

AvivaPlus Switching Offer



Terms and conditions

What's the offer?

We don't think you should have to pay a penalty to start enjoying AvivaPlus. So if you have to pay a cancellation fee when you cancel with another insurer to start being covered by AvivaPlus, you can claim a £50 Amazon.co.uk Gift Card.

The offer runs from 00:00 on 7th May 2019 until 23:59 on 31st July 2019

What's this document?

These terms apply to the AvivaPlus Switching Offer (the "offer").

If you choose to participate in this offer, we take this to mean you accept these terms.

"We" are Aviva UK Digital Limited. We're the promoter of this offer. We're registered in England, company number 09766150, registered office: St Helens, 1 Undershaft, London EC3P 3DQ

Who's eligible

You're eligible for this offer if:

- ✔ You are not directly moving your policy from Aviva and switching to AvivaPlus. In this scenario we will waive the cancellation fee
- ✔ You received an email from ourselves inviting you to switch
- ✔ You're a UK resident with a permanent UK address
- ✔ You're aged 18 or over
- ✔ You're eligible for AvivaPlus insurance. Find this out by asking us for a quote
- ✔ You buy an AvivaPlus policy between 7th May 2019 and 23:59 31st July 2019, make your first payment and hold the policy for at least 14 days
- ✔ You've cancelled your previous insurance and paid a fee to cancel
- ✔ You're the main policyholder named on both the AvivaPlus policy and the old policy
- ✔ You're insuring the same property (for Home Insurance) or the same car (for Car Insurance) that your old policy covered

You may make one application per policy switch, and a maximum of two switches per person. That means if you switch your Home and Car insurance to AvivaPlus, that counts as two switches so you may claim twice.

Our offer for existing Aviva customers

For customers who bought Home or Motor insurance directly from Aviva and switch to AvivaPlus, we waive the cancellation fee. This means these customers aren't eligible for an Amazon.co.uk Gift Card.

How to apply

1. Make a scan or take a good quality digital photograph of your proof document(s). This could be a letter or an email, proving that you paid a cancellation fee or that your old insurer withheld some money from your refund. The document(s) must show the amount, your name, and the property address or car registration.
2. Email us the image: switchtoavivaplus@aviva.com
For the subject line, put 'Gift Card' and in the email, make sure you give your name, your daytime phone number, and your AvivaPlus reference. (You can find your reference on your Schedule or by logging into MyAviva) The email address you use to send us your application will be the one we and our supplier use to reply to you.

What happens when we receive your application

You'll get an automated reply to your email to confirm we've received it.

If you're eligible, we'll pass your name and email address to our supplier Hawk (see below).

You'll receive an email from them within 28 days, with a link and instructions to redeem your Gift Card. The email will come from aviva-rewards@myglobaloptions.com.

If you haven't received the email within 28 days and it's not in your junk/spam folder, call us on **0800 404 6212**.

If you're not eligible, we'll email you to explain why. If we need to check some details, we'll email or call you.

Nuts and bolts

These terms and conditions apply in addition to the AvivaPlus policy General Terms and Conditions. We'll pass your details to another company, Hawk Incentives Limited, to process this offer. They process your information in line with our Privacy Policy. For the Amazon.co.uk Gift Card, there are separate terms and conditions. View them on the Amazon website: [Amazon.co.uk Gift Cards](#).

When you use the Gift Card, any contract is between you and Amazon UK Services Limited. The Gift Card is non-transferable, non-exchangeable, not for resale and can't be redeemed for cash. We have a right to change or withdraw this offer at any time without notice. We won't be responsible for any data you send us until it's received by our computer systems. We don't accept responsibility for mistakes, lost applications or files corrupted or delayed in transmission. Remember: email isn't secure. We'll do our best to comply with these terms. If something goes wrong because of an event outside our control, we won't be liable.