

We are excited about the future of AIA Vitality and pleased to share the changes below, to be introduced over coming months. These changes will continue to help you on your journey to a healthier, longer, better life.

Program enhancements and changes

OCTOBER 2019

You're now able to receive cashback on eligible flights to a comprehensive selection of over 70 European and Asian destinations.



We are leveraging Virgin Australia's alliance partnership with Singapore Airlines, enabling members to receive cashback for eligible flights to 70+ destinations across Asia and Europe. Eligible destinations include Singapore, Malaysia, Thailand, Japan, India, China, UK, France, Italy, Netherlands, Russia, Switzerland, Germany, Denmark and Spain.

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, Rarotonga, Port Villa, Nuku'alofa, Port Moresby, Cocos (Keeling) Islands and Christmas Island.
International (long haul)	Los Angeles, Hong Kong. NEW DESTINATIONS FROM OCTOBER 2019: EUROPE: Copenhagen, London, Manchester, Paris, Dusseldorf, Frankfurt, Munich, Milan, Rome, Amsterdam, Moscow, Barcelona, Stockholm, Zurich, Istanbul. ASIA: Singapore, Beijing, Guangzhou, Chengdu, Chongqing, Fuzhou, Shanghai, Shenzhen, Xiamen, Fukuoka, Nagoya, Tokyo, Osaka, Hiroshima, Seoul, Busan, Taipei, Dhaka, Ahmedabad, Bangalore, Chennai, Delhi, Hyderabad, Kochi, Kolkata, Coimbatore, Mumbai, Visakhapatnam, Male, Colombo, Kathmandu. Bandar Seri Begawan, Phnom Penh, Siem Reap, Bandung, Balikpapan, Jakarta, Yogyakarta, Makassar, Manado, Medan, Semarang, Surabaya, Denpasar, Lombok, Kota Kinabalu, Kuala Lumpur, Penang, Mandalay, Yangon, Cebu, Davao, Manila, Bangkok, Chiang Mai, Koh Samui, Phuket, Da Nang, Hanoi, Ho Chi Minh City.

Flight benefit rules will be amended in **April 2020** to ensure fair use of the benefit. Members will remain eligible for two status-based cashbacks per membership year, with a sub-limit of one international flight per year. The advance booking period to be eligible for a cashback will change to 21 days for domestic and 42 days for international destinations. In addition, any new AIA Vitality members will need to wait 90 days before being able to book an eligible flight.

Please note that the 90 day waiting period will need to be served in addition to the new advance booking periods noted above.

Example:

A new member joins AIA Vitality on 1 May 2020. The member isn't able to access the flight benefit to book any flights until 30 July 2020. This means the earliest they will be able to depart on a domestic flight will be 20 August 2020 or international flight 10 September 2020.

NOVEMBER 2019

We will welcome three new Active Benefits partners in November. We are making Active Benefits more meaningful for you by introducing rewards for brands you use on a daily basis, including Android users. Uber, Uber Eats and Google Play will be added. We will also welcome a new charity partner, Youngcare, to our suite of charities you can donate to with your weekly Active Benefits rewards.

As part of the review to ensure we are offering relevant rewards for our members, we will be removing Boost Juice and HOYTS. The standalone discounted HOYTS tickets benefit will remain.



Uber

Uber
Eats



Google Play



Black Dog
Institute



Cancer
Council



diabetes
australia



youngcare

JANUARY 2020



The status-based discount tiers for endota spa e-Gift cards will be realigned from January 2020, to be consistent with the flight benefit cashbacks available. If you're at Platinum status, you'll continue to enjoy a 50% discount on e-Gift cards. Bronze, Silver and Gold status-based discounts will change to 10%, 20% and 30% respectively.

MARCH 2020

Shopping Rewards will have a new look in March 2020. We are introducing some new partners, along with eligibility criteria and changes to the reward values offered at each points threshold.

New Shopping Rewards partners



We're pleased to welcome popular retailers **Amazon, Bunnings** and **House** as reward options. Dymocks and Ticketmaster will be removed.

Points thresholds and voucher values

Shopping rewards table

Points threshold	Current value	NEW value
5,000	\$20	N/A
10,000	\$40	\$20
15,000	\$60	\$40
20,000	\$80	\$60
25,000	\$100	\$80
30,000	\$150	\$100
35,000	\$200	\$200
Total	\$650	\$500

From March, you'll start earning Shopping Rewards each membership year when you reach 10,000 AIA Vitality points.

The value of rewards at each points threshold will also change, with up to \$500 per membership year able to be earned. To continue to ensure you're learning more about the current state of your health, you'll also need to have completed an AIA Vitality Health Check, (available free at over 300 TerryWhite Chemmart, Amcal and Guardian pharmacies across Australia), within the last 12 months to be able to access any Shopping Rewards you earn.

Fast Start 2020 promotion

Points threshold	Current value	From March 2020
2,500	N/A	\$10

We will also continue to encourage members to start their AIA Vitality journey. During 2020, any member earning 2,500 points for the first time (regardless of how long they've been an AIA Vitality member), will earn a \$10 voucher. The \$10 voucher will be redeemed via the Shopping Rewards section of the AIA Vitality app, and members can choose from the same set of retailers as above.

APRIL 2020 onwards

To further strengthen AIA Vitality's position as Australia's leading science-backed health and wellbeing program, there will be a number of updates and enhancements to our **Know Your Health** and **Improve Your Health** offerings during the first half of 2020.

These include updated Mental Wellbeing and Nutrition assessments, as well as the introduction of some new assessments and tools to help support you to improve your health in these important areas.

We look forward to sharing more details about all changes with you early in the New Year, and continuing to help you live a healthier, longer, better life.