



Hi,

We're now just over half way through our 2023 Broker Roadshows programme and whilst the conversations continue into March, we wanted to recap on some of what's been covered so far, as well as remind you of the great sessions still to come.

Over 5600 registrations have been made from brokers attending online and in person. But if you or your team haven't joined us yet, you can use the link [here](#), or below, to get involved and watch again.

## The Launch Event - 2023 Business Strategy & Plans with the Aviva Leadership Team



### Ryan Birbeck - Director of Regional Brokers

Opening the Broker Roadshows launch event live, Ryan reaffirmed the importance of brokers to our business as well as sharing key initiatives for this year. A few highlights included:

- ✓ We're continuing to tackle difficult issues head on, whether industry related or service driven.
- ✓ Our desire to grow with brokers and commitment to invest more where it's required.
- ✓ We hear you and we're here for you. We use your feedback to continuously improve.

### Adam Winslow - UK General Insurance CEO

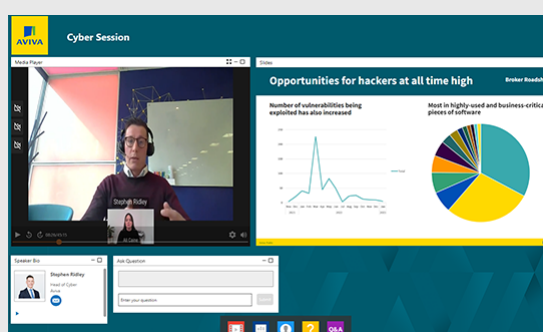
Adam reflected on 2022 and how we've performed against our objectives as well as looking at 2023 initiatives. He highlighted:

- ✓ Improvements in our digital claims journey
- ✓ The launch of new products
- ✓ The broker pilot collaborating with our Health business
- ✓ Continued investment in our underwriting teams



The launch event also saw some espresso sessions with our senior leadership team and subject matter experts. Themed around the key challenges for 2023 these mini sessions gave the opportunity for Q&A and introduced each of the Roadshow Webinars that expand on each of the themes covered.

## Topical Webinar Sessions - What are the key outcomes so far...

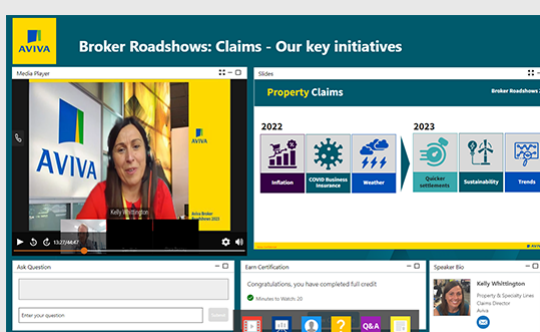


### Cyber

with Stephen Ridley, Head of Cyber

- ✓ Understanding how cyber insurance protects your business against the devastating impact of an attack
- ✓ Looking at how cyber risks have emerged and evolved in recent years
- ✓ Sharing how we can support you and your customers trade, adapt and evolve in an increasingly complex cyber landscape

[\(Watch again here\)](#)

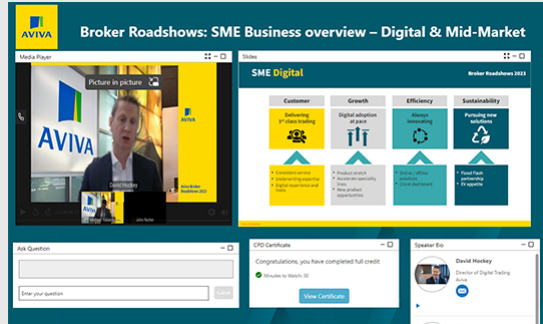


### Claims

with Kelly Whittington, Property Claims Director and Rob Lee, Director of Casualty Claims

- ✓ A summary of our investments, innovations and performance in 2022
- ✓ How we're investing to support you and your clients in 2023
- ✓ What we're doing to ease the rising costs of claims and provide updates on our continued fight against fraud

[\(Watch again here\)](#)

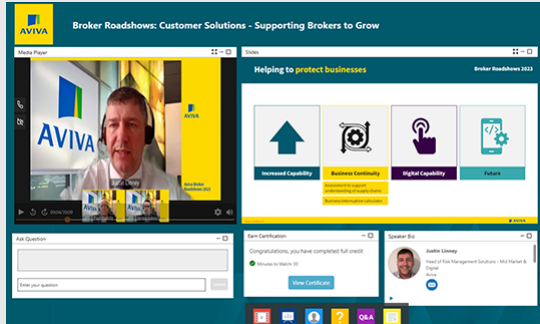


### SME Business Overview

with David Hockey, Director of Digital Trading and Michael Yabantu, Director of Mid Market, Schemes & Regional Speciality

- ✓ How we're delivering bolder propositions and trading responses for brokers in SME
- ✓ Further developments of our digital offering
- ✓ Exploring the macro environment evolution and ongoing challenges for brokers, customers and insurers
- ✓ Our ambition to demonstrate a clear market leading position

[\(Watch again here\)](#)



### Customer Solutions

with Justin Linney, Head of Risk Management Solutions, Paul Roskilly ACII, SME Segments Lead and James Oakes, Mid Market CRM

- ✓ Evolving risk and future challenges impacting our mutual clients and how best to respond to these
- ✓ How to access our personalisation and data tools and insights
- ✓ How our Client Relationship Management team can help support your business and your clients.

[\(Watch again here\)](#)

## And there's still lots more to come...

We have 4 more live webinars left in our Roadshow programme, and there's still time to register for them. Find out more and join us for the upcoming webinar sessions using the link below.

- **Personal Lines & Private Clients - Aviva's future ambitions** - 9 March
- **Sustainability - Insuring & supporting the transition to a more sustainable future** - 16 March
- **Commercial Underwriting - Our appetite and growth focus** - 23 March
- **Corporate and Multinational - Portfolio review and 2023 focus** - 30 March

[Register to join live or watch again on demand](#)



Get the communications that matter to you. You can unsubscribe or manage the communications you receive by completing our Broker Preference Centre. We'll then send you communications you're interested in - login to [Aviva Broker](#) to update your profile. If you don't already have an account [register for one today](#).

The email and any files sent with it are intended only for the named recipient. If you are not the named recipient please telephone/email the sender immediately. You should not disclose the content or take/retain/distribute any copies. Please do not reply to this email as the mailbox is unattended. To make sure you receive a prompt reply to your enquiry, please use our [contact us](#) section.

For information about how we collect and use your personal information when you use Aviva, please visit <https://connect.avivab2b.co.uk/privacy-policy/> or request a copy by writing to us at: The Data Protection Team, Aviva, Pitheavlis, Perth, PH2 0NH

Aviva Insurance Limited, Registered in Scotland Number 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

BMG I94132023

© Aviva