



Concurrent or Later Claim Notification Total & Permanent Disablement

Fund Name	Fund Member No.	Policy No. MP
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SECTION A – Personal Details

Member Name	Date of Birth	
Residential Address	Postcode	
Telephone (home)	(work)	(mobile)
E-mail (for correspondence)		

SECTION B – Declaration

I advise that I am currently receiving/have lodged a claim for Salary Continuance Insurance (SCI)/Income Protection (IP) benefits under my Fund. I now wish to lodge a claim for the Total and Permanent Disablement (TPD) benefit.

I understand that there is a waiting period of up to 6 months for the TPD cover and my TPD claim will not be assessed until the expiration of the waiting period.

I understand that as part of this claim notification, I may be required to provide further information for the assessment of this claim.

I understand that if I do not provide the insurer, AIA Australia with all my personal information, including health information, requested as necessary to assess my claim or I do not consent to AIA Australia obtaining such information, AIA Australia may be unable to assess my claim or pay a benefit under this Policy.

Name (please print)	Member's signature	Date
	X	/ /

SECTION C – Declarations and Authorities

DECLARATION AND CONSENT

I declare that the information in this claim form is true, correct and complete.

I understand and agree that if I make any false or fraudulent statements, or fail to advise the insurer, AIA Australia Limited, of any relevant information regarding my claim, AIA Australia Limited may refuse to pay benefits and proceed to cancel my claim and/or my insurance cover.

I declare that I have read and understood the Privacy Statement attached to this claim form and I consent to the collection, use and disclosure of my personal and sensitive information in the manner described in that Privacy Statement.

I confirm my consent for AIA Australia Limited or its representatives to use my personal and sensitive information to investigate, assess and manage my claim and to disclose that information to medical, or health professionals and institutions and:

- other insurers (including Workers' Compensation insurers);
- investigators;
- the ambulance service;
- AIA Australia Limited's service providers;
- statutory bodies including law enforcement agencies;
- insurance or credit reference agencies;
- financial institutions; and
- such other third parties as is necessary for that purpose.

AUTHORITY TO OBTAIN INFORMATION

I hereby authorise any individual, organisation or entity within any of the above categories (a to h) that holds my personal and sensitive information to release that information to AIA Australia Limited on request, for the purpose of investigating, assessing and managing my claim.

I hereby authorise any medical practitioner, medical provider, health professional, hospital, dentist or other person who has attended me, to release to AIA Australia Limited or its representatives all information with respect to any sickness or injury, medical history, consultations, prescriptions, or treatment and copies of all hospital or medical records.

I authorise any previous and my current employer to provide AIA Australia Limited with details of my employment and pay history.

I agree that a copy of this authorisation shall be considered as effective and valid as the original.

Name (please print)	Member's Signature	Date
	X	/ /



Privacy Statement

AIA Australia Limited ('AIA Australia') follows the National Privacy Principles of the Privacy Act 1988 (Cth) including the Privacy Amendment (Private Sector) Act 2000 (Cth).

AIA Australia provides you with the following information regarding its privacy procedures and your rights.

Purpose of Collection

AIA Australia collects personal information about you to:

- a. process your application(s) for insurance cover; and
- b. administer and manage your insurance cover under the policy including claims; and
- c. facilitate AIA Australia's business operations.

If you do not wish to provide AIA Australia with all or part of the personal information it requests from you, AIA Australia may not be able to provide you with insurance cover or assess and manage your claim.

Access to Your Information

You are entitled at any time to request access to your personal information held by AIA Australia. All requests should be made in writing to:

The Group Administration Manager
PO Box 6111
St Kilda Road Central VIC 8008

You can ask AIA Australia to update your personal information at any time if it is inaccurate, incomplete or out of date. In some circumstances, AIA Australia may not permit access to your personal information. Circumstances where access may be denied include where access would be unlawful or denying access is authorised by law. In these cases, AIA Australia will provide you with written reasons for denial of access or a refusal to correct personal information.

Disclosure of Your Information

AIA Australia may disclose your personal information to:

- a. the policy owner (superannuation fund trustee or employer);
- b. administrator of the policy;
- c. another member of the AIA or AIG Group of companies (whether in Australia or overseas);
- d. your adviser (if any);
- e. AIA Group contractors and third party service providers, eg. medical practitioners and reinsurers;
- f. your employer;
- g. financial institutions you nominate; and
- h. mail-houses and archive companies.

AIA Australia will only disclose your personal information to these parties for the primary purpose for which it was collected. In some circumstances, AIA Australia is entitled to disclose your personal information to third parties without your authorisation, such as law enforcement agencies or government authorities where disclosure is required by legislation, or to report illegal activities.

Any Questions or Concerns

If you have any questions or concerns about your personal information, please write to:

The Group Administration Manager
PO Box 6111
St Kilda Road Central VIC 8008

AIA Australia has established an internal dispute resolution process for handling customer complaints about company compliance with the National Privacy Principles. This dispute resolution mechanism is designed to be fair and timely to all parties and is free of charge.

If you have a complaint about AIA Australia's handling of your personal information, you should submit it in writing to the Group Administration Manager. You will receive a letter from AIA Australia within 5 working days which documents AIA Australia's complaints handling process. Your complaint will be referred to the Internal Dispute Resolution Committee at AIA Australia who will try to resolve your complaint within 45 days of receipt. Should your complaint not be resolved to your satisfaction by its internal dispute resolution process, you may take your complaint to the Privacy Commissioner. The Privacy Commissioner's contact details are:

Office of the Privacy Commissioner
PO Box 5218
Sydney NSW 2001

or call the Privacy Hotline on 1300 363 992.

For further information or to view AIA Australia's full privacy policy and procedures go to www.aia.com.au