



Important information

regarding the proposed transfer of protection policies to Aviva Life & Pensions UK Limited

[Find out more](#)

In February 2025, we wrote to you informing you that your clients' insurer, AIG Life Limited, had been bought by the Aviva Group and changed its name to Aviva Protection UK Limited. The insurance company that underwrites and administers your clients' policies did not change.

We're now letting you know about the proposed transfer of your clients' policies from Aviva Protection UK Limited to Aviva Life & Pensions UK Limited and what this means for your clients.

- We're proposing to transfer your clients' policies from Aviva Protection UK Limited (formerly known as AIG Life Limited), to Aviva Life & Pensions UK Limited on 31 December 2025. Both Aviva Protection UK Limited and Aviva Life & Pensions UK Limited are part of the Aviva Group.
- We're following a strict legal process known as a Part VII Transfer. Your clients' interests are protected throughout the process, and they can raise any objections or concerns with us or through the Court. Please see **How to object in section 5 of the [Transfer Guide](#)**. If they have any questions or concerns, please contact us using the details below.
- **No changes are proposed to how your clients' policies work, or their rights or obligations, other than them becoming a policyholder of Aviva Life & Pensions UK Limited.**
- Please read our [Transfer Guide](#) for more information, which provides important details about this proposed transfer.

What do we need you to do?

- **Inform your clients of the proposed transfer, share this [email template](#) with your clients.** You need to ensure this is shared with your clients before mid-September to allow them enough time to review the documents, especially the Transfer Guide, **we strongly recommend that they read it.**
- **Inform Others:** Encourage your clients to let anyone else with an interest in their policy know about the proposed transfer. This might include another participating employer.
- **Raise Concerns:** If your client has any questions or think they may be adversely affected and wish to object to the proposed transfer, please encourage them to contact us before 19 November 2025 to give us time to respond to them before 26 November 2025 which is the date of the final High Court hearing. They can write to us **Aviva Part VII, Wellington Row, York, YO90 1WR**, call us on **0800 158 4048**, if overseas **+44 1603 603 866** or email us at **partvii@aviva.com** (If calling from overseas they may be charged, if they'd prefer to arrange a call back at a time convenient for them, they can email us at **partvii@aviva.com**).
- **Visit our dedicated webpage:** [here](#) where you will find further information on the proposed transfer including the full Independent Expert report. We will place a notice on our website to let you know of the Courts' decisions shortly after the final hearings.

How and when will the proposed transfer happen?

We've made an application to the High Court of Justice of England and Wales (**High Court**) under a legal process known as a Part VII Transfer, as set out in the Financial Services and Markets Act 2000. This process concludes with a **High Court** hearing.

This hearing will take place at the Rolls Building, 7 Rolls Buildings, Fetter Lane, London, EC4A 1NL and is expected to take place on 26 November 2025. Your clients can attend the final **High Court** hearing in person, we will update our [website](#) with details on this.

For your clients resident in Guernsey, we will make an application to the Royal Court of Guernsey (the **Guernsey Court**) under the Insurance Business (Bailiwick of Guernsey) Law, 2002, as amended. The hearing in the **Guernsey Court** will take place at the Royal Court of Guernsey, The Royal Court House, St Peter Port, GY1 2NZ and is expected to take place at 9:30am on 5 December 2025. Your clients can attend the **Guernsey Court** hearing in person or through a legal representative.

For business carried on in or from within Jersey, we've made an application to the Royal Court of Jersey (the **Jersey Court**) under the Insurance Business (Jersey) Law 1996. The final hearing in the **Jersey Court** will take place at the Royal Court of Jersey, Royal Court House, Royal Square, St Helier, Jersey JE1 1BA and is expected to take place at 10am on 2 December 2025. Clients can attend the **Jersey Court** hearing in person or through a legal representative. They can also make written representations direct to the **Jersey Court**. Please can clients send their letter to: The Royal Court of Jersey, Royal Court House, Royal Square, St Helier, Jersey JE1 1BA including Aviva Transfer as a reference and also send us a copy, using the contact details below.

If approved, we expect the proposed transfer will come into effect on **31 December 2025**.

If there are any changes to these dates, these will be published on our [website](#). If the proposed transfer is approved by the **High Court**, and where relevant, the **Guernsey Court**, and the **Jersey Court**, and is implemented, your clients will cease to be a policyholder of Aviva Protection UK Limited. Instead, they will become a policyholder of Aviva Life & Pensions UK Limited.

If you require an alternative format, braille, large font, or audio please contact us.

Kind Regards,

Fran Bruce
Managing Director Protection

Get in touch



Find out more about this proposed transfer on our dedicated [webpage](#).



Call us: freephone **0800 158 4048**, if overseas **+44 1603 603 866** (if calling from overseas you may be charged, if you'd prefer to arrange a call back at a time convenient to you, please email us at **partvii@aviva.com**). Lines open 8am-6pm Monday to Friday. Calls may be monitored and or recorded.



Email us: **partvii@aviva.com**



Write to us: **Aviva Part VII, Wellington Row, York, YO90 1WR.**

For general queries: If your clients have any questions about their policy or need to make amendments, please use their usual customer service number.

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For information about how we collect and use your personal information when you use Aviva, please visit [privacy policy](#) or request a copy by writing to us at: The Data Protection Team, Aviva, PO Box 76 84, Pitheavlis, Perth, PH2 1JR

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