

# AIA VITALITY TERMS AND CONDITIONS



November 2023

**AIA Vitality**

If you apply for or register to become a member of the AIA Vitality Program or activate your AIA Vitality Membership, you will be bound by these terms.

If you do not understand these terms and conditions, or if you have any questions about these terms and conditions, please email [queries@aiavitality.com.au](mailto:queries@aiavitality.com.au) or call 1800 848 254 (Monday – Friday 8:00AM – 6:00PM (Melbourne time)). A representative will be happy to assist you.

In these terms, we or us means AIA Australia Limited (ABN 79 004 837 861, Level 6, 509 St Kilda Road Melbourne VIC 3004) and its employees, agents, contractors, and related bodies corporate (but does not include our partners in the AIA Vitality Program) and you means the person who proposes to be, is or has been an AIA Vitality Member (and, if you are under 18, includes your parent or guardian)

## 1. Becoming an AIA Vitality Member

### 1.1 Am I eligible to be a member?

To be an AIA Vitality Member, you must:

- ordinarily reside in Australia;
- provide a valid and unique email address and contact phone number;
- be at least 18 years old;
- be an individual and not a company or trust; and
- be insured under an eligible insurance policy or be an eligible person associated with the holder of an eligible insurance policy (for example, an employee of an employer, or member of a fund, that has taken out an eligible insurance policy) as determined by us; and
- meet any other eligibility criteria or conditions described as part of your application process.

We may allow you to be an AIA Vitality Member if you don't meet the above criteria at our discretion. For example, we may allow a person under the age of 18 to become a member, subject to meeting the conditions in clause 1.5.

If we determine that you no longer meet any of the above eligibility criteria, we may cancel or suspend your membership. For further information please refer to clause 8.2.

You may only hold one AIA Vitality Membership at any time.

The AIA Vitality Program is for use in Australia only and the member portal (being the AIA Vitality mobile device application) is unable to be accessed from certain locations outside of Australia.

### 1.2 How do I become a member?

You can become an AIA Vitality Member by completing an application form or via any other method we provide from time to time. Once received by us, we will process the application form and determine your eligibility. If your membership application is accepted, you will become an AIA Vitality Member and we will issue you an AIA Vitality Membership number and let you know how to activate your AIA Vitality Membership. You will need to complete the activation process to begin using your AIA Vitality Membership.

We recommend individuals, including any person under 18 years of age, obtain professional advice from a medical practitioner or other appropriate health professional prior to joining or participating in the AIA Vitality Program.