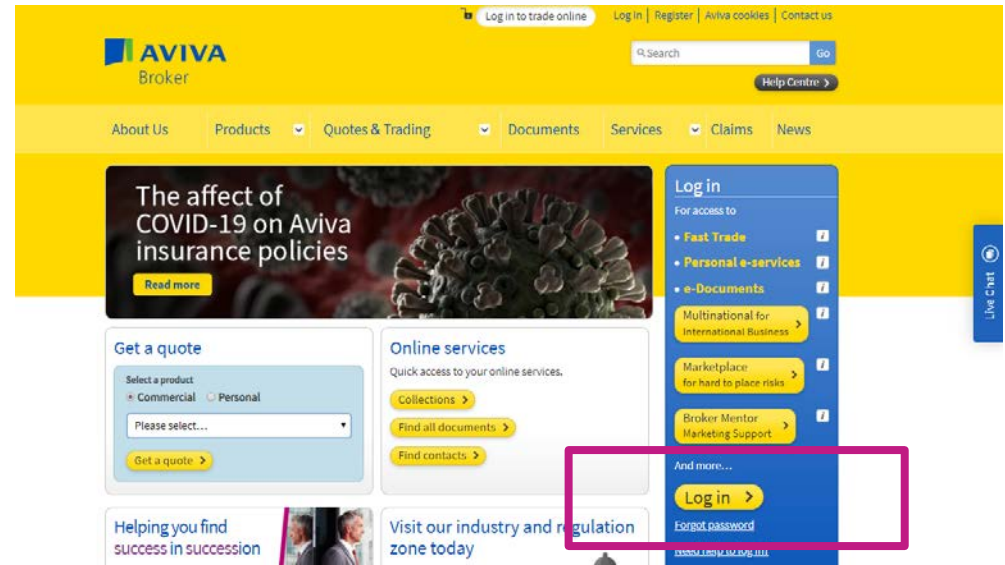




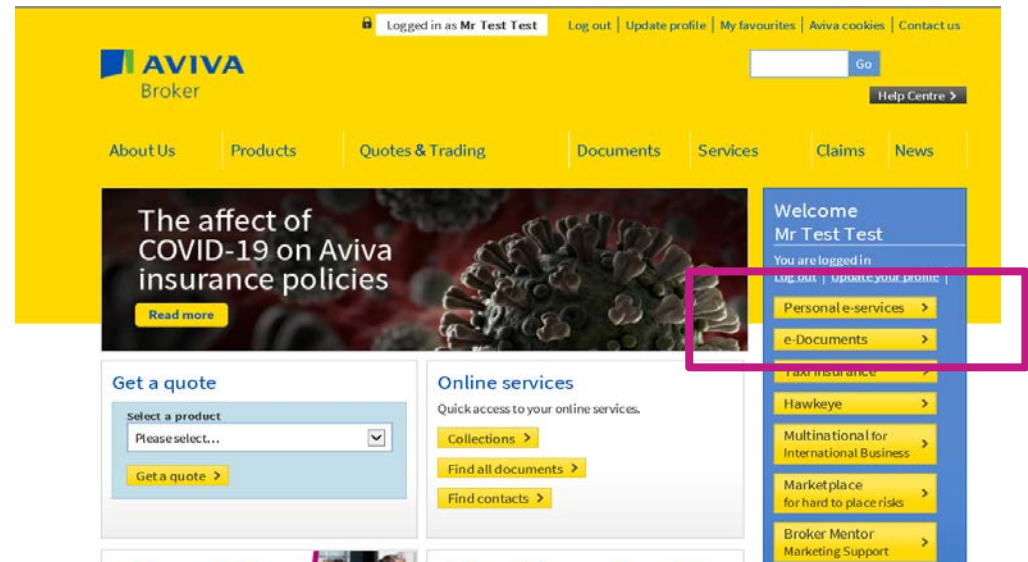
Personal Lines eServices – cancellation

How do you make cancellations on our Personal Lines eServices?

1. Log into Aviva Broker.



2. Go to Personal eServices.





Personal Lines eServices – cancellation

How do you make cancellations on our Personal Lines eServices?

3. Go to policy processing.

The screenshot shows a vertical navigation menu on the left with a pink box highlighting the 'Policy Processing' option. The main content area displays the AVIVA logo, 'Home Page Profile - AGENT', and a disclaimer: 'The data held on this system is only available to authorised users. Action including legal proceedings may be taken against you for: Any unauthorised access or unauthorised modifications to this system. Any misuse or unauthorised disclosure of the personal data held on this system. Any unauthorised copying of materials held on this system.' Below this is a 'Contacts' section with instructions on how to reach technical support.

4. Put in the policy number and then hit “Search”.

The screenshot shows the 'Policy/Application Index' search form. A pink box highlights the search criteria fields: '*Search Type:' (set to 'Policy'), 'Policy Number:', 'Last Name:', 'First Name:', and 'Company Name:'. Below these are 'Vehicle Registration:', 'Agreement Number:', and 'Postcode:' fields. At the bottom, there are 'Search' and 'Reset' buttons. A large empty box is present below the search form. At the very bottom, there is a 'Transaction Date:' section with 'Select' and 'Transaction History' buttons.



Personal Lines eServices – cancellations

How do you make cancellations on our Personal Lines eServices?

5. Select the current line (top) and input Cancellation Date. Hit “Select”.

AVIVA Policy/Application Index

Any field preceded by an asterisk (*) is required.

*Search Type: Policy
*Line of Business: [Select]
*Product: [Select]

Policy Number: [Text Field]
Vehicle Registration: [Text Field] Agreement Number: [Text Field]

Last Name: [Text Field] First Name: [Text Field] Company Name: [Text Field] Postcode: [Text Field]

Search Reset

Product, Policy No.	Policyholder, Date Of Birth	Jnt_PH, DOB	Policyholder Address	Effective Date	Expiration Date	Premium Amount	Transaction Date	Transaction Type	Vehicle
Private Car	Mr. Test Test 01/01/1980		8, Surrey Street NORWICH NR7 0WF	20/03/2020	20/03/2021	1053.17	20/03/2020	New business	Toyota CC T SPIRIT

Transaction Date: [Text Field] Select Transaction History

6. Select Cancellation Reason from the list and hit “Accept”.

AVIVA Cancellation

Quote/Policy Number: [Text Field] Agency Reference: 4P999
Product Name: Private Car Customer Name: Mr. Test Test
Inception/Transaction Date: 20/03/2020

It is a requirement of The Road Traffic Act that the current Certificate of Motor Insurance (or lost certificate declaration) is returned to the Insurer when cancelling a motor insurance policy.

Private Car effective 20/03/2020 - 20/03/2021.
The policy is requested to cancel with a date of 20/03/2020

Please select the reason for Cancellation below.

Cancellation Type: Flat Cancellation

Cancellation Reason: Cancelled - Agent Requested
Business lost to: [Optional] Competitors premium: [Text Field]


Accept Cancel



Personal Lines eServices – cancellations

How do you make cancellations on our Personal Lines eServices?

5. Hit “Issue” and the policy is now Cancelled.

**Cancellation Results**

Quote/Policy Number:		Agency Reference:	4P999
Product Name:	Private Car	Customer Name:	Mr. Test Test
Inception/Transaction Date:	20/03/2020		

Cancellation Effective Date:
21/03/2020

Cancellation Reason:
Cancelled - Agent Requested

Policy Information

Cancellation Type:	Annual Premium:	Return Premium:
Pro-rata Cancellation	£1,053.17	£1,050.28

New Override Premium :

Override Reason :

[Notes](#) | [Issue](#) | [Transaction History](#) | [Exit](#) |