

# Relationship



# Service



# Product



# Innovation / Technology

Telematics

Claims portal

Aviva Contact Portal or App – enhancement to Aviva Broker

Print own notice of interest, indemnity letters

Richer / more enhanced MI

Stats/Figures more readily available

Technology more in use for problem solving

FastTrade, good system

Online claims facility

Online Tradesmen facility

Applied system review

Increased prevalence of AI

Chat CBT

More business online, only face to face on complex risks

Drones in use particularly for risk management & presentations

Accounts to move online, Aviva statement available to download

Documentation

Quick quote opting on FastTrade

Brokers developing own systems to collate and store customer data

Loss of relationships with insurers by increase in online portals

Digital solution for schemes

Easier to do business with

People buy from people