

Policy Cancellation

It's quick and simple to cancel or lapse a policy on Fast Trade.

If you're looking to make a policy change watch our Mid Term Adjustment video to find out how to make any amendments.

Within the first 14 days of policy inception, you're able to lapse a policy with a full refund. After this date you may cancel the policy, however a partial refund will be returned to the client.

If you've recently viewed this client, select the Recent Clients box to quickly get to the policy details.

If not, you begin by selecting the Find Clients tab.

To find the client, you can either search by client name or postcode – once you've found the correct client click View to go to the policy details.

To lapse or cancel the policy, scroll down and select Cancel Policy.

Select the date and provide a reason for cancellation, then select Confirm Request.

To back-date a cancellation, use Live Chat to speak with one of our online underwriters.

The request will be sent to our online underwriters to review; they will aim to respond to you within 30-60 minutes. Once our underwriter has accepted the request, cancellation documents will be instantly available.

For any queries, please speak to one of our online underwriters via Live Chat or by calling our helpline.

To find out more about how to use Fast Trade, watch our other videos on Aviva Broker.