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MyAviva and our adviser website

Making life simpler for
you and your clients



Retirement
Investments
Insurance
Health

Smart, simple and convenient

We all want to live a life less complicated and finding Aviva policy information at a click can help us do just that. We've created two online portals – **MyAviva** and our **adviser website** – so customers and advisers can get the information they need, when they need it.

MyAviva is our online service portal for your clients. It makes it easy for them to keep an eye on their lifetime mortgage, giving you more time to spend running your business.

Our adviser website is a dedicated site for UK financial advisers like you. It's a tool for keeping track of your clients' policies and for finding more information and support on Aviva products.

We're digital for you,
and digital for
your clients

Over 2.25 million
customers are already
using MyAviva*.

*May 2020

Why use **MyAviva** and **our adviser website**?

MyAviva

Benefits for you:

✓ **Improve customer satisfaction**

Our research shows that customers registered with MyAviva are more satisfied, making them more likely to refer and remain in product.

✓ **Free up your time**

Save time on basic admin and spend more time on the things that drive real value for your business, like new business and face-to-face advice.

✓ **Secure**

MyAviva is more secure than post and email communications.

Benefits for your clients:

✓ **Check their lifetime mortgage**

With MyAviva, your clients can quickly view their lifetime mortgage information, including:

- the amount they have borrowed and the amount they owe.
- how much they have in their cash reserve facility, if they have one.
- their annual statements.
- how much it would cost to repay their lifetime mortgage early.
- any voluntary repayments that they've made.

✓ **Find more information**

MyAviva makes it easy for clients to get information about the options they may have such as borrowing more money or drawing on their cash reserve.

Our adviser website

Benefits for you:

✓ **24/7 access**

We're the only equity release provider that has an online adviser portal, giving you access to your client's lifetime mortgage details, whenever and wherever you are.

✓ **Information at your fingertips**

With our adviser website, it's easy to find client information like the amounts borrowed and owed, any voluntary payments that have been made, and how much is available in their cash reserve.

✓ **Save time**

Our adviser website provides everything you need to manage your client's lifetime mortgage in one place, giving you more time to run your business.

What can't clients do with MyAviva

MyAviva gives your clients a simple, secure and convenient way to check basic policy details and find information online – but for any changes that require advice – such as additional borrowing, they're sent your way.

If you have any questions or concerns about what your client can or can't do through MyAviva, please speak to your usual Aviva contact.

How to register

Getting started with **MyAviva** and **our adviser website** couldn't be simpler. Just like the service itself.

How does your client register for MyAviva?

All your client has to do is head to aviva.co.uk/myaviva and click 'Register'. We only need a few basic details to set up their account.

And if they already have a MyAviva account, all they need to do is log in. They'll be given the option to view the lifetime mortgage you've set up for them through their existing account.

How can you register for our adviser website?

It's easy. Just go on our adviser website, click 'Register', and answer a few simple questions. You'll get access right away.

For more information please speak to your usual Aviva contact or visit **our adviser website**.



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