

Taking the Fight to Fraudsters




Aviva's defence excellence over the last 12 months*



We'll always look after those who have been genuinely injured and pay honest claims fairly and quickly



1,962 claims defended at trial



81% continued defence success rate



1-in-8 third party bodily injury claims repudiated for fraud



We'll vigorously defend fraudulent or inflated claims and will look to prosecute anyone we find to make a dishonest claim against our customers, regardless of the cost



£13m from organised crash for cash claims denied



43 years worth of custodial sentences from prosecutions



21,750 Motor policies, worth **£37.5m**, refused for fraud



We're leading the market in addressing the root cause of whiplash fraud in the UK, to keep motorists safer and premiums low for genuine customers



Insurance Times General Insurer of the Year



The Unsung Insurance Fraud Fighter of the Year
Combating Fraud – Technology Innovation of the Year




Claims Product Solution of the Year – Direct to market
Commercial Lines Claims Excellence of the Year



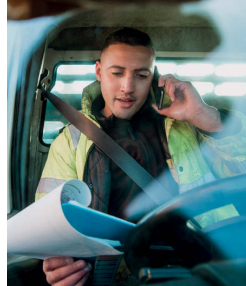
Best of the Best
Celebrating 25 years



It's about doing what's right for our customers, brokers and the industry, working together to get the right outcome



In September 2019, we collaborated with law experts BLM and 12KBW to demonstrate an injury claim in court. This allowed us to advise brokers and clients in the industry about how they can take steps to aid and support claims that go to trial. **Watch our video** to learn the 3 key points taken from our Mock Trial event.



We want to ensure our clients are back on the road as quickly as possible following a motor incident. Letting us know about a bump or scrape straight away means we can minimise the duration and cost of a claim and most importantly, help protect against insurance fraud. Making a claim early is key as access to CCTV footage and witness statements can be obtained which helps us build a case should a third party submit a fraudulent injury claim. **Read more about why we're tackling fraud head on.**

*All figures and awards are for the year 2019