Aviva Travel Assistance App

Employer FAQs

As an Aviva Business Travel Policyholder, you and your employees have access to our Aviva Travel Assistance App, powered by Solace Global. Here are some questions and answers about accessing and using the app that you may find useful.

Where do I find the Emergency Assistance Travel Card (EATC)?

The EATC will be attached with your company policy documents. You can find your company policy number, which you'll need to register for the App, on page 1 of the EATC.

I've seen the EATC, what do I do next?

Now you have all the information you can share this with your employees. Please encourage them to download the Aviva Travel Assistance App and review all supporting material, including this **demo video**.

How do I let my employees know about the Aviva Travel Assistance App?

You could share the EATC document by email or upload on your company's travel or HR portal for staff to review and prepare for their next business trip.

Is there a charge to use the Travel Assistance App?

Aviva's Travel Assistance App is a complimentary service* designed to make you travel smart and ensure you and your employees are well equipped when travelling abroad.

Is there a restriction on the number of employees that can use the app?

No. However many employees there are in your business, there's no limit on the number of users that can download the Aviva Travel Assistance App.

Will my phone support the App?

Yes – the app is available for download via Google Play store and Apple App Store allowing you to reach out for help or stay informed while on the move.

Can I switch between using the Travel Assistance App and the portal on my desktop?

Yes you can. Each time you use the platform, be it from the App or desktop portal, a sync ensures you pick up where you left off.

*Available free of charge to all Aviva Business Travel customers.