



Aviva Broker Collections Portal

**Commercial Direct Debit set up user
guide**



Overview

Our Aviva Broker Collections Portal is an online service providing you with an accurate online statement.

Data on our Aviva Broker Collections Portal is refreshed daily to make sure we're presenting an accurate statement.

You can manage payment of your statement via our Aviva Broker Collections Portal.

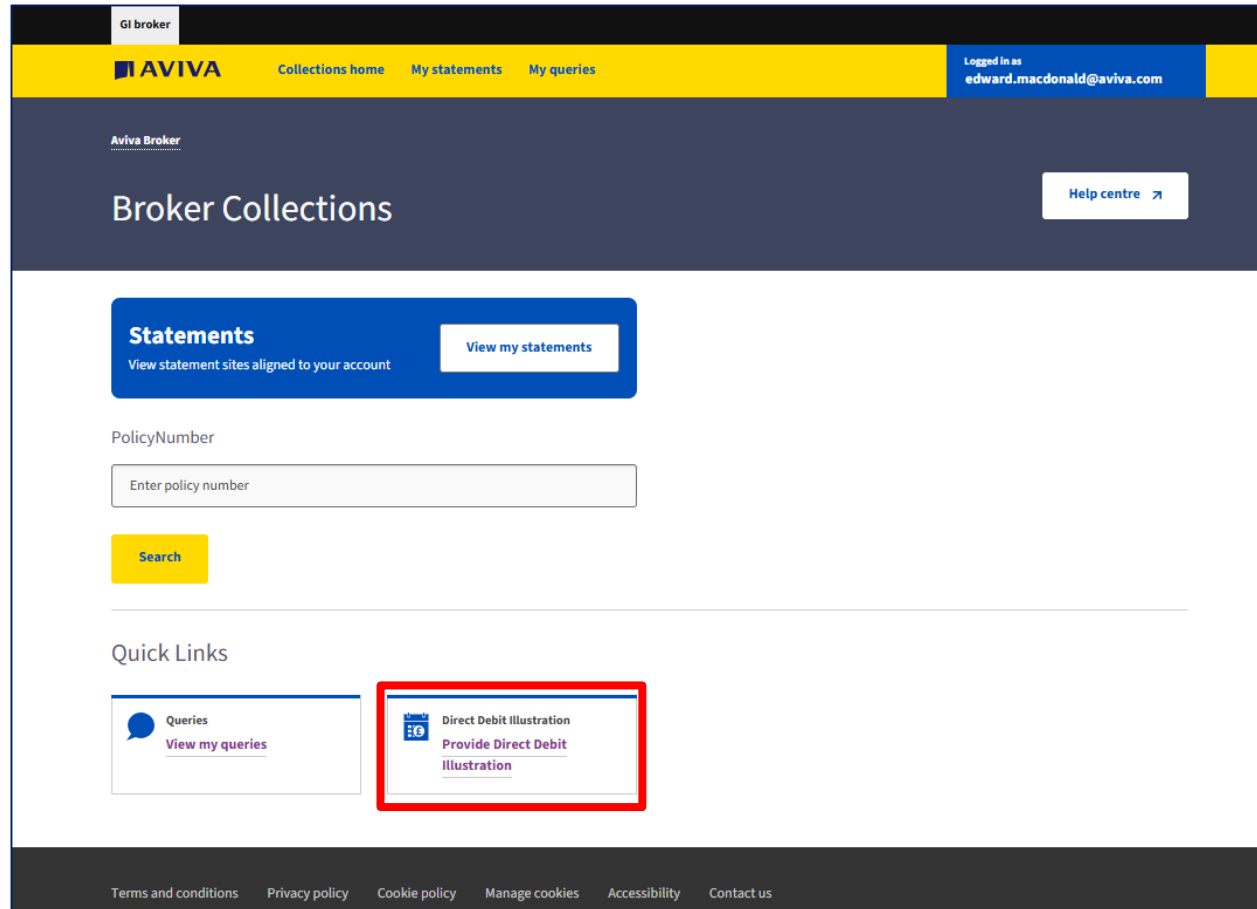
You can raise queries on our Aviva Broker Collections Portal - these will automatically be sent to the right team to look into.

You can also process customer Credit Card payments and set up customer Direct Debit arrangements on our Aviva Broker Collections Portal.



Direct Debit payment illustration

Direct Debit payment illustration



The screenshot shows the Aviva Broker Collections website interface. At the top, there is a yellow navigation bar with the Aviva logo, links for 'Collections home', 'My statements', and 'My queries', and a login status for 'edward.macdonald@aviva.com'. Below this is a dark blue header with 'Aviva Broker' and 'Broker Collections' text, along with a 'Help centre' link. The main content area features a 'Statements' section with a 'View my statements' button. Below that is a 'PolicyNumber' search section with an input field and a 'Search' button. The 'Quick Links' section at the bottom contains two cards: 'Queries' with a 'View my queries' link, and 'Direct Debit Illustration' with a 'Provide Direct Debit Illustration' link. The 'Direct Debit Illustration' card is highlighted with a red border. The footer contains links for 'Terms and conditions', 'Privacy policy', 'Cookie policy', 'Manage cookies', 'Accessibility', and 'Contact us'.

- A Direct Debit illustration provides details of instalments/charges for credit
- To obtain a Direct Debit illustration select Provide Direct Debit illustration

Direct Debit payment illustration

AVIVA Collections home My statements My queries Logged in as edward.macdonald@aviva.com

Provide Direct Debit Illustration Step 1 of 3

Policy type

Important information

Customers that do not live in the UK are not eligible for credit.

Choose a policy type

☐ Personal policy

☐ Commercial policy

[Back](#) [Continue to policy details](#)

- The Policy type screen will be displayed
- A blue information box will be displayed sharing important information around credit eligibility
- Select the relevant policy type, either Personal policy or Commercial policy, to continue

Direct Debit payment illustration for commercial policies

Providing a Direct Debit payment illustration

The screenshot shows a web interface for AVIVA. At the top, there is a yellow navigation bar with the AVIVA logo and links for 'Collections home', 'My statements', and 'My queries'. On the right side of this bar, a blue box indicates the user is 'Logged in as CARTEDM'. Below the navigation bar, the page title is 'Provide Direct Debit Illustration Step 2 of 3'. The main heading is 'Commercial policy details'. Below this, a question asks 'What type of payment illustration do you need?'. There are three radio button options: 'Customers new to monthly instalments', 'Existing customers renewing monthly instalments', and 'Mid-term adjustment'. At the bottom left, there is a 'Back' button. At the bottom right, there is a yellow button labeled 'Get payment illustration'.

- The Commercial policy details screen will be displayed
- Select the relevant type of payment illustration to continue

Providing a Direct Debit payment illustration

Customers new to monthly instalments

AVIVA Collections home My statements My queries Logged in as CARTEDM

Provide Direct Debit Illustration Step 2 of 3

Commercial policy details

What type of payment illustration do you need?

☒ Customers new to monthly instalments

☐ Existing customers renewing monthly instalments

☐ Mid-term adjustment

Before you continue, check who's eligible for monthly payments

Policy number

100123321CPO

Credit amount (GWP) ⓘ

£ 1000.00

Back Get payment illustration

- Selecting customer new to monthly instalments will display this screen
- Customer eligibility for monthly payments link will display
- Fill in the relevant policy number and Instalment amount
- Select Get payment illustration to continue

Providing a Direct Debit payment illustration

Existing customers renewing monthly instalments

AVIVA Collections home My statements My queries Logged in as CARTEDM

Provide Direct Debit Illustration Step 3 of 3

Payment illustration

Policy number	100123321CPO
11 monthly payments of	£83.33
Final payment	£83.37
Interest rate	0%
Total payable	£1,000.00
Full premium	£1,000.00

[Download payment illustration](#) 

Important information

This illustration is based on applying for monthly payments online today.

If you:

- don't apply until a later date
- use a paper mandate
- make any other changes

the details on this screen may change.

Policyholders must meet the eligibility criteria in order to apply. We reserve the right to refuse monthly payments to anyone on application.

Once the monthly payment account is set up, policyholders will receive confirmation of their Direct Debit instruction in the post. This will include a schedule of payments.

[Back to collections home](#)

- The Payment illustration screen is displayed based on information provided on previous page
- The following details are provided
 - Policy start date
 - 11 monthly payments of
 - Final payment
 - Interest rate
 - Total payable
 - Full premium
- You can download the Payment illustration by selecting Download payment illustration
- A blue information box will be displayed sharing important information around the illustration

Providing a Direct Debit payment illustration

Existing customers renewing monthly instalments

AVIVA Collections home My statements My queries Logged in as CARTEDM

Provide Direct Debit illustration Step 3 of 3

Payment illustration

Policy number	100123321CPO
11 monthly payments of	£83.33
Final payment	£83.37
Interest rate	0%
Total payable	£1,000.00
Full premium	£1,000.00

[Download payment illustration](#) 

Important information

This illustration is based on monthly payments which are calculated from the day of renewal.

If you stop monthly payments at renewal and:

- apply to pay by monthly instalments again later
- use a paper mandate
- make any other changes

the details on this screen may change.

Policyholders must meet the eligibility criteria in order to continue paying by instalments. Policies that are ineligible for instalments at renewal are:

- multinational cover
- policy terms for a period other than 365 days.

We reserve the right to refuse monthly payments.

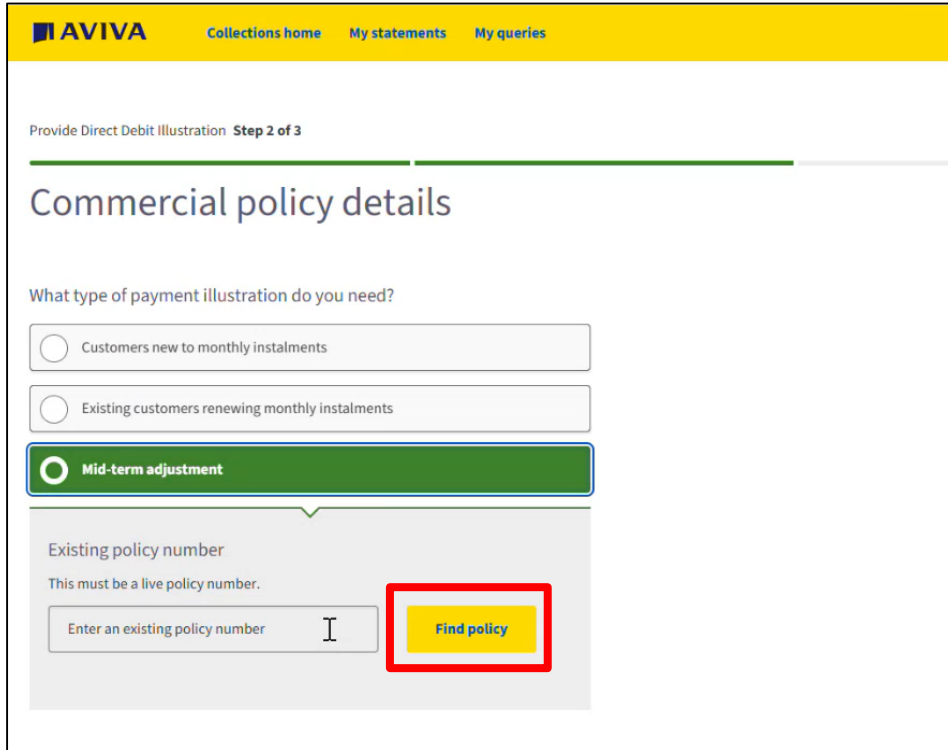
Once the renewal is processed and Direct Debit payment confirmed, policyholders will receive confirmation of their Direct Debit instruction in the post. This will include a schedule of payments.

[Back to collections home](#)

- The Payment illustration screen is displayed based on information provided on previous page
- The following details are provided
 - Policy start date
 - 11 monthly payments of
 - Final payment
 - Interest rate
 - Total payable
 - Full premium
- You can download the Payment illustration by selecting Download payment illustration
- A blue information box will be displayed sharing important information around the illustration

Providing a Direct Debit payment illustration

Mid-term adjustment



The screenshot shows the AVIVA 'Commercial policy details' form. At the top, there is a yellow header with the AVIVA logo and navigation links: 'Collections home', 'My statements', and 'My queries'. Below the header, a progress bar indicates 'Provide Direct Debit Illustration Step 2 of 3'. The main heading is 'Commercial policy details'. Underneath, a question asks 'What type of payment illustration do you need?'. There are three radio button options: 'Customers new to monthly instalments', 'Existing customers renewing monthly instalments', and 'Mid-term adjustment'. The 'Mid-term adjustment' option is selected and highlighted with a green background. Below this, there is a section for 'Existing policy number' with a note 'This must be a live policy number.' and a text input field containing the placeholder 'Enter an existing policy number'. To the right of the input field is a yellow button labeled 'Find policy', which is highlighted with a red rectangular border.

- Selecting Mid-term adjustment will display this screen
- Fill in the relevant policy number
- Select Find policy to continue

Providing a Direct Debit Payment Illustration

Mid-term adjustment

AVIVA Collections home My statements My queries Logged in as patric.boother@aviva.com

Provide Direct Debit Illustration Step 2 of 3

Commercial policy details

What type of payment illustration do you need?

☐ Customers new to monthly instalments

☐ Existing customers renewing monthly instalments

☒ Mid-term adjustment

Existing policy number
This must be a live policy number.

✓ We've found your policy number

561014332CCI Find policy

Overview

Term end date
24 May 2027

Amount outstanding before mid-term adjustment
£224.00

Policy amendment date ✕

The date the policy changes will happen. You can choose today's date or a future date.

✕ Close

Day (DD) Month (MM) Year (YYYY)

16 06 2026

Mid-term adjustment amount

Enter the value of the adjustment applied to the policy.
You can enter positive or negative numbers (for example, £100 or -£100).

£ 100

Back Get payment illustration

- This screen will display, providing an overview of your policy, with the following information:
 - Term end date
 - Amount outstanding before mid-term adjustments
- Fill in the Policy amendment date and mid-term adjustment amount
- Select Get payment illustration to continue

Providing a Direct Debit Payment Illustration

Mid-term Adjustment

GI broker

AVIVA Collections home My statements My queries Logged in as patric.boother@aviva.com

Provide Direct Debit Illustration Step 3 of 3

Payment illustration

Policy number	561014332CCI
Policy amendment date	16/06/2026
Term end date	24/05/2027
Total paid to date	£18.67
Total outstanding amount after mid-term adjustment	£305.33
Number of payments remaining	11
First updated collection date ⓘ	15/07/2026
Updated payment amount	£27.75
Final instalment amount	£27.83
Final instalment date	15/05/2027
Total payable	£324.00

[Download payment illustration](#) ⬇️

Important information

This illustration is based on you processing the mid term adjustment today.

If you:

- process the transaction at a later date
- change the account the Direct Debit takes payment from and you need to use a paper mandate
- make any other changes

the details on this screen may change.

We reserve the right to refuse monthly payments.

There are certain MTA transactions that cannot be paid by monthly instalments, such as adding multinational cover to a policy. If there are questions surrounding eligibility of a transaction for monthly payments, brokers should call our Aviva Collections team on 0800 068 5438.

Once the mid term adjustment has been approved, policyholders will receive confirmation of their updated Direct Debit instruction in the post. This will include an updated schedule of payments.

[Back to collections home](#)

- The Payment illustration screen is displayed based on information provided on previous page
- The following details are provided
 - Policy number
 - Policy amendment date
 - Term end date
 - Total paid to date
 - Total outstanding amount after mid-term adjustment
 - Number of payments remaining
 - First updated collection date
 - Updated payment amount
 - Final instalment amount
 - Final instalment date
 - Total payable
- You can download the Payment illustration by selecting Download payment illustration
- A blue information box will be displayed sharing important information around the illustration

How to set up a commercial customer direct debit arrangement

How to set up a Direct Debit arrangement

GI Broker

AVIVA Collections home My statements My queries

Logged in as: edward.macdonald@aviva.com

Aviva Broker

Statement view [Help centre](#)

Statement site: S1000009115
Credit controller name: Dhongade Aniket
Telephone number: 0123456789
[View payment history](#)

Total outstanding on this statement

Currency type	Gross total	Comm. total	Net total
GBP	59,927.91	-11,412.22	48,515.69

To submit payment, please select at least one transaction from the table below

Filter, sort, print or export options

Transaction status icons explained

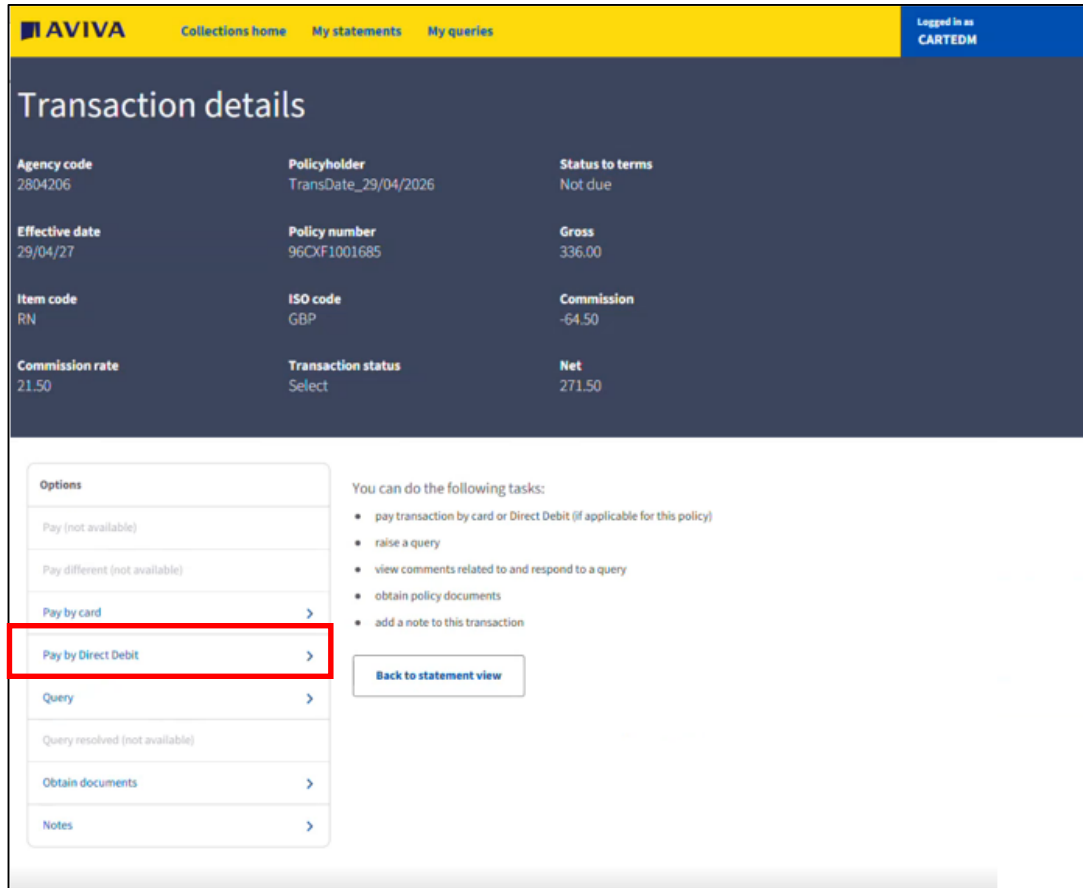
Displaying 1 to 10 of 2172 results

Items per page: 10 25 50 100

Effective date	Policyholder	Comm. rate	Policy number	Gross	Comm.	Net	Status to terms	Transaction status	ISO code
29/04/27	TransDate_29/04/2026	21.50	96CXF1001685	336.00	-64.50	271.50	Not due	Select	GBP
23/04/27	PAWS Test Contact	22.00	96CYB1007916	372.90	-73.25	299.65	Not due	Select	GBP
16/04/27	TransDate_28/04/2026	22.00	96CYB1008852	56.00	-11.00	45.00	Not due	Select	GBP
16/04/27	PAWS Test Contact	20.00	96LAL1005025	1,215.79	-217.11	998.68	Not due	Select	GBP
15/04/27	PAWS Test Contact	25.00	86428631ECA	423.99	-94.64	329.35	Not due	Select	GBP
15/04/27	PAWS Test Contact	22.00	96CYB1008850	372.90	-73.25	299.65	Not due	Select	GBP
15/04/27	WS test contact #2	20.00	96ECP1007473	4,588.23	-819.33	3,768.90	Not due	Select	GBP
14/04/27	TransactionDateOverride	25.00	85518024CXC	329.59	-75.00	254.59	Not due	Select	GBP

- Select the transaction you wish to set up on direct debit from the Statement view screen

How to set up a Direct Debit arrangement



AVIVA Collections home My statements My queries Logged in as CARTEDM

Transaction details

Agency code 2804206	Policyholder TransDate_29/04/2026	Status to terms Not due
Effective date 29/04/27	Policy number 96CXF1001685	Gross 336.00
Item code RN	ISO code GBP	Commission -64.50
Commission rate 21.50	Transaction status Select	Net 271.50

Options

Pay (not available)

Pay different (not available)

Pay by card >

Pay by Direct Debit >

Query >

Query resolved (not available)

Obtain documents >

Notes >

You can do the following tasks:

- pay transaction by card or Direct Debit (if applicable for this policy)
- raise a query
- view comments related to and respond to a query
- obtain policy documents
- add a note to this transaction

Back to statement view

- The Transaction details screen will be displayed
- Select Pay by Direct Debit

How to set up a Direct Debit arrangement

The screenshot shows the AVIVA 'Transaction details' page. The top navigation bar includes 'Collections home', 'My statements', 'My queries', and a 'Logged in as CARTEDM' status. The main content area is titled 'Transaction details' and contains a table with the following information:

Agency code 2804206	Policyholder TransDate_29/04/2026	Status to terms Not due
Effective date 29/04/27	Policy number 96CXF1001685	Gross 336.00
Item code RN	ISO code GBP	Commission -64.50
Commission rate 21.50	Transaction status Select	Net 271.50

Below the table, there is a section titled 'Options' with a list of links: 'Pay (not available)', 'Pay different (not available)', 'Pay by card', 'Pay by Direct Debit' (which is highlighted with a blue bar and a mouse cursor), 'Query', 'Query resolved (not available)', 'Obtain documents', and 'Notes'. To the right of the 'Options' list, the section 'Pay by Direct Debit' is displayed. It contains the text: 'To pay this transaction by Direct Debit, please select the Proceed to set up Direct Debit button.' and 'Customers who are not domiciled in the UK are not eligible for credit.' Below this text are two buttons: 'Back to statement view' and 'Proceed to set up Direct Debit'. The 'Proceed to set up Direct Debit' button is highlighted with a red rectangle and a mouse cursor.

- The Pay by Direct Debit screen will be displayed
- Select Proceed to set up Direct Debit

How to set up a Direct Debit arrangement

The screenshot shows the AVIVA 'Before you apply' screen. The header includes the AVIVA logo, navigation links for 'Collections home', 'My statements', and 'My queries', and a user login status 'Logged in as CARTEDM'. The main heading is 'Before you apply'. Below this, there are three sections: 'Things to tell your customer' with four bullet points, 'Who can pay monthly?' with three green checkmark items, and 'Customers can't pay monthly if:' with three red cross items. A blue information box at the bottom states: 'If the customer does not meet the criteria, do not setup monthly payments.' At the very bottom are 'Back' and 'Start application' buttons.

AVIVA Collections home My statements My queries Logged in as CARTEDM

Before you apply

Things to tell your customer

- This is a payment arrangement for this insurance policy, underwritten by Aviva Insurance Limited.
- They will pay Aviva Insurance Limited each month.
- Missed payments could mean we cancel the insurance policy.
- Any unpaid premium which you owe to Aviva under the policy will be payable in full once the policy is cancelled.

Who can pay monthly?

- ✓ Individuals aged 18 years or over, based in Great Britain, Northern Ireland, the Isle of Man, or the Channel Islands.
- ✓ Businesses, companies and charities (including LLPs) registered to trade in Great Britain, Northern Ireland, the Isle of Man, or the Channel Islands.
- ✓ Partnerships (other than LLP) where partners meet the criteria for either an individual or companies listed above.

Customers can't pay monthly if:

- ✗ The policyholder, a director or partner of the policyholder or any other company or business which the policyholder, or director or partner of the policyholder has, in the last 10 years:
 - been declared bankrupt or insolvent
 - been subject to bankruptcy or insolvency proceedings
 - been disqualified as a company director
 - been the subject of a County Court Judgment (CCJ)
 - had an Individual Voluntary Arrangement (IVA), Company Voluntary Arrangement (CVA), or Sheriff Court Decree.
- ✗ We've advised, during the underwriting process, that monthly payments should not be offered.
- ✗ The policy doesn't run for a full calendar year.

! If the customer does not meet the criteria, do not setup monthly payments.

Back Start application

- The Before you apply screen will be displayed
- This screen provides the following information
 - Things to tell your customer
 - Who can pay monthly?
 - Customer can't pay monthly if
- The blue information box highlights that if the customer doesn't meet the criteria, do not continue with the journey

How to set up a Direct Debit arrangement

AVIVA Collections home My statements My queries Logged in as CARTEDM

Pay by Direct Debit Step 1 of 4

Transaction details

Credit controller name: NUIBC Collections

Policy number
96CXF1001685

Policy start date
29/04/2027

Agency code
2804206

Item code
RN

Premium (includes Insurance premium tax (IPT) if applicable) ⓘ
£336.00

Policyholder name
TransDate_29/04/2026

Address ⓘ
Aviva Uk Insurance
Po Box 6
Norwich
NR1 3NS

Preferred payment day of the month
Please select ▼

Back Get payment illustration

- The transaction details screen will be displayed
- The following fields will be prepopulated-
 - Policy number
 - Policy start date
 - Agency code
 - Item code
 - Premium – information icon for more information (see next slide)
 - Policyholder name
 - Address– information icon for more information (see next slide)
- The Preferred payment day of the month should be selected from the drop down
- Select Get payment illustration

How to set up a Direct Debit arrangement

AVIVA Collections home My statements My queries Logged in as CARTEDM

Pay by Direct Debit: Step 1 of 4

Transaction details

Credit controller name: NUIBC Collections

Policy number
96CXF1001685

Policy start date
29/04/2027

Agency code
2804206

Item code
RN

Premium (includes Insurance premium tax (IPT) if applicable) ⓘ
£336.00

Policyholder name
TransDate_29/04/2026

Address ⓘ
Aviva Uk Insurance
Po Box 6
Norwich
NR1 3NS

Preferred payment day of the month
Please select ▼

[Back](#) [Get payment illustration](#)

- Selecting either of the information icons will display the following pop out information box's

Insurance premium tax (IPT)

Insurance premium tax (IPT) is a tax on insurers, like VAT, that applies to most general UK insurance premiums. After your insurance provider collects the premium (the amount you pay on a regular basis for your insurance policy) from you, the tax is paid directly to the Government.

Address

This is the current correspondence address held by Aviva.

How to set up a Direct Debit arrangement

The screenshot shows the AVIVA 'Payment illustration' screen. The header includes the AVIVA logo, navigation links for 'Collections home', 'My statements', and 'My queries', and a user status bar indicating 'Logged in as CARTEDM'. The main heading is 'Payment illustration' with a sub-header 'Pay by Direct Debit Step 2 of 4'. Below this, the 'Credit controller name' is listed as 'NUIBC Collections'. A table displays the following payment details:

Policy start date	29/04/2027
11 monthly payments of	£28.00
Final payment (month 12)	£28.00
First payment date ⓘ	10/05/2027
Final payment date	10/04/2028
Service charge	0.00 %
Total service charge	£0.00
Total payable	£336.00
Full premium	£336.00

At the bottom of the screen, there are three buttons: 'Download payment illustration' (with a download icon), 'Back', and 'Continue to set up Direct Debit'. The 'Download payment illustration' and 'Continue to set up Direct Debit' buttons are highlighted with red rectangles.

- The Payment illustration screen will be displayed
- This screen provides the following information:
 - Policy start date
 - 11 monthly payments of
 - Final payment (month 12)
 - First payment date
 - Final payment date
 - Service charge
 - Total service charge
 - Total payable
 - Full premium
- You can download a copy of the payment illustration by selecting Download payment illustration
- Select Continue to set up Direct Debit to proceed

How to set up a Direct Debit arrangement

AVIVA Collections home My statements My queries Logged in as CARTEDM

Pay by Direct Debit Step 2 of 4

Payment illustration

Credit controller name: NUIBC Collections

Policy start date	29/04/2027
11 monthly payments of	£28.00
Final payment (month 12)	£28.00
First payment date ⓘ	10/05/2027
Final payment date	10/04/2028
Service charge	0.00 %
Total service charge	£0.00
Total payable	£336.00
Full premium	£336.00

[Download payment illustration](#) ⬇

[Back](#) [Continue to set up Direct Debit](#)

- Selecting either of the information icons will display the following pop out information box's

Close ✕

First payment date

We'll take future payments on your preferred payment date each month, or within 3 working days. We'll confirm this in writing to your customer.

How to set up a Direct Debit arrangement

AVIVA Collections home My statements My queries Logged in as CARTER

Pay by Direct Debit Step 3 of 4

Customer's details to set up the Direct Debit

Credit controller name: WUBK Collections

Where you provide us with personal information about your customer, we will process it in line with our [privacy policy](#). Please encourage them to read it if they want to find out more.

Policyholder details

Policyholder name
TransDate_29/04/2026

Policyholder address
Aviva Uk Insurance
Po Box 6
Norwich
NR1 3NS

Direct Debit details

Policy start date
29/04/2027

Bank account name
You can use letters, numbers, spaces, and these symbols: & - . /

Bank account number

Sort code

- A blue information box will be displayed providing the private policy information, encouraging the customer to read
- The Customer's details to set up the Direct Debit screen will be displayed
- The Policyholder name, address and start date fields will be prepopulated
- The Bank account name, account number and sort code fields should be completed

How to set up a Direct Debit arrangement

Direct Debit Guarantee

The Direct Debit Guarantee 

- 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
 - 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.

Declaration

Before you submit the application, confirm:

- The customer is the account holder and that the customer is authorised to transact on this account without the need for additional signatures.
- I have verified the account number and sort code relate to the customer.
- I agree that I am submitting the paperless Direct Debit Mandate on the customer's behalf as agent.
- I have provided the customer with a copy of the Direct Debit Guarantee.
- I have made the customer aware of how their data is used and advised how they can access the Aviva Privacy Policy where required.

☒ I confirm that I've read and I agree with the statements

1 If your customer does not meet the above statement, you can submit a paper Direct Debit Mandate.

Download a paper Direct Debit Mandate

Please be aware, this might cause your payment illustration to change. Acceptance onto Aviva monthly instalments is subject to eligibility and our agreement. Paper Direct Debit mandates must be received within 30 days of inception or renewal date. For more information, read the [Broker Guide to Paper Mandates](#)

[Back](#) [Set up Direct Debit](#) [Cancel application](#)

- The Direct Debit Guarantee is displayed
- A declaration is displayed validating the account details provided
- The Declaration box must be ticked
- Click on Set up Direct Debit to proceed
- If the customer is unable to agree to the conditions of the declaration, the option to download a paper Direct Debit Mandate is provided by selecting the Download a paper Direct Debit Mandate

Note: Should the customer opt to submit a paper Direct Debit Mandate the completed Direct Debit Mandate should be sent to – GI Collections, Direct Collections, PO Box 3471, Norwich, Norfolk, NR1 3FZ

How to set up a Direct Debit arrangement

AVIVA Collections home My statements My queries Logged in as CARTEDM

Pay by Direct Debit Step 4 of 4

Confirmation

Credit controller name: NUIBC Collections

✓ Thank you for providing details to pay this policy by Direct Debit

Direct Debit details

Bank account number	10058254
Bank account name	Test
Sort code	301215
Policy start date	29/04/2027
Preferred payment day of the month	10

What happens next

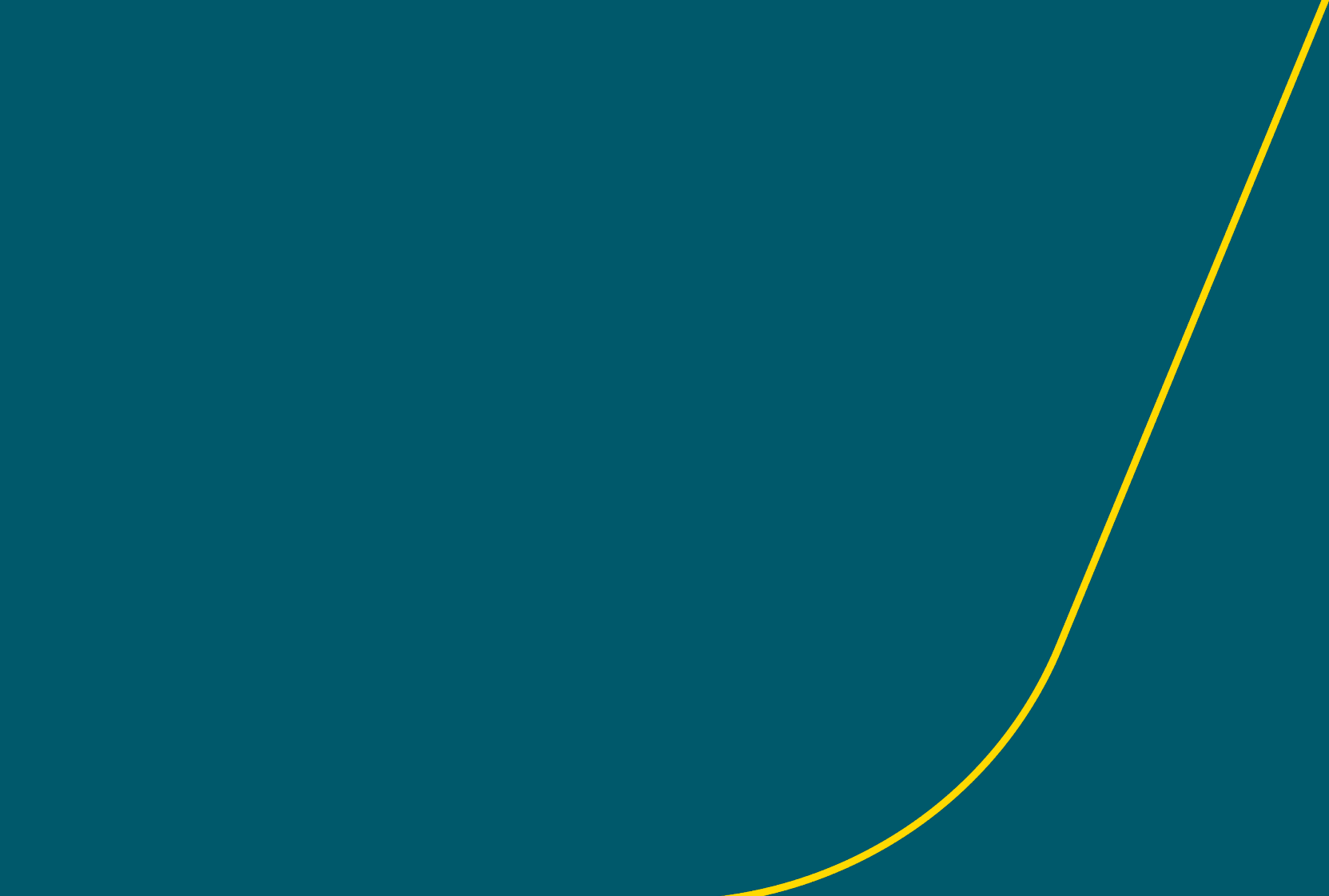
We'll post the Direct Debit confirmation to the customer at least 10 working days before their first payment.

In the meantime, please download and send them the following documents:

- 📄 Direct Debit Mandate
- 📄 Payment Illustration
- 📄 Commercial Lines Paying Monthly Information Document

Back to statement view

- The Confirmation screen is displayed
- The customers bank details, Policy start date and Preferred payment day of the month are displayed
- A blue information box will be displayed providing details of What happens next



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Authorised by the Prudential Regulation
Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
Firm Reference Number 202153.
For use by UK Insurance Brokers only.
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