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| Relaxations for policyholders affected in recent cyclone ‘Fani’ in the states of Odisha/West Bengal/Andhra PradeshA) Simplified Claims Settlement ProcessB) Waiver of Late & Reinstatement Fee |

1. **Simplified Claims Settlement Process**

In view of the calamity faced by our policyholders due to recent cyclone ‘Fani’ that hit Odisha/West Bengal/Andhra Pradesh recently, 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

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 May 2019 to 31st Aug 2019. 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** |
| Bhupesh Kumar Samantaraya | BSG | 9337393609 | bhupesh1.samantaraya@avivaindia.com | 2nd Floor, Aditya Plaza, Bhouma Nagar, Sachibalya Marg, Unit-4, Bhubaneswar, Orissa, 751001 |
| Raju Chinappan | BSG | 9966996023 | Raju.chinappan@avivaindia.com | 1st Floor, Challa Chambers, 6-3-907 to 912,, Kapadia Lane, Raj Bhawan Road, Somajiguda, Hyderabad, Telangana, 500082 |
| Srinivas Punna | BSG | 9885111774 | Srinivas.punna2@avivaindia.com | 1st Floor, Challa Chambers, 6-3-907 to 912,, Kapadia Lane, Raj Bhawan Road, Somajiguda, Hyderabad, Telangana, 500082 |
| G V Rajesh | BSG | 9052611647 | g.rajesh@avivaindia.com | Aviva Life Insurance India Ltd 4th Floor, 40-1-139/A, JM2, Mohiuddin Estate, M.G.Road, Vijaywada-520010 |
| Priya Subba | BSG | 9830280359 | Priya.subba@avivaindia.com  | 2nd Floor A.G Tower, , 125/1 Park Street, , Kolkata, West Bengal, 700017 |

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

Mail id-  Kaushik.Dutta@avivaindia.com , Contact details-0124-2709764/ 8588837537

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

Regards,

Team Aviva