

Fitness First Benefit Guide

About Fitness First

When your body and mind are in shape, the ordinary somehow becomes extraordinary. At Fitness First our mission is to get more people on the journey to a more fearless and extraordinary life, so we've invested in our clubs, our people and the right tools to help you get there. With over 65 beautiful clubs across the east coast of Australia, Fitness First offers the latest innovations in fitness, flexible membership options, and highly experienced staff. There's no better place to begin your fitness journey. Whatever your personal fitness goals, Fitness First will help you get there ... every step of the way.

What is the benefit?

- 30% discount on 12 and 18 month Passport and Platinum membership contracts. The discount applies to the Fitness First listed prices, inclusive of GST.
- 20% cash back (calculated on the pre-discounted membership fee paid in the quarter) if members attend the gym 24 times in each calendar quarter (Jan to Mar; Apr to June; Jul to Sept; Oct to Dec). You will need to be a valid member of AIA Vitality at the end of the quarter to qualify for the cash back payment.
- Members are entitled to a free fitness program upon joining.

- The Fitness First joining fee and personal training costs are excluded from the benefit.
- Additional benefits may apply during special promotional periods. The AIA Vitality Fitness First benefits are not available in conjunction with Fitness First retail offers.

Who may use this benefit?

- AIA Vitality members with active memberships can join Fitness First gyms and take up the offer.
- If you are an existing Fitness First member, go into club with your Member Authority PDF and you will be transferred onto an AIA Vitality membership type, with full access to the benefit defined above.

Fitness First Benefit Guide

How does the benefit work?

- New and existing Fitness First members need to log onto the Vitality Member Portal (VMP), navigate to the Fitness First Get Started page, and download a Member Authority PDF to take to the gym with them when applying for the benefit.
- Members need to follow the sign up process, and select the fortnightly direct debit payment option.
- Members will receive a manual starter card which will allow them to commence training immediately.

- Members will be able to collect their actual membership card at the gym within 5 days of the application. Please note that Vitality points (which contribute to the cash back calculation) will only be allocated for gym attendance once the actual membership card is in use.

AIA Vitality points

- Members will be awarded 100 AIA Vitality points for each visit to the gym.
- Remember to swipe your access card when visiting the gym in order to receive your points.
- Your points will reflect in the system (VMP and mobile app) within 5 days of your gym visit.
- You can receive a maximum of 100 AIA Vitality points each day for all fitness related activities (excluding participation in organised fitness activities). If you exercise more than once per day, we will record the highest points earning activity only.
- If you participate in an organised fitness activity (e.g. marathon), you may earn more than 100 AIA Vitality points in the day, and the points will contribute towards the yearly maximum of 15,000 physical activity points.

Information is correct as at July 2018 and is subject to change.

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Important points to remember

- The fortnightly Fitness First membership fee is processed by Fitness First directly. Normal pro-rata billing applies if members join part way through a billing cycle.
- Members need to select fortnightly direct debit payment option, and not the pre-paid option.
- Members need to visit the gym 12 times in the first quarter of taking up the benefit in order to qualify for the cash back. Thereafter the normal quarterly requirement of 24 visits applies.
- Normal Fitness First member cancellation rules apply. Members are to contact Fitness First on 1300 55 77 99 to cancel their membership.
- If new members cancel their AIA Vitality membership their Fitness First minimum term will continue and their Fitness First membership fee will revert to the retail rack rate at the time of the cancellation. Existing members will be moved to their previous membership type and rate and will see out their minimum term. The allocation of AIA Vitality points, and cash back payments will cease upon cancellation of the AIA Vitality membership.
- If the access control system is not working in the gym, members are to call the AIA Vitality call centre on 1800 848 254 in order to get their AIA Vitality points manually allocated. Please provide the details of the gym attended, along with the date and time of the visit.
- In case of dispute, the decision of AIA Australia and Fitness First shall be final.
- 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 at aiavitality.com.au. Benefits may be varied or withdrawn at any time.

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