



Frequently asked questions

Aviva Score & The Body Coach App subscription offer

Q Who is eligible for this offer?

A Customers must answer all the health and money questions within the Aviva Score tool to get their Aviva Score, and then enter their invitation code on the Your Health Goals page between 11:00 on 14 February 2025 and 23:59 on 28 February 2025. Customers must be resident in the UK and aged 18 or over at the time of participating in the offer.

Q How do I claim my The Body Coach App subscription?

A You will receive an email to the address registered on your MyAviva account within 14 days of submitting your invitation code in Your Health Goals within the Aviva Score tool. Click on the link within the email to access your unique coupon code for your free 12-month subscription to The Body Coach App.

Q How long is the offer valid for?

A All coupon codes will expire on 31 March 2025 and cannot be extended. You must download The Body Coach App and set up an account by this date.

Q When do I need to claim my The Body Coach App subscription by?

A You will have 30 days from the receipt of your email or until 31 March 2025, whichever is first in time, to reveal your unique coupon code for your free access to The Body Coach App. Then go to The Body Coach App [subscription webpage](#) to redeem your coupon code. Your 12 months' subscription will begin when you open your account within the App. Your account must be opened before **31 March 2025** to benefit from this offer.

Q I have not received my email to redeem my access to The Body Coach App, what should I do?

A Your email will be sent within 14 days of entering your invitation code in Your Health Goals within the Aviva Score tool.

Emails are sent from noreply@email.adventurerewards.aviva.co.uk, please check your inbox and junk/spam folder. If you still haven't received your email 14 days after entering your invitation code in Your Health Goals section, please [contact us](#).

Q What if I already subscribe to The Body Coach App?

A If you already subscribe to The Body Coach App and your subscription expires before 31 March 2025, note down the coupon code and you'll be able to use it by no later than that date. Please keep in mind that you'll need to turn off auto-renew for your personal subscription, wait until it expires, then enter the coupon code on The Body Coach App [subscription website](#) by 31 March 2025 to receive a further 12 months' subscription. You won't be able to redeem the coupon code for an account with an existing subscription because it will say "you've already subscribed". If your existing subscription expires after this date, you are welcome to re-gift the free 12-month subscription to a family member or friend.

Q Will I be able to keep my history within
The Body Coach App as an existing customer?

A Your history will be kept as long as you sign in with the same email address.
The only time you'll lose your data is if you decide to delete your own account.

Q If I have any questions that were not answered here,
who can answer them?

A If you have a question that is not listed here,
please contact us by completing the [Contact Us form](#).