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| Relaxations for policyholders affected in recent floods & rains in the states of Kerala A) Simplified Claims Settlement Process  B) Waiver of Late & Reinstatement Fee |

1. **Simplified Claims Settlement Process**

In view of the calamity faced by our policyholders due to recent floods & rains in Kerala, 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)

1. **Waiver of Late & Reinstatement Fee**

Given the extent of the tragedy, Aviva Life Insurance has waived off late fee and revival fee for policies where premium due date is from 1st August 2018 to 31st December 2018. This will give our valued customers financial relief as they recover from the after effects of this calamity.

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

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| Name | Dept | Contact No. | Email | Branch Address |
| Shalet Jessy M | BSG -Calicut | 9037070005/0495-4019116 | [shalet.m@avivaindia.com](mailto:shalet.m@avivaindia.com) | Aviva Life Insurance, 5TH FLOOR, CITY MALL Buldg, YMCA, KANNUR ROAD, CALICUT - 673001 |
| Jerin S | BSG - Ernakulam | 7736648150/0481-2422606 | [s.jerin@avivaindia.com](mailto:s.jerin@avivaindia.com) | AVIVA Life Insurance, 3rd Floor, Meda Commercial Hub, Seaport Airport Road, Near Dooradarshan Kendra, Kakkand P.O, Ernakulam,  Cochin – 682 037 |
| Dibin P | BSG - Thrissur | 9809018789/0487-2440654 | [dibin.p@avivaindia.com](mailto:dibin.p@avivaindia.com) | AVIVA Life Insurance, 3rd Floor, Daze Tower, Marar Road, Thrissur-680001 |
| Sudheer R | BSG - Kottayam | 9995852399/0481-2569313 | [Sudheer.r@avivaindia.com](mailto:Sudheer.r@avivaindia.com) | Aviva Life Insurance, 4th floor, Axis Towers, S.S kovil Road, Thampanoor, Trivandrum 695001 |
| Rajesh Kumar M | BSG - Trivandrum | 9847196946/0471-4019501 | [rajeshkumar.m@avivaindia.com](mailto:rajeshkumar.m@avivaindia.com) | Aviva Life Insurance, 4th floor, Axis Towers, S.S kovil Road, Thampanoor, Trivandrum 695001 |

The claimants & policyholders can also reach Aviva Nodal Officer, for any escalation at the following:

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

Address- Aviva Tower Sector Road DLF phase V Sector 43 Gurgaon 122003

Regards,

Team Aviva