

Video transcript

Commercial Combined journey

Say goodbye to finding it difficult to get a solution for Commercial Combined Insurance (CCI) quotes that don't fit online.

And say hello to effortless underwriter referral functionality, available on both Fast Trade and Acturis Etrade.

Here's how on Acturis Etrade

If your CCI quote doesn't fit the online criteria, your quote status will show as 'Referred' in the 'Quote Status' column.

Unsure of why your quote didn't fit online? Click 'Rating Notes' and you'll be able to see the reasoning.

And you have the option to send risk information directly to our new team of dedicated offline underwriters, by selecting the 'Options Menu' and then 'Submit to U/W', your quote will be automatically summarised and sent for review.

Once done, your quote status will update to 'Referred to U/W'.

And on Fast Trade, the process is even simpler.

If your Commercial Combined quote needs referring, we'll let you know at the end of the quote journey.

And if you'd like us to take a look, select 'Yes' and 'Continue'.

Simply complete your contact details and add any additional information, and even attach any supporting documentation you think will help.

And that's that. Once submitted, your request will be picked up by one of our dedicated offline underwriters, who'll confirm your referral and keep you updated throughout the journey.

That means fast and efficient referrals to a team of dedicated underwriters, with a high level of authority and Commercial Combined expertise.

They'll work collaboratively with you to write business that might have fallen through the gaps before, helping you to:

- Quote for more business
- Avoid duplication of effort
- Save time on chasing quotes

Here's what brokers are saying:

"We'll be dealing with your team more as we've been crying out for someone to deal with that middle ground between regionally traded cases and digital. This will help the growth of our account and benefit both of our businesses."

"Not fitting online, so 'goodbye' is the response from other insurers. It's great Aviva has this option now."

“This is a great service from Aviva with quick responses and very proactive with calls being made. We do not get that from other insurers.”

So the next time you have a Commercial Combined quote that doesn't fit online, let our dedicated team of underwriters try and help you quote for more business.

Log in to Fast Trade or Acturis Etrade today to get started.

It takes you.

It takes a partnership.

It takes Aviva.