

Loss Scenario Planning



Having total confidence in your cover means knowing exactly how your insurance policies would respond and how you'd manage a claim in the event of a major loss. That's why we offer loss scenario planning and policy stress testing workshops. These tailored sessions defy uncertainty and ultimately strengthen the relationship between Aviva, your insurance broker and you.

The Aviva Global Corporate & Specialty claims and risk management teams can support your business needs to ensure that the correct processes and procedures are in place to give you total confidence in our claims service promise.

What are the objectives?

- To understand and mutually agree the extent of cover and policy response.
- To thoroughly test the plans in place for Incident Management and Business Continuity.
- To consider Business Interruption aspects and potential impacts on other lines of business, such as Public or Employers' Liability.

What's involved?

- Identifying and sharing personalised crisis scenarios to your business, from extreme weather conditions to terrorism and cyber attacks.
- Understanding existing procedures, processes and mitigation plans.
- Stress testing each scenario against the policy wording and intention.
- Defining roles and responsibilities during both the incident and claims process, including the process to establish quantum.
- Considering the business and financial impact, including any potential reputational damage.
- Developing the Business Continuity Plan and response.

Who should attend?

Together we will establish a workshop team that will include, but not be limited to:

- you (the client)
- your insurance broker
- your Aviva team, including Claims Service Manager, Risk Consultant or Business Interruption Specialist, Technical Claims Handler and Underwriter
- external support, including Loss Adjuster, Solicitor and Forensic Accountant as required.

To find out more about loss scenario planning, please speak to your Claims Service Manager or Risk Consultant.