup>1</sup> per passenger, per booking, regardless of the member's AIA Vitality status at the time of booking.
- The cashback percentage is based on the AIA Vitality status of the member at the time of booking.

AIA Vitality Status	Cashback
Bronze	10%
Silver	20%
Gold	30%
Platinum	50%

Please note that to access this benefit, the AIA Vitality member must have completed all components of the AIA Vitality Health Check within the last 12 months.

- At the time of booking, if the member has not completed an AIA Vitality Health Check<sup>2</sup> within the last 12 months, then a cashback of 10% will be payable to the member only, and the booking will count towards the benefit usage for the membership year. This includes members who are eligible for AIA Extra benefits.
- Flights must be booked at least 10 days in advance of the date of travel.
- Members can book one international flight on United Airlines, Singapore Airlines and Qatar Airways using their Flight Benefit. This includes destinations across North America, Asia, the United Kingdom, Europe, and the Middle East.

## How can the benefit be accessed?

1. Open the AIA Vitality app.
2. Navigate to 'Rewards' and scroll down to 'Virgin Australia'.
3. Follow the prompts under, 'Book now', to access the Virgin Australia booking portal.
4. After selecting your travel date(s) you will need to tap "X" in the top right corner for the screen to progress to the booking screen.
5. Select an 'AIA Vitality' marked flight. Please note that if the flight selected is NOT marked with 'Special Fare', it is not an eligible flight and no cashback will be paid.
6. Cashback for an eligible flight is processed based on the order in which you made the booking and applies to the first two eligible flights booked each membership year. If a member has booked three flights, the first two eligible flights booked are the flights the member will receive cashback for.
7. Once the booking process is complete, the member will receive the booking confirmation/itinerary directly from Virgin Australia.
8. To ensure a cashback is processed correctly, the member must enter flight details via the 'Register for your cashback' form. This can be found within 'Virgin Australia' in the 'Rewards' section in the AIA Vitality app. Failure to complete this form may result in a delay in receiving your cashback.

- The cashback will be paid via direct deposit into the members nominated bank account within six weeks.

**Note:** Members eligible for AIA Extra must follow access instructions contained within their AIA Extra confirmation of eligibility email, not through the AIA Vitality app.

## Who may use the benefit?

- Only the AIA Vitality member making the booking may be eligible for status-based cashback.

## What if Velocity Points are used?

- If you use Velocity Points to reduce the cost of the flight booking, please note the cashback payment will be calculated on the remaining base fare amount after Velocity points have been used.
- For example, if Velocity Points have been used to fund \$250 of the total booking, which has a base fare of \$1,000, then the member's status-based cashback percentage will be applied to the remaining base fare of \$750.
- If the value of the Velocity Points equals or exceeds the base fare of the booking, then no cashback will be payable.

## Important points to consider

- To be eligible for a status-based cashback, flights must be booked via the AIA Vitality app, are marked with the 'AIA Vitality' label, and must be booked at least 10 days in advance of the date of travel.

- Flights booked via any other channel (including a travel agent, third party online booking site, directly through Virgin Australia's website, or as part of a package) are not eligible for a cashback.
- The cashback amount for the member will be paid as a single payment into the member's nominated bank account in the AIA Vitality app.
- The cashback amount is calculated on the base fare only and is not applicable to any taxes and surcharges, card payment fees, amendment or cancellation fees, incidental or administrative fees, or travel insurance.
- AIA Vitality members can receive a cashback for a flight that they are taking for their own use only. The cashback cannot be applied to flights for any other individual, or to flights where the AIA Vitality member is not listed as the lead traveller in the booking.
- AIA Vitality members travelling together can book separately and then contact the Virgin Australia Guest Contact Centre on 13 67 89 to link their bookings. Virgin Australia may need to speak with both members, who need to supply the passenger name record (PNR) for both bookings and request that these be linked. The PNR can be found on the booking confirmation from Virgin Australia.
- Booking modifications and cancellations are permitted as per Virgin Australia fare class rules. The cashback will be applied to the original booking only and any fare increase due to modifications are not eligible for an additional cashback.
- Modifications will not drive recovery of a cashback unless the change is the removal of the AIA Vitality member from the booking, in which case this will be treated as a cancellation.
- If an AIA Vitality member cancels a booking for which they have received a cashback, the member must refund the cashback amount within 60 days. If the booking included a status-based cashback, the member will be entitled to book another eligible flight to receive a status-based discount within the AIA Vitality membership year.
- Queries regarding all aspects of an AIA Vitality member's flight booking, including modifications and cancellations, must be directed to Virgin Australia's Guest Contact Centre on 13 67 89.
- AIA Australia will use all reasonable endeavours to ensure that AIA Vitality flags are aligned with the outlined rules for eligible flights.
- Use of this benefit is subject to the AIA Vitality Terms and Conditions, AIA Vitality Terms of Use, and the AIA Australia Privacy Policy available on the AIA Vitality website.



**Any questions?**

Visit [aiavitality.com.au](https://aiavitality.com.au)

Email [queries@aiavitality.com.au](mailto:queries@aiavitality.com.au)

Call **1800 848 254**

<sup>1</sup> For members eligible for AIA Extra (being those members who hold AIA Priority Protection Policy and have combined premium of \$12,000 per year), this amount is \$8,000 per passenger, per booking, regardless of the member's AIA Vitality Status.

<sup>2</sup> Or an Executive Health Check (for members eligible for AIA Extra)