

August 2025



Dear Payer,

Transferring your insurance policy (or policies) to Aviva Life & Pensions UK Limited

Your policy (or any policies you pay for) with Aviva Protection UK Limited (formerly AIG Life) is (are) being transferred to Aviva Life & Pensions UK Limited. Whilst there will be no noticeable impact on your account or your policy (or policies), we are writing to notify you of a change to your Direct Debit Guarantee provider.

The good news is there's no action needed to continue receiving the benefits of paying by Direct Debit. Please be assured this change will not affect the service you receive in any way. The only change is that with effect from **1 January 2026**, your Direct Debit will be collected by, and your Direct Debit Guarantee will be provided by Aviva Life & Pensions UK Limited, trading as Aviva.

Your customer account reference will remain the same.

There is no need for you to complete a new Direct Debit Instruction, as details of the change will have been supplied to your Bank who may also notify you, independently.

You will continue to enjoy the full benefits of the Direct Debit Guarantee, as detailed below. If you have any questions about your Direct Debit, please call Customer Services on this number: 0330 303 9972.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit, Aviva will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Aviva to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Aviva or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Aviva asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Aviva Protection UK Limited. Telephone 0345 600 6820. Registered in England and Wales. Number 6367921. Registered address: Aviva, Wellington Row, York, YO90 1WR. Aviva Protection UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The registration number is 473752.

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