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| Relaxations for policyholders affected in recent floods in the states of Gujarat/Maharashtra/Karnataka/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 that hit Gujarat/Maharashtra/Kerala/Karnataka recently, Aviva Life Insurance Company India Ltd (referred as ‘Aviva’) has simplified its process including relaxations in the formal documentations to expedite the settlement of Death claims.

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Simplified documentation for Death Claims -

* *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*
* *Death Claim Form/Claimant Statement (with Bank passbook copy or cancelled cheque of Claimant- Nominee / Beneficiary) You can download the Death Claim form from* <https://www.avivaindia.com/form-and-resource-help-desk>*(give direct link here).*
* *Identity attestation of claimant establishing relationship with life assured by Gazetted person.*

For any assistance the policyholders/claimants can reach out to us directly at our dedicated toll free number18001801244 (between 9:00 AM till 6:00 PM)or at e-mail id [claims@avivaindia.com](mailto:claims@avivaindia.com)

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

Given the extent of the tragedy, Aviva has decided to not levy any late fee and revival fee for policies where premium due date is falling during 1st August 2019 to 30th September 2019. This customer centric measure will extend financial relief to our valued customers who are recovering from the effects of the calamity

For any assistance, the policyholders/claimants can reach out to following designated officials at given contact points:

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| **Name** | **Dept** | **Contact No.** | **Email** | **Branch Address** |
| Rajesh Kumar M | BSG | 9847196946 | [rajeshkumar.m@avivaindia.com](mailto:rajeshkumar.m@avivaindia.com) | 4th Floor , Axis Towers , S S Kovil  Road , Trivandrum, Kerala. Pin code - 695001 |
| Suresh Desai | BSG | 9743993642 | [suresh.desai@avivaindia.com](mailto:suresh.desai@avivaindia.com) | 2nd floor, Bakkeshwara Mansion, 2257/5, MCC ''A'' Block, Church Road,, Devangere, Karnataka, 577004 |
| Rajesh Solanki | BSG | 9687666346 | [rajesh.solanki@avivaindia.com](mailto:rajesh.solanki@avivaindia.com) | Shop No 12,2nd Floor , Sheetal Shopping Complex , Nr Old L B Cinema , Bhatar Road, Surat-395007. |
| Umesh Jagdale | BSG | 9833350942 | [umesh.jagdale2@avivaindia.com](mailto:umesh.jagdale2@avivaindia.com) | Aviva Life Insurance Company India Ltd.,602, 6th Floor, Satra Plaza, Plot No 20,  Palm Beach Road,Vashi, Navi Mumbai 400 703 Maharashtra, |

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/ 8588837537Head office Address- Aviva Life Insurance Company India Ltd, Aviva Tower, Sector Road, DLF phase V, Sector 43 Gurgaon 122003

Regards,

Team Aviva