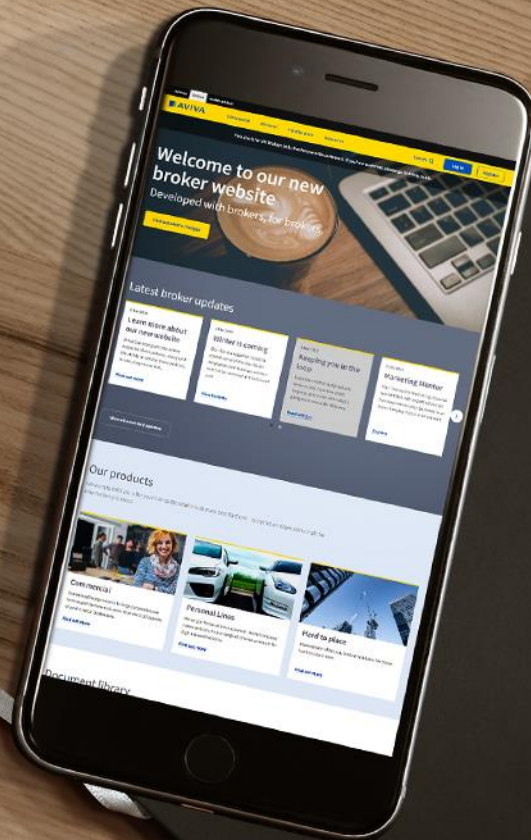




# Our new broker website – frequently asked questions



For broker use only. Not approved for use with customers.

# 1. Accessing the new broker website

## What is the new broker website?

Inspired by your feedback, our evolved website allows you to access Aviva products, information and documents all in one place. You can continue to quote online through Fast Trade and access our portal, propositions and services via the site. We're focussed on delivering reliability, speed, and ease of use, so you can complete day-to-day tasks in the simplest and most efficient way.

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## Why are you moving the website onto a new platform?

To provide a better experience for you, the new platform offers a streamlined navigation and intuitive design. It's also more robust, which means fewer interruptions to the site's functionality and a more reliable service. It also allows us to build new tools and quickly upload new information, keeping you up-to-date with the marketplace.

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## How do I access the new website?

How you access the website for the first time will depend on whether or not you have an existing Aviva Broker account. View the full migration guide [here](#) for all the details.

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## Why do I have to accept the new terms and conditions?

As we've updated so much of our broker website, we're legally required to update our terms and conditions too. We'll ask you to accept them when you first log in, and when any changes are made to our terms and conditions in the future.

## How do I log in to the new website?

If you're already registered on our current website, we'll migrate your username onto the new website. As part of the migration process, you'll be prompted to update your password. After that, you can log in with your username and new password. You can view a full migration guide [here](#) – this details the process for users with and without an existing Aviva Broker account.

Please make sure you access the site with an up-to-date version of your preferred web browser.

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## How do I register for the new website?

If you are a new user, click the **'Register'** button in the top menu and follow the steps. You'll receive a confirmation email once your registration has been approved.

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## I've forgotten my password – what should I do?

Click the **'Log In'** button and then **'Forgotten your password?'**. You'll be asked to enter the email address that your account is registered with, and then follow a few steps to reset your password.

## 2. New features and changes

### What's different about the new broker website?

Inspired by your feedback, we've:

- changed the design and style of the website - making it easier to find the information you need
- redesigned the menu and pages – to make it faster to access the key services on the website
- Refreshed the content – keeping you up-to-date with latest news and insights without distractions
- Our new broker website is fully optimised for use on mobile and tablet devices. However, for some of the services you can access through the site, like Fast Trade, for the best experience, we'd recommend you still access via a desktop or laptop.
- Created Document Library – to make it easier to find and download product documentation and literature.

### Where can I find Fast Trade?

You'll find links to Fast Trade under the Resources menu in **'Online Support'**. Once you're logged in, you can also access Fast Trade through the **'My Services'** menu and when you go to **'Get a New Quote'** on the **'My Services'** homepage for the relevant products. As Fast Trade sits on a different platform, we recommend you access this via a desktop or laptop device for the best experience.

### Where can I find Aviva Broker Collections?

You'll find links to the Aviva Broker Collections under the Resources menu in **'Online Support'**. Once you're logged in, you can also find Collections through the **'My Services'** homepage and drop-down menu.

### Where can I find Claims Support?

You'll find links to 'Our Claims Service' under the Resources menu in **'Product Support'**. Once you're logged in, you can also find Claims through the **'My Services'** homepage and drop-down menu.

### Where can I find e-documents?

Once you're logged in, you can find e-documents through the **'My Services'** homepage and drop-down menu.

### Where is the Rebuild and Contents Calculator?

To improve your experience and save you time, this is now automatically calculated within the quote. The standalone tool is no longer available.

### Where can I find your contact information?

Visit our **'Get Support'** section, then find **'Contact us'** at the bottom of all navigation menu dropdowns.

### Where can I find the Document Library?

You'll find the Document Library under the **'Resources'** menu and the **'My Services'** drop-down menu on the right of the top toolbar.

### How do I navigate around the website?

You can use the top toolbar to navigate no matter where you are on the website. Once you log in, you'll notice we've introduced a **'My Services'** drop-down menu, giving you access to our main propositions and services. A number of our services can also be accessed from the landing page when you log in.

### Where is the Claims Electronic Notification of Loss (ENOL) for Property?

This feature is no longer available. After reviewing the data, the decision was made to remove this feature due to extremely low usage. To notify us of a claim, please go to **'Resources'**, then **'Our Claims Service'**, and find your relevant contact.

### Where is the Claims Electronic Notification of Loss (ENOL) for Employer and Public Liability?

This feature is no longer available. After reviewing the data, the decision was made to remove this feature due to extremely low usage. To notify us of a claim, please go to **'Resources'**, then **'Our Claims Service'**, and find your relevant contact.

### Where is the Claims Electronic Notification of Loss (ENOL) for Motor bodily injury?

This feature is no longer available. After reviewing the data, the decision was made to remove this feature due to extremely low usage. To notify us of a claim, please go to **'Resources'**, then **'Our Claims Service'**, and find your relevant contact.

### What's changed with Document Ordering?

You will also now notice some changes to the way in which you order any paper documentation. You'll still be able to order paper documents as before, however you'll now be required to fill in the type of document and delivery details.

## 3. Data, security and GDPR

### Have you made any changes to the way you store or treat data?

We've introduced an improved way to store, encrypt and authenticate your data which continues to meet General Data Protection Regulations (GDPR). You can find more information in our Privacy Policy and website terms and conditions.

**Privacy Policy:**

<https://connect.avivab2b.co.uk/privacy-policy/>

**Terms and conditions:**

<https://connect.avivab2b.co.uk/terms-and-conditions/>

## 4. Other useful information

### How can I get help and support with the website?

You can contact the Aviva Broker Online Support Team by email, phone or live chat.

**Email:** [avivabrokeruk@aviva.com](mailto:avivabrokeruk@aviva.com)

**Phone:** 0800 158 2224

The team is available for phone and live chat from 9am to 5pm, Monday to Friday. Calls may be monitored and/or recorded.