

Claims process summary

**Download forms for
claimant to complete**



**Adviser submits completed
claim forms and documents
to AIA Australia**



**AIA assesses claim
and responds**

Adviser will be emailed regarding further
claim requirements and/or issue
correspondence progress/outcome of claim

Claims process

1 Adviser emails completed forms

Upon notification of a claim, advisers should download the necessary claim forms from our website: <https://agigroup.com.au/Downloads>

The following items need to be provided to AIA Australia:

For Salary Continuance Claims:

- SCI Member Statement
- SCI Treating Doctor's Statement
- SCI Employer's Statement
- Certified copy of Birth Certificate or other acceptable proof of age
- Certified copy of the Marriage Certificate (if applicable)
- Payslip / leave slips and/or other medical documentation

For TPD Claims:

- TPD Member Statement
- TPD Employer's Statement
- Certified copy of Birth Certificate or other acceptable proof of age
- Certified copy of the Marriage Certificate (if applicable)

For Death Claims:

- Death Employer's Statement
- Certified copy of the Death Certificate

Once completed, email all forms directly to AIA so that they can begin their assessment process. Email Au.ClaimsAdministratorsCorporate@aia.com and copy in aiaa.mailroom@converga.com.au

2 AIA assesses claim and responds

AIA Australia will email further requirements, claims acceptance or decline letters, payment advice notices and ongoing claims correspondence to the adviser directly. It is the adviser's responsibility to arrange for the member to meet additional claim requirements as advised by AIA Australia.

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