



Aviva General Insurance

Updated Renewal Process

1 Commercial Non-Motor and Speciality Lines: process for next 30 days

- a) Renewals Process:** Renewals will continue to be issued as normal by Aviva Insurance Ireland, based on the last declaration received or the current information held by us. You will need to submit any outstanding updated declarations as soon as practical.
- b) Automatic Renewal:** Will be considered to have renewed unless lapsed by you.
- c) Fast Trade:** Renewals auto renew on Fast Trade. If you subsequently require the policy to lapse or be cancelled please advise us confirming the reason and providing evidence of placement elsewhere where appropriate.
- d) Fast Trade:** If the policy auto lapses in error we can, following contact from you, provide a reinstatement of the policy from the renewal date.

2 Commercial Motor: process for next 30 days

- a) Motor Fleet Renewals Process:** Renewals will continue to be issued by Aviva Insurance Ireland based on the last declaration received. You will need to submit outstanding updated declarations as soon as practical for the 2019-2020 declaration to be calculated;
- b) Certificate and discs:** Will be issued to you with these Motor Fleet renewals notices;
- c) Lapse:** You can lapse the policy by return of certificate and disc, as per the current process;
- d) Automatic Renewal:** Policies will be considered to have renewed unless lapsed by you.

3 Non Full Cycle EDI (Non FCEDI) Private Motor and Home: process for next 30 days

- a) Renewals Process:** Policies will be considered to have renewed unless lapsed by you.
- b) Mid-Term Alterations or Revised Renewals:** If you require a mid-term alteration (MTA) to be completed, or a revised renewal to be issued, please email us and we will complete the transaction from the required time/date as soon as practical.

4 Full Cycle EDI (FCEDI) Private Motor: process for next 30 days

- a) Renewals Confirmation:** You should transact a Renewal Confirmation on policies you wish to renew or believe will be renewed. The policy can be subsequently lapsed with return of certificate and disc. Where appropriate evidence of cover elsewhere may be required from you.
- b) Auto Lapse:** If policy auto lapses in error we can, following contact from you, provide a code/process to reinstate the policy from renewal date subject to agreement.
- c) Mid-Term Alteration (MTA):** If you require a MTA to be completed, and cannot complete this via your broker software system, please email us the required change and we will complete the transaction from the required time/date as soon as practical. If the mid-term alteration is a permanent change, we will complete this as a temporary MTA, unless otherwise requested to do so by you. This will allow you to complete the transaction as a permanent change via your broker software system when available to you and retain the policy on Full Cycle EDI. You can email National Personal Lines @ pi.ireland@aviva.com