

# Manage your policy online with MyAviva



**At Aviva, we understand that life is busy. That's why we're all about making things easier for our customers wherever we can. Welcome to MyAviva.**

**Our online portal will help you manage your Aviva policies and schemes in one secure and easy-to-use place.**

**With a whole host of benefits at your fingertips, you can:**

- Check your policy or scheme information, including cover and benefit details
- Start a new claim or update us on an existing one
- View your claims summary, update us on what's next and track bills paid against your claim
- Keep track of your excess and outpatient benefits (where applicable), helping you stay in control
- Live chat directly to one of our claims experts without having to pick up the phone

## Did you know?

**1 in 6 claims are started through MyAviva.**

Data taken from MyAviva Internal Report, June 2019.  
Data period January – June 2019.



# Your claim, your choice

By seamlessly combining our online and personal support, MyAviva gives you access to a range of services designed to put you in control.

One log in does it all, follow our simple steps to register.

<b>1</b>	Access the login screen at ' <a href="http://www.aviva.co.uk/activate">www.aviva.co.uk/activate</a> ' and select ' <b>Register</b> '					
<b>2</b>	Enter your activation code, if you have one - if you do not have an activation code, select ' <b>Register without code</b> ' again					
<b>3</b>	You'll then need to provide your <b>email address</b> , <b>create a password</b> and <b>enter your name</b> before selecting ' <b>Continue</b> '					
<b>4</b>	Once on your Portfolio, select ' <b>Continue your registration</b> '					
<b>5</b>	Enter your <b>date of birth</b> and <b>postcode</b> and select ' <b>Continue</b> '					
<b>6</b>	You'll then need to provide your <b>policy number</b> , complete with the <b>employee's member number</b> , but with the opening zeros removed (example below)					
<b>Example</b>	<table><tbody><tr><td>Policy number <b>521ABC</b></td><td><b>+</b></td><td>Member number <b>000001100</b></td><td><b>=</b></td><td>Entered as <b>521ABC1100</b></td></tr></tbody></table>	Policy number <b>521ABC</b>	<b>+</b>	Member number <b>000001100</b>	<b>=</b>	Entered as <b>521ABC1100</b>
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## Need help registering?

You can live chat directly with one of our support team or call us on the number displayed at the bottom of the registration page.

## Activate your account today

[aviva.co.uk/activate](http://aviva.co.uk/activate)

MyAviva is also available to download from App Store and Google Play. Mobile data charges may apply.



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