Schedule 2 - Best Doctors® Benefit

Best Doctors is available to the member and their *immediate family** to use as many times as they need to. Best Doctors provides members with access to expert medical advice and guidance from the comfort of their own home. Experts available include GPs, specialists, and *mental health clinicians**, and all are accessed via telehealth, helping to get the right diagnosis, treatment pathway and information quickly and easily. The Best Doctors service can be accessed regardless of whether the condition is covered by this policy.

Best Doctors is independent of AIA and Best Doctors' terms and conditions and eligibility criteria apply.

AIA and Best Doctors reserve the right to audit member numbers of the Policy Owner's business. It is a requirement that member numbers are provided by the Policy Owner within 30 days of each policy anniversary date.

AIA may withdraw access to the service or change the terms on which access to the service is made available with 90 days' notice to the Policy Owner.

Neither AIA, its related companies, nor their directors, officers or employees accept any liability whatsoever for any loss or damage arising out of the use of the Best Doctors service, or the unavailability of Best Doctors. AIA is not responsible for any cost associated with becoming eligible to use, or use of, the Best Doctors service (including without limitation the cost of any medical consultations or treatment, travel, lodging, telephone calls, faxes or mail), unless covered by an AIA policy.

Contact Best Doctors On 0800 425 005 or visit www.askbestdoctors.com/nz

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Key Terms:
*Immediate family means the eligible member's partner (spouse, civil, or de facto), children (any age), and parents (incl. in laws).
*Mental Health Clinicians are only available to those aged at least 18 years or over and must be residing in New Zealand.