

# Group Life

## Making a claim is easy with our online claims process

(Our online claims process applies to non-Master Trust options only.)

It's quick and easy to make a Group Life claim – and there's usually no need to send us the original death certificate.

To submit a claim, simply complete our online claims form.

### We'll need:

- details of the policy, the scheme name and number
- the member's personal details and the date, location and cause of death
- the member's employment details, including the length of time in service and salary
- Payee details. We can make payment to a Trustees account or a third-party account, which can include a company account, solicitors or direct to the beneficiary.

### For a death in service pension claim we'll also need:

- the dependant's details
- the amount of pension payable and to whom this should be paid
- the member's marriage or civil partnership certificate
- the birth certificates for any dependants who are to receive pension benefits.

### Signatures

If we need the claim form signed by an authorised individual on the scheme, we'll send the person who submits the claim online a link to print it. Please note if the person who submits the claim is authorised, we will consider this to be a signature and no additional authorisation will be needed.

Where claims are submitted and signatures are needed, we can accept scanned and emailed copies of the signed claim form. We can accept physical wet signatures, e-signatures but not copy and pasted signatures.

### Supporting loved ones and colleagues

Don't forget, a number of wellbeing services are available which could offer support during difficult times.

Colleagues and loved ones can access the **Bereavement Helpline** provided by Care first.

The employee's eligible family members may have access to the **legal services** provided by Red Apple Law, which include bereavement support and estate administration.

You can find more details on these, and the other wellbeing services available, including mental health support and grief support for children, **here**.

Wellbeing services are non-contractual services, which Aviva can change or withdraw at any time. Terms and residency restrictions apply.

**If you have any questions, or your client wants to change any of the details submitted, contact our claims team on 0800 158 2714 or email [grouplifeclaims@aviva.com](mailto:grouplifeclaims@aviva.com)**

Calls may be monitored and/or recorded.

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