An overview of our claims API

AVIVA

What is the claims API?

Our claims API — **referred to as the Claim Download solution within Acturis** — is the one-way transfer of individual claim records and updates from our system into your Acturis system. It covers all personal and commercial lines motor, property and liability claims. This includes new claims records notified online via Aviva Notify Claim and claims updates such as payments made or changes to reserves, reducing the need for manual data entry.

Claims API and Claims Digital Services - Making it easier for you to manage claims

Our enhanced Notify Claim service gives you the flexibility to report a motor or property claim online. When used together with the claims API, it delivers even greater efficiency.

1
With pre-filled information based on your profile, you'll only see questions relevant to your claim

2
Upload any supporting files or documents

3
Receive a claims reference number immediately

4
Via the claims API, a new claims record is created in your Acturis system

Reduces manual steps for your team.

The benefits of using the claims API

Simplified processes:
Reduce manual steps in setting up new claims and updating existing claims records.

Enhanced visibility:
See claims updates direct in your Acturis system - including those directly reported by customers or notified online via Notify Claim.

Stay updated:
Receive automatic updates, such as payments or changes to reserves, on existing claims records, on your Acturis system.

No additional costs or fees:
There are no additional costs or fees to use the claims API.

Effective claims management:
By reporting claims online you'll receive an instant claims reference number and automatically create a claims record in your Acturis system.

What our brokers have said

" From initial testing through to development, we knew instantly the Claim Download module (claims API functionality) would give us more productivity in the way we deal with claims. Since it went active for us, it has provided us with valuable 'live' information on reserves, driver details and claim descriptions. This is very valuable, especially when we are reporting to clients, as we are confident the details are up to date and accurate.

It's the most significant step in the market from claims that I have seen in the past decade. "

— **Macbeths Insurance**

What we need from you

The Aviva Broker Online Support Team will be available to support your onboarding and help make sure we stay on schedule.

✔ **Request service order and configuration forms** - these are at zero-cost and can be requested by raising a ticket to the Acturis Helpdesk.

✔ **Sign the new service order** – this is an amendment to your existing service order with Acturis at no extra cost.

✔ **Complete the configuration forms** – this will tell Acturis how you want to use the claims API. You will also need to agree a go-live date.

✔ **Go live on the claims API**

Onboarding to the claims API

Pre-Onboarding

1 **Engage key decision maker and other stakeholders:** Confirm who can approve the claims API and sign the Acturis service order via DocuSign. Before onboarding, identify who's accountable for your Acturis system and involve any relevant teams, such as Claims or leadership team, early on.

2 **Acturis Academy content:** New courses in the Acturis Academy explain how the API Claims Download works. These short videos can be completed anytime. We recommend brokers and claims teams start with 'Introduction to the Claims Download solution' to get the most from the functionality during onboarding.

3 **Sign new service order and agree timescales:** The key decision maker must sign the new Acturis service order before onboarding can begin. You'll also need to agree timescales with Acturis and ensure the right resource is in place to complete onboarding tasks.

4 **Aviva claims references recorded on Acturis:** Have you added Aviva claim references to your existing Acturis claims? While not essential to start onboarding, doing so will improve data matching and reduce manual processing once live. You can run a report in Acturis to check how many claims already include Aviva references. If needed, Acturis can provide guidance.

Onboarding

1 **Confirm your specific requirements with Acturis:** Your setup will depend on how you want to use the claims API. For example, you can choose whether new claims and updates flow automatically into Acturis or if you'd prefer to review and approve them manually. Discuss your preferences with Acturis to tailor the setup to your needs.

2 **Check Aviva agency numbers:** Acturis will send you a list of agency codes to confirm. We recommend prioritising this step as it helps make sure the right claims and updates are transferred into your Acturis system. Claims under agency codes not included in your claims API setup won't be imported.

Winner of 'Claims Product of the Year' and 'Best Use of Technology' at the 2025 Claims Excellence and British Claims Awards.

Claims Excellence Awards 2025 — Winner Claims Product of the Year — AVIVA/ACTURIS

2025 BRITISH CLAIMS AWARDS — WINNER — BEST USE OF TECHNOLOGY — AVIVA — BRITISHCLAIMSAWARD.CO.UK #BCAWARDS

Get in touch today to start your onboarding journey and experience the benefits of the claims API.

If you have any questions, please contact the Acturis Helpdesk.

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