

Airpoints™ Partnership FAQs | Adviser

From 31 October 2024, AIA will no longer be offering Airpoints Dollars™ as a reward on policy premium payments.

For your clients that love Airpoints™, we are excited to announce the continuation of our Airpoints partnership with AIA Vitality. This means members could earn up to 560 Airpoints Dollars per year for making healthier choices.

<p>When's the last day that AIA customers can earn Airpoints Dollars™ on insurance premium payments?</p>	<p>Existing AIA customers (including AIA Living, AIA Private Health, AIA Superior Health, Sovereign and AIA REAL) will no longer earn Airpoints Dollars on insurance premiums paid from 31 October 2024.</p> <p>Customers new to AIA will not be able to add their Airpoints membership to any insurance application submitted on or after 25 September 2024.</p>
<p>Can AIA customers continue to earn Airpoints™ through AIA Vitality?</p>	<p>Yes, AIA Vitality members can continue to earn up to 560 Airpoints Dollars each membership year – up to 300 Airpoints Dollars in Status Rewards and up to 260 Airpoints Dollars in weekly Active Rewards.</p>
<p>When is the change being communicated to AIA customers?</p>	<p>AIA customers with Airpoints attached to their policy will receive an email between 25 and 27 September 2024.</p> <p>Customers that we are not able to contact via email will receive a posted letter between 27 September and 4 October 2024.</p> <p>Air New Zealand will also be sending an email to their Airpoints members that are currently earning Airpoints through AIA on 25 September 2024.</p>
<p>Why are you removing Airpoints Dollars for payments on insurance premiums?</p>	<p>AIA NZ and Airpoints have enjoyed a successful partnership over the last five years, bringing AIA customers who are also Airpoints members rewards for payments on AIA insurance premiums. AIA has made the decision to no longer offer Airpoints rewards for payments on AIA insurance premiums. Instead we are focusing on continuing our partnership through the AIA Vitality programme to help deliver our purpose of helping our customers live Healthier, Longer, Better, Lives.</p>
<p>What if my client has applied for a policy before 25 September but it hasn't been issued yet?</p>	<p>If your client has applied for a new policy before 25 September 2024 and included their Airpoints number with their application, they will be able to earn 1 Airpoints Dollar on every \$100 of insurance premiums paid from when their policy is issued until 31 October</p>



	2024 (and provided the policy is issued prior to 31 October 2024).
What if I have a saved application for my client in eApp with their Airpoints number included that hasn't been submitted by 25 September?	<p>Any saved applications for clients that have not been submitted by 25 September 2024 will not be eligible to earn Airpoints.</p> <p>Any Airpoints numbers saved in an unsubmitted application will automatically be removed from eApp on 25 September 2024. The saved application will be otherwise unchanged.</p>
Can an existing AIA customer add their Airpoints number to their policy and earn Airpoints up until 31 October?	From 25 September 2024, Airpoints numbers will not be able to be added to existing or new policies.
When will the ability to add Airpoints numbers be removed from eApp and paper application forms?	From 25 September 2024, you will no longer be able to add Airpoints numbers to a client's application in eApp. The paper application forms will also have the Airpoints field removed from 25 September 2024.
Are your brochures and forms being updated to remove Airpoints information?	<p>Yes, updated brochures and forms are now available on Adviser Resources.</p> <p>Please ensure you correctly dispose of any brochures or forms you may have printed, and if you have downloaded any of our brochures from Adviser Resources, please ensure you delete the old copies and use the updated versions now on Adviser Resources.</p>
What do I do with my paper brochures or forms that have Airpoints details on them?	<p>Please recycle any paper brochures or forms that include any Airpoints information, including the Airpoints logo on the back page of the brochure. A full list of brochures and forms that need to be replaced can be found below.</p> <p>You can order updated replacement brochures and forms via the stationary order form.</p>
How do my clients sign up for AIA Vitality?	If your client wants to join AIA Vitality, they can attach AIA Vitality to an eligible insurance product through MyAIA, or through the AIA website.
How do I sign my clients up for AIA Vitality?	If your client has an eligible product and wants to join AIA Vitality you can fill out the Vitality Digital Application in AIAHub.
Does the frequency that my client pays for their premiums affect the Airpoints Dollars they will earn prior to the partnership ending?	Customers are awarded Airpoints Dollars based on the frequency of payments that they make to AIA. For example, if they pay for their insurance premium annually, they receive one payment of Airpoints Dollars per year, or if they pay fortnightly they receive Airpoints Dollars fortnightly.



	Any payments that they make up until 31 October will be eligible to earn Airpoints, regardless of the frequency which they pay their premiums.
Are AIA removing Airpoints to save money?	At AIA, our purpose is to help New Zealanders live Healthier, Longer, Better Lives, and focusing on the partnership between Airpoints and AIA Vitality will help us make our purpose a reality while providing value to our customers. AIA have an AA (Very Strong) insurer financial strength rating awarded by Fitch Ratings, meaning we have a very strong capacity to meet policyholder and contractual obligations. We are also New Zealand's largest life insurer, protecting over 800,000 customers. Rest assured that our financial position and commitment to delivering a strong product and great value that our customers can trust hasn't changed.
How do my clients sign up for MyAIA?	Your clients can sign up for MyAIA via the AIA website to view and update their insurance, make a claim, and join AIA Vitality.

Updated brochures and forms now available on Adviser Resources:

Adviser Tools
Underwriting Guide
Interim Cover
AIA Cancer Care
AIA Living Covering Childhood
Why AIA Flyer
Why AIA for your clients
Why AIA Video
Working with AIA Guide
Application Forms
Change of name declaration
Change of ownership - non AML
Change of Ownership - AML
Life and Trauma cover Application
Start-up Upgrade Application
Policy Split Form
AIA Living Application Form
AIA Living Business Continuity Form
Early Cancer Upgrade Application Form
Retirement Protection Benefit Application Form
Accidental Injury Cover

Brochures
AIA Company Overview
AIA Product Suite
Personal
AIA Living Life
AIA Living Trauma
AIA Health
Total Permanent Disablement
AIA Living Income Protection
The Value of Keeping your Cover
Business
AIA Living Business Insurance
AIA Living Rural Insurance
Simplified Chinese
AIA Living Life
AIA Living Trauma
AIA Health
Claims
Annual Claims statistics

