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| Relaxations for policyholders affected in recent floods & rains in the states of Assam & Gujarat: Simplified Claims Settlement Process |

1. **Simplified Claims Settlement Process**

In view of the calamity faced by our policyholders due to recent floods & rains in Assam and Gujarat.Aviva Life Insurance has relaxed its claim settlement process in terms of minimizing the need to provide formal documentation to allow for prompt intimation and settlement of death, survival and maturity claims.

Our simplified death claim documents are as follows:

* *Any evidence of death/missing from Government / Designated District officials of the State Government or Hospital Authorities /Municipal Record/Death from court of law of Life assured*
* *Claim Form/Claimant Statement (with Bank passbook copy or cancelled cheque of nominee/ Beneficiary).*
* *Identity attestation of claimant establishing relationship with life assured by Gazetted person.*

The claimants can call us directly at our dedicated toll free number18001801244 or write to dedicated mail id [Claims@avivaindia.com](mailto:Claims@avivaindia.com)

The claimants & policyholders can contact our designated team members at the following contact points:

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| Name | Designation | Dept | Contact No. | Branch Address |
| Kasturi Mahanta | Asst Manager | BSG | 9854067984 / 0361-2341654 | 4 th Floor , DD Towers, G.S. Road, ChristianBasthi Dist Kamrup Metropolitan, Guwahati, Assam, 781005 |
| Bhavik Shah | Manager | BSG | 9831134875/079-40069404 | 201-203, 2nd Floor, Mahalay Complex, C.G. Road, Opp. Hotel President, Ahmedabad, Gujarat, 380009 |

The claimants & policyholders can also reach Aviva Nodal Officer, Mr. Kaushik Datta, Deputy Vice President for any escalation at the following:

Mail id-  [Kaushik.Dutta@avivaindia.com](mailto:Kaushik.Dutta@avivaindia.com), Contact details-0124-2709764/8588837537

Address- *AVIVA Towers, 2nd Floor, Opposite DLF Golf Links, Sector 43, Gurgaon-122003, Haryana*

Regards,

Team Aviva