

REBRAND TO AVIVA SYNDICATES

Broker FAQs

Your questions, answered

When does the rebrand of Probitas to Aviva Syndicates come into effect?

Changes will commence on 28 September 2026, with completion of rebrand across all systems, documentation and third parties by 1 October 2026.

What exactly will be changing on the day the rebrand completes?

Our legal entity name and branding will change from **Probitas** to **Aviva Syndicates** across our offices, T&Cs, policies, business technology, software systems, legal documents and business communications by **1 October 2026**. More details are listed in the communication from 19 August 2026.

Is there anything that is not changing on the day the rebrand completes?

- The majority of things will remain the same, as listed in the communication from 19 August 2026:
- Syndicate Numbers 1492 and 5327
- Consortium Numbers
- Bank account numbers
- Registered Company Numbers
- Registered address in Canada/Australia/Mexico/Belgium
- Phone numbers
- Products & services
- Key contact person/s and relationship manager/s at Probitas
- Existing, signed Terms & Conditions (T&Cs), contracts and Terms of Business Agreements (TOBAs) will only refresh to Aviva Syndicates name and branding on the next renewal date, if that falls after 1 October 2026.
 - If you would like to be issued with an updated existing TOBA reflecting the Aviva Syndicates name, please reach out to your relationship manager at Probitas.
- Business and pipeline activities completed prior to 1 October 2026 will progress per usual.
- There will be no change with the way claims are managed and this process remains business as usual.

Do I need to update your name and logos in our internal system?

Yes, all Probitas mentions and branding should be retired from the 28 September 2026 and replaced with Aviva Syndicates name and branding by the 1 October 2026. Please do not make any changes prior to 28 September 2026.

Where can I find the new branding guidelines and logo for Aviva Syndicates?

You can access the Aviva Syndicates logo and brand guidelines by registering at [Aviva Brand Hub](#). Please enter your Probitas/Aviva business relationship contact in the Aviva Contact field. Please **only** use the Aviva Syndicates brand guidelines and logo in accordance with the legal entity – these assets can be found in the Aviva Global Corporate & Specialty section. New applications of the logo should be signed off via BrandApproval@aviva.com and our team at AskBrandAnything@aviva.com can support you with any brand application queries.

Will my invoices, business processes or claims be affected?

No, we don't anticipate any disruptions. You already have all important information you need to address for business-readiness available in the communications from 19 August 2026. Please read through the section titled 'What actions you need to take now'.

What is the next step?

You don't have to do anything from your side at this stage. We will make the transition as smooth as possible for you.

Where can I send my questions?

Please contact your day-to-day business contact at Probitas, if you have any questions.