

Going the extra mile for Club 110



Your 2025 service charter





Going the extra mile for Club 110

Your 2025 service charter

As a Club 110 member, it's important that you have a clear understanding about how Aviva will go further day-to-day for you, your business and your customers. In this service charter, we'll outline the dedicated support that's provided for members and where to get help in case things don't go as you'd expect.

You'll find service commitments from key areas of our business. The various functions and teams have played a central role in creating the details laid out in this charter, and will strive to deliver consistently on the standards stated.

We hope this reinforces our focus on you as a Club 110 member and gives you confidence that Aviva will deliver outcomes for you and our mutual customers that reflect the special partnership we have.

We're determined to live up to these service commitments and want to hear from you if we don't. Of course, there may be bumps in the road as we trade together, but our leaders are here for you and want to know if you feel the spirit of this document is not being consistently delivered. Your dedicated Broker Development Manager (BDM) is the key contact for ensuring this consistency, but in each section there's a senior leader contact should you need it.

We want to continually evolve this charter in response to feedback and the changing demands of our club members, so please let us know how we can help further by speaking with your BDM, emailing club110@aviva.com or dropping me a line using the details below.



Michelle Taylor
Broker Distribution Director
michelle.taylor@aviva.com
Tel: 07379 085 629

Claims

Commercial Property Claims

Ryan Birbeck, Commercial Claims Director
Email: ryan.birbeck@aviva.com Tel: 07875 734 591

You'll receive:

- **An experienced and dedicated claims handling team** – ensuring you are recognised as a Club 110 member
- **A dedicated phone number (0345 030 8618) and mailbox (cpclaims1@aviva.com)** – to manage your commercial property enquiries more efficiently
- **A dedicated Club 110 Live Chat facility** – to help us prioritise your queries
- **Aligned resource in our Desk Surveying team** – for quicker buildings work validation and settlements.
Two of our best surveyors are now dedicated to Club 110 to provide a consistent service and build deeper relationships.

Support for escalating issues:

Luci Younger, Claims Team Leader:
Email: luci.younger2@aviva.com Tel: 07385 027 646

Commercial Motor Claims

Ryan Birbeck, Commercial Claims Director
Email: ryan.birbeck@aviva.com Tel: 07875 734 591

You'll receive:

- **An experienced and dedicated claims handling team** – ensuring you are recognised as a Club 110 member
- **A dedicated Club 110 phone number (0345 030 7784) for first notification of loss** – to manage your new commercial motor claims more efficiently
- **A dedicated Club 110 phone number (0345 030 7785) for existing claims** – to manage ongoing claims more efficiently
- **A dedicated Club 110 mailbox (club110motor@aviva.com) for new and existing claims**
- **A dedicated Club 110 Live Chat facility** – to help us prioritise your queries.

Support for escalating issues:

Will Louis, Claims Team Leader:
Email: will.louis@aviva.com Tel: 07385 537 372
Kiera-louise Smith, Claims Team Leader (Mon-Wed):
Email: kiera-louise.smith@aviva.com Tel: 07385 514 439

Claims

Personal Lines Home Claims

Hazel Johnson, Personal Motor and Home Claims Director
Email: hazel.a.johnson@aviva.com Tel: 07385 382 227

You'll receive:

- **An aligned Club 110 escalation point** – to help manage difficult issues alongside our 24/7 Home and Motor Claims lines.

Support for escalating issues:

Steph McAnearney, Senior Home Claims Leader (Mon-Fri):
Email: stephanie.mcanearney@aviva.com Tel: 07800 690 963

Laura Lazarus, Head of Home Claims (Mon-Fri):
Email laura.lazarus@aviva.com Tel: 07800 692 576

Lil Baxter, Claims Service Manager (Tue-Thu):
Email: lilian.baxter@aviva.com Tel: 07966 610 248

Liz Johnston, Claims Relationship Manager (Mon-Fri):
Email: liz.johnston@aviva.com Tel: 07800 690 405

Personal Lines Motor Claims

Hazel Johnson, Personal Motor and Home Claims Director
Email: hazel.a.johnson@aviva.com Tel: 07385 382 227

You'll receive:

- **An aligned Club 110 escalation point** – to help manage difficult issues alongside our 24/7 Home and Motor Claims lines.

Support for escalating issues:

Naomi Calder, Claims Escalation Contact (Mon, Wed-Fri):
Email: naomi.calder@aviva.com Tel: 07385 342 291

Lil Baxter, Claims Service Manager (Tue-Thu):
Email: lilian.baxter@aviva.com Tel: 07966 610 248

Liz Johnston, Claims Relationship Manager (Mon-Fri):
Email: liz.johnston@aviva.com Tel: 07800 690 405

Commercial Lines

Digital Trading

Kat Halbert, Head of SME Trading

Email: kathleen.halbert@aviva.com Tel: 07800 691 805

You'll receive:

- **A dedicated phone number (0800 404 6939)** – to ensure our underwriters can instantly recognise you as a valued Club 110 member and exercise maximum flexibility
- **A smooth transfer of online business to offline for all Aviva-held clients** – if a client outgrows our Digital capability, we'll arrange for an offline alternative within our Digital Hub
- **Senior Underwriter risk reviews ahead of any new business no-quotes or renewal declines** – a case review will be conducted with one of our Senior Underwriters to make sure we've explored all avenues
- **Membership recognition guarantee** – Club 110 recognition is built into our quality control audits. Underwriters are reviewed on how they recognise you and how they exercise maximum flexibility.

Support for escalating issues:

Ellen Ferrie, Business Support and Customer Quality Manager:

Email: ellen.ferrie@aviva.com Tel: 07385 343 303

Mid-Market Trading

Michael Yabantu, Managing Director Mid-Market, Commercial Lines

Email: michael.yabantu@aviva.com Tel: 07384 451 331

You'll receive:

- **Your own dedicated underwriting contacts** – who'll aim to offer you the best levels of service in the market. Your dedicated Team Manager will discuss your specific requirements with you
- **Identified cross-sell and underinsurance opportunities** – to help give you a trading edge in the market and a compelling customer proposition
- **Regular face-to-face contact with your regional senior leadership team** – to give you the collaboration opportunities you need. Your local leaders will agree a contact strategy with you directly
- **Regular performance discussions regarding your Aviva account** – to ensure we're all focused on achieving our respective business goals.

Support for escalating issues:

Maureen Edgar, Branch Manager, Glasgow and Belfast: Email: maureen.edgar@aviva.com Tel: 07800 696 469

Emily Moore, Branch Manager, Manchester: Email: emily.moore1@aviva.com Tel: 07385 514 228

Jonathan Craker, Branch Manager, Leeds and Newcastle: Email: jonathan.craker@aviva.com Tel: 07384 906 674

Wendy Travers, Branch Manager, Midlands: Email: wendy.travers@aviva.com Tel: 07386 663 967

Alison Coleman, Branch Manager, South East: Email: alison.coleman@aviva.com Tel: 07800 691 515

Connor Henderson, Branch Manager, London: Email: connor.henderson@aviva.com Tel: 07387 234 849

Lee Grainger, Branch Manager, Bristol: Email: lee.grainger1@aviva.com Tel: 07443 188 239

Commercial Lines

Specialty Lines Trading

Matt Gordon, Underwriting Director, Specialty Lines
Email: matthew.gordon@aviva.com Tel: 07968 363 489

You'll receive:

- **Your own aligned underwriting contacts** – giving you access to expert decision makers in Specialty and Financial Lines, with visibility as needed, to ensure you receive the best levels of service possible
- **A transparent and flexible approach** – to our underwriting appetite and strategies, to ensure no surprises for you and your teams. We'll discuss strategies with you regularly, and offer webinars and training as required
- **Support with identifying cross-sell opportunities** – please contact your aligned underwriting team for more information.

Support for escalating issues:

Chris Vine, Head of Regional Specialty:
Email: chris.vine1@aviva.com Tel: 07800 696 376

Financial Lines Trading

Ramesh Singh, Underwriting Director, Financial Lines
Email: ramesh.singh@aviva.com Tel: 07584 339 258

You'll receive:

- **Your own aligned underwriting contacts** – giving you access to expert decision makers in Specialty and Financial Lines, with visibility as needed, to ensure you receive the best levels of service possible
- **A transparent and flexible approach** – to our underwriting appetite and strategies, to ensure no surprises for you and your teams. We'll discuss strategies with you regularly, and offer webinars and training as required
- **Support with identifying cross-sell opportunities** – please contact your aligned underwriting team for more information.

Support for escalating issues:

Alison Caine, Head of Regional Financial Lines:
Email: alison.caine1@aviva.com Tel: 07385 405 557

Risk Management Solutions

Chris Andrews, Director of Risk Management Solutions
Email: chris.andrews@aviva.com Tel: 07800 692 384

You'll receive:

- **Risk arrangement support services** – giving you access to survey risk management programmes, dedicated resource for risk improvements and support through our relationship with our specialist partners
- **A dedicated Risk Helpline phone number (0345 366 6666)** – accessible 9am-5pm, Monday to Friday. You can call with specific technical issues or if seeking risk management guidance and support
- **A dedicated risk management mailbox (riskadvice@aviva.com)** – if email is your preference, or for when our helpline isn't available, with a 24-hour turnaround on queries.

Support for escalating issues:

Justin Linney, Head of Risk Management – Mid-Market and Digital:
Email: justin.linney@aviva.com Tel: 07711 445 253

Personal Lines

Personal Lines Trading

Jon Santer, Managing Director, Broker Personal Lines
Email: jonathan.santer@aviva.com Tel: 07385 951 405

You'll receive:

- **A dedicated Club 110 mailbox** (opsuwadmin@aviva.com)

Support for escalating issues:

Scott Barker, Distribution and Service Lead:
Email: scott.barker@aviva.com Tel: 07800 690 209

Liam Sharkey, Broker Operations Lead, Personal Lines:
Email: liam.sharkey@aviva.com Tel: 07800 692 686

Aviva Private Clients and High Net Worth Trading

Ann Owen, Managing Director, Private Clients
Email: ann.owen@aviva.com Tel: 07584 555 464

You'll receive:

- **Dedicated Club 110 Private Clients teams** – based in London and Norwich, ensuring our underwriters recognise you as Club 110 members
- **Proactive support to assist with cross-selling and pipeline management** – to include sourcing lists of existing Aviva commercial clients who have an upcoming renewal, research on the individuals and highlighting product suitability etc.
- **Dedicated Club 110 specialist training workshops** – aimed at highlighting our capabilities. These can be tailored and delivered to suit the experience of your teams. Please contact your APC Sales Manager to request.

Support for escalating issues:

Sam Gardiner, High Net Worth and Ultra High Net Worth Team Leader:
Email: sam.gardiner@aviva.com Tel: 07385 494 379

Chloe Travis, Team Leader for Distinct:
Email: chloe.travis@aviva.com Tel: 07800 693 091

Collections

Collections

Karen Meyer-Swift, Accounts Receivable Manager
Email: karen.meyer-swift@aviva.com Tel: 07385 148 687

You'll receive:

- **An expedited and dedicated escalation process** – to help with any urgent issues or disputes either relating to your Aviva statement of account or a customer's Direct Debit.

Support for escalating issues:

Contact for escalation with statements and Direct Debits after five working days:

Audrey Cameron, Broker Service and Delivery Manager:
Email: audrey.cameron@aviva.com Tel: 07800 690 976

For broker use only.

Calls to 0800 numbers from UK landlines and mobiles are free. The cost of calls to 01/02/03/08-prefixed numbers are charged at national call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles. Telephone calls may be recorded and/or monitored.

Aviva Insurance Limited. Registered in Scotland Number SC002116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

BMGI1341122024 01/2025

