

Changes to AIA Vitality effective 30 October 2018

We're introducing some exciting changes to AIA Vitality. These changes will make it easier for you to earn AIA Vitality points and continue to be rewarded for your healthy efforts.

What's changing?



australia

NEW Flight Benefit partner – Virgin Australia



TerryWhite
Chemmart.

FREE annual AIA Vitality Health Check with TerryWhite Chemmart

ticketmaster[®]

CHANGES to Shopping Rewards retailers – introducing Ticketmaster



Fitness First

MORE locations to do your AIA Vitality Fitness Assessment with Fitness First*

*Available from Wednesday 5 December 2018.



australia

1. NEW Flight Benefit partner

AIA Vitality members will now be able to enjoy up to 50% off eligible domestic and international flights with our new flight benefit partner, Virgin Australia.

What you need to know

- From 30 October 2018, AIA Vitality members will receive up to 50% cashback on the base fare of eligible Virgin Australia-operated domestic and international flights
- AIA Vitality members will only receive cashback on eligible flights booked via the dedicated Virgin Australia booking portal available through the AIA Vitality website from Tuesday 30 October 2018.** Any flights booked via any other channel (including via a travel agent, third party online booking site or directly through Virgin Australia's website will **NOT** be eligible for cashback).
- The cashback percentages will vary based on your AIA Vitality status at the time of booking (not at the time of travel) with the following percentages applying from Tuesday 30 October 2018:

	STATUS	POINTS	CASHBACK
	Bronze	0 Points	10%
	Silver	10,000 Points	20%
	Gold	20,000 Points	30%
	Platinum	30,000 Points	50%

Making it easier for you to claim your flight benefit cashback

We've made it easier for members to book cashback eligible flights. Here's how:

- Eligible flights will be clearly marked (with AIA Vitality) on the booking screen – so you can be certain before you book that flights marked with, AIA Vitality, will be eligible for you to receive your respective cashback percentage.
- You will no longer have to email your booking confirmation/flight itinerary to AIA Vitality to claim a cashback. Booking via the Virgin Australia portal (accessed via AIA Vitality) means that we will automatically be able to credit the cashback you're eligible for to your nominated bank account within 21 days.

Flight benefit terms and conditions

- You must have completed your AIA Vitality Health Check (VHC) within the last 18 months from the time of booking in order to access a status-based discount. If you have not completed your VHC within this timeframe, you will only be eligible for a 10% cashback.
- You must book flights via the Virgin Australia booking portal, accessed via www.aiavitality.com.au. Only flights marked with 'AIA Vitality' are eligible for cashback. Any flights booked that are not marked with 'AIA Vitality' will not be eligible for cashback.
- Cashbacks are payable on the base fare only. Base fares exclude any taxes and any other charges.
- You can enjoy your status-based cashback on the first two flights booked in each membership year – any subsequent flights booked in any one membership year will be eligible for a 10% cashback. Please note that this limit of two flights per year will NOT reset with the change to Virgin Australia - if you have already received two status-based cashbacks for flights booked on www.qantas.com.au, you will have to wait until your new membership year to receive your two status-based cashbacks for Virgin Australia flights.
- If you are a Velocity Frequent Flyer member, you will be able to use your Velocity Frequent Flyer points as part payment for an AIA Vitality eligible flight. Please note that the AIA Vitality cashback will only be paid on the remaining cash component of the eligible base fare.
- Flights must be booked at least 10 days prior to the day of departure.
- Cashbacks apply for eligible Economy and Premium Economy fares only.
- Cashbacks will be automatically credited to your nominated bank account within 21 days of booking. Please ensure your bank details are up-to-date before making your booking.

More information will be available when this benefit goes live on Tuesday 30 October 2018.

Frequently asked questions

What is an AIA Vitality-eligible flight?

Any 'AIA Vitality' marked Virgin Australia flight booked via the Virgin Australia booking portal accessed via AIA Vitality.

How do I book an eligible Virgin Australia flight?

From 30 October 2018, you'll need to:

- 1 Log into your AIA Vitality account.
- 2 Navigate to the Flight Benefit under the 'Enjoy Your Rewards' section.
- 3 Follow the prompts to access the Virgin Australia booking portal.
- 4 You'll need to book a flight that has an 'AIA Vitality' flag on it to ensure you'll receive any relevant cashback.

Can I book for more than one person?

Yes, you can book for up to eight people. However, cashback will only be paid to the AIA Vitality member (who needs to be the lead traveller in the booking) at their relevant cashback percentage.

My partner is also an AIA Vitality member, can we book our flights together and both get our discounts?

Upon launch, cashbacks will only be available for one AIA Vitality member in each booking. If your partner is also an AIA Vitality member, he/she will need to book the relevant flight separately (going through their AIA Vitality account as outlined above). You can then contact the Virgin Australia Guest Contact Centre to link the two bookings to ensure Virgin Australia recognises you're travelling together.

When is the last day I can book a flight on www.qantas.com.au?

Monday 29 October 2018. To receive your cashback, you'll need to ensure you have sent the booking confirmation to AIA Vitality by Friday 30 November 2018.

Do I have to be a Velocity Frequent Flyer member to book with Virgin Australia?

No. There is no obligation to join the Velocity Frequent Flyer program, but you are welcome to do so.

Where can I fly to with the AIA Vitality eligible flights?

There are a number of destinations that are accessible via AIA Vitality eligible flights. These destinations are:

Type	Destination
Domestic	All capital and key regional cities that Virgin Australia flies to.
Trans-Tasman	Auckland, Christchurch, Wellington, Dunedin, Queenstown
International (short haul)	Apia, Denpasar, Honiara, Nadi, Raratonga, Port Villa, Nuku'alofa, Port Moresby, Cocos (Keeling) Islands and Christmas Island.
International (long haul)	Los Angeles, Hong Kong.

Please note that these destinations are current as at September 2018 and are subject to availability.

Can I book online with Virgin Australia directly?

No, in order to access the AIA Vitality eligible flights, you must book via www.aiavitality.com.au. Virgin Australia flights booked through any other channel (including through a travel agent, third party travel site, as part of a package or directly via Virgin Australia) are NOT eligible for cashback.

IMPORTANT INFORMATION ABOUT FLIGHTS BOOKED ON WWW.QANTAS.COM.AU up to (and including) Monday 29 October 2018

- The current member benefit (up to 50% off flights booked on www.qantas.com.au) will still be available for flights booked until (and including) Monday 29 October 2018.
- Any flights booked on www.qantas.com.au from Tuesday 30 October 2018 will not be eligible to receive cashback
- Members have until 5pm AEDT Friday 30 November 2018 to submit any cashbacks from eligible flights booked on www.qantas.com.au

Please note: due to the implementation of Virgin Australia as a new partner, and the removal of the existing flight benefit, cashback claims for flights booked on www.qantas.com.au will take up to 60 days from the date of submission. For example, if you submit a cashback claim on Friday 9 November 2018, your cashback will be credited to your nominated bank account by Tuesday 8 January 2019.





2. FREE annual AIA Vitality Health Check

We welcome TerryWhite Chemmart as our official AIA Vitality Health Check partner. With over 200 participating pharmacies across the country, completing the Health Check and earning up to 6,000 AIA Vitality points per year is about to get a whole lot easier.

AIA Vitality members will receive one FREE AIA Vitality Health Check at a participating TerryWhite Chemmart pharmacy each membership year.

What you need to know

- From 30 October 2018, you'll be able to book an AIA Vitality Health Check at a participating TerryWhite Chemmart pharmacy via www.aiavitality.com.au.
- All appointments will need to be pre-booked. You will receive a booking confirmation directly from TerryWhite Chemmart.
- You'll need to ensure you're using the AIA Vitality app (for iOS or Android), as the pharmacist will assist you to submit your results directly into the app during your appointment – meaning you'll receive your AIA Vitality points quicker.



3. CHANGES to Shopping Rewards retailers

Earn up to \$650 per year in shopping vouchers which can be used to snap up tickets to some of Australia's biggest concerts, sporting blockbusters and events with our new Shopping Rewards retailer, Ticketmaster.

From 30 October 2018, Ticketmaster will replace JB Hi-Fi.

What you need to know

- From Tuesday 30 October JB Hi-Fi will not appear in Shopping Rewards. This means that any Shopping Rewards you have previously earned (but may not have yet collected/redeemed) will not have JB Hi-Fi as an option, regardless of when you may have reached the point milestone.
- If you do have any Shopping Rewards that are yet to be collected, and you would like to choose JB Hi-Fi as your reward option, please ensure you have done so by Monday 29 October 2018.



4. MORE locations to complete your AIA Vitality Fitness Assessment

We're partnering with Fitness First to bring you 60 additional locations to complete the AIA Vitality Fitness Assessment and earn up to 3,000 AIA Vitality points.

Fitness First gyms will be offering this assessment to AIA Vitality members from 5 December 2018. More information and details on how to book will be available from this date.

If you have any further questions, don't hesitate to contact us on 1800 848 254 or email queries@aiavitality.com.au