

AIA Health Adviser Portal

Frequently Asked Questions

July 2021

1. Does the Adviser Portal replace the current online referral booking form?

Yes. The new Adviser Portal includes the referral booking system which you can use for all client referrals from now.

2. Where do I find the adviser portal?

You can access the Adviser Health Portal [here](#). We recommend adding the link to your favourites.

3. Where can I find my login details?

Your login details for the Adviser Portal are the same as your login details for the AIA Adviser site.

4. How do I reset my password?

If you need to reset your password, you can do so by accessing the **AIA Australia Adviser Site** and clicking on the **Forgot Password** link. If you don't have an AIA Australia Adviser Site account, please contact our **Client Development team** on 1800 033 490 or email au.adviserservices@aia.com. If you require further information, please contact your AIA Client Development Manager or Associate.

5. Will the portal hold my RCTI statements?

Not at this stage. You will continue to receive the RCTI statements via email.

6. Where can I find out more information about AIA Health with AIA Vitality?

Please refer to our website, aia.com.au/health

7. Will the Adviser Portal contain the details of my previous referrals?

Yes, the Adviser Portal will retain the details of all previous referrals along with the outcome of those referrals. An estimated referral fee will also be included, however, this does not replace the RCTI statements.

8. Will Marketing material be available via the Adviser Portal?

Yes, all AIA Health marketing collateral can be found in the Adviser Portal under the Marketing tab on the left-hand side of the Portal. We will update this regularly.

9. Can I view my client's products in the Adviser Portal?

The Adviser Portal will not hold specific policy details of your client. As the AIA Health opportunity is a referral only process, we do not communicate policy details of your clients.

10. Do my clients have access to the Adviser Portal?

No. It is for adviser use only.

11. Who do I contact if I have any questions?

You can contact our **Client Development team** on 1800 033 490 or email au.adviserservices@aia.com. If you require further information, please contact your AIA Client Development Manager or Associate.