



Relaxations for policyholders affected in recent floods & rains in the states of Tamilnadu, Puducherry & Andhra Pradesh:

- 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 floods & rains in Tamil Nadu, Puducherry and Andhra Pradesh, 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 number [18001801244](tel:18001801244) or write to dedicated mail id Claims.SException@avivaindia.com

B) 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 October 2015 to 31st January 2016. 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:

Name	Designation	Dept	Contact No.	Branch Address
G V Rajesh	Asst Manager	BSG	9052611647 / 0866-2496251	4th Floor, 40-1-139/A, JM2, Mohiuddin Estate, M.G.Road, Vijaywada-520010
P Rengarajan	Territory Manager	BSG	044-45010444 / 9962513640	Plot No. 182, 3rd Floor, Ashirwad Towers, Kodambakkam High Road, Nungambakkam, Chennai – 600034
P Ravichandra	Asst Manager	BSG	044-43524322 / 9841597797	RAIS Towers, 3rd Floor, Plot No. 2054B, Anna Nagar 2nd Avenue, Chennai – 600040

The claimants & policyholders can also reach Aviva Nodal Officer, Mr. E Giribabu, Associate Vice President for any escalation at the following:

Mail id- EGiribabu@avivaindia.com, Contact details-044-45060444 / 9840899811

Address- Plot No. 182, 3rd Floor, Ashirwad Towers, Kodambakkam High Road, Nungambakkam, Chennai – 600034

Regards,
Team Aviva