AVIVA

RENEWAL
completed **offline**
10-30 days

RENEWAL
Old vs New

Quote through AGPOL in around 20 mins

RENEWAL
Completed **digitally**
in around
30 minutes

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offline – days

Digital – minutes

0	
10	
20	
30	

Offline column:

Renewal data sent and entered into a work queue

Manual calculations

Manual data checks

Manual generation of documents

Manual Request for Portfolio Listing

More reliant on email communication for queries with data

Non-instant email confirmation

Digital column:

Self-serve a renewal

In the moment notifications highlighting problems with data

Easy access to policy information e.g. benefit options

Real Time Access to policy Portfolio

Ability to review last years accounts

Notification detailing why members may not be eligible

Confirmation email sent as soon as the renewal has been processed