

Consumer Insurance Contracts Act 2019

As a valued Aviva customer, we regularly update you and your broker about developments which may affect your insurance cover. We have continually lobbied for major reform of the insurance market and supported all reforms implemented to date especially those that deliver benefits for you our insurance customer.

We would like to inform you about an important change in the law that will apply to your insurance policies. The change in the law results from the Consumer Insurance Contracts Act 2019, which the Government made effective from 1 September 2020. Insurers will be required to adopt the changes resulting from the law on a phased basis up to 1 September 2021.

Aviva is supportive of the goals of this significant new reform. We will work with your broker to ensure that these changes do not result in delays for you in purchasing, renewing or altering cover. The changes to the law brought about by the Consumer Insurance Contracts Act 2019 mean that all insurers must review and update all customer and policy documentation. We are progressing changes to all our impacted documents to include the requirements from the new legislation during 2020 and 2021. When this process is completed, we will provide you and your broker with updated information relevant to your policy.

We would like to reassure you that all the relevant changes resulting from the Consumer Insurance Contracts Act 2019 will apply to your policy.

Yours sincerely

A handwritten signature in blue ink, appearing to read "B Mahon".

Brian Mahon
Chief Underwriting Officer
Aviva Insurance Ireland DAC