



# AIA Vitality Apple Watch Benefit:

## FREQUENTLY ASKED QUESTIONS

Last updated October 2023

### **Who is eligible for the Apple Watch Benefit?**

All current activated AIA Vitality members who hold New Zealand citizenship, permanent residence or an acceptable work visa for New Zealand are eligible to apply for this benefit. Non-citizens and non-permanent residents (with a New Zealand work visa) may still apply for the Apple Watch Benefit but may have to supply further information upon direct request from etika to complete the application. Note that this benefit is only available on the iOS version of the AIA Vitality app and members must opt into Active Rewards and activate the Apple Watch Benefit.

Please note, if you activate the Apple Watch Benefit, you will no longer be eligible to select any of the standard weekly \$5 Active Rewards vouchers and donations for the next 24 months (or until the loan has been fully settled if settled prior to the end of the 24 month term).

### **Other than the loan repayment costs, are there any potential costs I should be aware of?**

AIA Vitality members will not incur any additional or upfront costs to activate this benefit.

### **If I achieve all my weekly Active Rewards physical activity targets, how long will it take for the loan to be paid off?**

As outlined in your loan agreement with etika, the loan term is 24 payments over 24 months.

The more weekly Active Rewards physical activity targets you achieve each calendar month, the smaller the monthly repayments will be (see below for repayment amount details). If you achieve all weekly Active Rewards physical activity targets each calendar month, AIA Vitality will make all loan repayments on your behalf over the 24 month term.

Note: All loans take 24 months to pay off (unless the member chooses to settle the loan early). This does not change due to the number of weekly Active Rewards physical activity targets you meet. The loan amount is \$749, the current RRP (as at October 2023) of an Apple Watch Series 9 GPS.



For more information and details on your loan repayment terms, please log on to your etika account and refer to your loan agreement.

### **What happens if I miss a weekly Active Rewards physical activity targets target?**

Your repayment to etika is dependent upon the number of weekly Active Rewards physical activity targets you reach each month. If you miss some/all of your weekly Active Rewards physical activity targets in any month, the amount that AIA Vitality pays to etika on your behalf will reduce. etika will directly debit the member the difference between the required repayment instalment (as per the loan terms), and the amount paid by AIA Vitality based on member's achieved Active Rewards physical activity targets each month.

The table below provides details about your repayments (and what AIA Vitality will pay).

<b>Weekly physical activity target(s) you achieve each calendar month</b>	<b>Your repayment to etika</b>	<b>AIA Vitality will pay</b>
0	\$31*	\$0
1	\$26	\$5
2	\$21	\$10
3	\$16	\$15
4 / 5	\$0	\$30*

\*The last (24th) monthly payment will be billed at \$36. AIA Vitality will cover the full \$36 in the last month if all physical activity targets are met.

The above repayments are applicable to Apple Watch Series 9 (GPS) received under Apple Watch Benefits taken out from 26 October 2023. For information on the Apple Watch Series 7 and Series 8 received under Apple Watch Benefits taken out prior to this date, please contact AIA on 0800 242 888 or [NZVitality@aia.com](mailto:NZVitality@aia.com)

### **Which Apple Watches are eligible for this offer?**

Your voucher code is designed to fully fund an Apple Watch Series 9 (GPS) to the value of \$749. You may however pay the difference at checkout if you would like to purchase a higher priced Apple Watch. Apple Watch Series 9 requires iPhone Xs or later with iOS 17 or later.

### **How many Apple Watches can I purchase?**

AIA Vitality members can only apply for one Apple Watch Benefit every 24 months, even if you've settled the loan earlier than scheduled.



### **Is there a discount on the watch?**

The Apple Watch Benefit with AIA Vitality is advertised as shown on the app/website with no discounts available.

### **Can I buy the watch outright?**

The Apple Watch Benefit with AIA Vitality is currently only available to eligible members. If you are interested in purchasing the Apple Watch product outright, instead of earning it via the AIA Vitality Apple Watch Benefit, you can make a purchase via the standard customer process on the [Apple Website](#).

### **Can I pay off my Apple Watch loan early?**

You may be able to settle your outstanding loan balance before the end of the loan term. Please refer to your loan agreement and speak directly with the team at etika to discuss any early loan settlement requests.

### **How can I track my payment progress?**

You will receive emails from etika regarding your Apple Watch loan, including a statement each month with details of your loan settlement progress. You will also be able to track this within the AIA Vitality app.

### **The app has asked for a Code, where is this?**

Your Apple Store Gift Code is issued as soon as your loan application is approved. The code will be made available on your AIA Vitality app within the Apple Watch Benefit page, as well as sent via email.

### **Do I have to buy the watch through AIA?**

The offer is available on AIA Vitality, but members will be directed to an Apple affiliate site to complete the purchase transaction. The watch will need to be purchased through your AIA Vitality membership in order to be eligible for the 24 month interest free loan, and for the ability to earn the watch through physical activity.



**I want one of the more premium Apple Watch models, do I have to select the \$749 one?**

Your Apple Store Gift Code entitles you to purchase any Apple product(s) from its online store. If you spend more than \$749 (the current RRP of an Apple Watch Series 9 (GPS) in the transaction e.g. if you've also included accessories in your purchase, or you have purchased a higher priced Apple Watch, you will be required to pay the difference during check out.

**I don't want an Apple Watch; can the benefit be used for another fitness device?**

This offer is available for Apple Watch only.

**Once I've paid off the watch, will all the Active Rewards options be available again on my account?**

Once all Apple Watch repayments have been completed, members will automatically be able to select participating Active Rewards retail or charity donation partners again.

**Do I have to give the device back once I've finished paying it off?**

Once all Apple Watch repayments are complete, the device is yours to keep.

**What happens if I don't want the Apple Watch anymore?**

Please carefully consider participating in the Apple Watch Benefit as you will not be allowed to cancel this benefit once it is claimed and redeemed. Changing your mind after redeeming will require all outstanding loan repayment amounts to be settled in full and directly with etika. Please refer to your loan agreement for more details.

**I've activated the Apple Watch Benefit for a previous model, can I upgrade to a newer model?**

You can only activate the Apple Watch Benefit once every 24 months. Once activated, you are committed to the 24 month loan for the relevant product version. This means you cannot upgrade within the 24 month term and you can only access the Apple Watch Benefit again once the 24 months has ended.

Once the 24 month term has ended, you will automatically return to earning the standard weekly \$5 Active Rewards (retail or charity donation partners). At that point in time, you can choose to



activate a new Apple Watch Benefit and use your Apple Store Gift Code to purchase a newer model under the Apple Watch Benefit (if one is available). You can also choose to use your Apple Store Gift Code to purchase a more premium Apple Watch model (however if the premium model is more than the value of the Apple Store Gift Code, you will be required to pay the difference during check out).

Please note, if you pay off your loan early you will automatically be able to select participating standard weekly \$5 Active Rewards retail or charity donation partners again, but not the Apple Watch Benefit until the 24 month term is up.

### **What communications will I receive from AIA Vitality and etika, on completion of my Apple Watch Benefit and 24 month loan period?**

On completion of your Apple Watch Benefit, you will receive a push notification within your AIA Vitality app letting you know your loan has ended. You will also receive an email from both AIA Vitality and etika summarising your contributions across the 24 month loan period and confirming you will automatically return to the option of earning the standard weekly \$5 Active Rewards (retail or charity donation partners). You can check your final loan repayment details by logging into your etika consumer portal.

### **I've completed my AIA Vitality Apple Watch Benefit, can I immediately activate a new Apple Watch Benefit and start earning the new Apple Watch Series 9 (GPS)?**

Yes, on completion of the 24 month period of your AIA Vitality Apple Watch Benefit, you can immediately activate a new Apple Watch Benefit to start earning the new Apple Watch Series 9 (GPS). Customers will receive a push notification in AIA Vitality app letting you know the new Apple Watch Benefit Series 9 is now live. If you are eligible, you will have the option to go into your Benefits and Active Rewards section of the AIA Vitality app and follow the process to activate the new Apple Watch Benefit.



**If I chose to immediately activate a new Apple Watch Benefit following completion of a previous Apple Watch Benefit, what will this mean in terms of my etika loan repayments? i.e. will the first loan be settled before the new loan begins?**

As outlined in your loan agreement, your loan period is for 24 payments over 24 months.

Your Apple Watch Benefit targets are tracked monthly, from the first Monday of the month. Your loan payments are billed monthly, on the 17<sup>th</sup> day of each following month. Your final (24<sup>th</sup>) payment will be taken on the 17<sup>th</sup> day after the final (24<sup>th</sup>) month. This means there will be a gap of up to 3 weeks between when you complete your Apple Watch Benefit and when the final loan payment is taken.

If you complete your Apple Watch Benefit and choose to activate a new Apple Watch Benefit immediately upon becoming eligible to do so, this may mean you have two active etika loans within this period while your original loan is settled and your new loan begins.

You will be able to see these two active loans within your etika consumer loan portal. Once the original loan has been settled following the final (24<sup>th</sup>) payment, the original loan will no longer appear on the etika consumer loan portal. For further information please call etika on 0800324737.

**If I activate a new Apple Watch Benefit, will I need to go through the etika credit approval process again?**

Yes, etika reviews all loan requests, even from those who have previously applied, as your personal circumstances may have changed. If you have any trouble applying, please call etika on 0800324737.

**If I've completed my AIA Vitality Apple Watch Benefit, and activate a new Apple Watch Benefit, can I keep my original Apple Watch that I earned?**

Yes, your Apple Watch is yours to keep, as you have earned it over your 24 month loan period.



## Loan provider, set up process, approvals and more

### **Who is the third-party loan agent?**

etika Australia Pty Ltd is the loan provider managing all Apple Watch loan activities for AIA Vitality members taking out the Apple Watch Benefit in New Zealand. Visit [www.etika.com/nz](http://www.etika.com/nz) for more information.

### **How long does the loan application process take?**

As long as you meet etika's eligibility and lending criteria, you will receive a near real-time approval / decline decision.

### **Does this agreement with etika affect my credit rating?**

Please refer to [etika's FAQ](#) page for more information about the loan process including credit rating queries.

### **How long does the loan process take?**

Please refer to [etika's FAQ](#) page for more information about the loan process.

### **How do I take out the loan/set this up?**

On the AIA Vitality app, follow the prompts to activate the Apple Watch Benefit. Once activated, you will then be directed to the loan application portal where you will need to create an account in order to complete your loan application.

### **How many weeks is the loan period?**

The loan repayment term is 24 months.

### **What is the interest rate?**

The loan is interest free.

### **Why was my loan not approved?**

Please check [etika's FAQ](#) page for loan related enquiries.



### **Can I exit the loan before the contract period ends?**

Please refer to [etika's FAQ](#) for more information on the loan contract.

### **What personal information is the third-party collecting and how long are they holding that information?**

Please check [etika's FAQ](#) page for more information regarding their data handling and privacy policies.

## **Apple Watch linking and device issues**

### **How do I link my Apple Watch to AIA Vitality?**

To link your Apple Watch device to AIA Vitality, follow these steps:

On the AIA Vitality app (iOS only):

1. Go to 'Get Points'
2. Select 'Linked Apps, Devices and Activity'
3. Select 'Apple Health'
4. Click 'Yes I want to connect'
5. Set 'Time Zone'
6. Turn 'All Categories' On'

By turning on all categories, Apple Health can allow AIA Vitality to read data for:

- Heart Rate
- Mindful Minutes
- Sleep
- Steps
- Workouts

You can allow or disallow AIA Vitality to read each of these health data types when you're linking AIA Vitality to Apple Health via the AIA Vitality app. AIA Vitality requires Apple Health access to be able to receive your activity stats and apply AIA Vitality Points to your account.

### **Who do I speak to if my Apple Watch isn't working?**

If you are experiencing issues with your Apple device, please contact the [Apple Support Team](#) directly. Typically, if the device has a factory fault and is returned within 14 days, Apple will attempt to fix the fault at first and then replace the device if required.





**I'm on an Android, can I still access the Apple Watch benefit?**

No. This offer is only available on iOS and not available for Android users.

**I've just switched over to an Android phone, why can't I see my Apple Watch benefit?**

This offer is only available on the iOS AIA Vitality app and not available for Android versions. If you have an Android version of the app, you will not be eligible for this offer.

Any queries that have not been answered in these FAQs, please contact our AIA Vitality team on 0800 242 888 or [NZVitality@aia.com](mailto:NZVitality@aia.com)