Interest-free monthly payments for commercial customers

We're simplifying monthly payments for your Commercial Lines customers.

From 20 July 2026, we're changing the way your customers pay monthly for their commercial insurance. We're moving from our current monthly payment product to a new arrangement which will not include any fees or charges. This won't be a new approach for some customers who already have interest-free arrangements with us, but we're committed to supporting as many of our Commercial Lines customers as we're able to in the current economic landscape.

This means eligible customers can continue to pay by Direct Debit, but they will no longer need a separate credit agreement.

What's changing and when

Eligibility and exceptions

Most of your commercial policyholders will be eligible for the new product with interest-free monthly payments. However, there are some exceptions (such as Probitas, Schemes and Multinational business, amongst others), and we have made some changes to our criteria, so please check this in our Eligibility and FAQ document.

Where an existing policy no longer meets eligibility criteria, the customer invoice will be moved to your broker account at renewal, and you may need to make alternative payment arrangements.

New monthly payment applications

For new applications set up on, or after, 20 June for policies with an inception date on, or after, 20 July, interest-free monthly payments will apply. No separate credit agreement will be required.

Please Note: Where a new application for a policy start date on, or after 20 July, is set up between 20 June and 20 July, while the system switches over customers will receive two sets of documentation. One will include a credit agreement and a Direct Debit instruction which still includes interest. You should advise your customers to ignore these. We will send an updated Direct Debit instruction which reflects the payment amounts without interest. This is the correct document.

Please provide a copy of the 'Paying Monthly – Information Document' to your customer so they can understand the terms of repayment before agreeing. You can access a copy of this here.

New pay monthly applications set up prior to 20 June, irrespective of policy start date, will remain on the current product at the existing interest rate but will move to the interest-free arrangement at the next renewal.

Renewals with existing monthly payments

Any policy due for renewal on, or after, 20 July, will automatically move to monthly payments with no fees or interest, where the eligibility criteria are met. No separate credit agreement will be required.

Please Note: Where a policy with a renewal date on or after 20 July is bound between 20 June and 20 July, while the system switches over, customers will receive two sets of documentation. One will include a credit agreement and a Direct Debit instruction which still includes interest. You should advise your customers to ignore these. We will send an updated Direct Debit instruction which reflects the payment amounts without interest. This is the correct document.

Important exception: If a renewal that is due on, or after, 20 July, is bound before 20 June (by you or by an underwriter acting on your instruction), the existing monthly payment product and interest rate will still apply until next renewal. Please factor this into discussions with your customers.

Operational changes you and your customers will notice

Legal entity on bank statements

As customers migrate to interest-free monthly payments for E-Trade and Fast Trade products, a customer's payment will be collected by Aviva Insurance Limited instead of Aviva Credit Services UK Limited. Customers will not need to take any action, but with effect from their renewal date, how Aviva appears on their bank statement may change slightly.

Advance notifications

Customers will receive notification of this change in bank at least 5 days before any payment is collected.

New broker tool: instalment calculator

To support conversations with your customers and post-sale adjustments, we're launching a calculator that can help you demonstrate the changes to monthly payments following MTAs, and at renewal.

This will be available from 20 July to use solely in conjunction with the new pay monthly product. You'll be able to access it on the Aviva Broker Collections Portal.

In summary, here's what you need to do:

- Plan your renewal conversations accordingly with the key dates of the change in mind and share any relevant documentation
- Check eligibility, and make alternative arrangements if a policyholder no longer meets the pay-monthly criteria
- Use the calculator tool where needed
- Signpost that payments will be collected directly by Aviva Insurance Limited rather than Aviva Credit Services UK Limited for Fast Trade and E-Trade products.
- Advise which Direct Debit Instruction to use where a customer receives more than one DDI

Support

If you have any queries, please contact your Broker Development Manager in the first instance.

We understand this is a significant change, but we appreciate your continued support. As partners, we can be unstoppable together for our mutual clients.

Kind regards,
Aviva Commercial Lines