



Aviva Claims Care Service

Getting you back on track as quickly and hassle-free as possible is Aviva's* claims commitment to you. As a group insurance customer, you can get immediate, professional assistance 24 hours a day, 365 days per year, anywhere in Canada and the United States through a dedicated toll-free hotline: 1-866-692-8482.



Customer care you can count on

Our claims professionals are committed to making sure you receive the service you deserve, including:

- being treated with respect
- receiving prompt and efficient service
- receiving flexible service terms
- being helped by courteous, knowledgeable and caring professionals
- receiving a clear explanation of our process and a commitment to follow through
- receiving quick and fair treatment to issues and concerns

Guaranteed repair service[^]

With an Aviva insurance policy you also have access to professional auto and property repair companies and benefit from guaranteed repairs. If you have a claim and choose to repair your vehicle or home with one of our preferred partners, we guarantee:

Auto

- you'll receive priority service, including pick-up of your vehicle and delivery of the rental vehicle right to your front door (in the service areas where this is possible)
- the quality of the auto repairs (including parts and labour costs) for as long as you own your vehicle and are insured with Aviva

Home

- the quality of the labour done to restore your home or property for as long as you own the premises and insure it with Aviva

Contact your insurance broker for details.

Claims Service Satisfaction Guarantee

As an Aviva customer, you're also backed by our Claims Service Satisfaction Guarantee⁺ – an industry-leading promise that if you're not happy with our claims service, and we can't resolve it, we'll issue you a cheque for the amount of your current premium. That's right – all of it!

We're here to help you

When you have a home or auto insurance claim, you can count on Aviva to make the process as easy and stress-free as possible. Just call your insurance broker or our 24-hour claims assistance number at:

1-866-MY-AVIVA (1-866-692-8482)

Visit us at avivacanada.com for more information or to locate one of our recommended home or auto claims repair partners.

*Aviva and the Aviva logo are trademarks of Aviva plc and used under license by Aviva Canada Inc. and its subsidiary companies. All home and auto insurance products are underwritten by Aviva Insurance Company of Canada, Pilot Insurance Company, Traders General Insurance Company, Scottish & York Insurance Co. Limited, S&Y Insurance Company and Elite Insurance Company.

[^]Terms and conditions apply. For detailed information, speak to your insurance broker or representative and refer to your policy wording and service guarantee wordings.

⁺Terms and conditions apply. Visit avivacanada.com/claimsguarantee for details.

