

Self Serve Claims Experience & Home Page Changes

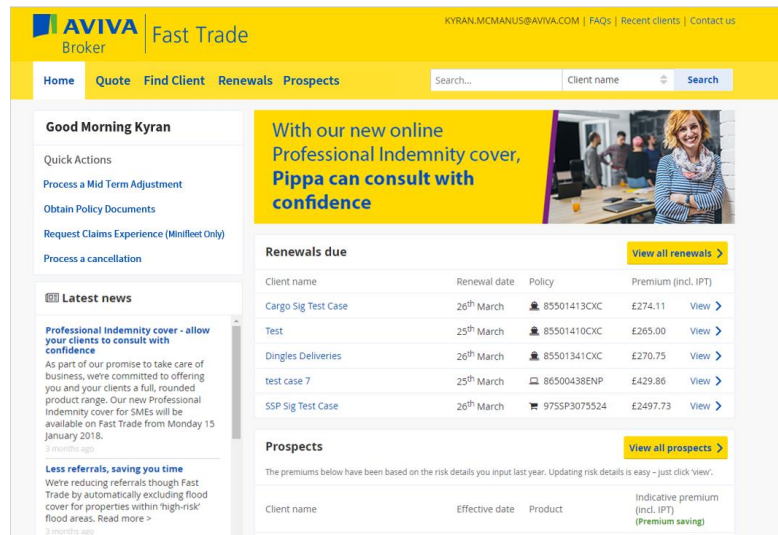


Guide to the enhancements which have been made to the Fast Trade home page. We are adding in a new functionality to automate the claims experience process, we are also improving the broker journey with easier navigation and general improvements in user experience.

What changes will you see?

Claims Experience Request

You will notice we have added a new option to the 'Quick Actions' tab on the left hand side. The new functionality is a 'Request Claims Experience' option for Minifleet only.



Step 1- Client Validation page

You will now see this screen after performing your client search, once clicked this will take you through to either the policy summary page, or cancellation page depending on the client status.

Request a Claims Experience Client Search

Search on

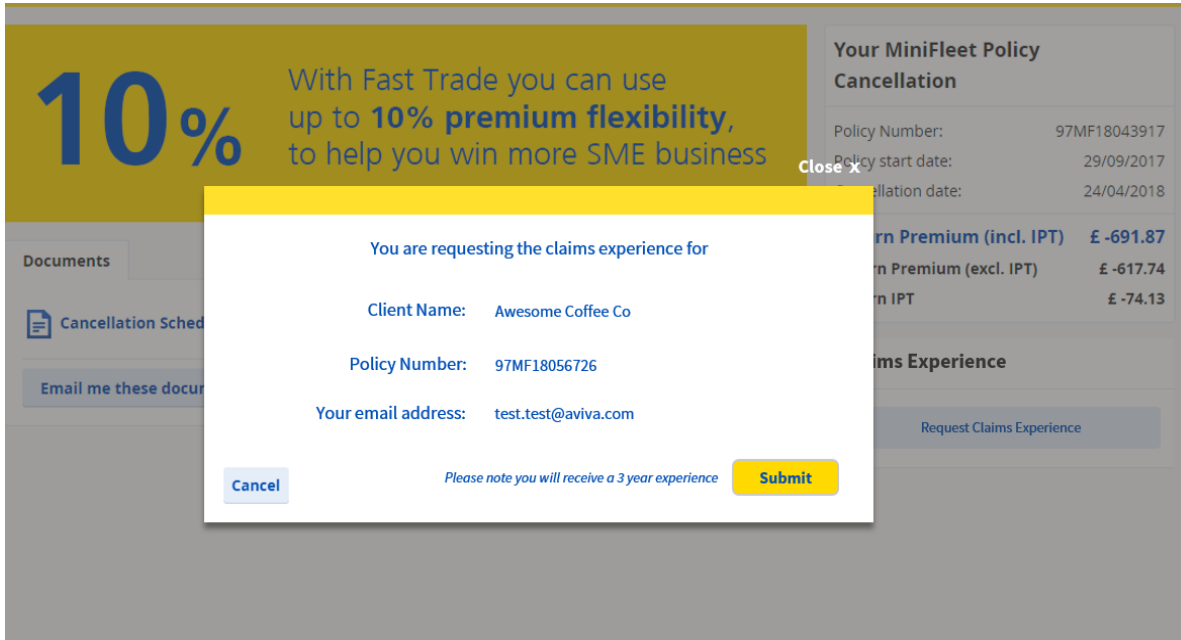
Enter a policy number

Policy Results

Client Name	Product	Status	Transaction Type	Effective Date		
Awesome Coffee Co	MiniFleet	Live	New Business	18/04/2018	Request Claims Experience >	View Policy / Upload NCD >

Step 2 – Confirmation check

You will now see a Pop-up modal on the screen load with the below message. After submitting you will be provided with a confirmation message.



The screenshot shows a web interface with a background banner for '10% premium flexibility' and a 'Your MiniFleet Policy Cancellation' section. A modal is open with the following content:

You are requesting the claims experience for

Client Name: Awesome Coffee Co

Policy Number: 97MF18056726

Your email address: test.test@aviva.com

Buttons: Cancel, Submit

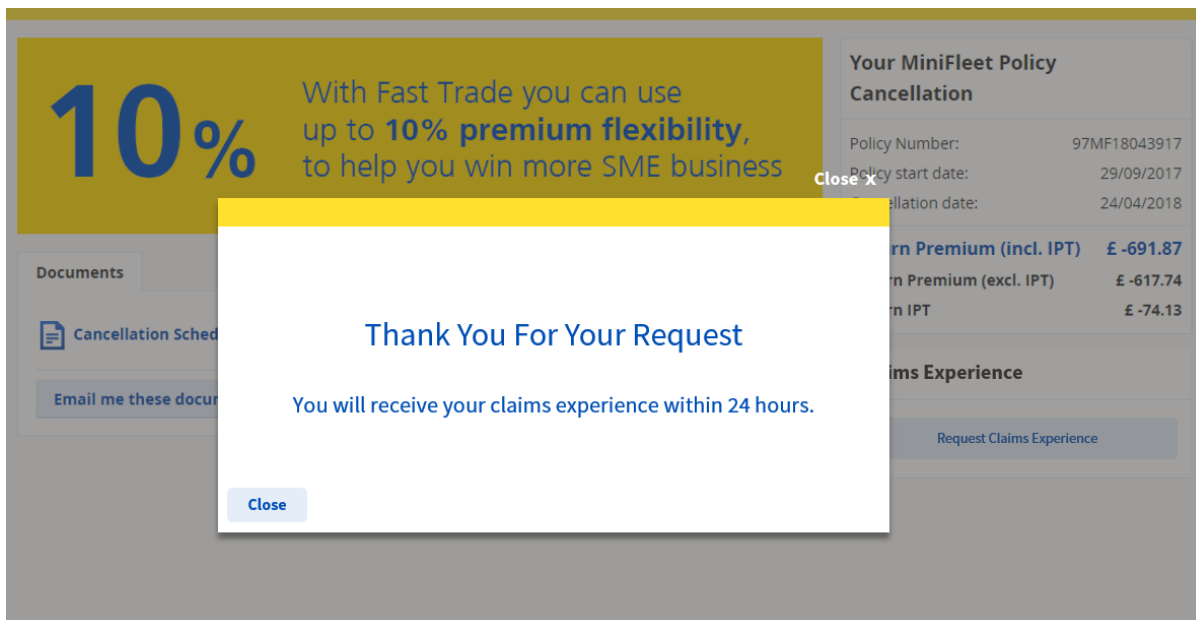
Please note you will receive a 3 year experience

The background interface includes a 'Request Claims Experience' button and a table of premium details:

Policy Number:	97MF18043917
Policy start date:	29/09/2017
Cancellation date:	24/04/2018
Annual Premium (incl. IPT)	£ -691.87
Annual Premium (excl. IPT)	£ -617.74
Annual IPT	£ -74.13

Step 3 – Thank you message and Automation

From here we will automatically complete the 3-year claims experience market form and send this back to you within 24 hours.



The screenshot shows the same web interface as Step 2, but with a different modal open:

Thank You For Your Request

You will receive your claims experience within 24 hours.

Button: Close

The background interface remains the same, including the 'Request Claims Experience' button and the premium details table.

Additional User Experience Enhancements



What changes will you see?

We are simplifying the webpage layout and adding some additional tabs on the right-hand side of the client policy page. This will make it easier for you to upload and receive your claims experience.

Upload NCD/CCE button

The documents view has been amended to a split view, so you can see which documents are generated by us and which documents have been uploaded with the date and time displayed.

The screenshot shows the AVIVA client policy page. The top navigation bar includes 'Home', 'New Client', 'Find Client', 'Renewals', and 'Prospects', along with search fields. The main content area is divided into several sections:

- Documents:** A list of documents including 'Short Term Certificate', 'Policy Schedule', 'Statement of Fact', and 'Policy Wording'. An 'Email me these documents' button is present.
- Payment information:** A section with a note: 'The policy will be added to your broker account, unless this policy is already being collected by instalments. Alternatively you can pay for this transaction by Credit/Debit Card.' and a 'Credit/Debit Card' button.
- Your MiniFleet Policy:** A summary of policy details:

Policy Number:	97MF18056726
Policy start date:	19/04/2018
Policy end date:	17/04/2019
Additional/Return Premium (incl. IPT)	£0.00
Additional/Return Premium (excl. IPT)	£0.00
IPT	£0.00
Commission percentage	0.00%
Commission amount	£ 0.00

Buttons for 'Cancel Policy' and 'Amend >' are located below.
- Claims Experience:** A section with two buttons: 'Upload CCE/NCD' (highlighted with a blue arrow) and 'Request Claims Experience'.

Uploaded documents display

This screenshot shows the same AVIVA client policy page as above, but with an additional document displayed in the 'Uploaded Documents' section:

- Uploaded Documents:** A list containing one document: '5 Years NCD proof - AB12 ABC'.