

Aviva Mid-Market

Claims Management Service



For broker use only.
Not for use with customers.

Fast, fair and reliable claims

Experiencing a loss can be a devastating experience, but when the unexpected happens our priority is to resolve claims as quickly and fairly as possible. We provide a personal and proactive approach that helps to ensure your client can return to business quickly.

We will work to ensure our claims service is based on real knowledge of your clients' business so that we can respond immediately in the event of a claim, but also address any pre-claim queries and concerns.

Our proposition



UK based expert claims managers available 24/7 with access to in-house loss adjusters



Specialist in-house loss adjusters, technical experts and major claims practitioners



UK based dedicated centres of excellence for property, liability & motor



Dual remedies to deliver fair settlements for innocent non-disclosure



Working with all stakeholders to tightly control claims costs



Reduced claims life cycles and bespoke claims MI reporting



Defending against fraudulent claims to do what is right for you, your client and the industry



Prevention first philosophy with resilient repairs included – as standard

To find out more about claims management, please speak to your Aviva sales manager or claims relationship manager.

Tailored claims relationship management

For larger, more complex businesses our dedicated claims relationship managers will look to dovetail your existing capabilities to develop the right service proposition, whilst promoting best practice procedures to assist in managing claims cost, through the provision of:



Claims consultancy: to obtain a thorough understanding of your clients' claims servicing requirements, to develop a tailored claims solution



Regular claims reviews: providing analysis of key trends, underpinned by bespoke customer MI reporting



Collaborating with risk management services: reviewing post-loss claims to mitigate future losses, linking with actionable risk insight recommendations



Access to business-specific claims workshops, forums and thought leadership

Our claims relationship contacts

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A dedicated, service-led approach to exceed your expectations

In-house claims expertise when you and your clients need us most, 24/7 365 days a year