

Fighting fraudulent claims - Aviva's defence excellence



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




In 2014 we defended just 200 claims at trial, **in 2015 it was over 1500**



70% continued trial success rate



In 2015 we repudiated **1-in-9 third party bodily injury claims** 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



In 2015 **we denied claims worth £36.9m** from organised crash for cash claims



We **doubled the number of prosecutions** in 2015 compared with 2014



We screen all Motor policies and in 2015 we refused **12,000 policies for fraud**, worth £15m



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

We've recently won 3 industry awards which support this



Technology Initiative of the year / Fraud Innovation of the year



General Insurer of the Year



Claims Initiative of the Year Claims Fraud



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

I think it's quite disgusting how people want to make a quick buck from claims. It's brilliant that a company like Aviva are prepared to stand behind me, and those willing to take it right to the end.

Belinda Ellis, Aviva policyholder

Just wanted to say a massive thanks for all your help throughout the duration of this case, I definitely wouldn't have got the outcome I did if it wasn't for the help I received from you all.

Aviva policyholder

