



Your guide to AIA Apollo **2020 Adviser Guide**

Contents

When you believe that all things are possible and you are willing to work hard to accomplish your goals, you can achieve the next 'impossible' dream.

BUZZ ALDRIN, ASTRONAUT

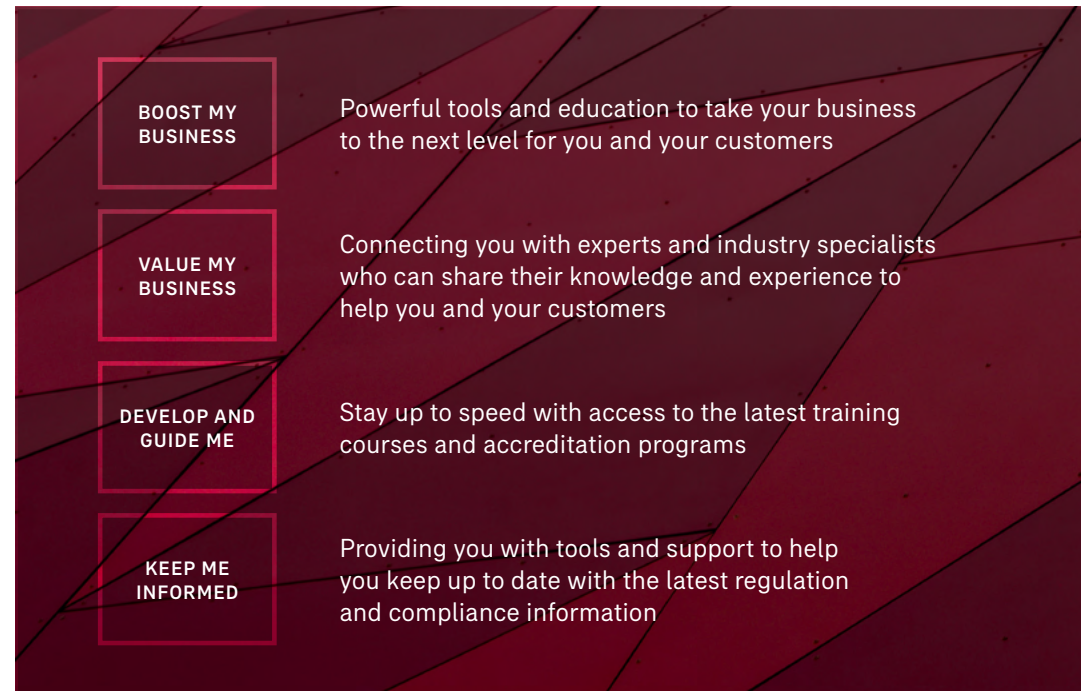


Supporting you, your business and your customers

We know that running a successful business isn't easy - it takes long hours, hard work and dedication.

AIA Apollo is our adviser support program designed to provide simple, practical and effective support that helps you to deliver good customer outcomes. AIA Apollo gives you access to a wide range of services, as well as discounts from valuable business partners – it's a flexible program that allows you to focus on what's most important to you.

Wherever you're heading, the four pillars of AIA Apollo can help get you there:



AIA Apollo – how it works

All advisers who work with us can take advantage of AIA Apollo. In addition, each year 100 advisers will be invited to be part of AIA Apollo 'Prime' which provides some additional support services.

AIA Apollo

AIA Apollo is about helping all of our advisers to deliver great customer outcomes. It provides access to best in class products, services and technology to help you stay up to speed with customer and regulatory expectations. It is designed to make a real difference to you, your business and your customers so make the most of all that AIA Apollo provides.

AIA Apollo Prime

For extra support in improving a specific aspect or aspects of your business, why not talk to your BDM about AIA Apollo **Prime**. AIA Apollo **Prime** provides access to some additional specialist support services to help you achieve your goals. Limited to 100 advisers per year, but don't worry if you are not included this year – start talking with your BDM now about what aspects of your business you want to focus on.

Be part of AIA Apollo Prime

Induction into AIA Apollo **Prime** for 2020 is based on the previous Ascend 2019 qualification criteria.

For 2021 qualification and beyond, the focus is shifting from volume based new business targets, to a focus on good customer outcomes, AIA Vitality attachment and engagement and quality eApp usage.

If you are keen to be part of AIA Apollo Prime in 2021, start a conversation with your BDM or BDC now about what areas of your business you might need extra support with:

- Marketing
- Business processes
- Admin support
- Qualifications
- Regulation & compliance
- Engaging with customers
- Persistency
- Product knowledge and support
- Leads
- AIA Vitality
- Protection conversations

Services

AIA Apollo gives you access to a great range of services.

These support services are designed to make a real difference to your business and your customers. There are four additional services available as part of AIA Apollo Prime.

SERVICE	DESCRIPTION
AIA APOLLO PROFESSIONAL INDEMNITY VIA AON	We offer you optional cover in our group scheme
TRAINING & ACCREDITATION	We offer you support in ensuring you are up to speed with the latest information for your clients with adviser courses, online accreditation processes, as well as Education and Product refresher sessions
STUDY SUPPORT FOR OPEN POLYTECHNIC NZCFS (L5)	We will support your study to achieve New Zealand Certificate in Financial Studies (L5) from Open Polytechnic including a 45% discount if registered via AIA. We also provide group training workshops to help you prepare for the transition to the new regulatory competence level
XPLAN	We provide support for AIA hosted XPLAN to manage your client information and automate your back office
XPLAN TRAINING	We provide you with access to specialised training with the Practice Development Team to optimise use of XPLAN, including product comparison tool - Risk Researcher, to help your client servicing approach
XPLAN MARKETING TOOLS	We will work with you to deepen your client relationships by developing searches, reports, letters and templates within your AIA hosted XPLAN

SERVICE	DESCRIPTION
HEALTHSCREEN SERVICES	Our HealthScreen nurses gather the additional information we sometimes need when your clients apply for cover at your clients' convenience
SPECIAL PROCUREMENT OFFERS	We'll help lower the costs of business with special deals from leading suppliers. Please refer to the Partners and Procurement section of this guide for details
NEW AND EXISTING BUSINESS SUPPORT	We will provide you with support to assist with your new and existing business queries
CONSULTATIONS WITH PRACTICE DEVELOPMENT TEAM	We will help you achieve optimal Practice Management for your business; overlaid with regulatory guidance and underpinned by technologies offered by AIA
PRIORITY ACCESS TO AIA VITALITY COACH	Our AIA Vitality coach will work in tandem with your BDM, to assist with integrating AIA Vitality into your business
PERSONAL HEALTH CHECK WITH HEALTHSCREEN NURSE	We provide you with access to an annual personal wellness check. This includes a basic medical, height, weight and blood pressure, plus bloods for lipids, LFTs and glucose. Some conditions apply

PRIME

Partners and procurement

Increase the efficiency of doing business with these special deals from leading suppliers.

Please note these offers may be subject to change and suppliers' terms and conditions will apply.

We'll keep you posted as new partners join the program. If you have any questions, please contact nz.apollo@aia.com or speak to your BDM or BDC.

Open Polytechnic KURATINI TUWHERA

Make your move with New Zealand's leader in online and distance learning

[Find out more about the New Zealand Certificate in Financial Services.](#)

AIA Apollo members receive a 45% discount on course fees with Open Polytechnic when you register through AIA.

[Contact the Learning and Development team](#) today to take advantage of this offer today.

PB Technologies PBTECH.CO.NZ

Courtesy of AIA Apollo you're entitled to exclusive discounts on a selection of commercial products, as well as having access to the PB Tech site for all your technology needs.

Access these exclusive deals by [registering online](#) using the reference code 'APOLLOPBTECH' in the membership key field.

Once you have registered you can [view the catalogue](#).

Share This Video

ShareThis.Video is a powerful video marketing tool that puts an extensive library of content at your fingertips.

[Find out more about ShareThisVideo.](#)

Whether developing a monthly newsletter, website, blog or social media channels, AIA Apollo members are invited to join ShareThis.Video for a significant saving – with **Starter membership available for \$49 per month and Premium membership for \$99 per month.**

Please speak to your BDM or BDC to secure your discount code.

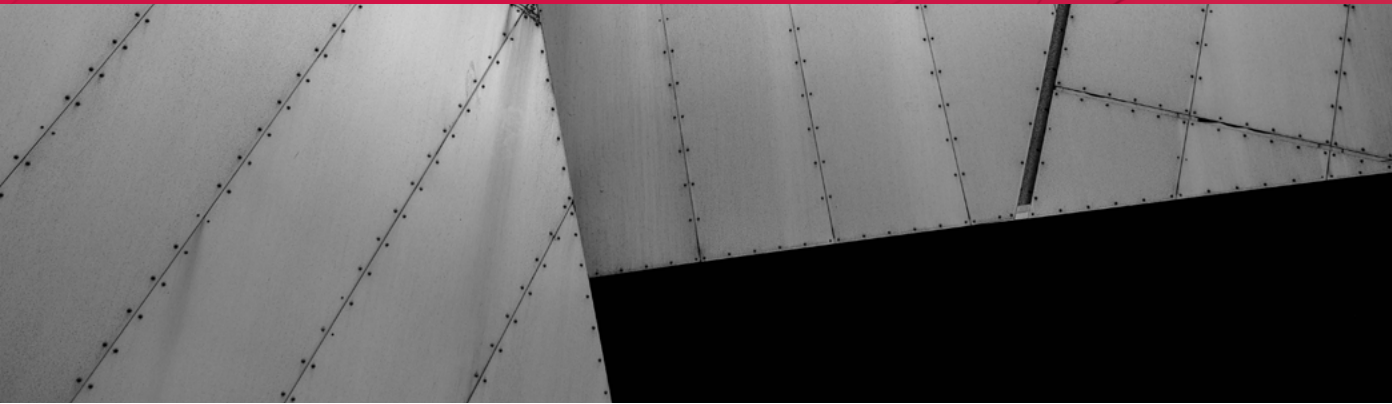
noel leeming

Noel Leeming is New Zealand's leading consumer electronics and appliances retailer, offering customers superior services and solutions with the widest possible range of branded technology and appliances.

[Find out more about Noel Leeming.](#)

As a valued AIA Apollo member you're entitled to preferential pricing across a range of products. Please contact AIA's Commercial Business Manager to discuss your requirements and remember to reference AIA Apollo:

Karl Turnbull
Telephone: **021 285 3806**



DOUGH

•HR•
Profit from a better mix

In a world of increasing compliance, Dough HR's professional services let you get on with your job while they put the right measures in place to handle the people stuff.

[Find out more about Dough HR.](#)

AIA Apollo members can consult with Dough HR at a **discounted hourly rate of \$110.00** by using the code **'APOLLODOUGH'**. This is a saving of \$40 on the initial business consultation and a saving of \$15 per hour for investigating, planning and administrative work.

kiwi FUELCARDS

Kiwi Fuelcards is a great little NZ company helping Kiwis save on fuel and journey further. When your business takes you out and about each day, every kilometre counts and those savings are especially welcome.

[Find out more about Kiwi Fuelcards.](#)

[Take advantage of this awesome offer](#) and remember to use the code **'APOLLOFUELCARDS'** as the Group Membership Name when you register.

ADVISOR PROMOTER

A simple to use marketing automation tool that reduces your compliance risk, whilst saving time and generating leads, all from your smartphone.

[Find out more](#)

Talk to your BDM or BDC about a discount offer only available to AIA Apollo members.

Let's talk

AIA Apollo is designed to support every adviser, every day.

Be sure to talk to your BDM or BDC about how to leverage AIA Apollo to take you, your business and your customers to new heights.

If you have any questions you can contact us at any time at nz.apollo@aia.com

Collaboration begins with mutual understanding and respect.

RON GARAN, ASTRONAUT



Contact us

Helpful Contacts

**ADVISER
RELATIONSHIP TEAM** 0800 768 287
art@sovereign.co.nz

**PRACTICE SOLUTIONS
HUB** 0800 484 444
practicesolutions@sovereign.co.nz

**TRAINING AND
COURSES** nz.training@aia.com

**NEW BUSINESS
ENQUIRIES** 0800 768 287

Online

**PRODUCT
INFORMATION** resources.aia.co.nz

SOVLINK www.sovlink.co.nz

AIAHUB aiahub.co.nz

**APOLLO WEBSITE
PAGE** resources.aia.co.nz/apollo.aspx
