

For intermediary use only, not for use with customers



One login does it all 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 your clients manage their Aviva policies and schemes in one secure and easy-to-use place.

With a whole host of benefits at their fingertips, they can:

- ✓ Check their policy or scheme information, including cover and benefit details
- ✓ Start a new claim or update us on an existing one
- ✓ View their claims summary, update us on what's next and track bills paid against their claim
- ✓ Keep track of their excess and out-patient benefits (if applicable), helping them stay in control
- ✓ Chat to our Online Assistant where you can get support.

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



We're there when your clients need to talk.

By combining our online and personal support, MyAviva gives your clients access to a range of services designed to put them in control. Want to make a new claim, check their bills or speak directly to one of our claims experts – one log in does it all. They simply tell us what they need and we'll take care of the rest.

As of June 2023 over
742,021 MyAviva accounts
have been **activated**.

100% Live Chat
satisfaction score and
95% chats **resolved**
straightaway.

Average of
19,216 health claims
started **online** per month.

We're here to help

To find out more about MyAviva, please speak to your usual Field Sales Consultant or call our Health Trading Centre on **0800 158 3348**

Calls may be monitored and/or recorded.

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