

**We asked
what changes
you'd like
to see**

**And then
made your
vision a
reality**

Read more



**Introducing the
Aviva Broker Community**



Bringing together the Aviva Broker Community

At Aviva, we're focused on getting the best possible outcome for you and your clients. But how do we achieve these outcomes? No one has greater insight into what brokers need than the brokers themselves. So we asked a number of you.

The feedback we've received tells us that the insurance industry at large could do much better. We've listened and acted, making some much-requested improvements to the service we give to regional independent brokers like you.

We believe a thriving independent broker market is a vital part of our industry. We're now well-positioned to offer you the support you've told us you need. And now, with the launch of the Aviva Broker Community, we've never been so ready.

**We listened to
broker feedback**



**And heard
you were
hungry
for change**



Contents

The Aviva Broker Community is a statement of Aviva's commitment to regional independent brokers. We're on your side and by your side. That's why we're realigning our broker offering around three core aims:

Easier ways to trade



Support with growing your business



Help with running your business



And they're all backed by our award-winning claims and risk management services, so you and your clients can be confident in our cover.

Claims and risk management services





Same-day response on quotes

We believe in the quality of service and strong relationships you provide your clients, but recently we've seen a lot of other insurers turning away from this sector. And while we've always supported you and your business, we know that it hasn't always been easy to talk to us about a quote. That's why we've introduced same-day response on all quotes. No 'ifs, buts or maybes.' No needless waiting around. Just a straight answer.

To make good on our promise, we've brought together new sales and underwriting teams to work directly with you to give you same-day responses on quotes. But more importantly, they'll work together with you to understand your needs and help you win business.

**You asked for
easier ways
to trade**



**We're
eliminating
barriers to
writing
business**





Simple trading online

Trading SME business online has never been easier with Aviva's award-winning Fast Trade platform. It offers access to SME and Specialty Lines products, and we've just added Personal Lines products to offer Private Car, Your Van, Your House and Home Plus as well.

From quotations to purchases, mid-term changes and renewals, it's quick and easy to manage your clients' policies – you can even quote and buy in less than six minutes.

As an added bonus, you can flex the premium within a defined limit,* and our enhanced prospecting tool automatically gives you a pre-calculated indicative premium for cancelled policies or quotes you've previously done with us, without the need to resubmit information. And if you need help, our technical support team are available over live chat Monday to Friday 9am to 5pm, including bank holidays.

[More details](#) ▶

*Currently excludes Personal Lines



You asked for easier ways to trade



We're eliminating barriers to writing business



Marketplace

Marketplace is our business placement facility for those hard-to-place risks. It offers access to over 40 specialist solutions from trusted, expert providers.

For anything from classic cars to funeral homes, equestrian cover to static caravans, you can enjoy complete peace of mind that you're getting first-class cover.

[More details](#) ▶



Aviva Schemes

With a wide-ranging appetite for both commercial and personal lines schemes, our dedicated team has brought over 300 schemes to market. We see a scheme as a partnership. So if you have the knowledge, we have the size, heritage, expertise and appetite to create a tailored product that meets your customers' niche requirements and gives your business a unique selling point.

[More details](#) ▶

**You asked for
easier ways
to trade**

**We're
eliminating
barriers to
writing
business**



**You asked for
support with
growing your
business**

**We've
generated
even more
opportunities**



A financial deal to help grow your business

Profitable growth should be rewarded – because at the end of the day, when you grow, so do we. We can offer you a new financial deal that aims to benefit both parties, giving you the option to reinvest into your business or your people, however you choose.



Regional roadshows

Every year we hit the road, travelling the UK to meet regional brokers and hear your thoughts on the hot industry topics, while sharing the latest developments from Aviva. The roadshows give you a great opportunity to discuss matters with our senior leaders and your local underwriters alike. Plus you'll catch talks from market experts and industry partners.



You asked for support with growing your business

We've generated even more opportunities



Sales growth support

Many brokers told us they'd appreciate more assistance with promoting and raising the local profile of their business.

We have a range of tools and services to help you stay ahead of the competition, like Broker Mentor, our free online marketing resource. It offers a complete marketing toolkit, including expert guidance on how to find customers, keep customers and upselling, to name a few.

In addition to this, you'll also benefit from Broker Create – our template tool, which allows you to create professionally presented newsletters and a variety of sales collateral, personalised with your company logo and contact details.

There's also our Broker Marketing Community – if you sign up, you'll receive weekly marketing memos full of relevant broker marketing tips and notifications about any new templates on Broker Create. Plus, you'll be invited to the Digital Marketing Webinars we run exclusively for our Broker Marketing Community members.

[More details](#) ▶





Access to discounted compliance support

To help you navigate today's increasingly regulated market, we can offer you a great deal on compliance support, in partnership with leading industry compliance specialists, RWA.

The RWA Healthcheck package takes the complications and time-consuming task of compliance off your hands. Starting with a thorough site visit to identify the key risks your business faces, RWA will then produce an in-depth report outlining their recommendations.

The package also provides you with weekly bulletins, a support helpline and vitally, a comprehensive range of compliance templates and documents for use within your business, all for £120 per month, or just £99 if you take out your free three Development Zone licences. RWA can also offer additional support at a discounted rate if required, with bespoke packages to fit your needs.

**Interested? You can contact RWA by calling 01604 709 509
or emailing helpdesk@rwagroup.co.uk**

You asked for help running your business

We leapt straight into action





Three Aviva Development Zone licenses, free of charge

In a fast-moving industry like ours, continuous learning and improvement is essential to keep up with market and legislative changes – and, ultimately, to the success of your business. Designed specifically for insurance brokers, Aviva Development Zone's e-learning platform allows you to deliver, track and manage all your development and compliance training needs with ease.

Development Zone offers a wide variety of feature-rich training courses, incorporating regular knowledge assessments to highlight any knowledge gaps and an online Continuous Professional Development (CPD) record. And now, up to three members of your team can enjoy access to this award-winning resource, absolutely free.

To find out more about Aviva Development Zone, take a look at our [brochure](#), email devzone@rwagroup.co.uk or call 01495 708 037.

**You asked for
help running
your business**

**We leapt
straight into
action**





Succession support

We've never been so well equipped to offer you the support you need to grow your business. But if you're interested in exiting the industry, we can help by introducing you to like-minded regional brokers who are looking to acquire.

There's a lot to consider, from identifying the best exit options and establishing the value of your business to reviewing the tax implications and getting the timing just right. And we have experts on hand ready to guide you through every step.

[More details](#) ▶

**You asked for
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**We leapt
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You want the best service for your clients



We make sure they're looked after

Expert claims service

We strongly believe that it's our duty to free people from the fear of uncertainty, giving them firm reassurance that, should the worst happen, we'll respond swiftly and effectively.

We're making this happen by pioneering new ways of working. From challenging fraud to taking advantage of the latest repair and survey technology, our award-winning claims service gives customers the best outcomes.

Our commitment to you and your customers

- Claims will be handled from start to finish by an expert personal claims manager, giving you continuity and reassurance.
- We're on your side – vigorously protecting you against fraudulent or inflated claims, prosecuting anyone who makes a dishonest claim against you, regardless of the cost.
- We pay genuine claims, rather than find ways not to – we paid 96.1% of claims in 2017.
- We're really proud of our claims staff – they're knowledgeable experts, who are trained by the British Red Cross, using the award-winning CALMER course, to provide empathy and support when your customers need it most.
- You'll have support from our highly experienced team of major incident and technical experts – they're our specialists in co-ordinating and managing major, unexpected incidents, including extreme weather.
- We're here for you and your customers 24/7, 365 days of the year.

[More details](#) ▶



**You want the
best service for
your clients**

**We make
sure they're
looked after**

Access to risk management support

With extensive cross-industry experience in fire, security, liability, fleet management, business continuity and health & safety, our risk management team will help you support clients with identifying their risk exposures and implementing best practice protections and solutions.

And, through our arrangements with specialist partners, we can also connect your clients to a range of discounted products and services to create and maintain reduced risk workplaces.

More details ▶





**To learn more about the Aviva Broker Community,
please speak to your Aviva sales manager or visit broker.aviva.co.uk/abc**



| Retirement | Investments | **Insurance** | Health |

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