



Simplified Claims Settlement Process for Claims relating to Severe Floods affecting four districts of Assam viz. (Sivasagar, Charaideo, Jorhat and Golaghat)

Aviva Life Insurance Company India Ltd (referred as 'Aviva') offers heartfelt condolences to all the people affected by severe floods in four districts of Assam: Sivasagar, Charaideo, Jorhat, and Golaghat

To provide support in these difficult times,

- ✓ We have simplified the Claim settlement process and set up a Special Claims Helpdesk to expedite claim settlement process.
- ✓ We have waived the requirement of Death Certificate issued by the Municipal Authorities. Instead, we will accept the list of casualties published by Designated District Officials of the State Government/ State Government or Municipal Authority or any authority recognized by State/Central Government confirming death during flood.

Our simplified Claim Intimation requirements are as follows:

- ✓ Letter of claim intimation from nominee/beneficiary.
- ✓ Attested copy of bank passbook or cancelled cheque of nominee/beneficiary.
- ✓ Attested copy of Photo ID proof of Nominee/Beneficiary establishing relationship with life assured

Nodal Officers for Claims Assistance

Nominee/Beneficiary can directly contact the following nodal officers for any assistance or support for settlement of claim under Aviva Life Insurance policies

Name	Contact No.	Email	Zone	Address
Mintu Kumar Duttasarma	7578011424	Mintu.DuttaSarma2@avivaindia.com	East (Guwahati)	4th Floor DD Tower G.S Road Christian Basti, Guwahati - 781005
Dipak Nath	9706062787	dipak.nath@avivaindia.com	East (Jorhat)	Tarajan Pool, Opp Highway Bajaj, A.T. Road, Jorhat, Assam-785001
Vijay Kumar	8826789443	vijay.kumar@avivaindia.com	PAN India (Head office)	401-A, 4th Floor, Block A, DLF Cyber Park, Sector-20, NH-8, Gurugram, Haryana-122 016

Our claims expert will assist you throughout the claim settlement process. Claimant may either send the complete set of scanned documents to claims@avivaindia.com or hard copy of documents to Head office Address- Aviva Life Insurance Co India Ltd, 401-A, 4th Floor, Block A, DLF Cyber Park, Sector-20, NH-8, Gurugram, Haryana-122 016, India, in order to enable us settle the claim at the earliest. For any further assistance on death claim related information call at **1800-103-7766**.

Regards,

Team Aviva