

Group Life Master Trust claim

Your guide to what happens next

Following our investigation of the claim;

We have sent you an email confirming that the claim has been accepted. This leaflet sets out what happens next.

This policy is set up under a Master Trust and the Trustees are a specialist, independent company, ZEDRA Governance Limited (ZGL). Their role is to establish the beneficiary or beneficiaries who are entitled to receive the claim payment.

ZGL will contact you within 24 hours and confirm their next steps. They may also contact the Personal Representative and Informant, as advised on the Death Certificate, if available.

On average their investigation takes around a month to complete but this can vary depending on the individual circumstances of the claim.

Once the claim beneficiary has been established, payment will be made by ZGL within 3 days and confirmation will be sent to you and (if applicable) the Personal Representative.

If you have any questions, please contact us on:

0800 158 2714

or email:

grouplifeclaims@aviva.com

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