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Tim and Elodie's story

Group Critical Illness: Child cover

When Tim and his wife noticed their one year old daughter Elodie's loss of vision, their world changed overnight.

Amid the emotional turmoil, they realised Tim had access to Child Critical Illness cover through his employer's Aviva Group Critical Illness policy. As well as covering Tim, the policy included child cover. This offered the family a financial safety net during an incredibly difficult time.

From the moment Tim contacted Aviva, he was supported by a dedicated case manager, Beth, who ensured the process was clear and the experience was stress-free. Beth struck the perfect balance of professionalism and empathy, guiding the family through each step with care.

Tim's claim was processed, and the payment arrived quickly and without complication, allowing him and his family to focus on their daughter's needs. Once they'd received the payment, they then spoke with a financial adviser to explore ways this money could support their daughter's future.

What truly touched the family was a surprise gesture from Aviva's 'Project Teddy' initiative, receiving a gift through the post for their daughter.

"The gift took us back the most, it really was Aviva going above and beyond. When we got the card both me and my wife were in tears. It really was a lovely touch from our case manager, who was brilliant every step of the way". Tim.

Tim has since recommended this type of cover to others, praising the ease of the claims process, the compassionate support, and the human touch, all of which made a difficult time a little easier.

"I've told friends and family so many times, you never know what might happen, so to have this cover is huge". Tim.

Find out more about Aviva Group Critical Illness cover on our [adviser site](#), or visit [aviva.co.uk](https://www.aviva.co.uk).