

For broker use only. Not approved for use with customers.

Your new 'Search Clients' tool on Aviva Broker

Frequently asked questions



We're introducing new functionality to Aviva Broker allowing you to access a single view of your client and their live commercial policies, placed with us, all in one convenient place. You'll be able to search for your clients using their name, postcode or policy number and have quick access to your 'Recently viewed'.

We hope you find the new tool helpful and simple to use. This FAQ document should help to answer any initial questions or queries you might have.

1. Search Functionality

Where can I find the new functionality to search my clients?

There will be a new tab located on the website homepage called 'Search Clients'. This will appear once you have logged into Aviva Broker.

What can I do in 'Search Clients'?

You can search commercial live Fast Trade and Regionally-traded business clients by policy number, client name and postcode. This new functionality allows a single view of all your clients aligned to your company, with the opportunity to link additional policies if required.

Why can't I find my client?

Cancelled/lapsed policies or quotes will not appear. When searching with client name, please ensure you are entering 5 characters or more. You will only be able to view clients aligned to your brokerage.

Why aren't all of my clients policies being displayed?

Please refine your search and try again. You can also search for the client policy number in the 'missing a policy' search box. Once you have successfully located the client, use the 'link client' functionality. If you still can't locate your missing policy contact our Aviva Broker Online Support team on 0800 158 2224*, Monday to Friday: 9.00am - 5.00pm

Why am I seeing a 'Too many results' message after completing a postcode search?

There is a limit of 50 results. You will need to refine your search.

What shall I do if I'm missing a policy?

Please use the 'Missing the policy' box.

Why have too many policies been linked?

You can only link at client level, not individual policy level.

When clicking on 'View Policy' for a Fast Trade policy why am I seeing an error message?

Please check that your account is aligned to the correct Fast Trade agency in My Account. If you are still receiving an error please contact the Aviva Broker Online Support team on 0800 158 2224* Monday to Friday: 9.00am - 5.00pm

Why am I unable to amend my agency reference for regionally traded business?

This functionality is available for Fast Trade business only.

Why am I seeing an error message displayed when clicking on 'View e- Documents'?

Try again and if the issue persists contact our Aviva Broker Online Support team on 0800 158 2224*, Monday to Friday: 9.00am - 5.00pm

Why is there no 'View Policy' button for iMarket/eTrade clients?

For I-market policies and clients, you will only have the option to 'View e-Documents'.

Why can I not search for any quotes or personal lines policies?

Please note, you can only search for live commercial clients and policies.

Why am I not seeing recently viewed clients?

If you have recently registered then no recently searched clients will appear. You should see recently viewed clients from the past 30 days.

I have located my client but some of the information is showing as 'unavailable'

Please try to refresh the page. If the issue persists, please contact the Aviva Broker Online Support team on 0800 158 2224*
Monday to Friday: 9.00am - 5.00pm

Why I am not seeing my Fast Trade policy?

You can only view policies aligned to your company. If you are still experiencing issues please contact the Aviva Broker Online Support team on 0800 158 2224*
Monday to Friday: 9.00am - 5.00pm

Why are the client premium and address details not being displayed correctly?

Any amendments can take up to 24 hours to reflect. Please check again the next day. If the issue still occurs, please speak to your usual underwriting team.

When clicking on 'View Policy' for a Regionally Traded policy why am I seeing the Dashboard?

Please enter the policy number into the search bar if you wish to view the policy.

2. e-Documents Functionality

Why am I unable to see my Fast Trade New Business / Renewal documents within e-Docs?

Visit Fast Trade for your new business documentation. Renewal documentation will only appear once accepted in Fast Trade.

3. Linking / Unlinking Clients

Why am I getting an error message when trying to link or unlink my clients?

When linking clients, you will see a pop-up confirmation screen. Please try to search the client again, the linked clients should then be displayed. If this issue occurs refer this to the Aviva Broker Online Support team on 0800 158 2224*
Monday to Friday: 9.00am - 5.00pm

*Calls to 0800 numbers from UK landlines and mobiles are free. For our joint protection telephone calls may be recorded and/or monitored.

4. Contacting Aviva

Why can I not find the live chat button in 'Search Clients'?

No live chat button is displayed within the search clients pages. Your existing methods of Live Chat remain unchanged.