



# Adviser contacts

## for AGI-administered group plans

### New business queries

Email: [services@agigroup.com.au](mailto:services@agigroup.com.au)

### Administration and review queries

Review and general plan enquiries.

Email: [aia@agigroup.com.au](mailto:aia@agigroup.com.au)

### Claims

Submission of claim forms and enquiries of existing claim cases.

Email: [au.claimsadministratorscorporative@aia.com](mailto:au.claimsadministratorscorporative@aia.com), and  
[aiaa.mailroom@converga.com.au](mailto:aiaa.mailroom@converga.com.au)

### Underwriting and commission queries

Submission of underwriting forms.

Email: [au.agi@aia.com](mailto:au.agi@aia.com)

Discuss active underwriting cases.

Email: [au.groupunderwriting@aia.com](mailto:au.groupunderwriting@aia.com)

Phone: 1800 238 728

Enquire about commission.

Email: [au.groupinsurance@aia.com](mailto:au.groupinsurance@aia.com)

Phone: 1800 238 728

### All continuation option applications and queries

Contact AIA directly for continuation option applications and queries.

Email: [au.groupinsurance@aia.com](mailto:au.groupinsurance@aia.com)

Phone: 1800 238 728

### Escalations and complaints

Please contact the AGI team by email.

Email: [aia@agigroup.com.au](mailto:aia@agigroup.com.au)