



Relaxations for policyholders affected in recent cyclone Taukte for Gujarat and Maharashtra and Cyclone Yaas for Odisha and West Bengal.

- A) Simplified Claims Settlement Process
- B) Waiver of Late & Reinstatement Fee

A) Simplified Claims Settlement Process

In view of the calamity faced by our policyholders due to recent cyclones Taukte for Gujarat and Maharashtra and Cyclone Yaas for Odisha and West Bengal, 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.

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>
- ✓ Identity attestation of claimant establishing relationship with life assured by Gazetted person.

For any assistance the policyholders/claimants can reach out on our e-mail id claims@avivaindia.com

B) 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 16th May 2021 to 31st July 2021. 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:

Name	Dept	Contact No.	Email	Zone
Priya Subba	BSG	9830280359	Priya.subba@avivaindia.com	East
Arnab Chakraborty	BSG	9823958841	Arnab.chakraborty@avivaindia.com	West

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

E-Mail id- Kaushik.Dutta@avivaindia.com , Contact details- 8588837537

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

Regards,

Team Aviva