

Paper Mandate Guide

In most cases, monthly payments are set up digitally through the Aviva Broker Collections (ABC) portal. This enables you to check eligibility and provide an illustration your customer can agree to.

Paper Direct Debit mandates should only be used where an electronic mandate cannot be completed (for example, where more than one person is required to authorise the mandate or where the person setting up the Direct Debit is not named on the account); in these cases, you'll still need to begin the monthly payment setup journey on the ABC portal, so that you can:

- Confirm they meet our monthly payment eligibility criteria
- Share the projected monthly payment illustration
- Make sure they're happy to proceed before issuing the paper form

The completed mandate must be received no later than 30 days after the policy inception or renewal date.

You can access the eligibility criteria [here](#) and use the instalment calculator on the ABC portal if you need an updated payment illustration.

The process for using a paper mandate:

1. Download and print the mandate

Use the link within the ABC Portal to download the official Aviva Direct Debit mandate PDF. A physical signature is required, so the form must be printed and signed.

Instruction to your bank or building society to pay by Direct Debit		
<p>Please fill in the whole form using a ballpoint pen and send it to:</p> <p>GI Collections Customer Accounts Aviva PO Box 3471 Norwich NR1 3FZ</p> <p>Name(s) of Account Holder(s)</p> <p>Bank/building society account number</p> <p>Branch Sort Code</p> <p>Name and full postal address of your bank or building society</p> <p>To: The Manager Bank/building society</p> <p>Address</p> <p style="text-align: right;">Postcode</p> <p>Reference</p>	<p>Service User Number</p> <p style="border: 1px solid black; padding: 2px;">9 4 0 6 7 3</p> <p>FOR AVIVA OFFICIAL USE ONLY This is not part of the instruction to your bank or building society. The instruction will only be used for the collection of premiums payable under Aviva Policies. The amounts are variable and may be debited on or after the due date. Aviva may change the amounts and dates only after giving you prior notice. Once your insurance cover commences collection of the first premium becomes due. Any delay will result in this and further premiums being collected as one amount. Subsequent premiums will be collected as they fall due. If any direct debit is paid which breaks the terms of the instruction, the bank/building society will make a refund. You will inform the bank/building society in writing if you wish to cancel this instruction.</p> <p>Instruction to your bank or building society Please pay Aviva Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Aviva and, if so, details will be passed electronically to my bank/building society.</p> <p>Signature(s)</p> <p>Date</p>	
Banks and building societies may not accept Direct Debit instructions from some types of account		
<p style="text-align: center; font-size: small;">This Guarantee should be detached and retained by the payer</p> <p style="text-align: center; font-weight: bold; font-size: small;">The Direct Debit Guarantee</p> <ul style="list-style-type: none"> This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits If there are any changes to the amount, date or frequency of your Direct Debit Aviva Insurance Limited will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Aviva Insurance Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request If an error is made in the payment of your Direct Debit, by Aviva Insurance Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society <ul style="list-style-type: none"> - If you receive a refund you are not entitled to, you must pay it back when Aviva Insurance Limited asks you to You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us. 		

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2. Help your customer complete the mandate

Ensure the payee (policyholder or authorised third party) completes all required sections:

- Payee's full name
- Bank or building society name
- Sort code and account number
- Policy reference number
- Signature and date

A physical signature required: The form must be printed, signed, and either scanned or posted back to us.

Third-party mandate checklist

Before sending the form to us, please confirm:

- The payee is the bank account holder
- The payee understands they are authorising payments on behalf of the policyholder
- Contact details for both the payee and policyholder are correct

3. Sending the completed mandate to us

By post: GI Collections, Customer Accounts, PO Box 3471, Norwich, Norfolk, NR1 3FZ

By email: DDQUERY@aviva.com (Attach a clear, scanned copy of the signed mandate)

What happens next

Once we receive the completed mandate, we'll:

- Set up the Direct Debit
- Validate the bank details
- Confirm that the setup is successful
- Issue a confirmation letter to the payee
- Email confirmation to you, the broker

The processing timeframe is up to 5 working days from the date we receive the mandate.

Compliance and retention of documents

For audit purposes, we'll retain the paper or digital mandate once processed.

You may wish to:

- Keep the original mandate until you receive our confirmation
- Retain a copy in line with your own retention policy.

Please remind the payee of their rights under the Direct Debit Guarantee, including:

- A refund entitlement for any incorrect or unauthorised payment
- The right to cancel the Direct Debit at any time with their bank